

**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

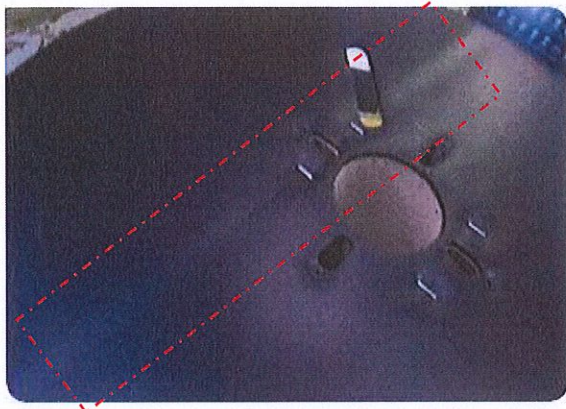
INVESTIGATION REPORT FORM (IRF)☐ Inhouse Detection☒ Customer Claim

Control No.: 303

Date Issued: Sept. 28, 2020

Customer	HINON GARTER	Attention To	NOEMI CEPEDA
Item Code	R570CPL77-100	Department	QUALITY ASSURANCE
Item Description	PAPER CORE DANPLA FLANGE	Date of Detection	20 19 26
Job Order Number	WO-SO-IPD-1240-7	Section Detected	CUSTOMER CLAIM

ILLUSTRATION OF THE PROBLEM

☐ Major ☒ Minor

Lot Quantity (pcs.)	Reject Quantity (pcs.)	Reject Percentage
162	21	12.96%

Nature of Defect:

BENT ON FLANGE

Requirement:

NO BENT APPEARANCE ON FLANGE

Actual:

WITH BENT APPEARANCE ON FLANGE

NO. OF OCCURRENCE	DISPOSITION	AREA OF OCCURRENCE / ORIGIN	CONTENT
☒ First ☐ Recurrence No.: _____ Date: _____	☐ Hold ☐ Special Acceptance ☐ For Rework ☒ Reject / Disposal	☐ Slotter ☐ EQOS ☐ Diecut ☐ Detaching ☐ Gluing ☐ Vertical ☒ Others: INHERENT TO RAW MATL'S	☐ Material ☐ Dimension ☒ Appearance ☐ Process / Method
Issued by A. VERGARA QA-IE Staff	Checked by QA Supervisor	Approved by R. ALMARIO QA Asst. Manager	Received by (Receiving Section) 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: SEE ATTACHED FILE Why 4: Why 5:	Why 1: Why 2: Why 3: SEE ATTACHED FILE Why 4: Why 5:

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

Pls. see attached.

OUTFLOW ROOTCAUSE

Pls. see attached.

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	N/A	Time	N/A
Title	N/A		
Attendees	N/A		

Design /
Tools

N/A

C. Reworking

Rework Quantity	N/A
Total Good	N/A
Rework Percentage (Good)	N/A

Process

SEE ATTACHED FILE

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

Date Conducted: 20 09 30

PIC: A. Vergara

Identified Rootcause**Recommendation**

> Bent marks are inherent in the process it can occur during diecut & stitching process or mishandling of the materials

> Change supplier
> Re-formulate the materials from existing supplier

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

	Checked by	Date	Implemented?	Remarks
1st Verification of Action	A. Vergara	2010 06	☐ Yes ☒ No	New supplier will not be pursue Re-formulate mats are subject for evaluation
2nd Verification of Action	A. Vergara	2010 06	☒ Yes ☐ No	New formulation black dampla arrived & used in the production
3rd Verification of Action			☐ Yes ☐ No	
Effectiveness of Action	A. Vergara	21 01 23	☒ Yes ☐ No	Recommendation #2 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.

**QUALITY ASSURANCE DEPARTMENT****IV. CLOSURE****Status:****Remarks:****Approved by:****Process Owner Acknowledgment: (Receiving Section)**☒ 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

KANEPACKAGE PHILIPPINE, INC.

Am-09-00046



SO No. : Sales Order #SO-IPD-1240
JO No. : WO-SO-IPD-1240-7
ISSUED BY : Engleberth Dario
DATE ISSUED : 6-SEPTEMBER-2020
CUSTOMER : NIHON GARTER PHILS. INC.

Light Industry Science Park II,
National Highway Calamba, 4027 Laguna
Tel:(049) 545 7166/67
Fax(049)544-0010

Item Description: R570CPL77-100 PAPER CORE DANPLA FLANGE
Quantity: 92 Set
Delivery Date: 11-SEPTEMBER-2020
Memo :
BK Code : R570CPL77-100
Blades :

Material Description	Qty To Be Used	Cut Size	No. of Cuts	Actual Qty Used	DR No.	Supplier	Batch No.	Issued By
DANPLA FLANGE 0	92	1	0	0pcs				
PAPER REEL INSERT PAD 0	92	1	0	0pcs				
PAPER REEL - CORE 1 0	92	1	0	0pcs				
PAPER REEL - CORE 2 0	92	1	0	0pcs				
SCREW 0	92	1	0	0pcs				

PROCESS	Finished		GOOD QTY	Trial Run	REJECT QTY		OPERATOR	Remarks
	Date	Time			In-house	Supplier		
1.SPINBOARD ASSY			26 64				Eric / Remy Jouy Lowser	
2.LOT NUMBERING	9/23		92				Kim / DARRYL	
3.SCREENING	9/23		34 84				Darryl Remy	
4.QA PACKING	9/26		58					

REJECTION HISTORY

1.
2.
3.
4.
5.

NOTES

1. 26	TRANSFERRED TO QA - Sharlotte	9/24
2. 64	Transferred to QA - Anlene	9/26
3.		
4.		
5.		

PR-001-F07 REV.00

JO Received By(WHSE):
Signature over printed name/Date/Time

JO Returned to(QA):
Signature over printed name/Date/Time



ROOT CAUSE ANALYSIS :

DIRECT CAUSE :

W1 - Defect was inherent to materials.

W2 – Materials was thin which result of Bent mark appearance after die-cut process.

INDIRECT CAUSE :

W1 – QA judged as good of bent mark appearance.

W2 – Because we deliver the item with light bent mark to Nihon Garter long time ago & we don't received any feedback to them, just this time.

Note : Subject for SA c/o Sir Yagi Target to Decide – 20-10-01

CORRECTIVE ACTION:

- Looking for another supplier that can supply good quality of materials.

PIC : Purchasing Target Date : Done (20-09-30)

******SSCP from Cavite – Ongoing evaluation.***