

**KANEPACKAGE PHILIPPINE INC.**

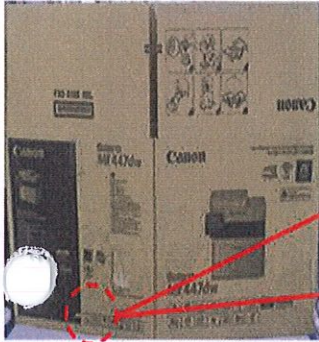
No. 5 Ring Road LISP II, Brgy. La Mesa, Calamba City, Laguna
Telephone No. (049) 545-7166 to 69
Fax No. (049) 545-6302

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

Control No.: 349

Date Issued: 20 12 14

Customer	CANON	Attention To	Mr. Gerald De Guzman / Mr. Rexel Almario
Item Code	FX2-5105-000	Department	PRD / QA
Item Description	Z10 BOX OUTER 565	Date of Detection	20 12 12
Job Order Number	WO-F-20-241-6	Section Detected	CUSTOMER - CBMP

ILLUSTRATION OF THE PROBLEM☐ Major☒ Minor

Lot Quantity (pcs.)

Reject Quantity (pcs.)

Reject Percentage

220

1

0.45%

Nature of Defect:

INCOMPLETE PRINT

Requirement:

Incomplete print is not acceptable

Actual:

W/ incomplete print on the solid object

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 checked="" type="checkbox"/> EQOS	<input type="checkbox"/> Dimension
No.: _____	<input type="checkbox"/> For Rework	<input type="checkbox"/> Diecut	<input checked="" type="checkbox"/> Appearance
Date: _____	<input checked="" type="checkbox"/> Reject / Disposal	<input type="checkbox"/> Detaching	<input type="checkbox"/> Process / Method
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	 Mr. Gerald De Guzman / 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: Why 4: Why 5:	Why 1: Why 2: Why 3: Why 4: Why 5:
Design / Toolings	Why 1: Why 2: Why 3: Why 4: Why 5:	Why 1: Why 2: Why 3: Why 4: Why 5:
Process / Material	Why 1: Why 2: Why 3: Why 4: Why 5:	Why 1: Why 2: Why 3: Why 4: Why 5:

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INVESTIGATION REPORT FORM (IRF)**FINAL CONCLUSION****OCCURRENCE ROOTCAUSE****DENT ON MATERIALS****OUTFLOW ROOTCAUSE****OCCURRED ONCE****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	KP-PPIP	27	0	27

Actions to be done to eliminate recurrence**Who / When**

System	N/A	
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B. Orientation

Date	20 12 15	Time	17:05-17:05 / 18:05-18:10
Title	ORIENTATION REGARDING THE CORRECTIVE ACTION AND COUNTER MEASURE FOR THE INCOMPLETE PRINT OF FXL-5105-006		
Idees	EQDS OPERATORS		

Design / Tools	N/A	
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C. Reworking

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

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

Date Conducted: 20 12 15 PIC: A. Vergara

Identified Rootcause**Recommendation**

PRD: INcomplete application of ink on the corrugated boards because there was a dent on the board because it was pressed
QA: There was no established inspection time for checking the item.

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

	Checked by	Date	Implemented?	Remarks
1st Verification of Action	A. Vergara	20 12 16	[X] Yes [] No	C.A. is implemented
2nd Verification of Action			[] Yes [] No	
3rd Verification of Action			[] Yes [] No	
Effectiveness of Action	A. Vergara	21 05 21	[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:	QUALITY ASSURANCE DEPARTMENT	Approved by:	Process Owner Acknowledgment: (Receiving Section)
<input checked="" type="checkbox"/> Closed	CLOSED	QA Supervisor	Line Leader
<input type="checkbox"/> Still Open		QA Assl. Manager	Department Head
<input type="checkbox"/> Re-Issue IRF		Date: 21 05 21	Date: 21 05 21

DATE AND SIGNATURE  21 05 21

INVESTIGATION REPORT FOR INCOMPLETE PRINT OF CBMP FX2-5105 Z10 BOX OUTER 565

DIRECT CAUSE PROCESS/MATERIAL

W1 - Dent on the material is the possible root cause.

