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 [x] Customer Claim

Control No.: 310 Date Issued: 20 10 07

Customer	CANON	Attention To	Mr. Gerald De Guzman / Mr. Rexel Almario
Item Code	RX1-5781-000	Department	PRODUCTION / QA
Item Description	Z10_CARTON EM	Date of Detection	20 10 07
Job Order Number	See attached file	Section Detected	CUSTOMER - CANON

ILLUSTRATION OF THE PROBLEM

[x] Major [ ] Minor

Lot Quantity (pcs.)	Reject Quantity (pcs.)	Reject Percentage
3,325	2	0.06%

Nature of Defect:

MISALIGN PRINT

Requirement:

Printing displacement should be within ±5mm

Actual:

Characters located on the bottom of the box touches the creasing line

NO. OF OCCURRENCE	DISPOSITION	AREA OF OCCURRENCE / ORIGIN		CONTENT
[x] First	[ ] Hold	[ ] Slotter	[ ] Gluing	[ ] Material
[ ] Recurrence	[ ] Special Acceptance	[x] EQOS	[ ] Vertical	[x] Dimension
No.:____________	[ ] For Rework	[ ] Diecut	[ ] Others:	[ ] Appearance
Date:____________	[x] Reject / Disposal	[ ] Detaching	____________	[ ] 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	for: 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: 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:

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FINAL CONCLUSION

OCCURRENCE ROOTCAUSE	OUTFLOW ROOTCAUSE
- WARP AND UNEVEN CUT OF SHEETS.	- RANDOM OCCURRENCE.

IMMEDIATE ACTION: (Action to be done to contain/ temporary correct the problem found)

A. Sorting Result

	Location	Total Stock	NG	Total Good
RM	N/A			
WIP	N/A			
FG	LAGUNA & FPIP	281	0	281

B. Orientation

Date	20 10 12	Time	11:40-11:45 PM/11:46-11:49PM
Title	ORIENTATION REGARDING MISALIGN PRINT OF CBMP RX1-5781-000 Z10 CARTON		
Attendees	EQDS & S1700 OPERATORS		

C. Reworking

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

CORRECTIVE ACTION: (Actions to be done to ensure that the problem will not happen again)

	Actions to be done to eliminate recurrence	Who / When
System	N/A	
Design / Tools	N/A	
Process	PLS. SEE ATTACHED.	

Date Conducted: 20 10 12 PIC: A. Vergara

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

Identified Rootcause	Recommendation
> Misalign print occurred because the corrugated board bump on the printing rollers since the boards are warp > No visual checking during box forming of QA	>

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

	Checked by	Date	Implemented?	Remarks
1st Verification of Action	A. Vergara	20 10 14	[✓] Yes [ ] No	C.A. is implemented
2nd Verification of Action			[ ] Yes [ ] No	
3rd Verification of Action			[ ] Yes [ ] No	
Effectiveness of Action	A. Vergara	20 11 14	[✓] 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

Status:	Remarks:	Approved by:		Process Owner Acknowledgment: (Receiving Section)	
[✓] Closed [ ] Still Open [ ] Re-Issue IRF		QA Supervisor	QA Asst. Manager	Line Leader	Department Head
		Date: 21 01 11	Date: 21 01 11	Date: 21 01 11	Date: 21 01 11

QUALITY ASSURANCE DEPARTMENT
CLOSED
DATE AND SIGNATURE 21 01 09

9/24 No mats

KANEPACKAGE PHILIPPINE, INC.

NETSUITE
QA TRANSFER TO FG
BY: Janine FG 200
DATE: 200930 (16)-reject
TIME: 12:02am (100X)

200X2

Light Industry Science Park II,
National Highway, Calamba, 4027 Laguna
Tel:(049) 545 7160/67
Fax:(049)544-0010

SO No. :	
JO No. :	WO-TO-IPD-418-4
ISSUED BY :	Jhoana de Guzman
DATE ISSUED :	21-SEPTEMBER-2020
CUSTOMER	CANON BUSINESS MACHINE PHILS.

