

**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.: 181

Date Issued: 20 02 19

Customer	EPSON IJP
Item Code	5150864-01
Item Description	R41416914 (SILANE) INDIVIDUAL BOX; PA1
Job Order Number	PLEASE SEE ATTACHED

Attention To	Mr. Gerald De Guzman / Ms. Weena Apalla
Department	PRODUCTION
Date of Detection	February 13 - 14, 2020
Section Detected	KP - LIMA

ILLUSTRATION OF THE PROBLEM☐ Major☒ Minor

Lot Quantity (pcs.)

Reject Quantity (pcs.)

Reject Percentage

12,070

86

0.71%

Nature of Defect:

EXCESS GLUE / GLUE STAIN

Requirement:

Excess glue is good as long as it is colorless

Actual:

Excess glue has whitening and visible

NO. OF OCCURRENCE**DISPOSITION****AREA OF OCCURRENCE / ORIGIN****CONTENT**☒ First☐ Hold☐ Slotter☒ Gluing☐ Material☐ Recurrence☐ Special Acceptance☐ EQOS☐ Vertical☐ Dimension

No.: _____

☐ For Rework☐ Diecut☐ Others: _____☒ Appearance

Date: _____

☒ Reject / Disposal☐ Detaching☐ 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 / Ms. Weena Apalla
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:
Why 4:
Why 5:

NOT A FACTOR

Why 1:
Why 2:
Why 3:
Why 4:
Why 5:

NOT A FACTOR

Design / Toolings

Why 1:
Why 2:
Why 3:
Why 4:
Why 5:

NOT A FACTOR

Why 1:
Why 2:
Why 3:
Why 4:
Why 5:

NOT A FACTOR

Process / Material

Why 1:
Why 2:
Why 3:
Why 4:
Why 5:

PLS. SEE ATTACHED

Why 1:
Why 2:
Why 3:
Why 4:
Why 5:

PLS. SEE ATTACHED

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

~ DUE TO MANUAL FEEDING OF ITEM IF THE OPERATOR GET DELAY OR STOP FOR A FEW SECOND, THE DISTRIBUTION OF GLUE IN THE GLUE TAB BECOME THICKER THAT CAUSED EXCESS GLUE

~ NO EXCESS GLUE DETECTED UPON SAMPLING CHECKING.

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

	Location	Total Stock	NG	Total Good
RM	N/A			
WIP	N/A			
FG	KP-LIMA	12,070	86	11,984

System

N/A

B. Orientation

Date	Time
N/A	N/A
Title	N/A
Attaches	N/A

Design / Tools

N/A

C. Reworking

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

Process

PLS. SEE ATTACHED

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

Date Conducted: 10 02 20

PIC: A. Vergara

Identified Rootcause**Recommendation**

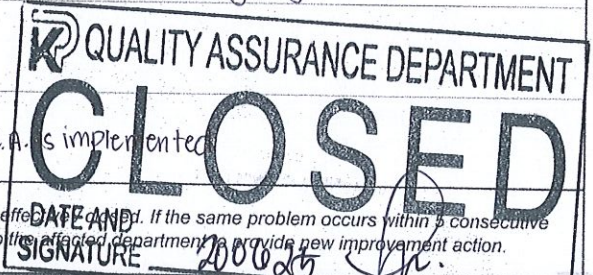
~ the glue spread outside the glue tab due to over application. Overapplication occur due to aside from glue roller there are excess glue drip on the gluing applicator due to improper imbalance mixture of glue

~ cleaning of glue roller
~ standardize glue mixture

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 25	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	~ CA is already implement ~ cleaning of glue roller is done ~ standardize of glue mixture still pending
2nd Verification of Action	A. Vergara	20 06 03	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	~ WG-9554i has been used - No gluing mixture is needed before gluing process.
3rd Verification of Action			<input type="checkbox"/> Yes <input type="checkbox"/> No	
Effectiveness of Action	A. Vergara	20 06 11	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	C.A. is implemented

Note: If no same defects / problems occurs for 5 consecutive deliveries, corrective action is considered effective and 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.

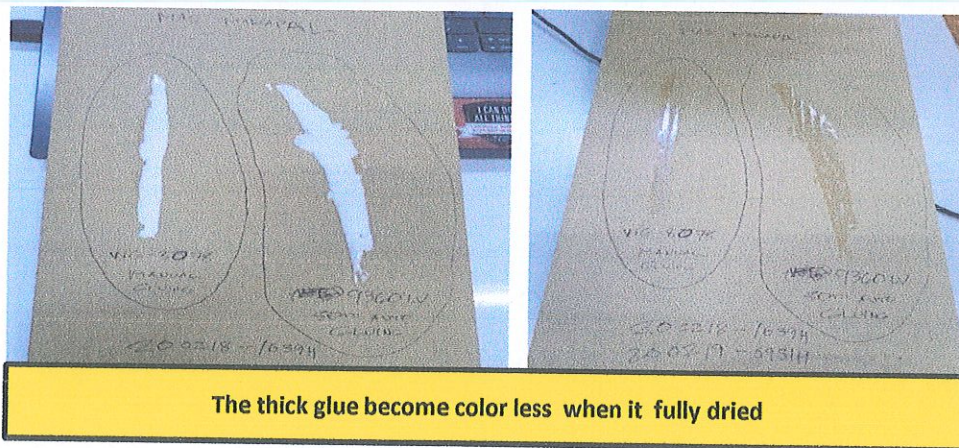
**IV. CLOSURE**

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			
		Date: 20 07 08	Date: 2007/3
			Date: 20 07 13

INVESTIGATION REPORT FOR EXCESS GLUE / GLUE STAIN OF EPSON IJP 5150864-01

DIRECT CAUSE PROCESS/MATERIAL	W1 - The excess glue is inherent in Semi Auto Gluing.
	W2 - Due to manual feeding of item if operator got delay or stop for a few second, the distribution of glue in the glue tab become thicker that caused excess glue.

INDIRECT CAUSE PROCESS/MATERIAL	W1 - Operator did not notice the excess glue.
	W2 - No excess glue detected upon sampling checking.
	W3 - Our thinking when the glue got dry it become color less, why is not critical specially in the glue tab side because its inherent.



CORRECTIVE ACTION

> Orient the Semi Auto Gluing operator to wipe out if there is thick excess glue in the glue tab.

PIC: Production

Target Date: 200225