W2 - Cyrel cleaning was conducted which may be impossible that dirt or foreign matter is the cause of missing print

QUALITY AND CONDITION SHEET			
DATE	TIME	OPERATOR	REMARKS
01/01/2020	08:00	ABE	START OF DAY
01/01/2020	08:15	ABE	CYREL CLEANING
01/01/2020	08:30	ABE	START OF DAY
01/01/2020	08:45	ABE	CYREL CLEANING
01/01/2020	09:00	ABE	START OF DAY
01/01/2020	09:15	ABE	CYREL CLEANING
01/01/2020	09:30	ABE	START OF DAY
01/01/2020	09:45	ABE	CYREL CLEANING
01/01/2020	10:00	ABE	START OF DAY
01/01/2020	10:15	ABE	CYREL CLEANING
01/01/2020	10:30	ABE	START OF DAY
01/01/2020	10:45	ABE	CYREL CLEANING
01/01/2020	11:00	ABE	START OF DAY
01/01/2020	11:15	ABE	CYREL CLEANING
01/01/2020	11:30	ABE	START OF DAY
01/01/2020	11:45	ABE	CYREL CLEANING
01/01/2020	12:00	ABE	START OF DAY
01/01/2020	12:15	ABE	CYREL CLEANING
01/01/2020	12:30	ABE	START OF DAY
01/01/2020	12:45	ABE	CYREL CLEANING
01/01/2020	13:00	ABE	START OF DAY
01/01/2020	13:15	ABE	CYREL CLEANING
01/01/2020	13:30	ABE	START OF DAY
01/01/2020	13:45	ABE	CYREL CLEANING
01/01/2020	14:00	ABE	START OF DAY
01/01/2020	14:15	ABE	CYREL CLEANING
01/01/2020	14:30	ABE	START OF DAY
01/01/2020	14:45	ABE	CYREL CLEANING
01/01/2020	15:00	ABE	START OF DAY
01/01/2020	15:15	ABE	CYREL CLEANING
01/01/2020	15:30	ABE	START OF DAY
01/01/2020	15:45	ABE	CYREL CLEANING
01/01/2020	16:00	ABE	START OF DAY
01/01/2020	16:15	ABE	CYREL CLEANING
01/01/2020	16:30	ABE	START OF DAY
01/01/2020	16:45	ABE	CYREL CLEANING
01/01/2020	17:00	ABE	START OF DAY
01/01/2020	17:15	ABE	CYREL CLEANING
01/01/2020	17:30	ABE	START OF DAY
01/01/2020	17:45	ABE	CYREL CLEANING
01/01/2020	18:00	ABE	START OF DAY
01/01/2020	18:15	ABE	CYREL CLEANING
01/01/2020	18:30	ABE	START OF DAY
01/01/2020	18:45	ABE	CYREL CLEANING
01/01/2020	19:00	ABE	START OF DAY
01/01/2020	19:15	ABE	CYREL CLEANING
01/01/2020	19:30	ABE	START OF DAY
01/01/2020	19:45	ABE	CYREL CLEANING
01/01/2020	20:00	ABE	START OF DAY
01/01/2020	20:15	ABE	CYREL CLEANING
01/01/2020	20:30	ABE	START OF DAY
01/01/2020	20:45	ABE	CYREL CLEANING
01/01/2020	21:00	ABE	START OF DAY
01/01/2020	21:15	ABE	CYREL CLEANING
01/01/2020	21:30	ABE	START OF DAY
01/01/2020	21:45	ABE	CYREL CLEANING
01/01/2020	22:00	ABE	START OF DAY
01/01/2020	22:15	ABE	CYREL CLEANING
01/01/2020	22:30	ABE	START OF DAY
01/01/2020	22:45	ABE	CYREL CLEANING
01/01/2020	23:00	ABE	START OF DAY
01/01/2020	23:15	ABE	CYREL CLEANING
01/01/2020	23:30	ABE	START OF DAY
01/01/2020	23:45	ABE	CYREL CLEANING
01/01/2020	24:00	ABE	START OF DAY

DATE	TIME	OPERATOR	REMARKS
01/01	0201		CLEANING OF CYREL PLOTTED
0225	0229		CLEANING OF CYREL PLOTTED
0231	0234		

INDIRECT CAUSE (OUTFLOW) PROCESS/MATERIAL

W1 - No incomplete print was encountered during trial run and sampling during mass production

W2 - Operator did not notice the incomplete print since it only has one occurrence for the whole lot.

PRODUCTION CORRECTIVE ACTION

Orient the eqos operator regarding this issue, and remind them the fast browsing of raw materials before feeding.

