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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)
☐ Inhouse Detection

☒ Customer Claim

Control No.: 301

Date Issued: 20 09 25

Customer	SANYO DENKI	Attention To	Mr. Gerald De Guzman / Mr. Rexel Almario
Item Code	00459572-01	Department	PRODUCTION / QA
Item Description	PACKAGE	Date of Detection	20 09 15
Job Order Number	WO-DRS-20-M-01194-2	Section Detected	CUSTOMER - SDP

ILLUSTRATION OF THE PROBLEM


NO GOOD

SANYO DENKI PHILS. INC.	
Item Code	QUANTITY
00459572-01	10 pcs.
Item Description	Supplier's QG
PACKAGE	PASSED
Lot No. / Ref. No.	INSPECTION
200908 - 01194-2	RoHS OK
	QA-C6282
KANEPACKAGE PHILIPPINES INC.	

ID NOTE

☒ Major

☐ Minor

Lot Quantity (pcs.)

Reject Quantity (pcs.)

Reject Percentage

1,040

1

0.09%

Nature of Defect:

INCOMPLETE PRINT

Requirement:

Solid image should be complete

Actual:

Solid image is not complete

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 type="checkbox"/> Slotter <input checked="" 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 type="checkbox"/> Dimension <input checked="" type="checkbox"/> Appearance <input type="checkbox"/> Process / Method
Issued by	Checked by	Approved by	Received by (Receiving Section)
 Adrian Vergara QA-IE Staff	 NOEM VICEDepa QA Supervisor	 Mr. Rexel Almario QA Asst. Manager	 Mr. Gerald De Guzman / Mr. Rexel Almario 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: N/A
Design / Toolings	Why 1: Why 2: Why 3: N/A Why 4: Why 5:	Why 1:	Why 2: N/A
Process / Material	Why 1: Why 2: Why 3: PLS. SEE ATTACHED Why 4: Why 5:	Why 1:	Why 2: PLS. SEE ATTACHED

Note: ASAP

QA-027-F01 REV.01

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

THERE IS FOREIGN MATERIALS COVER THE
AFFECTED CHARACTER

CAN'T DETECT DURING SAMPLING BECAUSE
1/1040 PCS IS AFFECTED.

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				System	N/A	
WIP	N/A						
FG	N/A						

B. Orientation

Date	20 09 28	Time	12:00NN - 12:05NN	Design / Tools	N/A		
Title	ORIENTATION REGARDING INCOMPLETE PRINT OF SANYO DENKI 0046972-01 PACKAGE						
Attendees	EQDS OPERATORS						

C. Reworking

Rework Quantity	N/A	Process	PLS. SEE ATTACHED
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 28

PIC: A. Vergara

Identified Rootcause**Recommendation**

Incomplete ink transfer from the rubber die because the rubber die did not reach the surface of the board because there is presence of dent on the material. the dent occurred because it was pressed.




Hold the materials gently to reduce the compression on 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 09 28	<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 11 07	<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	CLOSED				
<input type="checkbox"/> Still Open		QA Supervisor	QA Ass. Manager	Line Leader	Department Head
<input type="checkbox"/> Re-issue IRF		Date: 21 01 11	Date: 21 01 11	Date: 21 01 11	Date: 21 01 11

DATE AND
SIGNATURE

21 01 09

INVESTIGATION REPORT FOR INCOMPLETE PRINT OF SANYO DENKI 00459572-01 PACKAGE

DIRECT CAUSE PROCESS/MATERIAL	W1- There is foreign materials like paper or tape stick in corrugated board during Eqos process.
	W2- Foreign materials cover the affected character during Eqos printing.
	W3- Some print of affected character transfer in foreign materials that cause incomplete print.

INDIRECT CAUSE (OUTFLOW) PROCESS/MATERIAL	W1- Eqos operator did not trap the affected of incomplete print during sampling.
	W2- Only 1pc out of 1040pcs is affected.

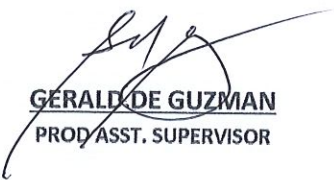
AFFECTED JO NUMBER		TOTAL QUANTITY PRODUCED	
<div style="border: 2px solid red; padding: 2px;">011942/0119433</div>		<div style="border: 2px solid red; padding: 2px;">1040 Pcs</div>	
<p>Date: 200908</p> <p>SDF</p> <p>08459572-01</p> <p>BLACK</p> <p>125 SKIP BW</p> <p>59971208</p> <p>CF UPPC</p> <p>Sample <input type="checkbox"/> IPD <input type="checkbox"/> Sample <input type="checkbox"/> IPD</p> <p>Only <input type="checkbox"/> Overhang Only <input type="checkbox"/></p> <p>Time</p>		<p>0119433</p> <p>0093</p> <p>130</p> <p>47</p> <p>CF</p> <p>IPD</p> <p>C</p>	

PRODUCTION CORRECTIVE ACTION

Orient the eqos operator regarding this issue, and remind them the fast browsing of raw materials before feeding.

PIC:	PRODUCTION	TARGET DATE:	201002
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PREPARED BY:


GERALD DE GUZMAN
 PROD ASST. SUPERVISOR

APPROVED BY:

WEENA V. APALLA
 SR. SUPERVISOR