

**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.: 287

Date Issued: 20 09 15

Customer	SANYO DENKI	Attention To	Ms. Remedios Magsaysay
Item Code	00949344-01	Department	WAREHOUSE
Item Description	PRINT SPECIFICATION	Date of Detection	20 09 12
Job Order Number	WO-TO-IPD-390-1	Section Detected	QA - OQA

ILLUSTRATION OF THE PROBLEM☐ Major☒ Minor

Lot Quantity (pcs.)

Reject Quantity (pcs.)

Reject Percentage

1500

93

6.20%

Nature of Defect:

DAMAGE

Requirement:

Damage is not acceptable in any occurrence

Actual:

W/ damage on the item

NO. OF OCCURRENCE	DISPOSITION	AREA OF OCCURRENCE / ORIGIN	CONTENT
☒ First	☐ Hold	☐ Slotter	☐ Material
☐ Recurrence	☐ Special Acceptance	☐ EQOS	☐ Dimension
No.: _____	☐ For Rework	☐ Diecut	☒ Appearance
Date: _____	☒ Reject / Disposal	☐ Detaching	☐ Process / Method
		☐ Others: _____	
		_____ WHSE _____	
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	 Ms. Remedios Magsaysay 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 1:	
	Why 2:		Why 2:	
	Why 3:	N/A	Why 3:	N/A
	Why 4:		Why 4:	
	Why 5:		Why 5:	
Design / Toolings	Why 1:		Why 1:	
	Why 2:		Why 2:	
	Why 3:	N/A	Why 3:	N/A
	Why 4:		Why 4:	
	Why 5:		Why 5:	
Process / Material	Why 1:		Why 1:	
	Why 2:		Why 2:	
	Why 3:	See the attached File	Why 3:	N/A
	Why 4:		Why 4:	
	Why 5:		Why 5:	

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INVESTIGATION REPORT FORM (IRF)**FINAL CONCLUSION**

OCCURRENCE ROOTCAUSE	OUTFLOW ROOTCAUSE
> Mishandling of the item	> High stacking height > Narrow corner post & thin stretch film applied > Small pallet was used

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	System	N/A	
RM	N/A						
WIP	N/A						
FG	QA-SCREENING 45 PCS.	1,500 PCS.	93 PCS.	1,407 PCS.			
B. Orientation					Design / Tools	N/A	
Date	20 09 15	Time					
Title	SANYO DENKI REJECT / PROPER DISPOSAL OF ITEM & QUANTITY / PROPER HANDLING OF ITEMS						
Issues	WHSE						
C. Reworking					Process	SEE ATTACHED FILE	
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 09 16

PIC: A. Vergara

Identified Rootcause	Recommendation
The stack FG item was moved on the pallet & caused damage on the bottom part, because it may collided on other items since the protector used is narrow & thin application of stretch film. Mishandling of the item is a contributor for the defect.	1. Use wider corner post 2. use pallets that are used for delivery 3. Application of strap on the palletized item 4. Re-orientation to all WHSE personnel 5. standard wrapping of SDP items

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

	Checked by	Date	Implemented?	Remarks
1st Verification of Action	A. Vergara	20 09 16	[X] Yes [] No	C.A. is implemented
2nd Verification of Action			[] Yes [] No	
3rd Verification of Action			[] Yes [] No	
Effectiveness of Action	A. Vergara	21 01 16	[X] Yes [] 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

QUALITY ASSURANCE DEPARTMENT		Approved by:		Process Owner Acknowledgment: (Receiving Section)	
Status: ☒ Closed ☐ Still Open ☐ Re-Issue IRF	CLOSED	QA Supervisor	QA Asst. Manager	Line Leader	Department Head
		Date: 21 04 14	Date: 21 04 14	Date: 21 04 14	Date: 21 04 14

