100		GE PHILIPPINE INC. La Mesa, Calamba City, Laguna	INVESTIGATION REPORT FORM (IRF) INVESTIGATION CUSTOMER CLAIM						
Te	lephone No. (049) 545-7166 x No. (049) 545-6302		Control No.:	353	Date Issued:	DEC. 16, 2020			
JSTOMER:		CBMP	ATTENTION TO:	333	GERALD DE GUZMA				
EM CODE:		RX1-4178	DEPARTMENT: PRODUCTION						
EM DESCRIPTION:	RMF	G Z10 CARTON BOX (CM150)	DATE OF DETECTION: DEC. 16, 2020						
B ORDER NUMBER:		WO-F-20-247-4	SECTION DETECTED:	2	CONVEYOR 3	V e =			
	ILLUSTRATION OF		MAJOR		MINOR				
	DV1 4170		LOT QUANTITY (Po	CS.) REJE	CT QUANTITY (PCS.)	REJECT PERCENTAGE			
	RX1-4178	William Charles	1918- /	1118	1918	58:29%			
(P)	Annual Property Control of the Contr	The state of the s	Nature of Defect:	DEN	IT MARK				
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	29 (1)	CMANAHAMO	Requirement: Actual:	NO DI	ENT MARK				
				WITH I	DENT MARK				
NO. OF OC	CURRENCE	DISPOSITION		CCURRENCE / ORI	GIN	CONTENT			
FIRST		HOLD	SLOTTER			MATERIAL			
RECURF		SPECIAL ACCEPTANCE	EQOS	U VERTICA		DIMENSION			
		FOR REWORK	DIE-CUT	OTHERS		APPEARANCE			
	D BY:	REJECTION / DISPOSAL CHECKED BY:	DETACHI	NG VED BY:	REC	PROCESS / METHODE			
1000						IVING SECTION)			
ABRIAN QA IE	VERGARA STAFF	NOTIVI CEPEDA QA SUPERVISOR	REXELA	MARIO MANAGER	HEAD /	SUPERVISOR			
			TION / ANALYSIS						
DIRECT C	AUSE (Analyze the reason	of occurrence, why is it happened?)	DESCRIPTION OF THE PROPERTY OF	COLUMN TO THE TAXABLE PARTY.	reason of occurrence, wh	y is it leaked?			
WHY 1: Y 2: WHY 3: WHY 4: WHY 5:	n #		WHY 1: WHY 2: WHY 3: WHY 4: WHY 5:	NA					
WHY 2: WHY 3: WHY 4: WHY 5:	N		WHY 2: WHY 3: WHY 4: WHY 5:	NA					
WHY 1: WHY 2: WHY 3: WHY 4: WHY 5:	SEE ATT	TRUHED	WHY 1: WHY 2: WHY 3: WHY 4: WHY 5:	SEE P	ITTA CHE	O			

R

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)

Fai	x No. (049) 545	-6302				-	A Transaction				
					FINAL CON	ICLUSION					
	OC	CURRENCE	E ROOTCAUSE				OUTFLOW ROOTCAUSE				
> Residual	I dirt 1	on the	plate			3 No coca Samplin	urrence found during trial rung	1 4			
IMMEDIATE A	ACTION; (Acti	ion to be done t	to contain/ temporary	correct the pro	oblem found)	CORRECT	IVE ACTION: (Actions to be done to ensure that the problem will r	ot happen again)			
A. Sorting Result							Actions to be done to eliminate recurrence	Who / When			
	Locati	on	Total Stock	NG	Total Good						
RM	NIF	}				System	11.70				
WIP	NIF	-)				System	N/A				
FG	NIF)									
B. Orientation											
Date	NIF	1	Time	NI	'A	Design /	Design / Tools N / A				
Title		N/A					NIA				
idees			N/A								
C. Reworking											
Rework Quantity			N/A			Process	N/A SEE ATTACHED FILE 10 12 18 PIC: A. Vergara Recommendation	4 4			
Total Good			NIA								
Rework Percenta	ge (Good)	Over 1986 Germania	N/A		BANK PARK VINE BANK						
II. QA ROO	TCAUSE VE	RIFICATION	N (To be filled ou	t by QA In-	charge)	Date Conducte	ed: 20 12 18 PIC: A. Vergara				
			Rootcause			Recommendation					
) The scrap compress the smooth surface of the material because the scrap trap in the plate since the scrap stuck on the tape attached in the plate)				
			III. CORREC	TIVE ACTION	ON VERIFICAT	ON (To be fille	ed out by QA In-charge)				