PIC: Melencio ABE

TARGET DATE:

DEC 16, 2020

PREPARED BY:

MELENCIO ABE
IE STAFF

APPROVED BY:

WEENA V. APALLA
SR. SUPERVISOR

CAUSE OF THE PROBLEM

5M REVIEW	
FACTOR	DETAILS
MAN	NO CHANGE
METHOD	No establish inspection time
MACHINE	NO CHANGES
MATERIAL	NO CHANGES
ENVIRONMENT	NO CHANGES

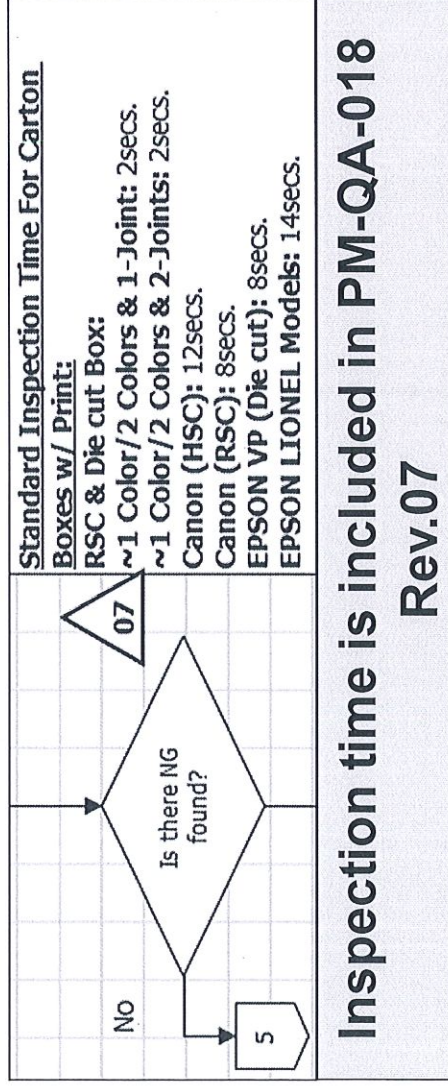
OUTFLOW ROOTCAUSE ANALYSIS:

The QA Inspector did not trap the faded character defect on the item. Because the QA Inspector did not checked each print on the box. The QA Inspector might check the item fast. Since there was no establish standard inspection time for the boxes that time.

**NOTE: THE ITEM WAS INSPECTED
LAST NOVEMBER 27, 2020**

QA - CORRECTIVE ACTION:

1. Establish inspection time and include the set standards to Screening Procedure – November 3, 2020 (DONE)
2. Discuss the standards to QA Inspector during their Re-orientation – On-going



KANEPACKAGE PHILIPPINE INC.
ATTENDANCE SHEET
 Submitted by: DECCA, 2020 Date: DECCA, 2020
 ACTIVITY: RE-ORIENTATION OF QA INSPECTOR
 1. DECCA, 2020
 2. DECCA, 2020
 3. DECCA, 2020
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 18. DECCA, 2020
 19. DECCA, 2020
 20. DECCA, 2020
 21. DECCA, 2020
 22. DECCA, 2020

KANEPACKAGE PHILIPPINE, INC.
ATTENDANCE SHEET
 Submitted by: DECCA, 2020 Date: DECCA, 2020
 ACTIVITY: RE-ORIENTATION OF QA INSPECTOR
 1. DECCA, 2020
 2. DECCA, 2020
 3. DECCA, 2020
 4. DECCA, 2020
 5. DECCA, 2020
 6. DECCA, 2020
 7. DECCA, 2020
 8. DECCA, 2020
 9. DECCA, 2020
 10. DECCA, 2020
 11. DECCA, 2020
 12. DECCA, 2020
 13. DECCA, 2020
 14. DECCA, 2020
 15. DECCA, 2020
 16. DECCA, 2020
 17. DECCA, 2020
 18. DECCA, 2020
 19. DECCA, 2020
 20. DECCA, 2020
 21. DECCA, 2020
 22. DECCA, 2020

TRAINING ATTENDANCE SHEET



KANEPACKAGE PHILIPPINE INC.

MINUTES OF THE MEETING

Date: DEC. 15, 2020 Time Start: 1700/1805 Time Finished: 1705/1810 Venue: EQOS

ATTENDEES:

Name	Section	Sign	Name	Section	Sign
RAMM DAMIANO	EQOS		Jun James Calwa	EQOS	
Nino Ruben	EQOS		DAVID BONAFON	EQOS	
HENRY CLAY	EQOS				
Maria Pambalakin	"				
CLEMAN BELARDO EQOS					
ANTHONY BETCO					
Robert Dejito					
E. DEVELLES					

AGENDA:

ORIENTATION REGARDING THE CORRECTIVE ACTION AND
COUNTERMEASURE FOR THE INCOMPLETE PRINT OF CBMP FX2-5105
Z10 BOX OUTER 565

MINUTES:

page 1 of 1

ROOTCAUSE:

1. Dent on the material is the possible root cause.
2. Cyrel cleaning was conducted which may be impossible that dirt or foreign matter is the cause of missing print.