DATE AND SIGNATURE

 21 04 14

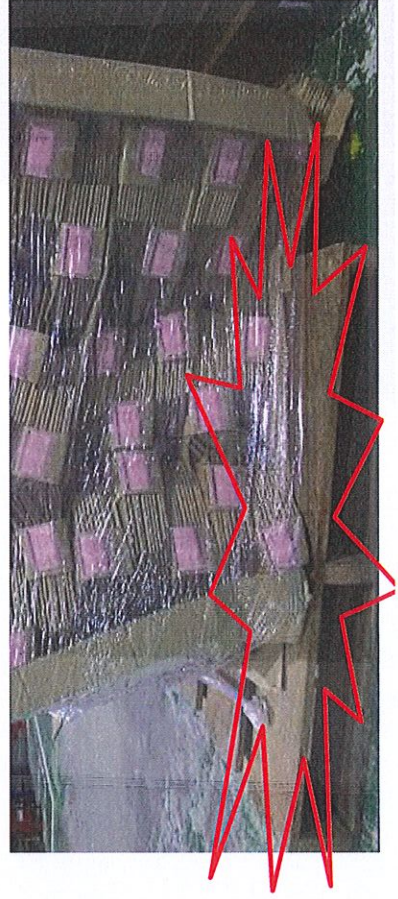
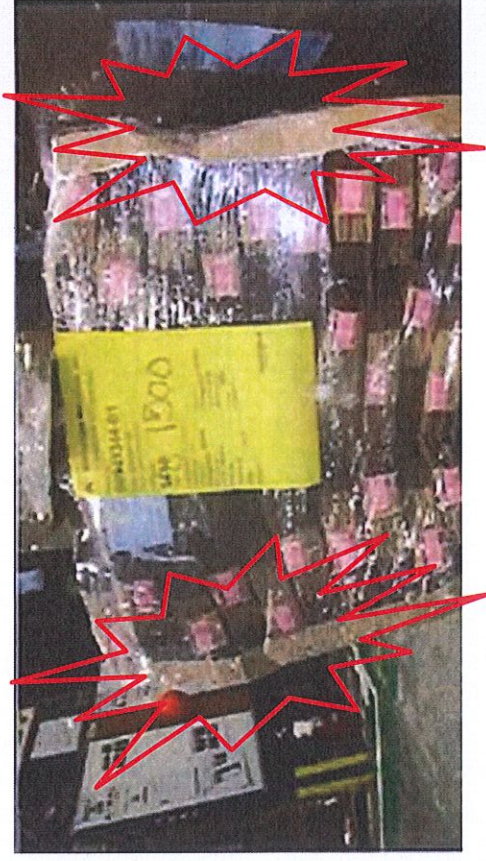
ROOT CAUSE ANALYSIS:

DIRECT CAUSE:

- > Due to handling practices of Warehouse / Forklift Operator
- > Possible that it was collide with solid object.

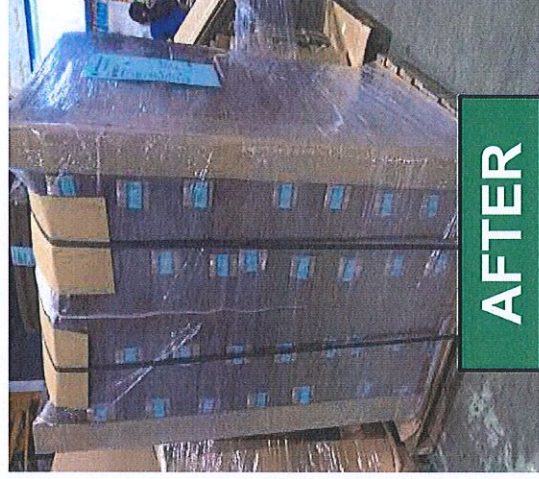
INDIRECT CAUSE:

- > Packaging durability is not stable because the pallet and item protection are lacking of stretch film wrap. The corner post used is small not suitable to the bulky item.
- > The palletized item has also high stacking height because the item SPQ per pallet is 1500pcs. This item is prone to stacking deforming during transportation since it is small and easy to deform
- > Also pallet used is small size. Pallet to be used Should be delivery/logistics pallets



CORRECTIVE ACTION:

- > Use of wider corner post for the item for storage and or for delivery
- > Use correct size of pallet suitable to the item
- > Propose to reduce the stacking height of the item, lessen the SPQ of the item from 1,500 pcs. to 1,000 pcs. — After 1 month monitoring using stretch film belt & plastic strap.
- > Re-orientation to all Warehouse personnel
- > Using of strap for packaging the item (per pallet). If the item received has no strap it will not be accepted



ORIENTATION OF WHSE PERSONNEL:

KANEPACKAGE PHILIPPINE, INC.