III. CORRECTIVE ACTION VERIFICATION (To be filled out by QA In-charge)									
	Checked by	Date	Implem	nented?	Remarks				
1st Verification of Action	A Vergara	2012 19	[/ Yes	[] No	C.A. is implemented				
2nd Verification of Action			[]Yes	[] No					
3rd Verification of Action			[]Yes	[] No					
Effectiveness of Action	A. Vergara	21 02 06	[/]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.

	10	IV. CL	OSURE		
QUALITY ASSURANGE DEPARTM	IEIVI	Appro	oved by:	Process Owner Acknowle	edgment: (Receiving Section)
Still Open	QA	Mu	AAsst. Manager	Line Leader	Department Head
R Issur RF	Date:	210414	Date: QLD V	Date: 210414	Date: 210414
DATE AND Amor 2104	141				,

MEPACKAGE PHILIPPIN

C-34-189

SO No.:

JO No.: ISSUED BY:

CUSTOMER

DATE ISSUED:

WO-F-20-247-4

Nene Villanueva 20-NOVEMBER-2020

CANON BUSINESS MACHINE PHILS.

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

Item Description; Quantity:

RX1-4178-000-RMFG Z10 Carton (CM150)

1900 Piece Delivery Date:

15-DECEMBER-2020

Memo:

BK Code:

RX1-4178-000

Blades:

Material Description	Qty To Be Used	Cut Size	No. of Cuts	Actual Qty Used	DR No.	Supplier	Batch No.	Issue	d By
725 X 1445 CBF (TX200/CM150X3 /TX200) 0	1920	0	0	Opc\$97	4	Pu		and	14/1

PROCESS	Finished Date Time	GOOD QTY	Trial Run	REJEC [*] In-house	QTY Supplier	OPERATOR	Remarks
1.EQOS	12/15	1918	2	2		DHTMC	
2012/C 2.ETERNA J WAN	12/15	1,918	2	et §		BL2	
3.DETACH				. 3			
4.CONVEYOR 1		1319	1			emortaningeto	
5.LOT NUMBER!NG	12/14	400	the second second		,	NIMI REX.	
3.SCREENING	Inflo	200 1200 140	1200	P	14	Rac Phus Paspe	Conveyor 3 Double Pail Due to Deat A
7.QA PUNDLE						0	By: N. Cylyn Approved by
		·	1	CTION HISTORY		1	Sir Tuil
1. \390 from. 2. 3.	Gerred to	QA - Jm	12/14				1 3

1311

NOTES 1. Customer CANON BUSINESS MACHINES (PHILS.), INC. 2. **REV. 02** Part Code NIV

PR-001-F07 REV.00

JO Received By(WHSE):



Inspection Date 201216 Quantity 200 pcs. Description QA Inspector QA-CG601 Z10_CARTON Disposition Job Order Number **QA PASSED** RoHS OK



KANEPACKAGE PHILIPPINES INC

INVESTIGATION REPORT FOR DENT MARK OF CBMP RX1-4178-000 RMFG Z10 CARTON BOX (CM150)

DIRECT CAUSE PROCESS/MATERIAL

W1- Due to residual dirt caused by the adhesive of the removed creasing matrix on the plate

W2- Due to left scrap that sticked on the dirt of plate.





ETERNA plate where the left scrap sticks, and caused dent mark on materials.

INDIRECT
CAUSE
(OUTFLOW)
PROCESS/MATERIAL

W1- Operator proceed to mass production because it was approved by QA patrol and they check only the dimension and cutting condition as requirement.

W2- Operator did not notice the occurrence of dent mark because it is not too visible.

W3- Operator did not notice the problem because during trial run no occurrence of dent.

PRODUCTION CORRECTIVE ACTION

Orient the operator to clean the plate when changing to make sure that it is clean and ready for mass production.

PIC:

PRODUCTION

TARGET DATE:

201219

PREPARED BY:

LEI ANN MARIE AVILES

APPROVED BY:

SR. SUPERVISOR

201221