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**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

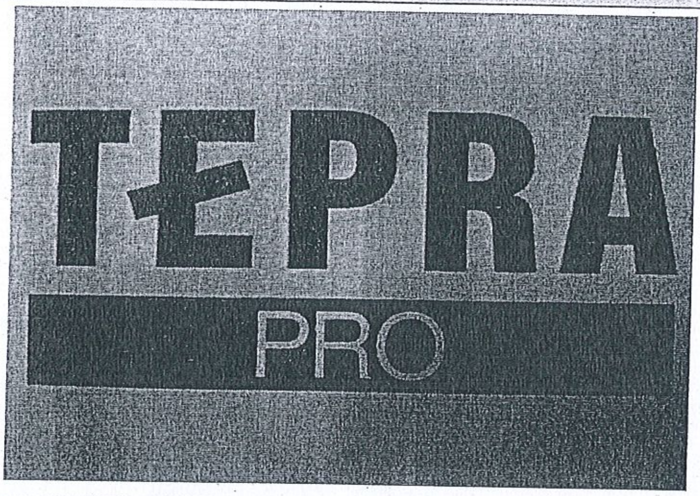
# INVESTIGATION REPORT FORM (IRF)

☒ Inhouse Detection ☐ Customer Claim

Control No.: 213 Date Issued: 20 05 26

| | | | |
|---|---|---|---|
| Customer | EPSON IJP | Attention To | Mr. Gerald De Guzman / Ms. Weena Apalia |
| Item Code | 5141158-00 | Department | PRODUCTION |
| Item Description | OUTER CARTON BOX | Date of Detection | 20 05 22 |
| Job Order Number | WO-20-L-0020-62 | Section Detected | QA - IN LINE |

**ILLUSTRATION OF THE PROBLEM**




☐ Major ☒ Minor

| Lot Quantity (pcs.) | Reject Quantity (pcs.) | Reject Percentage |
|---|---|---|
| 158 | 48 | 30.38% |

Nature of Defect:

POOR PRINT

Requirement:

Poor print is not tolerable for "TEPRA" Models

Actual:

Solid Print has multiple spots

| 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 | __________ | ☐ Process / Method |

| Issued by | Checked by | Approved by | Received by (Receiving Section) |
|---|---|---|---|
| Adrian Vergara<br>QA-IE Staff | QA Supervisor | Mr. Rexel Almario<br>QA Asst. Manager | Mr. Gerald De Guzman / Ms. Weena Apalia<br>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:<br>Why 2:<br>Why 3: NOT A FACTOR<br>Why 4:<br>Why 5: | Why 1:<br>Why 2:<br>Why 3: NOT A FACTOR<br>Why 4:<br>Why 5: |
| Design / Toolings | Why 1:<br>Why 2:<br>Why 3: NOT A FACTOR<br>Why 4:<br>Why 5: | Why 1:<br>Why 2:<br>Why 3: NOT A FACTOR<br>Why 4:<br>Why 5: |
| Process / Material | Why 1:<br>Why 2:<br>Why 3: PLS. SEE ATTACHED<br>Why 4:<br>Why 5: | Why 1:<br>Why 2:<br>Why 3: PLS. SEE ATTACHED<br>Why 4:<br>Why 5: |

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## FINAL CONCLUSION

| OCCURRENCE ROOTCAUSE | OUTFLOW ROOTCAUSE |
|---|---|
| DUE TO WASHBOARD MATERIALS | THE OCCURENCE IS RANDOMLY AND THE MACHINE SPEED IS 125 BPM WITH SKIP-ON MODE. |

**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 | QA - IN LINE | 158 | 48 | 110 |
| FG | N/A | | | |

B. Orientation

| | | | |
|---|---|---|---|
| Date | 20 06 03 | Time | 09:30-09:35 |
| Title | CORRECTIVE ACTION REGARDING POOR PRINT OF EPSON UP 01411198-00 OUTER CARTON BOX | | |
| Attendees | EQOS OPERATORS | | |

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 | PLS. SEE ATTACHED | |

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

Date Conducted: 20 06 01 PIC: A. Vergara

| Identified Rootcause | Recommendation |
|---|---|
| The materials used has dent on the surface since the materials used is washboards | Propose to customer to change the paper type from UPPC to Fuji<br>- Use fresh ink with 9secs. viscosity |

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

| | Checked by | Date | Implemented? | Remarks |
|---|---|---|---|---|
| 1st Verification of Action | A. Vergara | 20 06 02 | [ ] Yes [✓] No | Waiting for next running for sample fabrication |
| 2nd Verification of Action | A. Vergara | 20 06 08 | [✓] Yes [ ] No | Recommendation is implemented - For using of fresh ink only |
| 3rd Verification of Action | A. Vergara | 20 06 30 | [ ] Yes [✓] No | Change material will not pursue |
| Effectiveness of Action | A. Vergara | 21 08 09 | [✓] Yes [ ] No | 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

| Status | Remarks | Approved by: | | Process Owner Acknowledgment: (Receiving Section) | |
|---|---|---|---|---|---|
| [✓] Closed<br>[ ] Still Open<br>[ ] Re-Issue IRF | | QA Supervisor<br>Date: 21 08 09 | QA Asst. Manager<br>Date: 21 08 09 | Line Leader<br>Date: 21 08 09 | Department Head<br>Date: 21 08 09 |

QUALITY ASSURANCE DEPARTMENT
CLOSED
DATE AND SIGNATURE 21 08 09

# INVESTIGATION REPORT FOR POOR PRINT OF EPSON IJP 5141158-00 OUTER CARTON BOX

| | |
|---|---|
| **DIRECT CAUSE** PROCESS/MATERIAL | W1- Some materials are washboard. |
| | W2- The impression of print got different and become poor print. |

| | |
|---|---|
| **INDIRECT CAUSE** PROCESS/MATERIAL | **W1**- Operator proceed to mass production. |
| | **W2** - Trial run approved by QA Patrol. |
| | **W1** - Operator did not notice the poor print. |
| | **W2**- The occurrence is randomly and the machine speed is 125bpm with Skip-on mode. |

# CORRECTIVE ACTION

Orient the operator to increase the print impression once they encounter washboard material mix to smooth surface material or if they encounter poor print.

| | | | |
|---|---|---|---|
| **PIC:** | Production | **TARGET DATE:** | 200601 |

Separate the washboard materials from smooth surface materials once it was encounter in Incoming

| | | | |
|---|---|---|---|
| **PIC:** | QA | **TARGET DATE:** | |