

**KANEPACKAGE PHILIPPINE INC.**

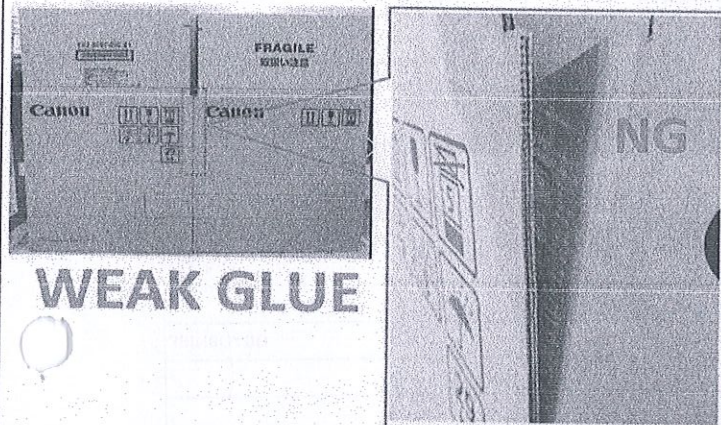
No. 5 Ring Road LISP II, Brgy. La Mesa, Calamba City, Laguna
Telephone No. (049) 545-7166 to 69
Fax No. (049) 545-6302

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

Control No.: 229

Date Issued: 20 06 26

Customer	CANON	Attention To	Mr. Gerald De Guzman / Ms. Weena Apalla
Item Code	FX2-5097-000	Department	PRODUCTION
Item Description	Z10_BOX OUTER	Date of Detection	20 06 25
Job Order Number	WO-F-20-M-053-2	Section Detected	CUSTOMER - CBMP

ILLUSTRATION OF THE PROBLEM☒ Major☐ Minor

Lot Quantity (pcs.)

Reject Quantity (pcs.)

Reject Percentage

960

1

0.10%

Nature of Defect:

WEAK GLUE

Requirement:

No occurrence of weak on both glue tab

Actual:

The other glue tab has week glue

NO. OF OCCURRENCE	DISPOSITION	AREA OF OCCURRENCE / ORIGIN		CONTENT
<input checked="" type="checkbox"/> First	<input type="checkbox"/> Hold	<input type="checkbox"/> Slotter	<input checked="" type="checkbox"/> Gluing	<input type="checkbox"/> Material
<input type="checkbox"/> Recurrence	<input type="checkbox"/> Special Acceptance	<input type="checkbox"/> EQOS	<input type="checkbox"/> Vertical	<input type="checkbox"/> Dimension
No.: _____	<input checked="" type="checkbox"/> For Rework	<input type="checkbox"/> Diecut	<input type="checkbox"/> Others: _____	<input checked="" type="checkbox"/> Appearance
Date: _____	<input type="checkbox"/> Reject / Disposal	<input type="checkbox"/> Detaching		<input type="checkbox"/> Process / Method
Issued by	Checked by	Approved by	Received by (Receiving Section)	
 Adrian Vergara QA-IE Staff	 QA Supervisor	 Mr. Rexo Almaro 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:	N/A	Why 1:	N/A
	Why 2:		Why 2:	
	Why 3:		Why 3:	
	Why 4:		Why 4:	
	Why 5:		Why 5:	
Design / Toolings	Why 1:	N/A	Why 1:	N/A
	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:	

**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)**FINAL CONCLUSION****OCCURRENCE ROOTCAUSE**

- LACK OF COMPRESSION IN THE PORTION THAT HAVE OCCURRENCE OF WEAK GLUE BECAUSE 2 PERSONS SHARE IN CONVEYOR - 2 POSSIBLE THAT PORTION ALREADY DRIED BEFORE FEED IN CONVEYOR

OUTFLOW ROOTCAUSE

- ONLY TRIAL RUN CHECKING ARE REQUIRED IN GLUING BECAUSE THERE IS ON-LINE QA ASSIGN TO CHECK AFTER FEEDING OF ITEM IN CONVEYOR.

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 - IN LINE	200	19	181
FG	KP- FPIP	115	0	115

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

System

N/A

Design / Tools

N/A

Process

PLS. SEE ATTACHED

B. Orientation

Date	20 06 26	Time	5:45 P.M. - 6:00 P.M.
Title	FX2-5097-000 WEAK GLUE		
Inspector	QA Inspector		

C. Reworking

Rework Quantity	19 PCS.
Total Good	19 PCS.
Rework Percentage (Good)	100%

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

Date Conducted: 20 06 30

PIC: A. Vergara

Identified Rootcause**Recommendation**

~ The glue tab was not compressed immediately because the item was delayed in feeding to conveyor because two operators glue simultaneously prior feeding to conveyor.

~ QA Inspector conducts only 1pc. of destructive test

1. Eliminate waiting time in using gluing conveyor (Operator 2 will use conveyor & Operator 1 in first process)
2. Increase destructive test from 1pc. to 3 pcs.
3. Strict implementation of 120° pre-folding.

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 30	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	~ Eliminating waiting time in conveyor is done (but under study) ~ Increase destructive test for revision of W.I
2nd Verification of Action	A. Vergara	20 07 05	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	C.A. & Recommendation is implemented
3rd Verification of Action			<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Effectiveness of Action	A. Vergara	20 07 16	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	C.A. & Recommendation 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

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

DATE AND SIGNATURE

21 04 14

INVESTIGATION REPORT FOR WEAK GLUE OF CBMP FX2-5097-000 Z10 BOX OUTER

ROOT CAUSE <i>PROCESS</i>	W1- Lack of compression in the portion that have occurrence of weak glue.
	W2- Possible the glue on that portion already dried before feeding in Conveyor-2 (Big Conveyor)
	W3- Two authorized personnel of CBMP items share in Conveyor-2.
	W4- To cope-up the delivery requirement because this items have big volume quantity this month and run only in Conveyor 2 due to big sizes, why the Leader assign another authorized personnel for CBMP items to support.

INDIRECT CAUSE PROCESS/MATERIAL	W1- Only trial run checking are required in gluing
	W2- Because there is on-line QA who check the items after feeding in conveyor 2.

CORRECTIVE ACTION

Avoid two persons share in Conveyor-2, but to cope up the delivery schedule the 1st gluing will process manually by support operator (Authorized Personnel for CBMP items) and the Conveyor-2 operator process only 2nd gluing of CBMP boxes. (Under study of Production Leaders)

PIC:	Production	TARGET DATE:	If effective
-------------	-------------------	---------------------	---------------------