

**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

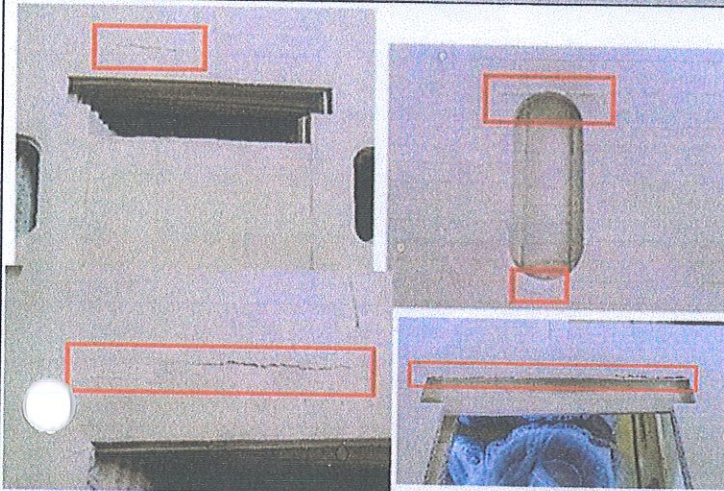
INVESTIGATION REPORT FORM (IRF)☐ Inhouse Detection☒ Customer Claim

Control No.: 315

Date Issued: 20 10 28

Customer	SANYO DENKI
Item Code	01035309-01
Item Description	INNER PAT
Job Order Number	WO-TO-IPD-447-9

Attention To	Mr. Gerald De Guzman / Mr. Rexel Almario
Department	PRD / QA
Date of Detection	20 10 24
Section Detected	CUSTOMER - SDP

ILLUSTRATION OF THE PROBLEM

<input checked="" type="checkbox"/> Major		<input type="checkbox"/> Minor
Lot Quantity (pcs.)	Reject Quantity (pcs.)	Reject Percentage
400	190	47.5%

Nature of Defect:

BURSTING

Requirement:

No bursting on the rough surface of the item

Actual:

W/ bursting on the rough surface

NO. OF OCCURRENCE	DISPOSITION	AREA OF OCCURRENCE / ORIGIN	CONTENT
<input checked="" type="checkbox"/> First	<input type="checkbox"/> Hold	<input type="checkbox"/> Slotter	<input type="checkbox"/> Material
<input type="checkbox"/> Recurrence	<input type="checkbox"/> Special Acceptance	<input type="checkbox"/> EQOS	<input type="checkbox"/> Dimension
No.: _____	<input type="checkbox"/> For Rework	<input checked="" type="checkbox"/> Diecut	<input checked="" type="checkbox"/> Appearance
Date: _____	<input checked="" type="checkbox"/> Reject / Disposal	<input type="checkbox"/> Detaching	<input type="checkbox"/> Process / Method

Issued by	Checked by	Approved by	Received by (Receiving Section)
 Adrian Vergara QA-IE Staff	 Ms. Npemi Cepeda 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: 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****OUTFLOW ROOTCAUSE**

- BRITTLE OR WEAK KRAFT LINER MATERIALS.

- RANDOM OCCURRENCE

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			
WIP	N/A			
FG	N/A			

System	N/A	
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B. Orientation

Date	20 10 27	Time	10:00 AM - 10:20 AM.
Title	GDP Bursting Issue (01035309-017)		
Attendees	QA Inspectors		

Design / Tools	N/A	
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C. Reworking

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

Process	PLS. SEE ATTACHED	
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II. QA ROOTCAUSE VERIFICATION (To be filled out by QA In-charge)

Date Conducted: 20 10 28 PIC: A. Vergara

Identified Rootcause**Recommendation**

PRD: Brittle materials & Too much impression applied on the corrugated boards because the cushion is gray ejector.
QA: The defect was judged as good because the QA Inspector refer on the defect limit criteria that was intended for UPS division only

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 28	[X] Yes [] No	changing of cushion is done
2nd Verification of Action			[] Yes [] No	
3rd Verification of Action			[] Yes [] No	
Effectiveness of Action	A. Vergara	20 02 18	[X] Yes [] No	For 5 succeeding running no recurrence of bursting

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.

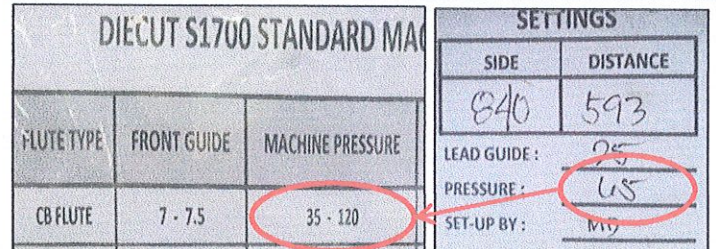
IV. CLOSURE

Status:	Remarks:	Approved by:	Process Owner Acknowledgment: (Receiving Section)
<input checked="" type="checkbox"/> Closed	QUALITY ASSURANCE DEPARTMENT	QA Supervisor	QA (Ass) Manager
<input type="checkbox"/> Still Open			Line Leader
<input type="checkbox"/> Re-Issue IRF			Department Head
	Date: 21 02 18	Date: 21 02 19	Date: 21 02 19

DATE AND
SIGNATURE

[Signature] 21 02 18

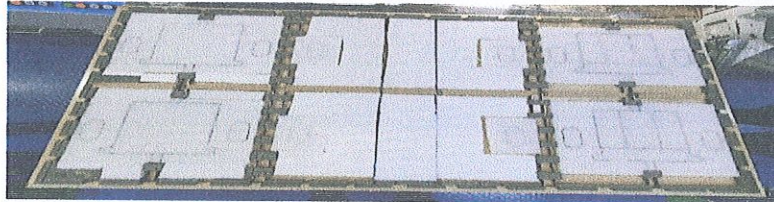
DIRECT CAUSE PROCESS/MATERIAL	W1 - Blade layout is within standard using gray sponge.
	W2 - Possible the brittle or weak Kraft Liner is the cause of bursting.
	W3 - Brittle or weak Kraft liner specially if CB-flute materials is prone in bursting.



USED PRESSURE IS WITHIN THE STANDARD

W1- Mass production approved by ME.
W2- Operator did not trap the bursting during sampling because possible its occurs randomly.

Re-layout of die-blade using Eperan cushion to avoid the bursting.			
PIC:	PRODUCTION	TARGET DATE:	201029 (Done)



Check the effectiveness of using Eperan Cushion.			
PIC:	PRODUCTION	TARGET DATE:	201029 (Done)

[illegible]

TRIAL WITHOUT BURSTING OCCURRENCE

QA INSPECTION REPORT SHOW NO BURSTING
DEFECT FOUND

11A 201030
GERALD DE GUZMAN
PROD ASST SUPERVISOR

WEENA V. APALLA
SR. SUPERVISOR