

**KANEPACKAGE PHILIPPINE INC.**

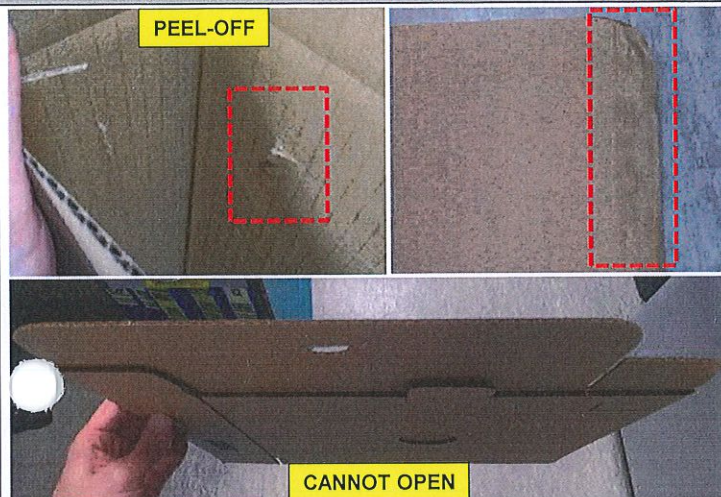
No. 5 Ring Road LISP II, Brgy. La Mesa, Calamba City, Laguna  
Telephone No. (049) 545-7166 to 69  
Fax No. (049) 545-6302

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

Control No.: 325

Date Issued: 20 11 13

|                  |               |                   |                      |
|------------------|---------------|-------------------|----------------------|
| Customer         | CANON         | Attention To      | Mr. Gerald De Guzman |
| Item Code        | FX2-4185-000  | Department        | PRODUCTION           |
| Item Description | Z10 BOX       | Date of Detection | 20 11 09             |
| Job Order Number | WO-F-20-215-1 | Section Detected  | QA - IN LINE         |

**ILLUSTRATION OF THE PROBLEM**☐ Major☒ Minor

|                     |                        |                   |
|---------------------|------------------------|-------------------|
| Lot Quantity (pcs.) | Reject Quantity (pcs.) | Reject Percentage |
| 3320                | 43                     | 1.30%             |

**Nature of Defect:**

EXCESS GLUE

**Requirement:**

The rough surface of the box should not bonded together

**Actual:**

The rough surface of the box is bonded

| NO. OF OCCURRENCE                                                                                             | DISPOSITION                                                                                                                                                                  | AREA OF OCCURRENCE / ORIGIN                                                                                                                                                                                                                                             | CONTENT                                                                                                                                                                |
|---------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> First<br><input type="checkbox"/> Recurrence<br>No.: _____<br>Date: _____ | <input type="checkbox"/> Hold<br><input type="checkbox"/> Special Acceptance<br><input type="checkbox"/> For Rework<br><input checked="" type="checkbox"/> Reject / Disposal | <input type="checkbox"/> Slotter<br><input type="checkbox"/> EQOS<br><input type="checkbox"/> Diecut<br><input type="checkbox"/> Detaching<br><input checked="" type="checkbox"/> Gluing<br><input type="checkbox"/> Vertical<br><input type="checkbox"/> Others: _____ | <input type="checkbox"/> Material<br><input type="checkbox"/> Dimension<br><input checked="" type="checkbox"/> Appearance<br><input type="checkbox"/> Process / Method |
| Issued by                                                                                                     | Checked by                                                                                                                                                                   | Approved by                                                                                                                                                                                                                                                             | Received by<br>(Receiving Section)                                                                                                                                     |
| <br>Adrian Vergara<br>QA-IE Staff                                                                             | <br>Ms. Noemi Cepeda<br>QA Supervisor                                                                                                                                        | <br>Mr. Rexel Almanio<br>QA Asst. Manager                                                                                                                                                                                                                               | <br>Mr. Gerald De Guzman<br>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:<br>Why 2:<br>Why 3: N/A<br>Why 4:<br>Why 5:               | Why 1:<br>Why 2:<br>Why 3: N/A<br>Why 4:<br>Why 5:               |
| Design / Toolings  | Why 1:<br>Why 2:<br>Why 3: N/A<br>Why 4:<br>Why 5:               | Why 1:<br>Why 2:<br>Why 3: N/A<br>Why 4:<br>Why 5:               |
| Process / Material | Why 1:<br>Why 2:<br>Why 3: PLS. SEE ATTACHED<br>Why 4:<br>Why 5: | Why 1:<br>Why 2:<br>Why 3: PLS. SEE ATTACHED<br>Why 4:<br>Why 5: |



