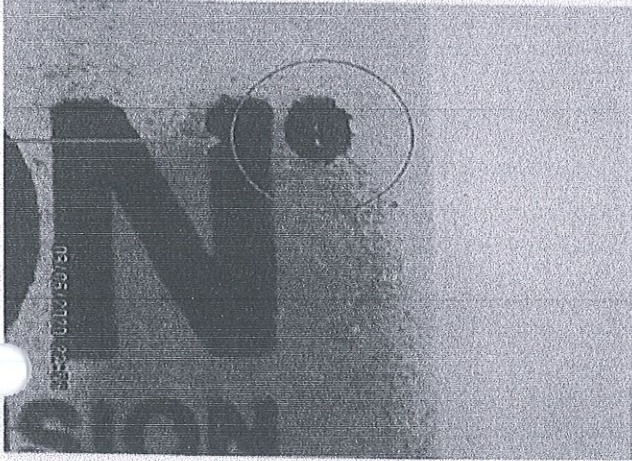# KANEPACKAGE PHILIPPINE INC.

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.:	221	Date Issued:	20 06 11

Customer	EPSON IJP	Attention To	Mr. Gerald De Guzman / Ms. Weena Apalla
Item Code	5150864-01	Department	PRODUCTION
Item Description	INDIVIDUAL BOX	Date of Detection	20 06 10
Job Order Number	WO-DRS-20-L-0039-29	Section Detected	QA - IN LINE

ILLUSTRATION OF THE PROBLEM

■ Major	☐ Minor

Lot Quantity (pcs.)	Reject Quantity (pcs.)	Reject Percentage
4,512	92	2.03%

Nature of Defect:

BLOTTED PRINT

Requirement:

Register Mark should be readable

Actual:

Register Mark was filled by ink

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)
(signature) Adrian Vergara QA-IE Staff	QA Supervisor	*(signature)* Mr. Rexel Almario QA Asst. Manager	*(signature)* Mr. Gerald De Guzman / Ms. Weena Apalla Head/ Supervisor

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:

QA-027-F01 REV.01

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INVESTIGATION REPORT FORM (IRF)

FINAL CONCLUSION

OCCURRENCE ROOTCAUSE	OUTFLOW ROOTCAUSE
BLUNT CYREL	RANDOM OCCURRENCE

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				System	N/A	
WIP	QA - IN LINE	4,512	92	4,420			
FG	N/A						
B. Orientation							
Date	N/A	Time	N/A		Design / Tools	N/A	
Title	N/A						
Attendees	N/A						
C. Reworking							
Rework Quantity	N/A				Process	PLS. SEE ATTACHED	
Total Good	N/A						
Rework Percentage (Good)	N/A						

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

Date Conducted: 20 06 15   PIC: A. Vergara

Identified Rootcause	Recommendation
~ Doﬀ Worn rubber die due to long usage (148,307 Shots) ~ Due to Dirty rubber die. The ink accumulate on the narrow spaces of the registered mark	~ Establish & standardize rubber die life span. ~ Rubber die cleaning to remove the accumulated ink on the narrow 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 22	[✓] Yes [ ] No	~ With P.O. for new rubber die ~ Existing Procedure was revised PM-PR-003
2nd Verification of Action	A. Vergara	20 07 14	[✓] Yes [ ] No	~ New flexo plate has been arrived & ready for use
3rd Verification of Action			[ ] Yes [ ] No	
Effectiveness of Action	A. Vergara	20 07 22	[✓] Yes [ ] No	C.A. is effective

QUALITY ASSURANCE DEPARTMENT — CLOSED
DATE AND SIGNATURE

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 sent to the affected department to provide new improvement action.

IV. CLOSURE
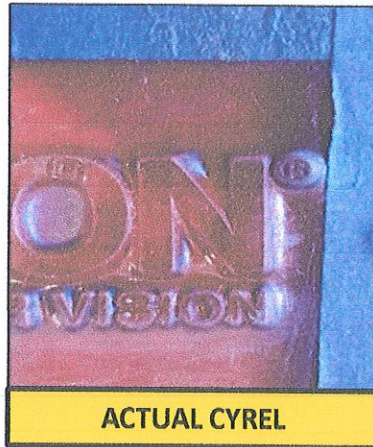
Status:	Remarks:	Approved by:		Process Owner Acknowledgment: (Receiving Section)	
[✓] Closed [ ] Still Open [ ] Re-Issue IRF	No occurence of Blotted Print	NOEMI V. CEPED QA Supervisor Date: 200801	QA Asst. Manager Date: 20 08 05	IRISH MAY L. ESTAREJA Line Leader Date: 200825	Department Head Date: 200827

QA-027-F01 REV.01

INVESTIGATION REPORT FOR BLOTTED PRINT OF EPSON IJP 5150864-01 INDIVIDUAL BOX

DIRECT CAUSE PROCESS/MATERIAL	W1- Even the process is in Skip Off mode, operator need to increase the impression why there is occurrence of blotted print specially in very small character.
	W2- Cyrel already blunt.
	W3- Item is fast moving with high volume Quantity, totally as of June 12, 2020 cyrel already printed 148,307sheets

EQOS MACHINE RATIO

ACTUAL CYREL

CYREL MONITORING CARD

INDIRECT CAUSE PROCESS/MATERIAL	W1- Operator proceed to mass production.
	W2 - Trial run approved by QA Patrol.
	W3 - Occurrence are randomly and upon detection of blotted print, operator clean the cyrel.

CORRECTIVE ACTION

Request for cyrel replacement.

PIC:	Production / Tooling	TARGET DATE:	200615

Set standard checking of cyrel condition
(Example: 1st is after 100,000sheets if ok, next is after 150,000sheets if OK, next is after 180,000sheets)

PIC:	Production / Tooling	TARGET DATE:	200629