

**KANEPACKAGE PHILIPPINE INC.**

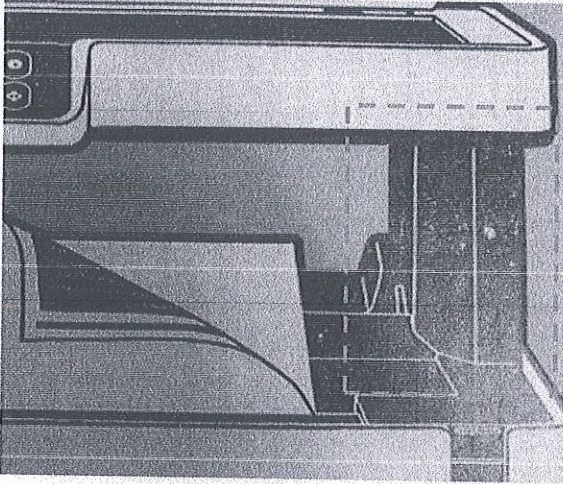
No. 5 Ring Road LISP II, Brgy. La Mesa, Calamba City, Laguna  
Telephone No. (049) 545-7166 to 69  
Fax No. (049) 545-6302

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

Control No.: 238

Date Issued: 20 07 06

Customer	EPSON IJP	Attention To	Mr. Gerald De Guzman / Ms. Weena Apalla
Item Code	5154357-00	Department	PRODUCTION
Item Description	LIONEL MGY JAPAN; B	Date of Detection	20 07 03
Job Order Number	WO-20-L-0206-1	Section Detected	QA - IN LINE

**ILLUSTRATION OF THE PROBLEM**☐ Major☒ Minor

Lot Quantity (pcs.)

Reject Quantity (pcs.)

Reject Percentage

302

132

43.71%

Nature of Defect:

MOTTLED PRINT

Requirement:

Whitening on the black solid print should not be very visible

Actual:

Whitening on the solid print is visible

**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*  
Adrian Vergara  
QA-IE Staff

QA Supervisor

*Rekel Almarib*  
Mr. Rekel Almarib  
QA Asst. Manager

*Mr. Gerald De Guzman / Ms. Weena Apalla*  
Mr. Gerald De Guzman / Ms. Weena Apalla  
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:

PLS. SEE ATTACHED

Why 1:

Why 2:

Why 3:

Why 4:

Why 5:

PLS. SEE ATTACHED



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## INVESTIGATION REPORT FORM (IRF)

### FINAL CONCLUSION

#### OCCURRENCE ROOTCAUSE

- TWO PASS PRINTING AND THE VISCOSITY OF WHITE INK IS HIGHER THAN BLACK INK.

#### OUTFLOW ROOTCAUSE

- THIS CONDITION IS APPROVED BY EPSON BEFORE.

#### 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

#### B. Orientation

Date	Time
N/A	N/A
Title	Attendees
N/A	N/A

Design / Tools

N/A

#### C. Reworking

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

Process

PLS. SEE ATTACHED

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

Date Conducted: 20 07 08

PIC: A. Vergara

#### Identified Rootcause

The white ink makes the surface of the material become rough because black print overlaps w/ the white print

#### Recommendation


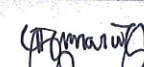



~ Increase the viscosity of the Black ink from 9secs to 10 secs.  
~ Propose to customer the level of mottling to printer image & solid print w/ text

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

	Checked by	Date	Implemented?	Remarks
1st Verification of Action	A. Vergara	20 07 08	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	CA is implemented as well as recommendation
2nd Verification of Action			<input type="checkbox"/> Yes <input type="checkbox"/> No	
3rd Verification of Action			<input type="checkbox"/> Yes <input type="checkbox"/> No	
Effectiveness of Action	A. Vergara	21 11 26	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	C.A & 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

<b>STATUS</b> <input checked="" type="checkbox"/> Closed <input type="checkbox"/> Still Open <input type="checkbox"/> Re-issue IRF	<b>REMARKS</b> <div style="font-size: 2em; font-weight: bold; text-align: center;">CLOSED</div>	<b>APPROVED BY:</b>		<b>PROCESS OWNER ACKNOWLEDGMENT: (Receiving Section)</b>	
		 QA Supervisor	 QA Asst. Manager	 Line Leader	 Department Head
		Date: 21 11 26	Date: 21 11 26	Date: 21 11 26	Date: 21 11 26
		<b>DATE AND SIGNATURE</b>  21 11 26			



# INVESTIGATION REPORT FOR MOTTLED PRINT OF EPSON IJP 5154357-00 LIONEL MGY JAPAN; B

<b>DIRECT CAUSE PROCESS/MATERIAL</b>	<b>W1-</b> Lionel Brown Box is prone in Mottled Print due to two pass printing. The White print 1st Running is cover by Black print 2nd Running.
	<b>W2-</b> White print is cover by Black print but the viscosity requirement of White ink 13-14sec is higher than Black ink 10-11sec, why the Black ink did not penetrate well specially in solid or big print.

EQOS DEVELOPMENT REMARKS SHEET									
DATE	CUSTOMER	ITEM CODE	MATERIAL/SHEET	INK COLOR/VISCOSITY	CYREL+R-BACK	ANILOX, PRINTING IMPRESSION		DIP	
200702	Comp	CBM0228 01 AB	CBF	WPC	black	6.25	6.5	5.0	skip
ROBERT	Epson	515435700 A	CBF	Fuji	white	13.8	6.4	4.2	skip 1C
	Epson	515435700 A	CBF	Fuji	black	10.5	6.5	5.0	skip 2C
	Epson	515435700 B	CBF	Fuji	white	13.5	6.3	5.0	skip 1C
	"	515435700 B	CBF	Fuji	black	10.5	6.5	4.6	skip 2C
	Epson	515435800 A	CBF	Fuji	white	13.5	6.3	5.0	skip 1C
	"	515435800 A	CBF	Fuji	black	10.5	6.5	4.6	skip 2C
	Epson	515435800 B	CBF	Fuji	white	13.5	6.3	5.1	skip 1C
	"	515435800 B	CBF	Fuji	black	10.5	6.5	4.9	skip 2C

<b>INDIRECT CAUSE PROCESS/MATERIAL</b>	<b>W1-</b> Operator proceed to mass production.
	<b>W2 -</b> Trial run approved by QA Patrol.
	<b>W3 -</b> According to Operator & ME this condition is approved by Epson before, why this is the 1st occurrence of this reject.

## CORRECTIVE ACTION

Make a standard defect limit for this kind of defect and orient to all concern.			
<b>PIC:</b>	<b>QA</b>	<b>TARGET DATE:</b>	

Ask for advise of Printing expert because this condition is common in two pass printing, specially this item the 1st print white is high viscosity than 2nd print black.			
<b>PIC:</b>	<b>3pm team</b>	<b>TARGET DATE:</b>	

PREPARED BY:

  
**GERALD DE GUZMAN**  
PROD ASST. SUPERVISOR

APPROVED BY:

  
**WEENA V. APALLA**  
SR. SUPERVISOR