3153

Item Description:	RX1-5781-000 Z10 CARTON	Memo :	
Quantity:	600 Piece	BK Code :	RX1-5781-000
Delivery Date:	25-SEPTEMBER-2020	Blades :	

Material Description	Qty To Be Used	Cut Size	No. of Cuts	Actual Qty Used	DR No.	Supplier	Batch No.	Issued By
765X1494 EBF NPK280/CM150/TX200 /CM175/NPK280 0	620	0	0	0pcs 620	0110847	PN		Jimmy 9/28

PROCESS	Finished Date	Finished Time	GOOD QTY	Trial Run	REJECT QTY In-house	REJECT QTY Supplier	OPERATOR	Remarks
1.EQOS Dino/200929	9/28		617	10	3		MOTHD	
Jayson 200929 2.DIECUT S1700	9/29		617	5			MJ.GAM	
3.DETACH	N/A							AUTO STRIP
4.CONVEYOR 1	09/29 09/30		200 + 1 170 +217	1	17		REU Rick - NB	
5.LOT NUMBERING	9/29		200				Ferre/Kocl	
6.SCREENING	9/29		200				Rodney	
7.QA BUNDLE	9/30		370		16		Jeff	

570

(Balanced - 30 pcs)

REJECTION HISTORY

1.
2.
3.
4.
5.

NETSUITE
QA TRANSFER TO FG
BY: Janine FG 370
DATE: 200930
TIME: 11:45 pm

NOTES

1. 200 TRANSFERRED to QA - Sharlotte 9/...
2. 170 Transferred to QA - Arlene 9/30
3. 217 Transfered to QA - Sharlotte
4.
5.

PR-001-F07 REV.00

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

WHOUSE OUT

NAME: Jay DATE: 9/28

Customer	
CANON BUSINESS MACHINES (PHILS.	
Part Code REV. 00	Inspection Date 200929
RX1-5781-000	Quantity 200 pcs.
Description Z10_CARTON EM	QA Inspector QA-CG233
Job Order Number *WO-TO-IPD-418-4*	Disposition QA PASSED
	IPD RoHS

KANEPACKAGE PHILIPPINES INC.

Cyrel por Mfg date : Already available

Last 9/28
next 10/5 waiting
1380 10/1

KANEPACKAGE PHILIPPINE, INC.

NETSUITE
QA TRANSFER TO FG
BY: Janine FG 305
DATE: 201003
TIME: 11:46 pm
JEFF
200 X 1
105 X 1

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

415

SO No. :	
JO No. :	WO-TO-IPD-418-3.1
ISSUED BY :	Engleberth Dario
DATE ISSUED :	28-SEPTEMBER-2020
CUSTOMER	CANON BUSINESS MACHINE PHILS.

Item Description:	RX1-5781-000 Z10 CARTON	Memo :	
Quantity:	305 Piece	BK Code :	RX1-5781-000
Delivery Date:	1-OCTOBER-2020	Blades :	

Material Description	Qty To Be Used	Cut Size	No. of Cuts	Actual Qty Used	DR No.	Supplier	Batch No.	Issued By
765X1494 EBF NPK280/CM150/TX200 /CM175/NPK280 0	~~325~~ 305 BHH	0	0	0pcs 305	40847	PV		Jhan 10/3

PROCESS	Finished Date	Finished Time	GOOD QTY	Trial Run	REJECT QTY In-house	REJECT QTY Supplier	OPERATOR	Remarks
1.EQOS (Paul 10/3)	10/03		305				JDEN-V	
2.DIECUT S/1700 (Paul 10/3)	10/3		305		—		GMLU	
3.DETACH								
4.CONVEYOR 1	10/03		305	—			REN	
5.LOT NUMBERING	10/3		305				Remy/JEFF	
6.SCREENING	10/3		305				JEFF	
7.QA BUNDLE	10/3		305				JEFF	

REJECTION HISTORY

1.
2.
3.
4.
5.

NOTES

1.
2.
3.
4.
5.

PR-001-F07 REV.00

QUALITY ASSURANCE DEPARTMENT
ENCODED

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

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

PRODUCTION OUT
BY: JOEY
DATE: 10/3
NETSUITE

Angelito DATE: 10/3

KANEPACKAGE PHILIPPINE INC.

SCREENING INSPECTION REPORT (CORRUGATED AND MOULDED ITEMS)

Control No. SQA-10-000415

I. Item Information

Customer	CANON BUSINESS MACHINES (PHILS.), INC.		
Location	BATANGAS	Inspection Date	201003 Shift: ☐ Day ☑ Night
Item Code	RX1-5781-000	Delivery Date	201005
Item Description	Z10 CARTON	Job Order No.	WO-TO-IPD-418-3.1
Model	N/A	Job Order Qty.	305
Drawing Revision No.	Rev. 00	Inspection Method	☑ 100% ☐ Sampling
External Provider	PW	Delivery Receipt No.	KO847

