

**KANEPACKAGE PHILIPPINE INC.**

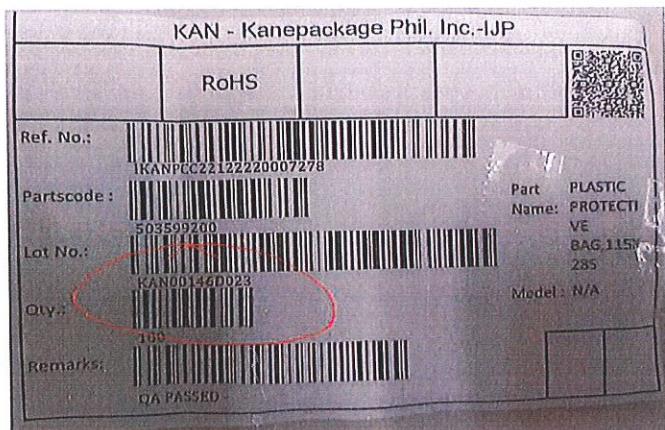
No. 5 Ring Road LISP II, Brgy. La Mesa, Calamba City, Laguna
Telephone No. (049) 545-7166 to 69
Fax No. (049) 545-6302

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

Control No.: IRF-00233

Date Issued: JANUARY 26, 2022

Customer	EPSON IJP	Attention To	REXEL ALMARIO
Item Code	5035992-00	Department	KPLIMA-PRODUCTION
Item Description	PP BAG	Date of Detection	JANUARY 25, 2022
Job Order Number	KAN00146D023	Section Detected	SEMI AUTO GLUING MACHINE

ILLUSTRATION OF THE PROBLEM☐ Major☒ Minor

Lot Quantity (pcs.)	Reject Quantity (pcs.)	Reject Percentage
11,000	11000	100.00%

Nature of Defect:

INCOMPLETE DETAILS ON LOT LABEL

Requirement:

LOT LABEL SHOULD BE COMPLETE DETAILS

Actual:

MISSING SERIES NUMBER ON THE LOT LABEL

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

Issued by	Checked by	Approved by	Received by (Receiving Section)
 QA-IE Staff	 QA Supervisor	QA Asst. Manager	 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:	See attached	Why 1: Why 2: Why 3: Why 4: Why 5:	See attached

**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)**FINAL CONCLUSION****OCCURRENCE ROOTCAUSE**

Spacebar accidentally press

OUTFLOW ROOTCAUSE

No verification on series number

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

B. Orientation

Date	22 03 30	Time	15:00 - 15:10
Title	see attached		
Attendees	see attached		

Design /
Tools

N/A

C. Reworking

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

Process

See attached

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

Date Conducted: _____ PIC: _____

Identified Rootcause

Recommendation

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

	Checked by	Date	Implemented?	Remarks
1st Verification of Action			[] Yes [] No	
2nd Verification of Action			[] Yes [] No	
3rd Verification of Action			[] Yes [] No	
Effectiveness of Action			[] Yes [] No	

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 type="checkbox"/> Closed					
<input type="checkbox"/> Still Open		QA Supervisor	QA Asst. Manager	Line Leader	Department Head
<input type="checkbox"/> Re-Issue IRF		Date:	Date:	Date:	Date:

CAUSE OF THE PROBLEM

SIMULATION:

5M REVIEW	
FACTOR	DETAILS
MAN	Spacebar press accidentally
METHOD	No Verification on series number
MACHINE	NO CHANGES
MATERIAL	NO CHANGES
ENVIRONMENT	NO CHANGES

EPPI BARCODE LOT LABEL SYSTEM V6.8 - CREATE LOT LABEL

Supplier : KAN - Kanepackage Phil. Inc. Station ID : PCC
 Partcode : 503599200 - PLASTIC PROTECTIVE BAG,115X285XT0.04
 Production Date : Job Order : 00146
 Shift : D - Whole Day
 Line : Mold-Cavity 2 - Screening 2
 Quantity : 100
 Packaging Qty : 100
 From Series : 3
 Model : Addtl : RoHS
 Remarks : QA PASSED -

Generate Reset Exit

In the "Series" field there's no space after the series number

RESULT: KAN - Kanepackage Phil. Inc.-IJP

RoHS

Ref. No.: IKANPCC22329085626969
 Partcode : 503599200
 Lot No.: KAN00146D020003
 Qty.: 100
 Remarks: QA PASSED -

Part Name: PLASTIC PROTECTIVE BAG,115 X285

The lot number is complete details

EPPI BARCODE LOT LABEL SYSTEM V6.8 - CREATE LOT LABEL

Supplier : KAN - Kanepackage Phil. Inc. Station ID : PCC
 Partcode : 503599200 - PLASTIC PROTECTIVE BAG,115X285XT0.04
 Production Date : Job Order : 00146
 Shift : D - Whole Day
 Line : Mold-Cavity 2 - Screening 2
 Quantity : 100
 Packaging Qty : 100
 From Series : 3
 Model : Addtl : RoHS
 Remarks : QA PASSED -

Generate Reset Exit

In the "Series" field there are multiple spaces after the series number

RESULT: KAN - Kanepackage Phil. Inc.-IJP

RoHS

Ref. No.: IKANPCC22329085534822
 Partcode : 503599200
 Lot No.: KAN00146D023
 Qty.: 100
 Remarks: QA PASSED -

Part Name: PLASTIC PROTECTIVE BAG,115 X285

The lot number is incomplete details

Therefore, more spaces inputted in the "Series" field, the more missing figures in the generated lot label.

DIRECT CAUSE:

WHY 1: Multiple numbers in Lot Number portion is gone.

WHY 2: Since the numbers were replaced by a blank characters.

WHY 3: Because space were inputted in the "Series" field by the Lot Label In-charge.

WHY 4: The lot label in-charge accidentally press the space button.

INDIRECT CAUSE:

WHY 1: No detection of missing series number in the Lot Label

WHY 2: QA Leader overlook the full details of the lot number.

WHY 3: The lot number was not check detailed.

CORRECTIVE ACTION:

1. Strictly no inputting of space in the "Series" Field
2. QA Line Leader should check separately the JO No. and series number to ensure that there is no lacking of character in the lot number.

BEFORE:



The lot number was checked as a whole.

AFTER:



Checking of JO No. and series number is separated

Target Date: March 30, 2022

P.I.C.: QA Lot Label In-charge

IMPROVEMENT SUGGESTION:

1. Request to EPPI to improve the "Lot Label Generator" where the acceptance of spacing in Series Field will minimize.



KANEPACKAGE PHILIPPINE, INC.

ATTENDANCE SHEET

Submitted by: A. Vergara

Date: 12 03 30

ACTIVITY

Corrective Action Orientation on the following issue:
1. Incomplete details on lot label
2. Double reference

Attendees

	FIRST NAME	LAST NAME	DIV. / DEPT.	SIGNATURE
1.	NICOLAS ANDREW	ORLANDA	QA	
2.	Pam	Alipue	QA	
3.	Geen Loui	Padilla	QA	
4.	JANIE	RAMPLONA	QA	
5.	ROSE ANNE	CLANARES	QA	
6.				
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				
15.				
16.				
17.				
18.				
19.				
20.				

Note: This form is confidential. Do not use as scratch paper.

Page 1 of 1