

**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.: 314

Date Issued: 20 10 15

Customer	EPSON VP	Attention To	Ms. Weena Apalla / Mr. Rexel Almario
Item Code	5139599-00	Department	PRD / QA
Item Description	CARTON BOX (ELPAF01)_PH	Date of Detection	20 10 14
Job Order Number	WO-20-L-0300-5	Section Detected	CUSTOMER - EPSON VP

ILLUSTRATION OF THE PROBLEM

Item Description: 5139599-00 CARTON BOX (ELPAF01)_PH	Memo: BK Code: 513959900 CARTON BOX (ELPAF01)_PH
Quantity: 20 Piece	Blades:
Delivery Date: 6-OCTOBER-2020	
Material Description: 720X540 BF TX200 0 (one) (two)	City To Be Used: 0
Out Size: 0	No of Cuts: 0
Actual Qty Used: 0	DIT No: 2599177
Supplier: CP	Batch No: ELN12
Issued By: ELN12	

PROCESS	Finished Date	Time	GOOD QTY	Trial Run	REJECT QTY	Supplier	OPERATOR	Remarks
3 DIECUT S1400	10/8		8	2			JC	
4 DETACH	10/3		2					
5 LOT NUMBERING	10/7		20					
6 SCREENING								
7 PRODUCTION BUNDLE	10/8		20					

NO ADHESIVE

☒ Major	☐ Minor	
Lot Quantity (pcs.)	Reject Quantity (pcs.)	Reject Percentage
20	12	60.00%
Nature of Defect:		
No Glue		
Requirement:		
W/ Glue on the glue tab and it should be adhered		
Actual:		
No glue on the glue tab and incomplete process		

NO. OF OCCURRENCE	DISPOSITION	AREA OF OCCURRENCE / ORIGIN	CONTENT
☒ First	☐ Hold	☐ Slotter	☐ Material
☐ Recurrence	☐ Special Acceptance	☐ EQOS	☐ Dimension
No.: _____	☒ For Rework	☐ Diecut	☐ Appearance
Date: _____	☐ Reject / Disposal	☐ Detaching	☒ Process / Method
		☐ Gluing	
		☐ Vertical	
		☐ Others: _____	
		PC & OQA	
Issued by	Checked by	Approved by	Received by (Receiving Section)
 Adrian Vergara QA-IE Staff	 Ms. Noemi Cepeda QA Supervisor	 Mr. Rexel Almario QA Asst. Manager	 Ms. Weena Apalla / Mr. Rexel Almario 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: N/A Why 4: Why 5:	Why 1: Why 2: Why 3: N/A Why 4: Why 5:	
Design / Toolings	Why 1: Why 2: Why 3: N/A Why 4: Why 5:	Why 1: Why 2: Why 3: N/A Why 4: Why 5:	
Process / Material	Why 1: Why 2: Why 3: PLS. SEE ATTACHED Why 4: Why 5:	Why 1: Why 2: Why 3: PLS. SEE ATTACHED Why 4: Why 5:	

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

- NO GLUING PROCESS INDICATED IN THE JOB ORDER

- PRODUCTION OPERATOR FOLLOW IN THE JOB ORDER

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			
RM	N/A				System	N/A	
WIP	N/A						
FG	N/A						

B. Orientation

Date	20 10 17	Time	12:00 NN - 7:00 P.M. 12:10 NN / 8:00 P.M.	Design / Tools	N/A	
Title	5139599-00 CARTON BOX - NO GLUE ISSUE					
Attendees	QA Inspectors					

C. Reworking

Rework Quantity	N/A	Process	PLS. SEE ATTACHED	
Total Good	N/A			
Rework Percentage (Good)	N/A			

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

Date Conducted: 20 10 16

PIC: A. Vergara

Identified Rootcause**Recommendation**

PRD: Gluing process was not included on the J.O. because the IC confused because some of the items of ERSON boxes transferred in KP-Lima
QA: The OQA Inspector did not follow accordingly the established procedure for OQA inspection

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

	Checked by	Date	Implemented?	Remarks
1st Verification of Action	A. Vergara	20 10 17	[X] Yes [] No	~ Orientation to OQA is done ~ Masterlist provided in OQA
2nd Verification of Action	A. Vergara	20 10 24	[X] Yes [] No	BOM is updated
3rd Verification of Action			[] Yes [] No	
Effectiveness of Action	A. Vergara	21 12 04	[X] Yes [] No	C.A. is implemented

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
Date: 21 12 04		Date: 21 12 04	Date: 21 12 04

DATE AND SIGNATURE

21 12 04

INVESTIGATION REPORT FOR NO GLUE OF EPSON VP 5139599-00 CARTON BOX

DIRECT CAUSE PROCESS/MATERIAL

W1- JC got confused because some of the items of Epson Boxes transfer in KP-Lima are WIP or for Gluing in KP-Lima.

W2- During Job Order generation Production Job Controller didn't notice that this item is not included in the batch of items subject for transfer in KP-Lima as WIP.

W3- Gluing process was not indicated in the Job Order.

JO No. :		WO-20-L-0300-5	
ISSUED BY :		Jheana de Guzman	
DATE ISSUED :		30-SEPTEMBER-2020	
CUSTOMER		EPSON PRECISION PHILIPPINES INCORPORATED	
Item Description: 5139599-00 CARTON BOX (ELPAF01)_PH			
Quantity: 20 Piece			
Delivery Date: 6-OCTOBER-2020			
Material Description	Qty To Be Used	Cut Size	No. of Cuts
720X640 BF TX200 0	8	0	0
(one) (two)			0pcs
PROCESS	Finished Date	GOOD QTY	Trial Run
3.DIECUT S1400	10/8	8	2
4.DETACH	10/8	20	
5.LOT NUMBERING	10/7	20	
6.SCREENING			
7.PRODUCTION BUNDLE	10/8	20	
REJECT			

INDIRECT CAUSE (OUTFLOW) PROCESS/MATERIAL

W1- Production operator followed the process indicated in the Job Order.

