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-00261 Date Issued: MARCH 08, 2022

Customer	EPSON IJP	Attention To	Mr. Ramos, Roderick
Item Code	503599200	Department	KPLIMA PRODUCTION
Item Description	PP BAG	Date of Detection	MARCH 07, 2022
Job Order Number	KAN00681D010003	Section Detected	KPLIMA QA

ILLUSTRATION OF THE PROBLEM

☐ Major ■ Minor

Lot Quantity (pcs.)	Reject Quantity (pcs.)	Reject Percentage
26,300	26300	100.00%

Nature of Defect:

DOUBLE REFERENCE

Requirement:

ITEM SHOULD BE IN MULTIPLE REFERENCE OR SERIES NUMBER ONCE PRINTED

Actual:

ONE REFERENCE/SERIES NUMBER APPEAR IN THE LOT LABEL
(same reference number in diff. lot label)

NO. OF OCCURRENCE	DISPOSITION	AREA OF OCCURRENCE / ORIGIN		CONTENT
■ First	■ Hold	☐ Slotter	☐ Gluing	☐ Material
☐ Recurrence	☐ Special Acceptance	☐ EQOS	☐ Vertical	☐ Dimension
No.:	☐ For Rework	☐ Diecut	■ Others:	☐ Appearance
Date:	☐ Reject / Disposal	☐ Detaching	SCREENING	■ Process / Method

Issued by	Checked by	Approved by	Received by (Receiving Section)
M. Aponcevo 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:	Why 1: Why 2: Why 3: Why 4: Why 5:
Design / Toolings	Why 1: Why 2: Why 3: Why 4: Why 5:	Why 1: Why 2: Why 3: Why 4: Why 5:
Process / Material	Why 1: Why 2: Why 3: Why 4: Why 5:	Why 1: Why 2: Why 3: Why 4: Why 5:

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INVESTIGATION REPORT FORM (IRF)

FINAL CONCLUSION

OCCURRENCE ROOTCAUSE	OUTFLOW ROOTCAUSE

IMMEDIATE ACTION: (Action to be done to contain/ temporary correct the problem found)

A. Sorting Result

	Location	Total Stock	NG	Total Good
RM				
WIP				
FG				

B. Orientation

Date		Time	
Title			
Attendees			

C. Reworking

Rework Quantity	
Total Good	
Rework Percentage (Good)	

CORRECTIVE ACTION: (Actions to be done to ensure that the problem will not happen again)

	Actions to be done to eliminate recurrence	Who / When
System		
Design / Tools		
Process		

Date Conducted:________________ PIC:________________________

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

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)	
[ ] Closed [ ] Still Open [ ] Re-Issue IRF		QA Supervisor	QA Asst. Manager	Line Leader	Department Head
		Date:	Date:	Date:	Date:

w/ answer

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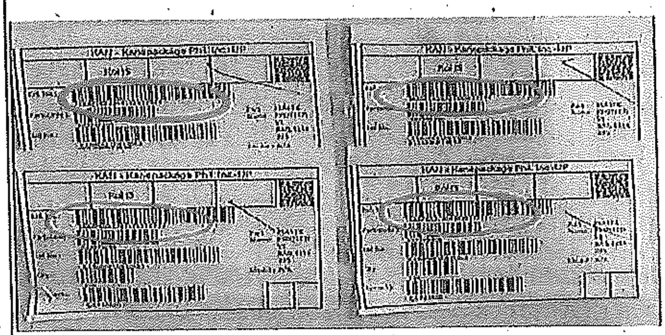
Item Description	PP BAG	Date of Detection	MARCH 07, 2022
Job Order Number	KAN00081D010003	Section Detected	KPLIMA QA

ILLUSTRATION OF THE PROBLEM



☐ Major ■ Minor

Lot Quantity (pcs.)	Reject Quantity (pcs.)	Reject Percentage
26,300	26300	100.00%

Nature of Defect:

DOUBLE REFERENCE

Requirement:

ITEM SHOULD BE IN MULTIPLE REFERENCE OR SERIES NUMBER ONCE PRINTED

Actual:

ONE REFERENCE/SERIES NUMBER APPEAR IN THE LOT LABEL
(same reference number in diff. lot label)

NO. OF OCCURRENCE	DISPOSITION	AREA OF OCCURRENCE / ORIGIN		CONTENT
■ First	■ Hold	☐ Slotter	☐ Gluing	☐ Material
☐ Recurrence	☐ Special Acceptance	☐ EQOS	☐ Vertical	☐ Dimension
No.:	☐ For Rework	☐ Diecut	■ Others:	☐ Appearance
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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

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INVESTIGATION REPORT FORM (IRF)

FINAL CONCLUSION

OCCURRENCE ROOTCAUSE	OUTFLOW ROOTCAUSE
Paper Jam	No counting of printed lot label

IMMEDIATE ACTION: (Action to be done to contain/ temporary correct the problem found)

A. Sorting Result

	Location	Total Stock	NG	Total Good
RM	N/A			
WIP	N/A			
FG	N/A			

B. Orientation

Date	22.03.30	Time	15:00 - 15:20
Title	See attached		
Attendees	See attached		

C. Reworking

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

CORRECTIVE ACTION: (Actions to be done to ensure that the problem will not happen again)

	Actions to be done to eliminate recurrence	Who / When
System	N/A	
Design / Tools	N/A	
Process	See attached	

Date Conducted:__________ PIC:__________

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

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.

