


**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

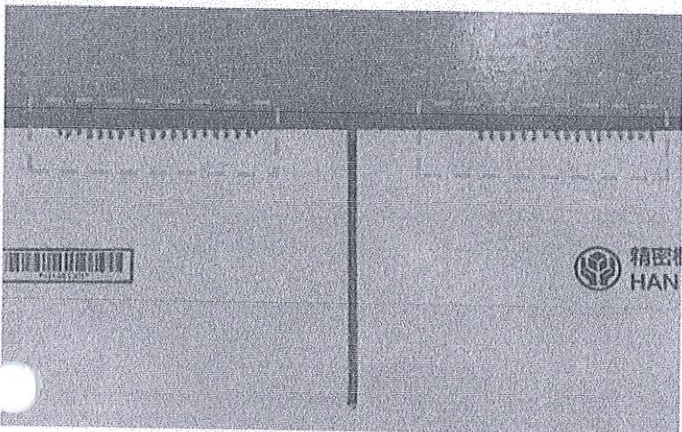
☐ Customer Claim

Control No.: 255

Date Issued: 20 07 27

Customer: EPSON IJP  
 Item Code: 5150863-01  
 Item Description: OUTER BOX  
 Job Order Number: WO-DRS-20-L-0055-65

Attention To: Mr. Gerald De Guzman / Ms. Weena Apalla  
 Department: PRODUCTION  
 Date of Detection: 20 07 24  
 Section Detected: QA - IN LINE

**ILLUSTRATION OF THE PROBLEM**

☐ Major ☒ Minor

Lot Quantity (pcs.)	Reject Quantity (pcs.)	Reject Percentage
3,024	83	2.74%

Nature of Defect:

PEEL OFF

Requirement:

No Peel-off on the flap

Actual:

With peel-off on the flap

**NO. OF OCCURRENCE**
**DISPOSITION**
**AREA OF OCCURRENCE / ORIGIN**
**CONTENT**
☒ First  
☐ Recurrence

No.: \_\_\_\_\_

Date: \_\_\_\_\_

☐ Hold  
☐ Special Acceptance  
☐ For Rework  
☒ Reject / Disposal

☐ Slotter ☐ Gluing  
☐ EQOS ☐ Vertical  
☐ Diecut ☐ Others: \_\_\_\_\_  
☐ Detaching

☐ Material  
☐ Dimension  
☒ Appearance  
☐ Process / Method

Issued by

Checked by

Approved by

 Received by  
 (Receiving Section)

*Adrian Vergara*  
 QA-IE Staff

*Ms. Noemi Cepeda*  
 QA Supervisor

*Mr. Rexel Almario*  
 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:  
 Why 2:  
 Why 3:  
 Why 4:  
 Why 5:

N/A

 Why 1:  
 Why 2:  
 Why 3:  
 Why 4:  
 Why 5:

N/A

Design / Toolings

 Why 1:  
 Why 2:  
 Why 3:  
 Why 4:  
 Why 5:

N/A

 Why 1:  
 Why 2:  
 Why 3:  
 Why 4:  
 Why 5:

N/A

Process / Material

 Why 1:  
 Why 2:  
 Why 3:  
 Why 4:  
 Why 5:

PLS. SEE ATTACHED

 Why 1:  
 Why 2:  
 Why 3:  
 Why 4:  
 Why 5:

PLS. SEE ATTACHED



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## INVESTIGATION REPORT FORM (IRF)

### FINAL CONCLUSION

#### OCCURRENCE ROOTCAUSE

- CORRUGATED BOARD HIT THE FEED GATE THAT CAUSED PEEL OFF BECAUSE MAT'S 15' WARP

#### OUTFLOW ROOTCAUSE

- POSSIBLE THE OCCURRENCE IS RANDOMLY WHY DIDNT NOTICE DURING SAMPLING.

