

**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.: 227

Date Issued: 20 06 23

| | | | |
|------------------|-----------------|-------------------|---|
| Customer | CANON | Attention To | Mr. Gerald De Guzman / Ms. Weena Apalla |
| Item Code | RJ1-1072-000 | Department | PRODUCTION |
| Item Description | FIXING ASSY BOX | Date of Detection | 20 06 22 |
| Job Order Number | WO-F-20-071-5 | Section Detected | QA - IN LINE |

ILLUSTRATION OF THE PROBLEM☐ Major☒ Minor

Lot Quantity (pcs.):

300

Reject Quantity (pcs.):

30

Reject Percentage

10.00%

Nature of Defect:

DENT

Requirement:

CLASS A: Minimum of 60mm in length

Actual:

Dent on the carton box is end to end

| 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"/> EQOS <input type="checkbox"/> Diecut <input type="checkbox"/> Detaching | <input checked="" type="checkbox"/> Gluing <input type="checkbox"/> Vertical <input type="checkbox"/> Others: _____ | <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 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**

THE GLUE APPLICATOR LITTLE BIT INCLINED
AND MAKE DENT MARK.

OUTFLOW ROOTCAUSE

NO OCCURENCE OF DENT MARK DURING
TRIAL RUN

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 | SEMI-AUTO | 300 | 30 | 270 |
| FG | N/A | | | |

Actions to be done to eliminate recurrence

Who / When

System

N/A

B. Orientation

| | | | |
|-------------|-----|------|-----|
| Date | N/A | Time | N/A |
| Time | N/A | | |
| Accessories | 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: 20 06 25

PIC: A. Vergara

Identified Rootcause**Recommendation**

The glue applicator press the material's surface,
because the clearance on the feeding got tight
since the mechanism rotate slightly due to
loose ~~screw~~ lock

~ Tighten the loose ~~screw~~ lock
~ Include the lock in daily preventive maintenance checking

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 26 | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | C.A. is implemented |
| 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 27 | <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

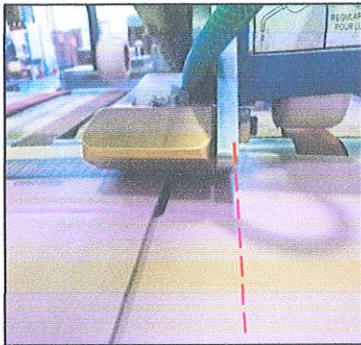
| | | | |
|--|--|-------------------|---|
| Status: <input checked="" type="checkbox"/> Closed <input type="checkbox"/> Still Open <input type="checkbox"/> Re-Issue | Remarks: QUALITY ASSURANCE DEPARTMENT | Approved by: | Process Owner Acknowledgment: (Receiving Section) |
| CLOSED | QA Supervisor: | QA Asst. Manager: | Line Leader: |
| Date: 21 01 07 | Date: 21 01 11 | Date: 21 01 11 | Date: 21 01 11 |

DATE AND
SIGNATURE

21 01 07

INVESTIGATION REPORT FOR DENT OF CBMP RJ1-1072 OUTER BOX

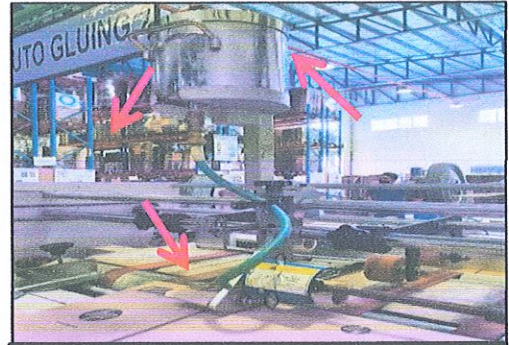
| | |
|---|--|
| DIRECT CAUSE PROCESS/MATERIAL | W1- Based on investigation the dent mark occurrence came from glue applicator. |
| | W2- Possible due to machine vibration the lock of glue applicator got loosen during process, and because of the weight of glue bucket the glue applicator little bit inclined and made a dent mark in the boxes. |



**THE DENT MARK OF
ACTUAL ITEM EXACT IN
GLUE APPLICATOR.**



**LOCK THAT LOOSEN
DURING PROCESS**



**DUE TO LOSSEN OF LOCK THE
TENDECY OF GLUE APPLICATOR
BECOME INCLINED BECAUSE OF THE
WEIGHT FROM THE GLUE BUCKET**

| | |
|---|---|
| INDIRECT CAUSE PROCESS/MATERIAL | W1- Operator in stacker did not notice the wide gap. |
| | W2 - No occurrence of dent marks upon checking of trial run. |
| | W2 - Because now only 1 operator assign in stacker for both Semi-Auto Gluing Machine 1 & 2, why the sampling checking has skip. |

CORRECTIVE ACTION

Check the lock of glue applicator if there is lose or damage thread.

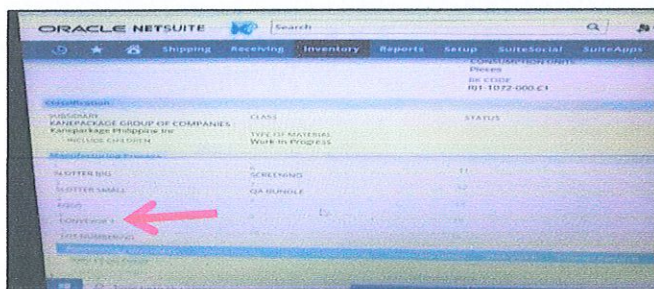
| | | | |
|-------------|------------------------|---------------------|-----------------------------|
| PIC: | Production/Engineering | TARGET DATE: | Done (OK no Lose or damage) |
|-------------|------------------------|---------------------|-----------------------------|

Orientation to Semi-Auto Gluing Operator regarding this problem, because its possible to happen again.

| | | | |
|-------------|------------|---------------------|--------|
| PIC: | Production | TARGET DATE: | 200625 |
|-------------|------------|---------------------|--------|

Transfer of process from Semi-Auto Gluing to Manual gluing/Conveyor 1 to avoid the two possible defect in Semi-Auto Gluing the Wide Gap & Dent mark. (With horizontal implementation to RJ1-1071, 1073 & 1074)

| | | | |
|-------------|------------|---------------------|------|
| PIC: | Production | TARGET DATE: | DONE |
|-------------|------------|---------------------|------|



**JO SYSTEM IN NETSUITE
ALREADY TRANSFERED
THE PROCESS IN MANUAL
GLUING/CONVEYOR 1**