

**KANEPACKAGE PHILIPPINE INC.**

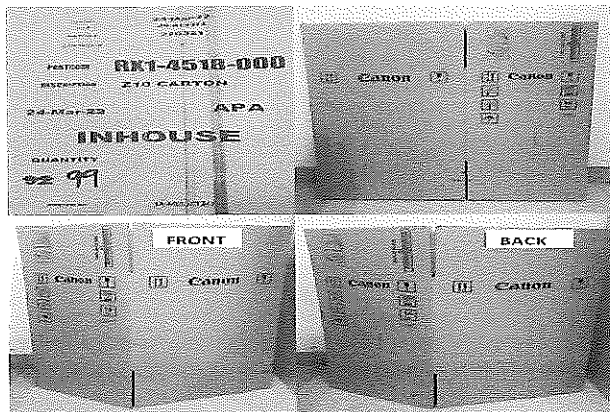
No. 5 Ring Road LISP II, Brgy. La Mesa, Calamba City, Laguna
Telephone No. (049) 545-7166 to 69
Fax No. (049) 545-6302

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

Control No.: IRF-04-0009

Date Issued: 07-Apr-22

Customer	CANON	Attention To	NOEMI CEPEDA
Item Code	RX1-4518-000	Department	KPLIMA-PRODUCTION
Item Description	Z10 CARTON	Date of Detection	07-Apr-22
Job Order Number	14374	Section Detected	KPFPIP

ILLUSTRATION OF THE PROBLEM

<input checked="" type="checkbox"/> Major	<input type="checkbox"/> Minor	
Lot Quantity (pcs.)	Reject Quantity (pcs.)	Reject Percentage
291	2	0.69%

Nature of Defect:

DOUBLE PANEL

Requirement:

ITEM SHOULD BE IN GOOD CONDITION; NO OCCURRENCE OF DOUBLE PANEL

Actual:

DOUBLE PANEL (Both Panel B)

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"/> Material
<input type="checkbox"/> Recurrence	<input type="checkbox"/> Special Acceptance	<input type="checkbox"/> EQOS	<input type="checkbox"/> Dimension
No.:	<input type="checkbox"/> For Rework	<input type="checkbox"/> Diecut	<input type="checkbox"/> Appearance
Date:	<input type="checkbox"/> Reject / Disposal	<input type="checkbox"/> Detaching	<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 1:	
	Why 2:		Why 2:	
	Why 3:	N/A	Why 3:	N/A
	Why 4:		Why 4:	
	Why 5:		Why 5:	
Design / Toolings	Why 1:		Why 1:	
	Why 2:		Why 2:	
	Why 3:	N/A	Why 3:	N/A
	Why 4:		Why 4:	
	Why 5:		Why 5:	
Process / Material	Why 1:		Why 1:	
	Why 2:		Why 2:	
	Why 3:	See attached	Why 3:	N/A
	Why 4:		Why 4:	
	Why 5:		Why 5:	

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

See attached

OUTFLOW ROOTCAUSE**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	
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B. Orientation

Date	4-12-2022	Time	
Title	Re-orientation of Standard process ; Counter measures		
Attendees	Concerned operators , Pnbn IE		

Design / Tools	See attached	
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C. Reworking

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

Process	N/A	
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II. QA ROOTCAUSE VERIFICATION (To be filled out by QA In-charge)

Date Conducted: _____ PIC: _____

Identified Rootcause	Recommendation
Mix of panels from the production "for rework items"	<ul style="list-style-type: none"> - To have trolley for rework items - Orientation for concerned operators regarding rework. and WI.

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

	Checked by	Date	Implemented?	Remarks
1st Verification of Action	Cherie Anne Arevalo	22/04/11	[] Yes [x] No	- Waiting of minutes and attendance sheet of orientation - Alarm System not yet installed
2nd Verification of Action			[] Yes [] No	- Trolley still not available.
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.

