# 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.:	251	Date Issued:	20 07 20

Customer	CANON
Item Code	FX2-5100-000
Item Description	Z10 BOX OUTER
Job Order Number	WO-TO-IPD-336-4

Attention To	Mr. Gerald De Guzman / Ms. Weena Apalla
Department	PRODUCTION
Date of Detection	20 07 18
Section Detected	QA - IN LINE

ILLUSTRATION OF THE PROBLEM

■ Major   ☐ Minor
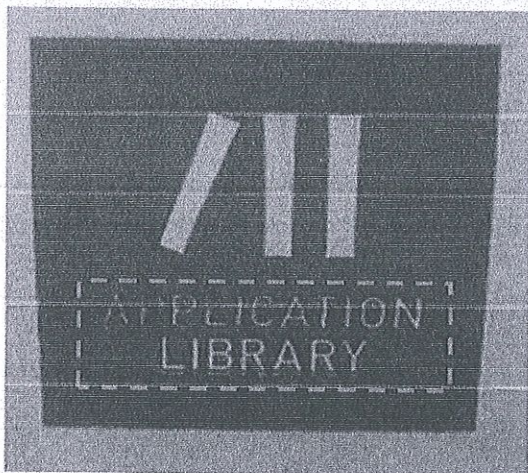
Lot Quantity (pcs.)	Reject Quantity (pcs.)	Reject Percentage
701	27	3.85%

Nature of Defect:

BLOTTED PRINT

Requirement:

Should be no blotted print on the engrave text

Actual:

With blotted print on the text

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)
(signed) Adrian Vergara QA-IE Staff	QA Supervisor	*(signed)* Mr. Rexel Almario QA Asst. Manager	*(signed)* 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: N/A Why 4: Why 5:	Why 1: Why 2: Why 3: N/A Why 4: Why 5:
Design / Toolings	Why 1: Why 2: Why 3: N/A Why 4: Why 5:	Why 1: Why 2: Why 3: N/A 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:

OA-027-F01 REV.01

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FINAL CONCLUSION

OCCURRENCE ROOTCAUSE	OUTFLOW ROOTCAUSE
– CLOGGED INK IN THE CYPEL BECAUSE THE AFFECTED CHARACTER IS ENGRAVED FONT PRONE TO BLOTTED PRINT.	– OCCURRENCE ATE RANDOMLY AND THE AFFECTED OF BLOTTED PRINT APPROVE BY QA LEADER DURING CHECK PROCESS.

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	Actions to be done to eliminate recurrence		Who / When
RM	N/A				System	N/A	
WIP	N/A						
FG	N/A						

B. Orientation

Date	N/A	Time	N/A		Design / Tools	N/A	
Title	N/A						
Attendees	N/A						

C. Reworking

			Process	PLS. SEE ATTACHED	
Rework Quantity	N/A				
Total Good	N/A				
Rework Percentage (Good)	N/A				

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

Date Conducted: 20 07 21   PIC: A. Vergara

Identified Rootcause	Recommendation
The engrave text has a shallow depth because the supplier generated the data w/ shallow engrave	Replace the affected rubber die

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 22	[ ] Yes [✓] No		P.R. is generated (As of 20 07 22)
2nd Verification of Action	A. Vergara	20 07 25	[✓] Yes [ ] No		C.A. is implemented
3rd Verification of Action	A. Vergara	20 07 28	[✓] Yes [ ] No		Recommendation is implemented
Effectiveness of Action	A. Vergara	20 09 12	[✓] Yes [ ] 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

CLOSED

☐ Closed
☐ Open
☐ Re-issue RF

DATE AND SIGNATURE: 21 04 14

	Approved by:	Process Owner Acknowledgment (Receiving Section)
QA Supervisor Date: 210414	QA Asst. Manager Date: 210414	Line Leader Date: 210414	Department Head Date: 210414

INVESTIGATION REPORT FOR BLOTTED PRINT OF CBMP FX2-5100-000 Z10 BOX OUTER

DIRECT CAUSE PROCESS/MATERIAL	W1- There is clogged ink in the cyrel.
	W2- The affected character is engraved font.
	W3- Engraved font character is prone in clogged ink, specially this item because some character are Big/Solid print.

INDIRECT CAUSE PROCESS/MATERIAL	W1- Operator proceed to mass production.
	W2- Trial run approved by QA Patrol.
	W3- Eqos operator didn't notice the blotted print because possilbe occurrence are randomly.
	W1- During diecut process operator notice the blotted print and immediate concern to Production Leader In-charge
	W2- Production Leader In-charge coordinated to QA Leader In-charge and approved the affected of blotted print.

CORRECTIVE ACTION

This problem is un-controlled because operator need to consider the quality of big/solid print not to become poor print. For productin corrective action we just aware and orient the Eqos operator regarding this problem and include this character to the critical point to check.

PIC:	PRODUCTION	TARGET DATE:	200723

PREPARED BY:

GERALD DE GUZMAN
PROD ASST. SUPERVISOR

APPROVED BY:

200721

WEENA V. APALLA
SR. SUPERVISOR