II. Dimensional Inspection

Time Conducted Sample #1: 18:00 | Time Conducted Sample #2: 20:00 | Time Conducted Sample #3: 23:00

Checkpoints	Drawing Specs	Tolerance	Sample #1	Sample #2	Sample #3	Checkpoints	Drawing Specs	Tolerance	Sample #1	Sample #2	Sample #3
1	434	±4	435	435	435	16					
2	270	±3	270	270	270	17					
3	446	±4	445	445	445	18					
4	92	±5	95	95	95	19					
5	32	±5	33	33	33	20					
6	21	±5	20	20	20	21					
7	21	±5	20	20	20	22					
8	21	±5	20	20	20	23					
9	43	±5	43	43	43	24					
10	20	±5	20	20	20	25					
11						26					
12						27					
13						28					
14						29					
15						30					

Measuring Tools

III. Visual Inspection *(Leave cell blank if no detection on Applicable Criteria. Ensure to put actual quantity of defect based on clasification or "N/A" if Not Applicable)*

A. CORRUGATED ITEM / BOX / DANPLA	In-house	External Provider	Total Quantity
Scoring			
Grain Direction			
Paper Shade (Off Color)			
Bubbles			
Blister			
Wrinkle			
Delamination			
Uneven Kraft liner			
Warpage			
Cracking on edge			
Bursting / Bursting on Edge (Crowfeet)			
Wrong die-cut orientation			
Inverted die-cut			
Close Gap/ Wide Gap			
Print Color : ________			
Missing Print/ Character			
Blotted Print			
Smeared Print			
Other Print Defect : ________			
Linemark			
Fish-eye			
Stain : ________			
Excess Glue			
Gluing Defect : ________			
Worn-out			
Dent			
Punctured			
Tear-off			
Peel-off			
Damages : ________			
Others :			

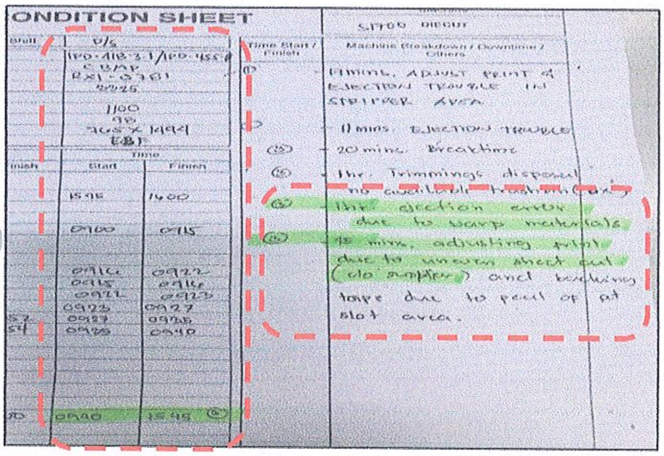
B. PALLET	In-house	External Provider	Total Quantity
Condition of Wood	N/A	N/A	N/A
Rusty Nail	N/A	N/A	N/A
Warping	N/A	N/A	N/A
Fumigation Stamp	N/A	N/A	N/A
Crack/ Damages	N/A	N/A	N/A
Others	N/A	N/A	N/A

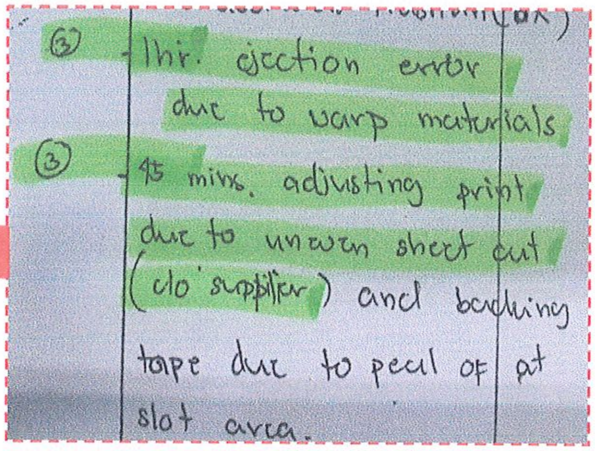
C. CORRUGATED PALLET	In-house	External Provider	Total Quantity
Color of Carton (Discoloration)	N/A	N/A	N/A
Flute of Material	N/A	N/A	N/A
Type of Adhesion	N/A	N/A	N/A
Adhesion of Runner	N/A	N/A	N/A
Rusty Wire	N/A	N/A	N/A
Wrong Orientation	N/A	N/A	N/A
Damages: ________	N/A	N/A	N/A
Others : ________	N/A	N/A	N/A