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

-THICK APPLICATION OF GLUE

**OUTFLOW ROOTCAUSE**

- RANDOMLY 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**

|     | 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  | 20 11 16                                                    | Time | 09:29 - 09:36 AM. |
| Title | RE-ORIENTATION REGARDING PROPER / RIGHT APPLICATION OF GLUE |      |                   |
| Jeers | GLUING OPERATORS                                            |      |                   |

Design / Tools

N/A

**C. Reworking**

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

Process

PLS. SEE ATTACHED.

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

Date Conducted: 20 11 16 PIC: A. Vergara

**Identified Rootcause**

The glue overflow on the glue tab on the item, because of thick application of glue

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

|                            | Checked by | Date     | Implemented?   | Remarks              |
|----------------------------|------------|----------|----------------|----------------------|
| 1st Verification of Action | A. Vergara | 20 11 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 | 20 12 21 | [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**

|                                            |          |               |                  |                                                   |                 |
|--------------------------------------------|----------|---------------|------------------|---------------------------------------------------|-----------------|
| <b>QUALITY ASSURANCE DEPARTMENT</b>        |          | Approved by:  |                  | Process Owner Acknowledgment: (Receiving Section) |                 |
| Status:                                    | Remarks: | QA Supervisor | QA Asst. Manager | Line Leader                                       | Department Head |
| <input checked="" type="checkbox"/> Closed |          | Date: 210414  | Date: 210414     | Date: 210414                                      | Date: 210414    |
| <input type="checkbox"/> Still Open        |          |               |                  |                                                   |                 |
| <input type="checkbox"/> Re-issue IRF      |          |               |                  |                                                   |                 |
| DATE AND SIGNATURE                         |          |               |                  |                                                   |                 |



fox **KANEPACKAGE PHILIPPINE, INC.**

10/23/2020, 1:46

SO No.:  
JO No.:  
ISSUED BY:  
DATE ISSUED:  
CUSTOMER

WO-F-20-215-1  
Jecille Tuiza  
23-OCTOBER-2020  
CANON BUSINESS MACHINE PHILS.

NETSUITE  
QA TRANSFER TO PG

BY: Janine Pa 200  
DATE: 20109  
NAME: 10:00am

QA TRANSFER TO PG  
BY: GILIAN  
DATE: 20107  
TIME: 15:00 PM



Light Industry Science Park II,  
National Highway, Calamba, 4027 Laguna  
Tel: (049) 544 766/67  
Fax: (049) 544-0010

Item Description: FX2-4185-000-RMFG Z10\_BOX-ACC-555  
Quantity: 3320 Piece  
Delivery Date: 6-NOVEMBER-2020

Memo:  
BK Code: FX2-4185-000  
Blades:

| Material Description                                      | Qty To Be Used | Cut Size | No. of Cuts | Actual Qty Used | DR No. | Supplier | Batch No. | Issued By |
|-----------------------------------------------------------|----------------|----------|-------------|-----------------|--------|----------|-----------|-----------|
| 740 X 800MM B FLUTE (FX2-4185-000)<br>TX140/CM125/TX140 0 | 1668           | 0        | 0           | 0pcs 1668       | 31189  | S/D      |           | UNH/11/5  |