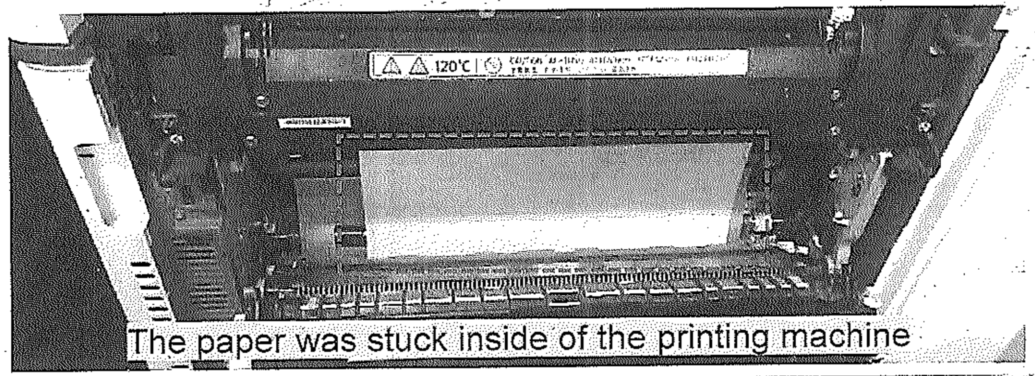
IV. CLOSURE

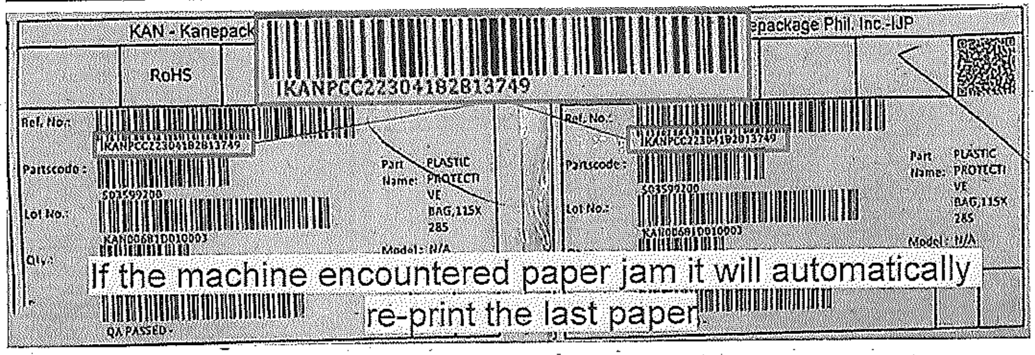
Status:	Remarks:	Approved by:		Process Owner Acknowledgment: (Receiving Section)	
☐ Closed ☐ Still Open ☐ Re-issue IRF		QA Supervisor Date:	QA Asst. Manager Date:	Line Leader Date:	Department Head Date:

CAUSE OF THE PROBLEM

5M REVIEW	
FACTOR	**DETAILS**
MAN	Forgot to remove the duplicate lot labels
METHOD	Re-print Lot Label PDF Copy
MACHINE	Paper jam
MATERIAL	NO CHANGES
ENVIRONMENT	NO CHANGES

SIMULATION:





If the printer encounters paper jam, the printer will then automatically re-print the affected page regardless of its printing condition.

DIRECT CAUSE:

WHY 1: Duplicated page of the lot label.
WHY 2: Because the printer reproduced the affected page when the printing start again continuously.
WHY 3: Since the printer suddenly stops while it is in the middle of its printing process.
WHY 4: Because the paper jammed.
WHY 5: Due to several factors: first, is worn-out rollers of the printer; second, is the variation in the thickness of bond paper.

INDIRECT CAUSE:

WHY 1: No detection of double reference lot label.
WHY 2: Because the lot label In-charge does not count printed lot label / check one by one the reference number of the lot label.

CORRECTIVE ACTION:

1. Count the number of pages of printed lot label to determine if the published lot label is excess.
2. Do not mix the jammed page on the lot labels and dispose it immediately.

Target Date: March 30, 2022 **P.I.C.:** QA Lot Label In-charge

KANEPACKAGE PHILIPPINE, INC.

ATTENDANCE SHEET

Submitted by: A. Vergara

Date: 22 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.	NICOLAV ANDREW	ORLANDA	QA	
2.	Pam	Filypine	QA	
3.	Gean Loui	Padilla	QA	
4.	JAYVEE	TAMPLONA	QP	
5.	Rose anne	Clanares	QA	
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Note: This form is confidential. Do not use as scratch paper.