D. MOULDED ITEMS	In-house	External Provider	Total Quantity
Poor Fusion	N/A	N/A	N/A
Chip Off	N/A	N/A	N/A
Warp / Deform	N/A	N/A	N/A
Crack	N/A	N/A	N/A
Broken	N/A	N/A	N/A
Scratches	N/A	N/A	N/A
Foreign Materials	N/A	N/A	N/A
Wet / Moist	N/A	N/A	N/A
Dirt	N/A	N/A	N/A
Stain : ________	N/A	N/A	N/A
Discoloration	N/A	N/A	N/A
Excess Flashes	N/A	N/A	N/A
Others :	N/A	N/A	N/A

INVESTIGATION REPORT FOR MISALIGN PRINT OF CBMP RX1-5781-000 Z10 CARTON

DIRECT CAUSE **PROCESS/MATERIAL**	**W1**- Base on investigation there are two possible cause of Misalign Print/Diecut, 1st is Warp material and 2nd is uneven cut of sheets.
	W2- Diecut S1700 operator encountered downtime due to ejection error because of warp materials and print adjustment due to uneven cut of sheets.





MACHINE RATIO SHOW THE DOWNTIME ENCOUNTER DUE TO WARP MATERIALS AND UNEVEN CUT OF SHEETS

INDIRECT CAUSE (OUTFLOW) **PROCESS/MATERIAL**	**W1**- Operator did not trap the Misalign Print/Diecut during sampling because possible its occurs randomly.

PRODUCTION CORRECTIVE ACTION

Orient the Eqos and Diecut operator regarding this problem and once they encounter Warp or Uneven cut of sheets for this item, immediate inform the leader in-charge and QA for the disposition.

PIC:	PRODUCTION	TARGET DATE:	201009

PRODUCTION CORRECTIVE ACTION

> Review & Orient IQA for tapping procedure during incoming of raw mats

PIC:	QA	TARGET DATE:	201008

PREPARED BY: for: GERALD DE GUZMAN, PROD ASST. SUPERVISOR

APPROVED BY: WEENA V. APALLA, SR. SUPERVISOR

KANEPACKAGE PHILIPPINE INC.

OPERATION RATIO AND CONDITION SHEET

Machine
S1700 DIECUT

Operator:	GIL /MIKEL		Date:	201003	Shift:	D/S
Job Order No.	159-5 / 4 J.O	=	01302-11	=	1PD-418-3.1/1PD-455-1	
Customer	CBMP	=	KOYAMA	=	CBMP	
Item Description	RX1-4518	=	H03E007 HMX7G Box	=	RX1-5781	
Quantity	A-660	B-660	A-157	B-157	3325	
Condition Sheet						
Actual Machine Speed	1200	=	1500	=	1100	
Actual Machine Pressure	95	=	55	=	98	
Sheet Size	877 X 932	=	704 X 754	=	765 X 1494	
Material	CBF	=	CF	=	EBF	

Activity		Time Start	Time Finish	Time Start	Time Finish	Time Start	Time Finish	Time Start	Time Finish	Time Start	Time Finish
Warm-up/ Maintenance/ Preparation		0600	0610								
7S											
Meeting										1545	1600
Material Waiting / JO											
Breaktime											
Updating (JO, P.Sched, M.Ratio)										0900	0915
Machine Set-up											
1. Preparing of materials		0610	0622	0725	0735						
2. Take out previous blade				0735	0736	0830	0831			0916	0922
3. Set up new blade		0622	0623	0736	0737	0831	0832			0915	0916
4. Set up stripper		0623	0627	0737	0740	0832	0835			0922	0923
5. Trial Run		0627	0635	0740	0746	0835	0840	0848	0852	0923	0927
6. QA Checking/Approval		0635	0637	0746	0748	0840	0842	0852	0854	0927	0935
										0935	0940
Mass Production	1	0637	0725 ①	0748	0830 ②	0842	0848	0854	0900	0940	1545 ③
	2										
	3										
	4										
	5										