ATTENDANCE SHEET

Submitted by: _____ Date: Sep. 15, 2020

ACTIVITY _____

* Orientation regarding recall of heat load first and visual checking conducted by third party.
* Reminders to always wear PPE at all times
* Reminders for proper usage of hoist
* Reminders for TS compliance
* Reminders for CSO compliance
* Safety Rules: Proper Disposal of Items and Quantity / Proper Handling of Items

Attendees			
FIRST NAME	LAST NAME	DIV. / DEPT.	SIGNATURE
1. JANE	Magana	WHSE	[Signature]
2. GARCIA	Caldero	WHSE	[Signature]
3. JANE	Alleg	WHSE	[Signature]
4. JOHN CRANE	GUARDIA	WHSE	[Signature]
5. SANNY BOY	DEL MONTE	WHSE	[Signature]
6. JOHN BART	CASTILLO	WHSE	[Signature]
7. BART	SACOPAY	WHSE	[Signature]
8. JANE	RIVERA	WHSE	[Signature]
9. CHAVEZ	LIMOLLO	WHSE	[Signature]
10. ROQUE	RAMOS	WHSE	[Signature]
11. JANE	LEGASPI	WHSE	[Signature]
12. SANCHEZ	LEGASPI	WHSE	[Signature]
13. JANE	LEGASPI	WHSE	[Signature]
14. JANE	LEGASPI	WHSE	[Signature]
15. JANE	LEGASPI	WHSE	[Signature]
16. JANE	LEGASPI	WHSE	[Signature]
17. JANE	LEGASPI	WHSE	[Signature]
18. JANE	LEGASPI	WHSE	[Signature]
19. JANE	LEGASPI	WHSE	[Signature]
20. JANE	LEGASPI	WHSE	[Signature]
21. JANE	LEGASPI	WHSE	[Signature]

Note: This form is confidential. Do not use as scratch paper.
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ATTENDANCE SHEET

Submitted by: _____ Date: Sep. 15, 2020

ACTIVITY _____

Attendees			
FIRST NAME	LAST NAME	DIV. / DEPT.	SIGNATURE
1. JANE	VILLALBA	WHSE	[Signature]
2. JANE	WILLIAMS	WHSE	[Signature]
3. JANE	WILLIAMS	WHSE	[Signature]
4. JANE	WILLIAMS	WHSE	[Signature]
5. JANE	WILLIAMS	WHSE	[Signature]
6. JANE	WILLIAMS	WHSE	[Signature]
7. JANE	WILLIAMS	WHSE	[Signature]
8. JANE	WILLIAMS	WHSE	[Signature]
9. JANE	WILLIAMS	WHSE	[Signature]
10. JANE	WILLIAMS	WHSE	[Signature]
11. JANE	WILLIAMS	WHSE	[Signature]
12. JANE	WILLIAMS	WHSE	[Signature]
13. JANE	WILLIAMS	WHSE	[Signature]
14. JANE	WILLIAMS	WHSE	[Signature]
15. JANE	WILLIAMS	WHSE	[Signature]
16. JANE	WILLIAMS	WHSE	[Signature]
17. JANE	WILLIAMS	WHSE	[Signature]
18. JANE	WILLIAMS	WHSE	[Signature]
19. JANE	WILLIAMS	WHSE	[Signature]
20. JANE	WILLIAMS	WHSE	[Signature]
21. JANE	WILLIAMS	WHSE	[Signature]

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Improvement:

QA Improvement :

- Application of belt using stretch film for item height below 1 meter & plastic strap above for item 1 meter height, applicable to Boxes & Pads only.

Target – Today Sept. 15, 2020

- Standard application of stretch film to all SDP item :
Bottom - 3 rounds including the pallet
Middle - 2 rounds
Top - 3 rounds plus cover.

Target – Today Sept. 16, 2020

Note : Improvement of effectiveness – From Sept 15 to Oct 15, 2020 (no occurrence