

**KANEPACKAGE PHILIPPINE INC.**

No. 5 Ring Road LISP II, Brgy. La Mesa, Calamba City, Laguna
Telephone No. (049) 545-7166 to 69
Fax No. (049) 545-6302

INVESTIGATION REPORT FORM (IRF)☐ Inhouse Detection☒ Customer Claim

Control No.: 171

Date Issued: 20 02 17

Customer	SANYO DENKI
Item Code	00902009-01
Item Description	PRINT SPECIFICATION
Job Order Number	WO-DRS-20-M-00087-122

Attention To	Mr. Gerald De Guzman / Mr. Rexel Almario
Department	PRD / QA
Date of Detection	20 02 12
Section Detected	CUSTOMER - SANYO DENKI

ILLUSTRATION OF THE PROBLEM

<input checked="" type="checkbox"/> Major		<input type="checkbox"/> Minor
Lot Quantity (pcs.)	Reject Quantity (pcs.)	Reject Percentage
400	10	2.50%

Nature of Defect:

MISALIGN PRINT

Requirement:

The sticker guide should be 10mm away from the creasing line w/ ± 5 mm tolerance

Actual:

Sticker guide touches the creasing line

NO. OF OCCURRENCE	DISPOSITION	AREA OF OCCURRENCE / ORIGIN	CONTENT
<input checked="" type="checkbox"/> First	<input type="checkbox"/> Hold	<input type="checkbox"/> Slotter	<input type="checkbox"/> Material
<input type="checkbox"/> Recurrence	<input type="checkbox"/> Special Acceptance	<input checked="" type="checkbox"/> EQOS	<input checked="" type="checkbox"/> Dimension
No.: _____	<input type="checkbox"/> For Rework	<input type="checkbox"/> Diecut	<input checked="" type="checkbox"/> Appearance
Date: _____	<input checked="" type="checkbox"/> Reject / Disposal	<input type="checkbox"/> Detaching	<input type="checkbox"/> Process / Method

Issued by	Checked by	Approved by	Received by (Receiving Section)
 Adrian Vergara QA-IE Staff	 Mr. Roderick Ramos QA Supervisor	 Mr. Rexel Almario QA Asst. Manager	Mr. Gerald De Guzman / Mr. Rexel Almario Head/ Supervisor

I. INVESTIGATION / ANALYSIS

DIRECT CAUSE: (Analyze the reason of occurrence, why it happened?)

INDIRECT CAUSE: (Analyze the reason of occurrence, why it leaked?)

System / Training	Why 1: Why 2: Why 3: NOT A FACTOR Why 4: Why 5:	Why 1: Why 2: Why 3: NOT A FACTOR Why 4: Why 5:
Design / Toolings	Why 1: Why 2: Why 3: NOT A FACTOR Why 4: Why 5:	Why 1: Why 2: Why 3: NOT A FACTOR Why 4: Why 5:
Process / Material	Why 1: Why 2: Why 3: PLS. SEE ATTACHED Why 4: Why 5:	Why 1: Why 2: Why 3: PLS. SEE ATTACHED Why 4: Why 5:

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INVESTIGATION REPORT FORM (IRF)**FINAL CONCLUSION****OCCURRENCE ROOTCAUSE**

- PRINT/DIECUT MOVEMENT CAUSED
IS WARP MATERIALS

OUTFLOW ROOTCAUSE

- MISALIGN DID NOT DETECTED IN
SAMPLING BECAUSE THE OCCURRENCE
OF WARP IS RANDOMLY.

IMMEDIATE ACTION: (Action to be done to contain/ temporary correct the problem found)**CORRECTIVE ACTION:** (Actions to be done to ensure that the problem will not happen again)**A. Sorting Result**

	Location	Total Stock	NG	Total Good
RM	N/A			
WIP	N/A			
FG	CUSTOMER - SDP	400	10	390

Actions to be done to eliminate recurrence**Who / When**

System

N/A

Design /
Tools

N/A

Process

PLS. SEE ATTACHED.

B. Orientation

Date	20 02 18	Time	1:30 P.M. ~ 1:45 P.M.
Title	ORIENTATION REGARDING RANDOM OCCURRENCE OF WARP MATERIALS ISSUED		
Attendees	EQOS OPERATORS		

C. Reworking

Rework Quantity	N/A
Total Good	N/A
Rework Percentage (Good)	N/A

II. QA ROOTCAUSE VERIFICATION (To be filled out by QA In-charge)

Date Conducted: 20 02 18

PIC: A. Vergara

Identified Rootcause

~ The materials delay on the printing unit timing because the materials slipped inside, because the condition of materials are warp
~ The high feeding gate height causes of material slipping

Recommendation

~ Change rubber die & diecut blade layout from 6outs to 1 out
~ Put pokayoke mark on the mylar of the item to monitor the timing of material entry in printing unit
~ Apply same CA to 00902009-01