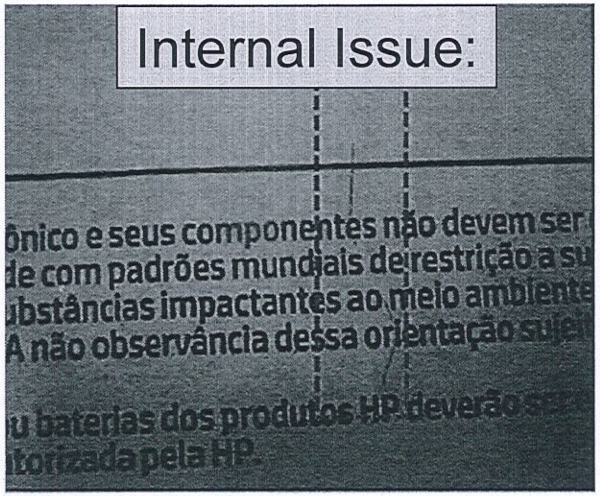
Time Start / Finish	Machine Breakdown / Downtime / Others
①	- 7mins. ADJUST PRINT & EJECTION TROUBLE IN STRIPPER AREA
②	- 11 mins. EJECTION TROUBLE
③	- 20 mins. Breaktime
③	- 1hr. Trimmings disposal no available trashbin (8x)
③	- 1hr. ejection error due to warp materials
③	- 45 mins. adjusting print due to uneven sheet cut (c/o supplier) and backing tape due to peel of at slot area.

CAUSE OF THE PROBLEM

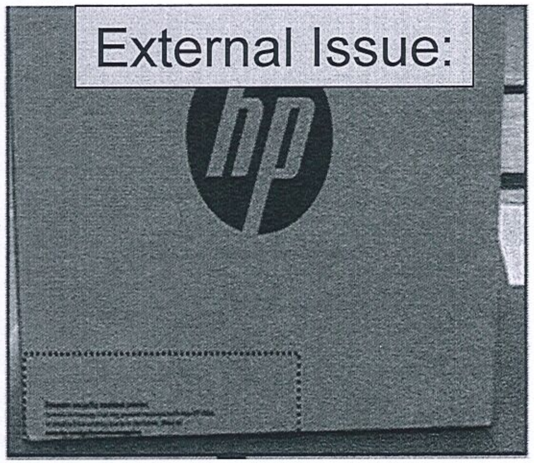
5M REVIEW	
FACTOR	**DETAILS**
MAN	NO CHANGE
METHOD	No visual checking during box forming
MACHINE	NO CHANGES
MATERIAL	NO CHANGES
ENVIRONMENT	NO CHANGES

OUTFLOW ROOTCAUSE ANALYSIS:

The QA Inspector did not detected the 2 pieces of misalign print because the QA Inspector did check if the print moved to the creasing since the Inspector focused on checking of ink stain during that time



>Ink stain was located on the upper body of the item

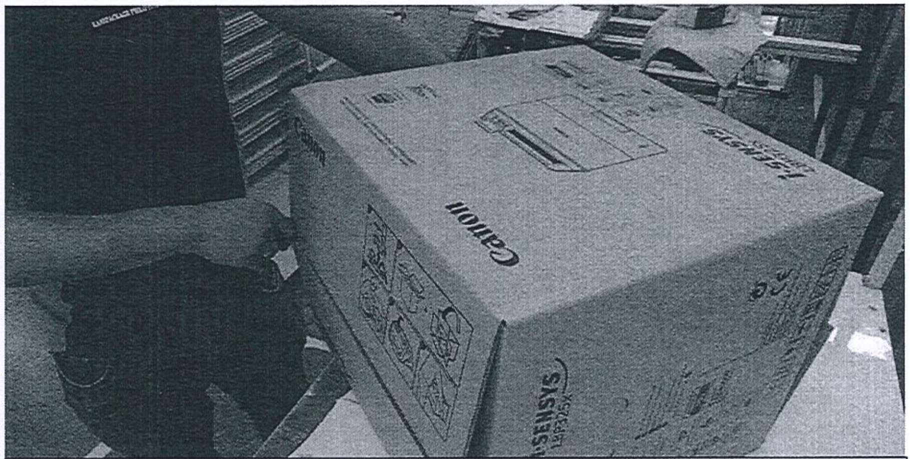


>Misalign print was loacted on the bottom body of the item

CORRECTIVE ACTION:

1. Conduct Box form appearance checking if the characters located on the upper / lower part of the item touch the creasing line (Box forming appearance will be conducted during box forming dimension checking)
2. Include in the existing Work Instruction the additional checking as reference of QA Inspectors (WI-QA-018-013)
3. Conduct re-orientation to QA Inspector regarding on the additional instruction for misalign printing

BOTTOM PART PRINT CHECKING



UPPER PART PRINT CHECKING

Target Date: October 10, 2020