

**KANEPACKAGE PHILIPPINE INC.**

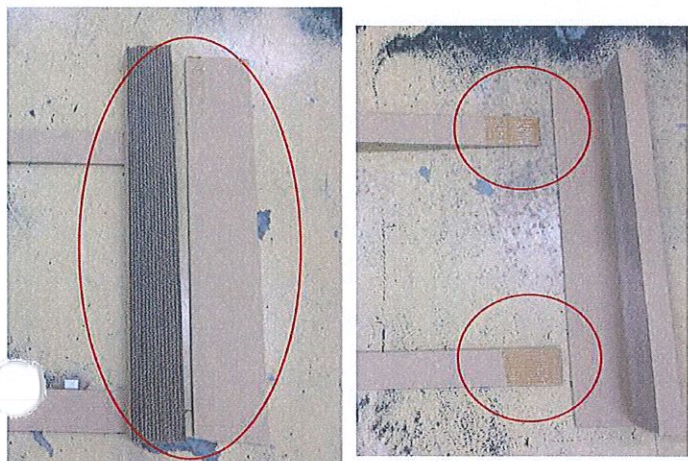
No. 5 Ring Road LISP II, Brgy. La Mesa, Calamba City, Laguna
Telephone No. (049) 545-7166 to 69
Fax No. (049) 545-6302

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

Control No.: 293

Date Issued: 20 09 18

Customer	MIFFI	Attention To	Mr. Gerald De Guzman
Item Code	N / A	Department	PRODUCTION
Item Description	NKK PADS	Date of Detection	20 09 15
Job Order Number	-	Section Detected	CUSTOMER - MIFFI

ILLUSTRATION OF THE PROBLEM☒ Major☐ Minor

Lot Quantity (pcs.)	Reject Quantity (pcs.)	Reject Percentage
12	10	83.33%

Nature of Defect:

Detached Parts

Requirement:

No Detached parts

Actual:

Parts of the items are detached

NO. OF OCCURRENCE	DISPOSITION	AREA OF OCCURRENCE / ORIGIN	CONTENT
<input checked="" type="checkbox"/> First <input type="checkbox"/> Recurrence No.: _____ Date: _____	<input type="checkbox"/> Hold <input type="checkbox"/> Special Acceptance <input type="checkbox"/> For Rework <input checked="" 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: HOTMELT	<input type="checkbox"/> Material <input type="checkbox"/> Dimension <input checked="" type="checkbox"/> Appearance <input type="checkbox"/> Process / Method
Issued by	Checked by	Approved by	Received by (Receiving Section)
 Adrian Vergara QA-IE Staff	 Ms. Nemi Cepeda QA Supervisor	 Mr. Rexel Almario QA Asst. Manager	 Mr. Gerald De Guzman 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**

- ACCUMULATED HOT MOISTURE INSIDE THE PE BAG THAT CAUSE OF COLLAPSE OF HOTMELT ADHESIVE

OUTFLOW ROOTCAUSE

- HAPPENED IN CUSTOMER SIDE.

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	20 09 23	Time	10:13 AM - 10:17 AM
Title	ORIENTATION REGARDING DETACH PARTS OF MIFFI NKK PADS		
dees	HOTMELT OPERATORS		

Design / Tools

N/A

C. Reworking

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

Process

PLS. SEE ATTACHED

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

Date Conducted: 20 09 24 PIC: A. Vergara

Identified Rootcause

> The hotmelt that was used as adhesive to item got weak because it was exposed to hot environment (regardless if it is inside or outside of a close area)

Recommendation

> During packing of the item, the packer should put holes on the plastic so the moisture will flow
> Standardizing hole on the plastic

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

	Checked by	Date	Implemented?	Remarks
1st Verification of Action	A. Vergara	20 09 23	[X] Yes [] No	C.A. is implemented Suggestions were coordinated
2nd Verification of Action			[] Yes [] No	
3rd Verification of Action			[] Yes [] No	
Effectiveness of Action	A. Vergara	21 05 26	[X] Yes [] No	C.A. 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)
<input checked="" type="checkbox"/> Closed	QUALITY ASSURANCE DEPARTMENT		
<input type="checkbox"/> Still Open			
<input type="checkbox"/> Re-Issue IRF			

DATE AND
SIGNATURE

21 05 26

INVESTIGATION REPORT FOR DETACH PARTS OF MIFFI NKK PADS

DIRECT CAUSE PROCESS/MATERIAL	W1- We encountered this problem before specially if hot weather, because hotmelt adhesive got melted when it was expose to excessive heat.
	W2- Because the items pack in PE bag and place in the container during delivery plus the hot weather, why there is accumulated hot moisture inside the PE bag that cause of collapse of hotmelt adhesive.
	W3 - Another factor is the storage of FG items from Hotmelt in hot temperature area why the hotmelt adhesive collapse.

INDIRECT CAUSE PROCESS/MATERIAL (OUTFLOW)	W1- Possible the detach part happened when the items already delivered in the customer.
	W2- Operator and QA did not allowed to deliver the items in this condition.

PRODUCTION SUGGESTION FOR IMPROVEMENT


Because this item is QA packing we suggest to put some hole in PE Bag after they finished the packing. The purpose of the hole is to release the accumulated hot moisture inside the packed items specially if the items expose in hot temperature.			
PIC:	QA	TARGET DATE:	20 09 22 / Next Running

Avoid to stored the FG items from Hotmelt in hot temperature area. (ALSO NEED TO ADVISE THE CUSTOMER)			
PIC:	WAREHOUSE / SALES	TARGET DATE:	20 09 22 / Next Running

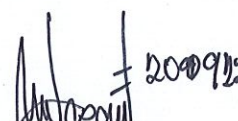
PRODUCTION CORRECTIVE ACTION

For the items with Production Packing in Hotmelt, we orient the operator to put hole in the PE Bag after they finished the packing as horizontal implementation regarding this problem of detached part.			
PIC:	PRODUCTION	TARGET DATE:	200923

PREPARED BY:


GERALD DE GUZMAN
 PROD ASST. SUPERVISOR

APPROVED BY:


WEENA V. APALLA
 SR. SUPERVISOR