III. CORRECTIVE ACTION VERIFICATION (To be filled out by QA In-charge)

	Checked by	Date	Implemented?	Remarks
1st Verification of Action	A. Vergara	20 02 20	<input checked="" type="checkbox"/> Yes [] No	CA is fully implemented
2nd Verification of Action	A. Vergara	20 02 20	<input checked="" type="checkbox"/> Yes [] No	Recommendation is implemented Item 2 & 3.
3rd Verification of Action			[] Yes [] No	
Effectiveness of Action	A. Vergara	20 06 09	<input checked="" type="checkbox"/> Yes [] No	DATE AND SIGNATURE 200625 CA 1, Recommendation is implemented

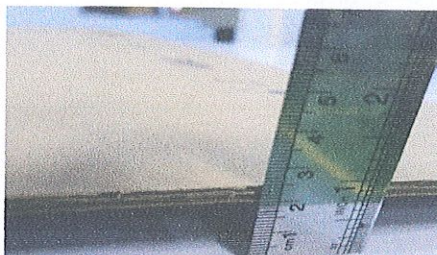
Note: If no same defects / problems occurs for 5 consecutive deliveries, corrective action is considered effective / closed. If the same problem occurs within 5 consecutive deliveries or 3rd verification of action still not yet implemented, Investigation Report shall be re-issued to the affected department to provide new improvement action.

IV. CLOSURE

Status:	Remarks:	Approved by:	Process Owner Acknowledgment: (Receiving Section)
<input checked="" type="checkbox"/> Closed <input type="checkbox"/> Still Open <input type="checkbox"/> Re-issue IRF		<div>QA Supervisor Date: 20 07 06</div> <div>QA Ass. Manager Date: 20 07 06</div>	<div>Line Leader Date: 200713</div> <div>Department Head Date: 20 07 13</div>

DIRECT CAUSE
PROCESS /
MATERIAL

- W1** - Cannot identify between Egos and Eterna the caused of Misalign Print/Diecut, but 1 of the Factor and have a proof that cause of misalign is the warp materials.
- W2** - Egos operator conducted Study that the Random warp materials have big effect to Print movement.
- W3** - Eterna record the machine ERROR downtime due to warp material. This machine error is one of the big factor of misalign diecut.



RANDOM WARP MATERIALS with 18mm WARPAGE



**Print move 8mm upward for warp materials
(Requirement 25mm vs. Actual 17mm)**

The lower flap slot move 12mm
upward
(Requirement 119mm vs. Actual
131 mm)

[illegible]

Eterna operator record the machine error last January 29, 2020 for Sanyo Denki 00902009-01 Package with JO# WO-DRS-20-M-00087-122 due to warp material

**INDIRECT CAUSED
PROCESS /
MATERIAL**

- W1** - Possible that the warp materials occurrence is randomly.
- W2** - Trial run in both machine are approved by QA patrol why they proceed in mass production.
- W3** - Misalign print did not detected in sampling checking because the occurrence is randomly.

CORRECTIVE ACTION PROCESS

- > Orient in Eqos Operator and Production Leader that if there is random occurrence of warp materials, operator immediate report the problem to Production Leader in-charge. The Production Leader in-charge will request sorting of the affected item to QA Leader in-charge.

PLC: Production

Target Date: 200218

- > From 6outs with materials of 1025 X 1584 BF that (Prone to warp because Big sheets). The 3pm team propose to back in 1out with materials of 484 X 933 BF (Not prone to warp).

PIC: 3pm team

Date: For Checking of tooling and Schedule

NOTES:-DIECUT BLADE PR DONE 200218
-CYREL FOR RE-LAYOUT UPON RECEIVING
OF NEW DIECUT BLADE



PURCHASE REQUEST

Date:	18-Feb-20	Carrier:	
External Provider:	SUPERDIECUT	Place of Delivery:	KPPI Laguna
Customer Name:	SANYO DENKI	Terms:	
To:	Purchasing Department	Mode:	
Attention:		Others:	

Delivery Date	Item Code/ Description	Selling	Quantity	Unit Price	New Unit Price	Amount	GPR
21-Feb-20	00902009-01	n/a	1 SET		n/a		
PURCHASE REQUEST				n/a	n/a		n/a

Delivery Date to Customer	Remarks	Prepared by	Approved by	Received by
	From 3PM TEAM PROPOSAL (From: 6 outs To: 1out)	R. Malvar	W. Apalla, R. Ramos, M. Casillano	Purchasing Rep

PO / PR / STOCK QUANTITY							
Customer's PO Qty	Item Code/ Description	Inventory			PR Quantity	Material Controller	Ending Inventory/ Remarks
		RM	WIP	FG			