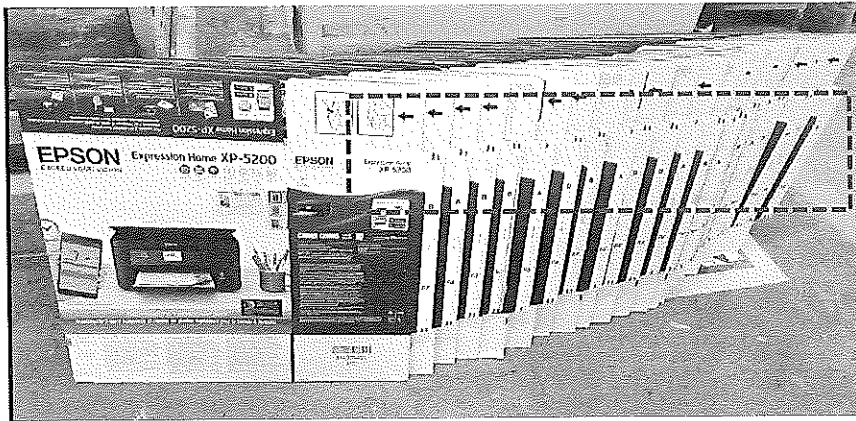
IV. CLOSURE

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:

5M + 1 REVIEW

FACTORS	DETAILS
MAN	NO CHANGES
MACHINE	NO CHANGES
METHOD	Did not perform standard process of checking mellite level every 20 mins.
MATERIAL	NO CHANGES
MEASUREMENT	NO CHANGES
ENVIRONMENT	NO CHANGES

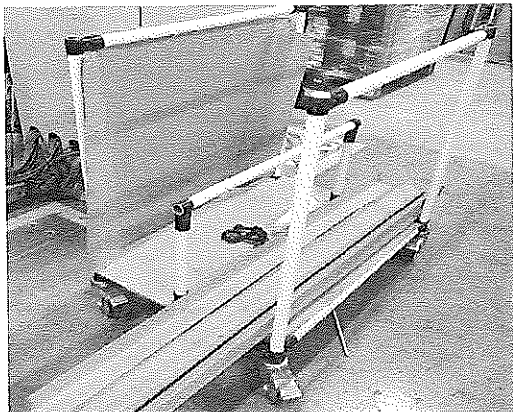
I. INVESTIGATION / ANALYSIS									
DIRECT CAUSE: (Analyze the reason of occurrence, why it happened?)					INDIRECT CAUSE: (Analyze the reason of occurrence, why it leaked?)				
System / Training	Why 1:	N/A			Why 1:	N/A			
	Why 2:								
	Why 3:								
	Why 4:								
	Why 5:								
Design / Toolings	Why 1:	N/A			Why 1:	N/A			
	Why 2:								
	Why 3:								
	Why 4:								
	Why 5:								
Process / Material	Why 1:	Double panel were due to feeding of same panels during process.			Why 1:	N/A			
	Why 2:	Feeding of same panels, were due to mix up of panels from "for rework items". >Items for rework were only placed near the folder area (see attached picture for reference)			Why 2:				
	Why 3:	Rework items were due to weak application of melltite to panels.							
	Why 4:	Weak application of melltite were due to insufficient supply of melltite, melltite were on low level.							
	Why 5:	Checking of level of melltite and glue for refilling every 20 mins was not perform.							
FINAL CONCLUSION									
OCCURRENCE ROOTCAUSE					OUTFLOW ROOTCAUSE				
Feeding of same panels from rework process due to weak application of melltite.									
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	System	N/A			
RM	N/A								
WIP	N/A								
FG	N/A								
B. Orientation					Design / Tools	Install alarm system in machine. Machine 2 & 3 already installed with alarm. (see attach photo for work request) Propose trolley for rework items. With panel A and B section. (see attached photo of sample reference) No target date yet.			Engineering
Date	04/12/2022	Time							
Title	Reorientation of standard process; counter measures								
Attendees	Concerned operators, Process, Prod IE								
C. Reworking					Process	N/A			
Rework Quantity		N/A							
Total Good		N/A							
Rework Percentage (Good)		N/A							
					Date Conducted: _____ PIC: _____ QA-027-F01 REV.0				



Sample of for rework items with mix up panels

[illegible]

Work Request copy of alarm system.



Sample reference of propose trolley for rework items.