

**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

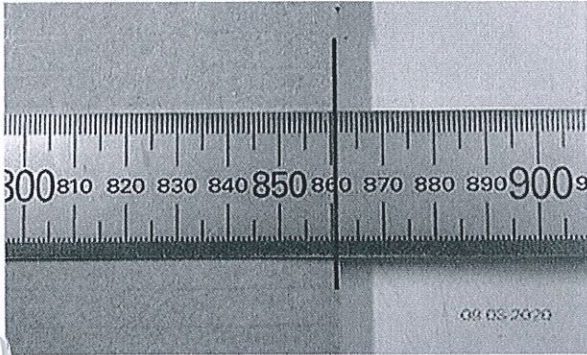
INVESTIGATION REPORT FORM (IRF)☐ Inhouse Detection☒ Customer Claim

Control No.: 215

Date Issued: 20 05 26

Customer	SANYO DENKI	Attention To	Mr. Rexel Almario
Item Code	01013353-01	Department	QUALITY ASSURANCE
Item Description	BOTTOM PAD	Date of Detection	20 03 10
Job Order Number	200218-120929	Section Detected	SUPERFLEX

ILLUSTRATION OF THE PROBLEM

LENGTH BELOW MINIMUM

ACTUAL: 861mm
Length Below Minimum

<input checked="" type="checkbox"/> Major <input type="checkbox"/> Minor		
Lot Quantity (pcs.)	Reject Quantity (pcs.)	Reject Percentage
100	100	100.00%
Nature of Defect:		
NG DIMENSION		
Requirement:		
LENGTH = 865mm \pm 2mm		
Actual:		
Item length dimension is 861mm		

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 type="checkbox"/> For Rework <input checked="" type="checkbox"/> Reject / Disposal	<input type="checkbox"/> Slotter <input type="checkbox"/> Gluing <input type="checkbox"/> EQOS <input type="checkbox"/> Vertical <input type="checkbox"/> Diecut <input checked="" type="checkbox"/> Others: _____ <input type="checkbox"/> Detaching <input type="checkbox"/> INSPECTION	<input type="checkbox"/> Material <input checked="" type="checkbox"/> Dimension <input type="checkbox"/> Appearance <input type="checkbox"/> Process / Method
Issued by	Checked by	Approved by	Received by (Receiving Section)
 Adrian Vergara QA-IE Staff	 QA Supervisor	 Mr. Rexel Almario QA Asst. Manager	 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:	PLEASE SEE ATTACHED FILE	Why 1:
	Why 2:		Why 2:
	Why 3:		Why 3:
	Why 4:		Why 4:
	Why 5:		Why 5:
Design / Toolings	Why 1:	SEE ATTACHED FILE	Why 1:
	Why 2:		Why 2:
	Why 3:		Why 3:
	Why 4:		Why 4:
	Why 5:		Why 5:
Process / Material	Why 1:	SEE ATTACHED FILE	Why 1:
	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****OUTFLOW ROOTCAUSE**

~ General

N/A

~ General Tolerance declared on the drawing was confusing.
~ OQA uses wrong dimension tolerance as reference

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	SDP	100	100	0

System	Who / When
SEE ATTACHED FILE	

B. Orientation

Date	Time
N/A	N/A
Title	
ees	N/A

Design / Tools	Who / When
SEE ATTACHED FILE	

C. Reworking

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

Process	Who / When
SEE ATTACHED FILE	

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

Date Conducted: 20 05 29 PIC: A. Vergara

Identified Rootcause**Recommendation**

~ The OQA Inspector used wrong dimension reference because the inspector refer on the general tolerance limit (The OQA Inspector confused on the reference.

~ Same in the Corrective Action Indicated: Put specific tolerance and abolish general tolerance limit.

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

	Checked by	Date	Implemented?	Remarks
1st Verification of Action	A. Vergara	20 05 29	[X] Yes [] No	C.A. is implemented
2nd Verification of Action			[] Yes [] No	
3rd Verification of Action			[] Yes [] No	
Effectiveness of Action	A. Vergara	20 09 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

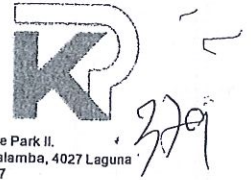
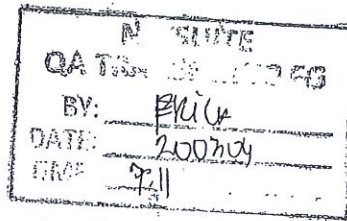
Status:	Remarks:	Approved by:	Process Owner Acknowledgment: (Receiving Section)
<input checked="" type="checkbox"/> Closed	QUALITY ASSURANCE DEPARTMENT		
<input type="checkbox"/> Still Open		QA Supervisor	QA Asst. Manager
<input type="checkbox"/> Re-Issue IRF		Date: 21 04 14	Date: 21 04 14

DATE AND
SIGNATURE

21 04 14

KANEPACKAGE PHILIPPINE, INC.