CORRECTIVE ACTION:

1. Orient the eqos operator regarding this issue, and remind them the fast browsing of raw materials before feeding.

FOLLOW UP MEETING:

(date & time)

for KPPI fill up only

Prepared by:

MELENCIO ABE

Reviewed by:

Noted by:



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No. 5 Ring Road LISP' II, Brgy. La Mesa, Calamba City, Laguna
Telephone No. (049) 5457-7166 to 69
Fax No. (049) 545-6302

PROCEDURE MANUAL

TITLE: SCREENING QUALITY ASSURANCE INSPECTION PROCESS		CONTROL NUMBER: PM-QA-018	PAGE NUMBER: 1 of 1
<div><div>3</div><div>Generate Lot Number</div><div></div><div>Perform dimensional inspection</div><div></div><div>Perform visual inspection</div><div></div><div>Is there NG found?</div><div>No</div><div>5</div><div></div><div>Yes</div><div>Follow procedure of Control of Non-Conforming Products</div><div></div><div>4</div></div>	<p>5.11 Create lot number based on the required quantity in the Job Order</p> <p>Note: There should be 4 pcs extra lot numbers printed for every Job order</p> <p>Child Lot Number</p> <p>1 pc- For Verification of correctness of information</p> <p>1 pc - Copy of Lot Number in Charge</p> <p>Mother Lot Number</p> <p>1 pc - Attach on the Mother packed</p> <p>1 pc - Copy of Lot Number in charge</p> <p>5.12 Perform required 3pcs per lot (1pc every start, middle and end) dimensional checking and other required checkpoints and methods. Inspector shall refer to the drawing on the Job Order.</p> <p>Note:</p> <p>1. Dimensional checking and other required checkpoints and methods (Box forming, destructive test, Pre-folding and tickling method, etc.)</p> <p>2. All non-conforming products during inspection shall be recorded on Inspection Report. Inspect the item accordingly. Follow check items.</p> <p>3. Pre folding all Creasing Line for diecutted box is required to check occurrence of bursting on all locations.</p> <p>5.13 Visual inspection method and frequency will be based on customer requirement if 100% or Sampling basis (MIL-STD105E (AQL = 0.65 Level II)).</p> <p>Standard Inspection Time For Carton Boxes w/ Print:</p> <p>RSC & Die cut Box:</p> <p>~1 Color/2 Colors & 1-Joint: 2secs.</p> <p>~1 Color/2 Colors & 2-Joints: 2secs.</p> <p>Canon (HSC): 12secs.</p> <p>Canon (RSC): 8secs.</p> <p>EPSON VP (Die cut): 8secs.</p> <p>EPSON LIONEL Models: 14secs.</p> <p>Note: If with previous item were inspected, ensure that the Reject Bin is already cleaned up before start of new item for inspection. Follow SOP for Line Clearance in QA Area.</p> <p>5.14 Follow procedure of Control of Non-Conforming Products. Follow Abnormality Rule and Abnormality Decision and Disposition Importance Impact of NG.</p>	<p>Lot Number In Charge</p> <p>QA Leader / Sub leader</p> <p>QA Inspector</p> <p>QA Inspector QA Line leader QA Supervisor QA Head</p>	<p>Item Drawing Screening Inspection Report</p> <p>SOP for Line Clearance in QA Area (PM-QA-023)</p> <p>Control of Non-Conforming Products (PM-QA-003)</p>



KANEPACKAGE PHILIPPINE INC.

ATTENDANCE SHEET

Submitted by:

Xhemel Cepeda

Date:

Dec 03, 2020

ACTIVITY

QA Orientation / Reorientation of Procedure
1. QA Procedure 2. Screening Procedure
3. OQA 4. In-process

Attendees

	FIRST NAME	LAST NAME	DIV. / DEPT.	SIGNATURE
1	JOHN KENNETH	STENZ	QAD	
2	JORVEN	ARAVEZA	QAD	
3	DARWIN	PERALTA	QAD	
4	GILMAN	GLORY	QA ENLORPER	
5	JOSDEL	GIOMEZ	QAD MARSHALL	
6	PAUL SYMON	ASPE	QA	
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Note: This form is confidential. Do not use as scratch paper.

GA-001-F13-Rev. 01



KANEPACKAGE PHILIPPINE, INC.

ATTENDANCE SHEET

Submitted by:

Normi Cepeda

Date:

Dec. 01, 2020

ACTIVITY

Reorientation of QA Procedure:
1. IQA Procedure
2. Screening Procedure
3. OQA Procedure

Attendees

	FIRST NAME	LAST NAME	DIV. / DEPT.	SIGNATURE
1	Amanalo	OSTIA JR.	QA	A. Ostia Jr.
2	Alvin	Benayo	QA	R. Benayo
3	LEONARD	CORUNO	QA	LEONARD CORUNO
4	Raphael Nelmer	Bonobon	QA	R. Bonobon
5	Manido	Cepillo	QA	Manido Cepillo
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