

**KANEPACKAGE PHILIPPINE INC.**

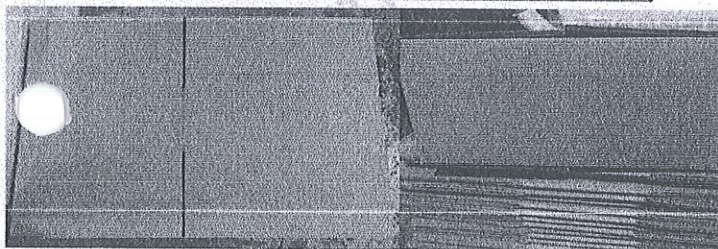
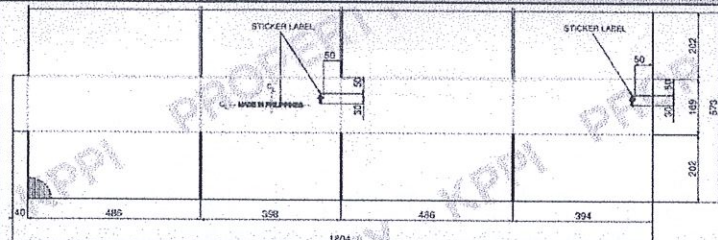
No. 5 Ring Road LISP II, Brgy. La Mesa, Calamba City, Laguna
Telephone No. (049) 545-7166 to 69
Fax No. (049) 545-6302

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

Control No.: 185

Date Issued: 20 02 20

Customer	EPSON	Attention To	Mr. Gerald De Guzman / Ms. Weena Apalla
Item Code	5148087-00	Department	PRODUCTION
Item Description	CARTON BOX	Date of Detection	20 02 19
Job Order Number	WO-20-M-00202-3	Section Detected	CUSTOMER - TRC

ILLUSTRATION OF THE PROBLEM

<input checked="" type="checkbox"/> Major	<input type="checkbox"/> Minor	
Lot Quantity (pcs.)	Reject Quantity (pcs.)	Reject Percentage
250	250	100.00%

Nature of Defect:

No Sticker

Requirement:

Complete sticker on the panel of the item

Actual:

No attachment of logo and arrow sticker

NO. OF OCCURRENCE	DISPOSITION	AREA OF OCCURRENCE / ORIGIN	CONTENT
<input checked="" type="checkbox"/> First <input type="checkbox"/> Recurrence No.: _____ Date: _____	<input type="checkbox"/> Hold <input type="checkbox"/> Special Acceptance <input checked="" type="checkbox"/> For Rework <input type="checkbox"/> Reject / Disposal	<input type="checkbox"/> Slotter <input type="checkbox"/> EQOS <input type="checkbox"/> Diecut <input type="checkbox"/> Detaching <input type="checkbox"/> Gluing <input type="checkbox"/> Vertical <input checked="" type="checkbox"/> Others: <u>STICKER</u>	<input type="checkbox"/> Material <input type="checkbox"/> Dimension <input checked="" type="checkbox"/> Appearance <input type="checkbox"/> Process / Method
Issued by Adrian Vergara QA-IE Staff	Checked by Mr. Roderick Ramos QA Supervisor	Approved by Mr. Rexel Almario QA Asst. Manager	Received by (Receiving Section) 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: 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**

~ OPERATOR DID NOT NOTICE THE NEXT PROCESS BECAUSE A FEW MINUTES AFTER THEY START THE PROCESS, QA ONLINE GOT THE JO FOR LOT NUM GENERATION AND CONDUCTED ONLINE INSPECTION.

OUTFLOW ROOTCAUSE

~ OPERATOR NOT TRIGGER THAT THERE IS NEXT PROCESS BECAUSE THE ITEM IS ALREADY BUNDLED.

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 - TRC	250	250	0

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

System

N/A

B. Orientation

Date	20 02 25	Time	14:15 - 14:20
Topic	ORIENTATION REGARDING NO STICKER OF EPSON 8148081-00 CARTON BOX		
Attendees	GLUING OPERATOR		

Design / Tools

N/A

C. Reworking

Rework Quantity	250 PCS.
Total Good	250 PCS.
Rework Percentage (Good)	100%

Process

PLS. SEE ATTACHED

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

Date Conducted: 20 02 25

PIC: A-Vergara

Identified Rootcause**Recommendation**

The operator skipped process, because after gluing the inspector inspect the item without J.O. Reference (both PRO & QA). Both sides did not refer on the J.O. for the process flow of the item

~ Change process sequence, prior gluing the operator should attach first the stickers

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 28	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	CA is implemented and the 4M Application sent to customer is approved
2nd Verification of Action			<input type="checkbox"/> Yes	<input type="checkbox"/> No	
3rd Verification of Action			<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Effectiveness of Action	A. Vergara	20 09 07	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	C.A. is effective

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	Approved by:		Process Owner Acknowledgment (Receiving Section)	
<input checked="" type="checkbox"/> Closed				
<input type="checkbox"/> Still Open				
<input type="checkbox"/> Re-Issue IR				
Date: 2/01/11	Date: 2/01/11		Date: 2/01/11	Date: 2/01/11

DATE AND SIGNATURE

2/01/09

INVESTIGATION REPORT FOR NO STICKER/SKIP PROCESS OF TRC 5148087-00 INDIVIDUAL CARTON BOX,ADF,ASP

ROOT CAUSE	W1 - According to Semi Auto Gluing Operator few minutes after they start the process of item Online QA got the JO for the advance Lot Numbering generation and conducted Online inspection and bundling of this item.
	W2 - Why the Operator did not notice that after Semi Auto Gluing there is next process which is Sticker attachment.
OUTFLOW ROOTCAUSE	W1 - Semi-Auto Gluing operator miss look to check the next process in Job Order.
	W2 - They not trigger that there is next process because the item is already bundled.

CORRECTIVE ACTION

- > Orient the Semi Auto Gluing operator to check first if there is next production process after them before they give the JO in QA Online.

PIC: Production

Target Date: 200221 for Dayshift & 200225 for Nightshift

- > Change from Sticker to Eqos Printing to eliminate the problem permanently.

PIC: Sales

Target Date: Sample for approval