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	N/A			
FG	N/A			

#### Actions to be done to eliminate recurrence

Who / When

System

N/A

#### B. Orientation

Date	20 07 30	Time	12:10 ~ 12:20
Title	ORIENTATION REGARDING PEELOFF OF ERSON IWP 5150803-01 OUTER BOX		
Attendees	EGOS OPERATORS		

Design / Tools

N/A

#### C. Working

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 30

PIC: A. Vergara

#### Identified Rootcause

The feedgate of the machine scratched the materials because the condition of the affected materials are warp

#### Recommendation

used of weight jig to minimize the warp of the materials

### 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 30	<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 08 26	<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:	Remarks:	Approved by:	Process Owner Acknowledgment: (Receiving Section)
<input checked="" type="checkbox"/> Closed	QUALITY ASSURANCE DEPARTMENT	QA Supervisor	Line Leader
<input type="checkbox"/> Still Open		QA Asst. Manager	Department Head
<input type="checkbox"/> Re-Issue IRF			
	Date: 21 01 11	Date: 21 01 11	Date: 21 01 11

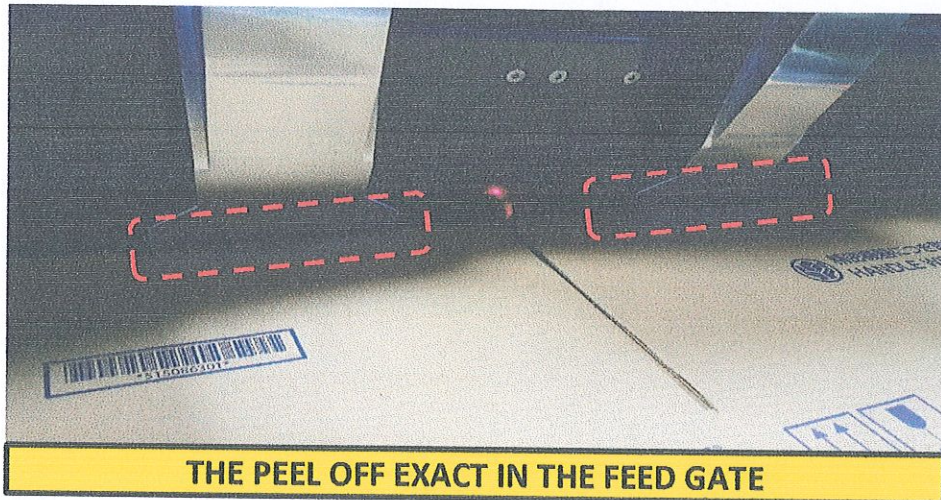
DATE AND SIGNATURE

21 01 09



## INVESTIGATION REPORT FOR PEEL OFF OF EPSON IJP 5150863-01 OUTER BOX

<b>DIRECT CAUSE</b> PROCESS/MATERIAL	W1- Corrugated board hit the feed gate that caused peel off.
	W2- It was happen only when the corrugated board materials is warp.
	W3- Possible that there is random of warp materials issued in Eqos.



<b>INDIRECT CAUSE</b> PROCESS/MATERIAL	W1- Operator didn't notice the warp materials because this item is one time running with big quantity. (3 JO's with total quantity of 3,024pcs)
	W1 - Possible the occurrence is randomly and due to machine speed of 120bpm / Skip on mode why the operator didn't notice the peel off during mass production.

## CORRECTIVE ACTION

Separate and immediate inform the Production Leader in-charge for the disposition, once they encountered warp materials or peel off during sampling.			
<b>PIC:</b>	<b>PRODUCTION</b>	<b>TARGET DATE:</b>	<b>200730 (ORIENTATION)</b>

Continues implementation of using paper weight Jig and recondition of warp materials.			
<b>PIC:</b>	<b>PRODUCTION, QA &amp; WAREHOUSE</b>	<b>TARGET DATE:</b>	<b>200730 (PRODUCTION ORIENTATION)</b>

PREPARED BY:

GERALD DE GUZMAN  
PROD ASST. SUPERVISOR

APPROVED BY:

WEENA V. APALLA  
SR. SUPERVISOR