SO No.: Sales Order #DRS-20-M-00271
 JO No.: WO-DRS-20-M-00271-213
 ISSUED BY: Engleberth Dario
 DATE ISSUED: 27-FEBRUARY-2020
 CUSTOMER: SANYO DENKI PHILS INC



Light Industry Science Park II,
 National Highway, Calamba, 4027 Laguna
 Tel: (049) 545 7166/87
 Fax: (049) 544-0010

Item Description: 01013353-01 BOTTOM PAD
 Quantity: 100 Piece
 Delivery Date: 4-MARCH-2020

Memo :
 BK Code : 01013353-01
 Blades :

Material Description	Qty To Be Used	Cut Size	No. of Cuts	Actual Qty Used	DR No.	Supplier	Batch No.	Issued By
01013353-01 BOTTOM PAD 0	100	0	0	0pcs 100		S&L		Amell 2/4

PROCESS	Finished		GOOD QTY	REJECT QTY			OPERATOR	Remarks
	Date	Time		Trial run	In-house	Supplier		
1. LOT NUMBERING	3/3		100				famey jodel	
2. SCREENING	3/3		100				R/hor 1A	
3. BUNDLE/PACKING								

REJECTION HISTORY

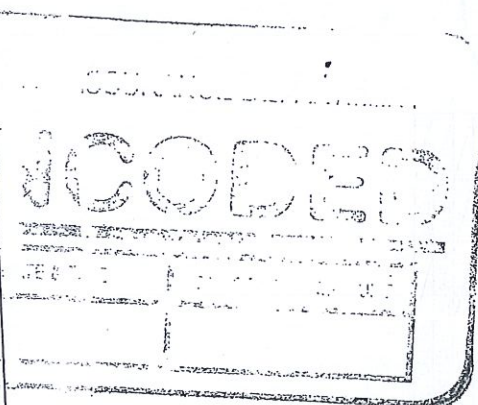
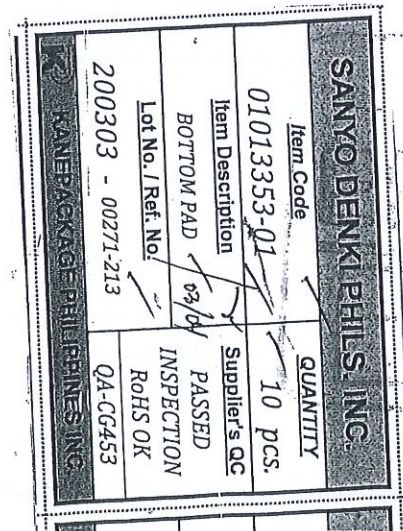
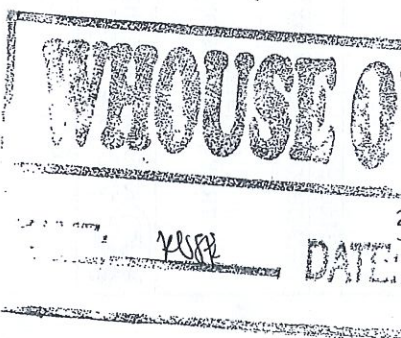
1.
2.
3.
4.
5.

NOTES

1.
2.
3.
4.
5.

JO Received By(WHSE): Signature over printed name/Date/Time

JO Returned to(QA): Signature over printed name/Date/Time



INDIRECT CAUSE: (Analyze the reason of occurrence, why it leaked?)		
System / Training	1.	
	2.	
	3.	
	4.	
	5.	
Design / Tooling	1. General Tolerance declared on the drawing was confusing	
	2. Ranges and tolerance limit is still visible on the drawing even there is a special tolerance given to us by customer	
	3.	
	4.	
	5.	
Process / Material	1. Actual size of the Bottom pad was approved by OQA inspector	
	2. OQA inspector uses wrong dimension tolerance as reference on the tolerance limit on size of the item	
	3. OQA inspector did not notice that the general tolerance in the drawing is not applicable on this item	
	4. OQA inspector did not pay attention on the special tolerance declared on the drawing	
	5. OQA inspectors usually/often used the General Tolerance during measuring process	
OUTFLOW ROOTCAUSE		
WRONG TOLERANCE LIMIT USED		
CORRECTIVE ACTION: (Action to be done to ensure that the problem will not happen again)		Who/When
Action to done to eliminate recurrence		
System / Training		
Design / Tooling	Propose to delete the General Tolerance Limit in the drawing whenever there is a special tolerance given to us by customer	R. Almario
Process / Material	Highten the analytical skills of QA by educating all the members regarding correct reading and verifying all information in the drawing	R. Almario