

**KANEPACKAGE PHILIPPINE INC.**

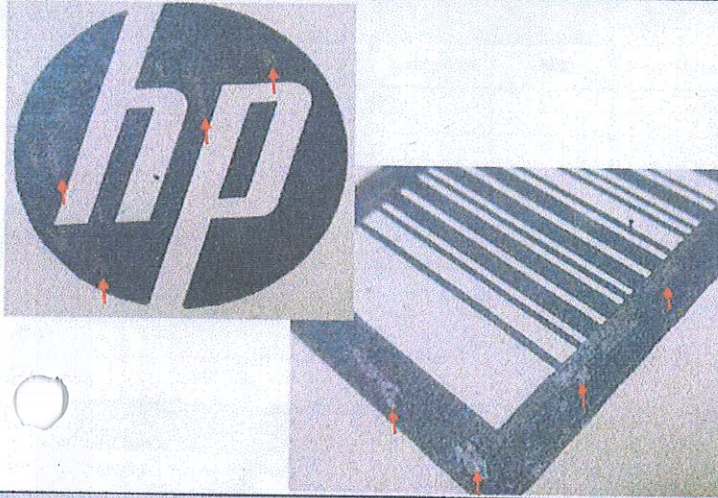
No. 5 Ring Road LISP II, Brgy. La Mesa, Calamba City, Laguna  
Telephone No. (049) 545-7166 to 69  
Fax No. (049) 545-6302

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

Control No.: 338

Date Issued: 20 11 28

Customer	CANON	Attention To	Mr. Gerald De Guzman
Item Code	RJ1-1072-000	Department	PRODUCTION
Item Description	FIXING ASSY OUTER BOX	Date of Detection	20 11 27
Job Order Number	WO-F-20-228-6.1	Section Detected	CUSTOMER - CBMP

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

Lot Quantity (pcs.)

Reject Quantity (pcs.)

Reject Percentage

271

2

0.74%

Nature of Defect:

undamaged Rework on Print Poor Print that  
rework

Requirement:

No reworking on the logo is not acceptable

Actual:

Rework Logo

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



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

- PRODUCTION SUB-LEADER ASSIGN PERSON TO REWORK THE ITEM'S USING GEL PEN

**OUTFLOW ROOTCAUSE**

- THE INFORMATION REGARDING THE HOLD OF NETWORK FOR ALL CBMP ITEMS WITH PRINT ISSUE DID NOT RELAY TO CONCERN SUB-LEADER

**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 12 01	Time	12:45 - 01:10 P.M.
Title	ORIENTATION REGARDING THE HOLD OF REWORK FOR ALL CBMP ITEMS W/ PRINT ISSUE		
Attendees	PLEASE SEE ATTACHED MDM		

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: 20/12/02

PIC: A. Vergara

**Identified Rootcause****Recommendation**

- The items were reworked because it has poor print due to worn-out cyrel.  
- PRD didn't know that reworking is prohibited.

> Soft cyrel for solid image & hard cyrel for text & characters

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

	Checked by	Date	Implemented?	Remarks
1st Verification of Action	A. Vergara	20/12/01	[X] Yes [ ] No	C.A. is implemented
2nd Verification of Action	A. Vergara	21/02/08	[X] Yes [ ] No	Recommendation is implemented
3rd Verification of Action			[ ] Yes [ ] No	
Effectiveness of Action	A. Vergara	21/02/24	[X] Yes [ ] No	C.A. & Recommendation 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>		<b>Approved by:</b>		<b>Process Owner Acknowledgment (Receiving Section)</b>	
<input checked="" type="checkbox"/> Closed	<b>CLOSED</b>	<input type="checkbox"/> Still Open			
<input type="checkbox"/> Re-issue IRF		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



# INVESTIGATION REPORT FOR REWORKED PRINT OF CBMP RJ1-1072-000 FIXING ASSY OUTER BOX

<b>DIRECT CAUSE PROCESS/MATERIAL</b>	<b>W1-</b> Factor we consider for the random of poor print is the texture of materials, but we cant 100% sure.
	<b>W2-</b> We found that the surface of materials is rough and there's some fibers.
	<b>W3-</b> Affected of poor print declare of QA as for rework.
	<b>W4-</b> Due to balance JO with 55pcs quantity when the production Sub-leader saw the items subject for rework, he assign a person to rework the items using Gel pen.