| PROCESS                      | Finished       |      | GOOD QTY                 | Trial Run | REJECT QTY |          | OPERATOR                                                   | Remarks        |
|------------------------------|----------------|------|--------------------------|-----------|------------|----------|------------------------------------------------------------|----------------|
|                              | Date           | Time |                          |           | In-house   | Supplier |                                                            |                |
| 1.EQOS <i>2 and 20/11/25</i> | 11/15          |      | 1667                     | 2         | 1          |          | JDENR                                                      |                |
| 2.DIE CUT S1700              | 11/5           |      | 1667                     | 25        |            |          | GD                                                         |                |
| 3.DETACH                     | 11/6           |      | 3,334<br><del>1667</del> |           |            |          | quwin<br>Biting, Paie<br>Seagundo, Justina Bonnie<br>Joffe |                |
| 4.CONVEYOR 1                 | 11/6           |      | 604<br>525<br>2180       | 1         |            |          | 11/10/DEK/PEH<br>MINDAARD/RICK                             |                |
| 5.LOT NUMBERING              | 11/09<br>11/09 |      | 2,220<br>1000            |           |            |          | Dante/Quinn<br>HUM/12/05                                   |                |
| 6.SCREENING                  | 11/07          |      | 1120                     |           | 9          |          | 12/07/ROX                                                  |                |
| 7.QA IDLE                    | 11/09          |      | 2120                     |           | 66         |          | JERRICK G. STAUD                                           | DAL. 80<br>PCS |

REJECTION HISTORY

- 604 Transferred to QA - Xylene 11/6
- 525 TRANSFERRED TO QA - Charlotte 11/6
- 
- 
- 

Customer

**CANON BUSINESS MACHINES (PHILS.), INC.**

Part Code: REV. 02  
Inspection Date: 201109  
Quantity: 10 pcs.  
QA Inspector: QA-HH222  
Disposition: QA PASSED  
MP RoHS OK

Order Number: 11/09

**KANEPACKAGE PHILIPPINES INC.**

Customer

**CANON BUSINESS MACHINES (PHILS.), INC.**

Part Code: REV. 02  
Inspection Date: 11/07 201107  
Quantity: 10 pcs.  
QA Inspector: QA-CG621  
Disposition: QA PASSED  
MP RoHS OK

Job Order Number: 11/07

**KANEPACKAGE PHILIPPINES INC.**



# INVESTIGATION REPORT FOR EXCESS GLUE OF CBMP FX2-4185-000 Z10 BOX

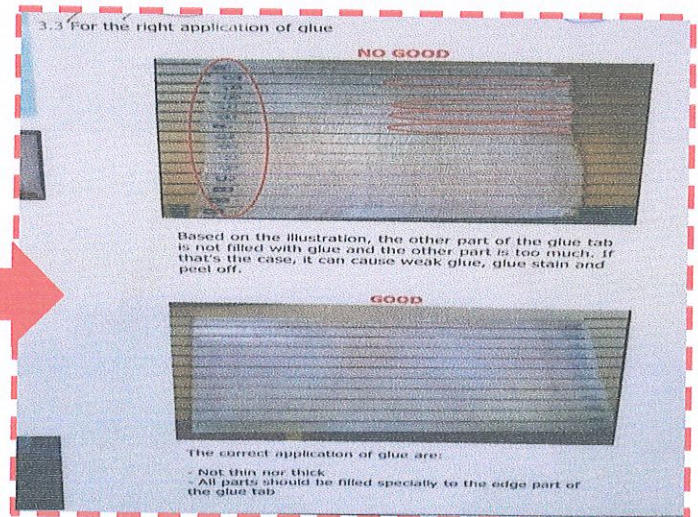
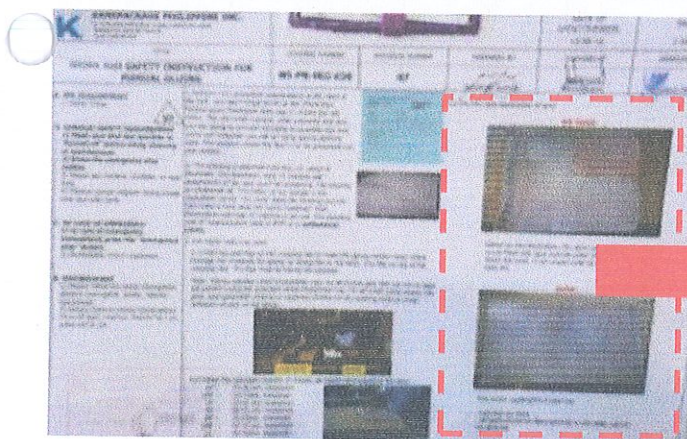
|                                         |                                                                          |
|-----------------------------------------|--------------------------------------------------------------------------|
| <b>DIRECT CAUSE</b><br>PROCESS/MATERIAL | W1- The glue leak in the glue tab during feeding of items in Conveyor-1. |
|                                         | W2- Possible the application of glue got thick.                          |

