


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.: 214

Date Issued: 20 05 26

Customer	HIBLOW
Item Code	DB0402011-00
Item Description	INDIVIDUAL BOX
Job Order Number	WO-20-M-00666-1

Attention To	Mr. Gerald De Guzman / Ms. Weena Apalla
Department	PRODUCTION
Date of Detection	20 05 26
Section Detected	QA - SCREENING

ILLUSTRATION OF THE PROBLEM

<input type="checkbox"/> Major	<input checked="" type="checkbox"/> Minor	
Lot Quantity (pcs.)	Reject Quantity (pcs.)	Reject Percentage
206	206	100.00%

Nature of Defect:

BLOTTED PRINT

Requirement:

"Registered Mark" should be readable

Actual:

"Registered Mark" was filled by the ink and not visible

NO. OF OCCURRENCE		DISPOSITION		AREA OF OCCURRENCE / ORIGIN		CONTENT	
<input type="checkbox"/> First	<input type="checkbox"/> Recurrence	<input type="checkbox"/> Hold	<input type="checkbox"/> Special Acceptance	<input type="checkbox"/> Slotter	<input type="checkbox"/> Gluing	<input type="checkbox"/> Material	<input type="checkbox"/> Dimension
No.: 2nd	Date: _____	<input type="checkbox"/> For Rework	<input checked="" type="checkbox"/> Reject / Disposal	<input checked="" type="checkbox"/> EQOS	<input type="checkbox"/> Vertical	<input checked="" type="checkbox"/> Appearance	<input type="checkbox"/> Process / Method
Issued by		Checked by		Approved by		Received by (Receiving Section)	
 Adrian Vergara QA-IE Staff		 201207 QA Supervisor		 Mr. Rexel Almarino 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:	NOT A FACTOR	Why 1:	NOT A FACTOR
	Why 2:		Why 2:	
	Why 3:		Why 3:	
	Why 4:		Why 4:	
	Why 5:		Why 5:	
Design / Toolings	Why 1:	PLS. SEE ATTACHED	Why 1:	PLS. SEE ATTACHED
	Why 2:		Why 2:	
	Why 3:		Why 3:	
	Why 4:		Why 4:	
	Why 5:		Why 5:	
Process / Material	Why 1:	PLS. SEE ATTACHED	Why 1:	PLS. SEE ATTACHED
	Why 2:		Why 2:	
	Why 3:		Why 3:	
	Why 4:		Why 4:	
	Why 5:		Why 5:	

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

THE "R" MARK IS ENGRAVE TEXT AND SMALL CHARACTER, WHY IT WAS PHONE TO BLOTTED PRINT.

OUTFLOW ROOTCAUSE

OPERATOR JUDGE FOR HALF BLOTTED OF "R" MARK IS GOOD AND THEY CONSIDERED THE SOLID CHARACTER NOT TO BECOME POOR PRINT.

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	QA-SCREENING	206	206	0
FG	N/A			

Actions to be done to eliminate recurrence

Who / When

System

N/A

B. Orientation

Date	N/A	Time	N/A
Title	N/A		
Attendees	N/A		

Design / Tools

PLS. SEE ATTACHED

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: 20 05 28

PIC: A. Vergara

Identified Rootcause

Recommendation

The ink accumulates in the registered mark easily because the marking design is too small (the diameter is 2mm only) and in addition the canal of the mark is shallow (proportion to the size of register mark)

~ Improve the size of (R) from D2mm to D5mm
~ Clean the text using brush, because rags are not effective in cleaning tight spaces.

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

	Checked by	Date	Implemented?	Remarks
1st Verification of Action	A. Vergara	20 06 08	[] Yes [X] No	Proposal was submitted to the Main office of the customer waiting for approval
2nd Verification of Action	A. Vergara	20 10 13	[X] Yes [] No	Proposal already approved
3rd Verification of Action			[] Yes [] No	
Effectiveness of Action	A. Vergara	20 11 24	[X] Yes [] 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:

Remarks:

Approved by:

Process Owner Acknowledgment: (Receiving Section)

QUALITY ASSURANCE DEPARTMENT
CLOSED
DATE AND SIGNATURE 20 12 07

QA Asst. Manager
Date: 20 12 07

IRISH MAY L. ESTAREJA
Line Leader
Date: 20 12 07

Department Head
Date: 20 12 07

INVESTIGATION REPORT FOR BLOTTED PRINT OF HIBLOW DB0402011-00 INDIVIDUAL BOX

DIRECT CAUSE DESIGN/TOOLING	W1- The "R" mark character is too small and the text is Engrave.
	W2 - Engrave text specially if small character is prone to blotted print.
DIRECT CAUSE PROCESS/MATERIAL	W2- This item is very difficult to print because you need to consider the two factor in same time 1st not to become blotted the engrave text and 2nd not to become poor print the solid character.
	W3 - Unlike before in Long Way Printing we process this item " STOP & GO" routine, after print of 10pcs we stop to clean the cyrel then print another 10pcs.

INDIRECT CAUSE PROCESS/MATERIAL	W1 - Operator proceed to mass production.
	W2 - Operator Judge the half blotted of "R" mark as good because its too small and engrave text.
	W1- The machine speed is 100bpm with Skip On mode.
	W2- Because they need to consider the print of solid character.

CORRECTIVE ACTION

Any possible improvement in character specially to Engrave text because this item is long time problem of Printing operator regarding rejection.

PIC:	Design & Sales	TARGET DATE:	
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Set Standard Acceptance for this items, because if you prioritize the "R" mark the possible Reject is Poor Print but if you Prioritize the "Solid Character" the possible problem is the Blotted print of "R" mark.

PIC:	Production & QA	TARGET DATE:	
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