<b>INDIRECT CAUSE (OUTFLOW) PROCESS/MATERIAL</b>	<b>W1-</b> Our standard rework for the poor print is using Gel Pen.
	<b>W1-</b> The information regarding the hold of rework for all CBMP item with print issue is verbally among the Leaders.
	<b>W2-</b> The Sub-leader in-charge that time did not know the information.

## PRODUCTION CORRECTIVE ACTION

- Inform all Production leaders thru Skype and Orientation regarding the hold of rework for all CBMP item with print issue.
- Orient the Eqos, Gluing Operator and JC regarding the hold of rework for the all CBMP item with print issue.
- Will closely monitor this item next running to find concrete possible root cause and to give definite countermeasure regarding poor print issue

<b>IC:</b>	<b>PRODUCTION</b>	<b>TARGET DATE:</b>	<b>201201</b>
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**PROD-LEADERS**  
8 participants | Gallery | 2:49 PM

Good afternoon to my co-leaders.

Information lang po na lahat po ng items ng CBMP na may issue sa print bawal po tayong mag rework hanggang wala po yang pen na ni re-require nila.

salamat po.

66

Good afternoon to my co-leaders.

Information lang po na lahat po ng items ng CBMP na may issue sa print bawal po tayong mag rework hanggang wala po yang pen na ni re-require nila.

salamat po.

Good afternoon po noted po on this

**KANEPACKAGE PHILIPPINE INC.**

**MINUTES OF THE MEETING**

NAME	TIME	DATE	LOCATION	TOPIC
Mr. Gerald	2:49 PM	201201	201201	Orientation

**ATTENDEES:**

NAME	POSITION	STATUS
Mr. Gerald	Production Leader	Present
Mr. [Name]	Eqos	Present
Mr. [Name]	Gluing Operator	Present
Mr. [Name]	JC	Present

**AGENDA:**

- Orientation regarding the hold of rework for all CBMP items with print issue.

**MINUTES:**

The meeting of all CBMP items with print issue was held on 201201 at 2:49 PM.

The meeting was held in the form of a meeting with all CBMP items with print issue.

The meeting was held in the form of a meeting with all CBMP items with print issue.

**FOLLOW UP ACTIONS:**

Mr. Gerald will be responsible for the follow up actions.

Mr. [Name] will be responsible for the follow up actions.

Mr. [Name] will be responsible for the follow up actions.

Mr. [Name] will be responsible for the follow up actions.

**KANEPACKAGE PHILIPPINE INC.**

**QUALITY ALERT**

**HP**

**NO Rework PRINT AND NO POOR PRINT**

201201

PREPARED BY:

**GERALD DE GUZMAN**  
PROD. ASST. SUPERVISOR

APPROVED BY:

**MEENA V. APALLA**  
SR. SUPERVISOR





KANEPACKAGE PHILIPPINE INC.

## MINUTES OF THE MEETING

Date: 201201Time Start: 1245HTime Finished: 1310HVenue: Production

## ATTENDEES:

Name	Section	Sign	Name	Section	Sign
PEDRO CHAVEZ	SUB-LEADER		MICHAEL MEER	LEADER	
Here Jilanyevy	JC		Amancio Malinas	Gluing	
Ghona de Guzman	JC				
Lee Jay Gamboa	Prod-Gluing				
Cons De Guzman	"				
Johnuck	Print				
JERRIES MICO VILLAR					
NINO RUBEN B. BERT	2				
RAMIL PAIBALAO	PROD.				
Marvin Pamulaklakin	Prod.				
DAVID PONDAYON	PROD'n				
HENRY CLAVE					
FRANCISCO MULAR	PROD.				
LUNA JOVEN	PROD				
MARY ROSE Lina					
Rosemarie Buenavente	Prod				
Michelle Hilario					
Cindy Dacalcap	Prod				
ANGELIO INTA	PROD				
Jay del Puro	Prod				

## AGENDA:

**ORIENTATION REGARDING THE HOLD OF REWORK FOR ALL CBMP ITEMS WITH PRINT ISSUE**

## MINUTES:

page 1 of 1

> The rework of all CBMP items with print issue is strictly "HOLD".

> For now strictly no rework of CBMP items using Gel Pen.

> We will wait for the CBMP decision regarding this issue.

## FOLLOW UP MEETING:

(date &amp; time)

for KPPI fill up only

Prepared by:

Reviewed by:

Noted by:

  
 GERALD DE GUZMAN