W2- They were not triggered that this items is for gluing in-house ecause some of Epson Boxes will be transfer in KP-Lima as WIP or for gluing in KP-Lima.

PRODUCTION CORRECTIVE ACTION

> Make a Master List of Epson boxes subject for transfer in KP-Lima as WIP and during Job Order generation of Epson boxes, Production Job Controller will check the item if it is included in the master list before print the Job Order.

> If Master List is available, process in BOM of Netsuite will be revise/edit

PIC:	PRODUCTION JOB CONTROLLER	TARGET DATE:	2010 24
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PREPARED BY:

GERALD DE GUZMAN
PROD ASST. SUPERVISOR

APPROVED BY:

WEENA V. APALLA
SR. SUPERVISOR

INSTRUCTIONS NOT FOLLOWED FROM PM-QA-002:

Flow	Details	Person-In-Charge	Reference Documented Info.
Check the item drawing based on the system	5.4 Check the drawing of the item based on the system.	OQA Inspector	Technical Drawing

Flow	Details	Person-In-Charge	Reference Documented Info.
Inform immediate superior or QA Head	5.13 If the actual item does not comply with the requirements of drawing and Defect Limit Criteria, report to immediate superior or QA Department Head.	OQA Inspector	Technical Drawing Defect Limit Criteria

[illegible]

ITEM/DESCRIPTION:		5139599-00		CARTON BOX (ELPAF01)_PH	
	PROCESS :	☒ DIE CUT	☐ SLICING	☐ DRILL PRESS	
	☒ ROT-SLOTTER	☐ PRESSING	☐ HOTMELT	☐ ULTRASONIC	
	☐ OVERHANG	☐ CLAPPER	☐ HEATING	☐ PROD'D/BUNDLE	
	☒ GLUING	☐ KUDO	☐ HAND STAMP	☐ PROD'D/PACKING	
	☐ STITCHING	☐ HANDHOLE	☐ SILKSCREEN	☒ QA/BUNDLE	
	☐ BOX ASSY	☐ DETACHING	☐ PRINTING	☐ QA/PACKING	
	☐ PARTN ASSY	☐ VERTICAL	☐ RIVET	☒ LOT NUMBER	

Requirements indicated in the drawing

system

1. OQA Inspector should always check the actual item using the drawing on the system (All OQA Inspector will undergo re-orientation)
2. Issuance of Notice to Explain to the OQA Inspector for the Outflow

[illegible]

Conduct meeting together with OQA and OQA Support for the orientation @ OQA Area

List of items to be transferred in KP-Lima

KANEPACKAGE PHILIPPINE, INC.

23-22



SO No. :
JO No. :
ISSUED BY :
DATE ISSUED :
CUSTOMER

WO-20-L-0300-5
Jhoana de Guzman
30-SEPTEMBER-2020
EPSON PRECISION PHILIPPINES INCORPORATED - VP

Light Industry Science Park II,
National Highway, Calamba, 4027 Leguna
Tel: (049) 545 7168/67
Fax: (049) 544-0010

Item Description: **513959900 CARTON BOX (ELPAF01)_PH** Memo :
Quantity: **20 Piece** BK Code : **513959900 CARTON BOX (ELPAF01)_PH**
Delivery Date: **6-OCTOBER-2020** Blades :

Material Description	Qty To Be Used	Cut Size	No. of Cuts	Actual Qty Used	DR No.	Supplier	Batch No.	Issued By
720X640 BF TX200 0 (one) {two}	8	0	0	0pcs 8	259977	SP		ELMEN 10/7

PROCESS	Finished		GOOD QTY	Trial Run	REJECT QTY		OPERATOR	Remarks
	Date	Time			In-house	Supplier		
3.DIECUT S1400	10/8		8	2	-	-	JC	✓
4.DETACH	10/8		31		-	-	EISL	
5.LOT NUMBERING	10/7		20				KIM/PWD	
6.SCREENING								
7.PRODUCTION BUNDLE	10/8		20		-	-	ELSON	

REJECTION HISTORY

- 1.
- 2.
- 3.
- 4.
- 5.

NOTES

- 1.
- 2.
- 3.
- 4.
- 5.

PR-001-F07 REV.00

JO Received By(WHSE):

Signature over printer



KAN - Kanepackage Phil. Inc. -VP

RoHS

Ref. No.:

Partcode:

Lot No.:

Qty.:

Remarks:

Part: CARTON
Name: BOX (ELPAF01)_PH
Model: N/A

QR Code:

me

Classification

SUBSIDIARY
KANEPACKAGE GROUP OF COMPANIES :

Kanepackage Philippine Inc

☐ INCLUDE CHILDREN

CLASS

TYPE OF MATERIAL
Finished Goods

STATUS
Approved

Manufacturing Process

1
DIECUT S1400

2
DETACHING 1

3
GLUING MANUAL

4
LOT NUMBERING

5
PRODUCTION BUNDLE

11

12

13

14

15

UPDATED B.O.M. IN THE SYSTEM. GLUING PROCESS ADDED ON THE PROCESS