|                                                        |                                                                         |
|--------------------------------------------------------|-------------------------------------------------------------------------|
| <b>INDIRECT CAUSE</b><br>(OUTFLOW)<br>PROCESS/MATERIAL | W1- Operator did not notice the outflow because it was happen randomly. |
|--------------------------------------------------------|-------------------------------------------------------------------------|

## PRODUCTION CORRECTIVE ACTION

Re-orient the operator regarding section 3.3 of Work and Safety Instruction for Manual Gluing (WI-PR-002-028), for the right application of glue.

|             |                   |                     |                      |
|-------------|-------------------|---------------------|----------------------|
| <b>PIC:</b> | <b>PRODUCTION</b> | <b>TARGET DATE:</b> | <b>201116 (Done)</b> |
|-------------|-------------------|---------------------|----------------------|



PREPARED BY:

*[Signature]* 201116  
**GERALD DE GUZMAN**  
PROD ASST. SUPERVISOR

APPROVED BY:

*[Signature]* 201116  
**MEENA V. APALLA**  
SR. SUPERVISOR





KANEPACKAGE PHILIPPINE INC.

## MINUTES OF THE MEETING

Date: 2011/16 Time Start: 0929H Time Finished: 0936H Venue: GLUING AREA

### ATTENDEES:

| Name                      | Section       | Sign               | Name | Section | Sign |
|---------------------------|---------------|--------------------|------|---------|------|
| <u>Gino De Guzman</u>     | <u>Gluing</u> | <u>[Signature]</u> |      |         |      |
| <u>Godrick G. Guzman</u>  |               | <u>[Signature]</u> |      |         |      |
| <u>Jolo B. De Guzman</u>  |               | <u>[Signature]</u> |      |         |      |
| <u>Amancio Malinas</u>    |               | <u>[Signature]</u> |      |         |      |
| <u>VILLAR JEROME MICO</u> |               | <u>[Signature]</u> |      |         |      |
| <u>Vee Jay Gamboa</u>     |               | <u>[Signature]</u> |      |         |      |
| <u>ALFREDO INTA II</u>    |               | <u>[Signature]</u> |      |         |      |
|                           |               |                    |      |         |      |
|                           |               |                    |      |         |      |

### AGENDA:

## RE-ORIENTATION REGARDING PROPER/RIGHT APPLICATION OF GLUE

### MINUTES:

page 1 of 1

- > There are two IRF related in improper application of glue.
  - 1st is misalign gluing of Emori HP01D2200C Carton Box.
  - 2nd is excess glue of CBMP FX2-4185-000 Z10 Box
- > In section 3.3 of Work and Safety Instruction for Manual Gluing (WI-PR-002-028) for the right application of glue.
  - The correct application of glue are:
    - Not thin or thick
    - All parts should be filled specially to the edge part of the glue tab.
- > Please check the items after releasing in conveyor and if there is misalign glue or excess glue immediately rework the affected item.

### FOLLOW UP MEETING:

(date & time)

for KPPI fill up only

Prepared by:

Reviewed by:

Noted by:

GERALD DE GUZMAN