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# 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

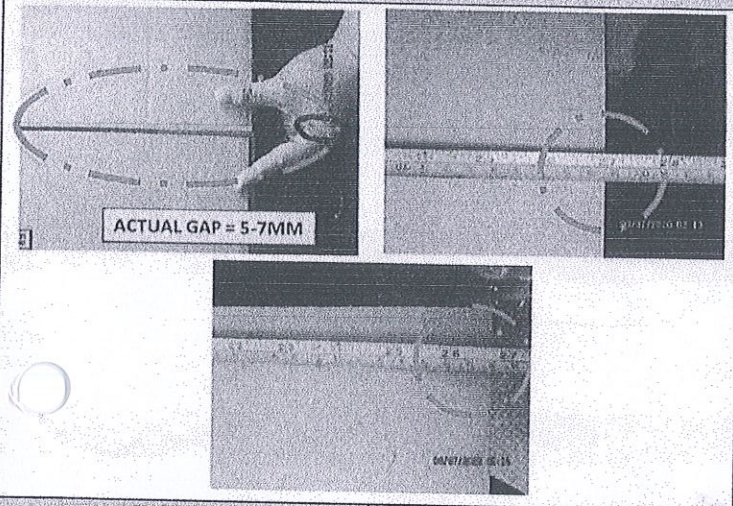
## INVESTIGATION REPORT FORM (IRF)

<input checked="" type="checkbox"/> Inhouse Detection	<input type="checkbox"/> Customer Claim
Control No.: 246	Date Issued: 20 07 13

Customer	CANON
Item Code	RJ1-0921
Item Description	CASSETTE ASSY OUTER BOX
Job Order Number	WO-F-20-094-1

Attention To	Mr. Gerald De Guzman / Ms. Weena Apalla
Department	PRODUCTION
Date of Detection	20 07 10
Section Detected	QA - OQA

### ILLUSTRATION OF THE PROBLEM



<input checked="" type="checkbox"/> Major	<input type="checkbox"/> Minor	
Lot Quantity (pcs.)	Reject Quantity (pcs.)	Reject Percentage
35	35	100.00%

Nature of Defect:

FLAP GAP

Requirement:

Flap should be closed and no gap

Actual:

Upper flap and lower flap has a gap of 5~7mm

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 checked="" type="checkbox"/> Slotter <input type="checkbox"/> EQOS <input type="checkbox"/> Diecut <input type="checkbox"/> Detaching <input type="checkbox"/> Gluing <input type="checkbox"/> Vertical <input type="checkbox"/> Others: _____	<input type="checkbox"/> Material <input checked="" type="checkbox"/> Dimension <input 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:	Why 4:	Why 5:
Design / Toolings	Why 1:	Why 2:	Why 3:	Why 4:	Why 5:
Process / Material	Why 1:	Why 2:	Why 3:	Why 4:	Why 5:

Handwritten notes in the table cells:

- Under System / Training: Why 3: N/A
- Under Design / Toolings: Why 3: N/A
- Under Process / Material: Why 3: PLS. SEE ATTACHED

OK



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

THE END DIMENSION EXCESS  
BY 3mm

EQOS  
- OPERATOR DIDN'T KNOW THE EFFECT OF 3mm  
EXCESS IN THE END DIMENSION, BECAUSE THEY  
CANT CONDUCT BOX FORM CHECKING DUE TO  
2-JOINTS BOXES.

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	N/A			

System

N/A

**B. Orientation**

Date	20 07 16	Time	09:50 - 09:58H
Title	ORIENTATION REGARDING FLAP GAP OF CBMP R01-0921 CASSETTE ASSY OUTER BOX		
Issues	EQOS OPERATORS & QA PATROL		

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 07 14

PIC: A. Vergara

**Identified Rootcause****Recommendation**

~ Based on the actual sample dimension, all measure-  
ments are good / within tolerance.  
~ The inner dimension of the item increase to  
3mm (from 501mm req. to 504mm) and causes  
flap gap

~ Orientation to EQOS Operators & QA Patrol  
~ change design from 2joints to 1joint

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

	Checked by	Date	Implemented?	Remarks
1st Verification of Action	A. Vergara	20 07 16	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	C.A. is implemented Note: C.A. #1 is not needed to pursue
2nd Verification of Action	A. Vergara	20 12 11	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	change design is implemented
3rd Verification of Action			<input type="checkbox"/> Yes <input type="checkbox"/> No	
Effectiveness of Action	A. Vergara	20 10 12	<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	QUALITY ASSURANCE DEPARTMENT		Approved by:	Process Owner Acknowledgment: (Receiving Section)	
<input checked="" type="checkbox"/> Closed	<b>CLOSED</b>				
<input type="checkbox"/> Still Open					
<input type="checkbox"/> Re-Issue RF					
	Date:	21 01 11	Date:	21 01 11	Date:

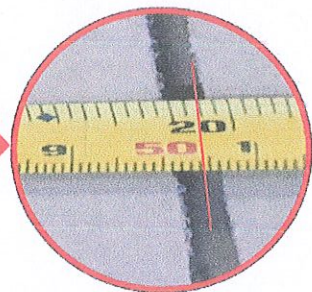
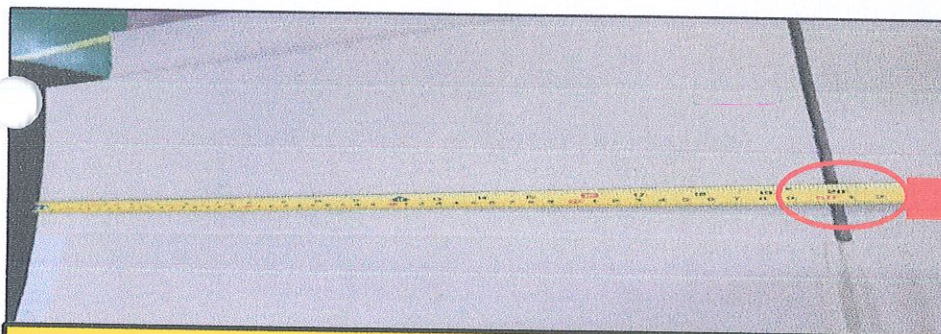
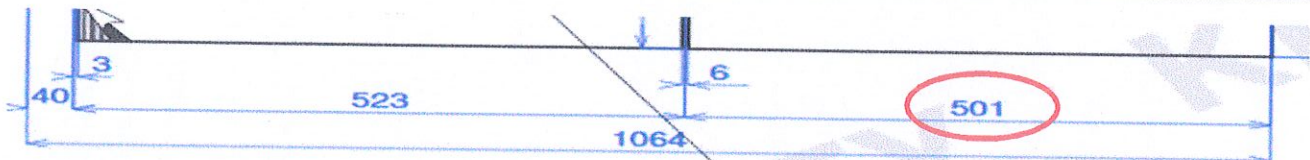
**DATE AND  
SIGNATURE**

21 01 09



## INVESTIGATION REPORT FOR FLAP GAP OF CBMP RJ1-0921 CASSETTE ASSY OUTER BOX

<b>DIRECT CAUSE PROCESS/MATERIAL</b>	<b>W1-</b> The end dimension of box is excess of 3mm that caused Flap Gap.
	<b>W2-</b> Possible during Eqos process the sheets move in to the Left/Drive side, because 2-joints boxes don't have 10mm excess in the length dimension for the gripping of suteban.
	<b>W1-</b> Even the 3mm excess in the end dimension is within tolerance, but during box assembly the effect is Flap Gap.



**The end dimension of boxes are excess of 3mm (504mm)**

<b>INDIRECT CAUSE PROCESS/MATERIAL</b>	<b>W1-</b> Operator proceed to mass production.
	<b>W2-</b> Trial run approved by QA Patrol.
	<b>W3-</b> Operator didn't know the effect of 3mm excess in the end dimension. And cant conduct box form checking because item is 2-joints and not yet glued.

### CORRECTIVE ACTION

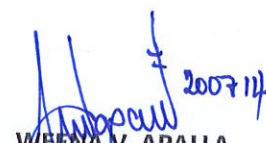
Conduct study on how to eliminate the materials movement in eqos specially 2-joints boxes, because unlike to 1-joint there is 10mm excess in length dimension for the gripping of suteban but in 2-joints it is not applicable.			
<b>PIC:</b>	<b>3pm team</b>	<b>TARGET DATE:</b>	

Orient the Eqos operator and QA Patrol that even 3mm excess in the end dimension is within tolerance the effect during box assembly is Flap Gap.			
<b>PIC:</b>	<b>PRODUCTION/QA</b>	<b>TARGET DATE:</b>	<b>for Production 200716</b>

PREPARED BY:

  
**GERALD DE GUZMAN**  
 PROD ASST. SUPERVISOR

APPROVED BY:

  
**WEENA V. APALLA**  
 SR. SUPERVISOR