

**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.: 378

Date Issued: 21 02 09

Customer	CANON	Attention To	Mr. Rexel Almario
Item Code	RJ1-0923-000	Department	QA
Item Description	REAR DOOR ASSY	Date of Detection	21 01 28
Job Order Number	JO-F-21-013-3	Section Detected	KP - FPIP

ILLUSTRATION OF THE PROBLEM

☒ Major☐ Minor

Lot Quantity (pcs.)	Reject Quantity (pcs.)	Reject Percentage
51	51	100.00%

Nature of Defect:

NO B TYPE BOX

Requirement:

B Type Box and Part'n Assy should be delivered as assemble

Actual:

Part'n Assy only delivered

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

**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)**FINAL CONCLUSION****OCCURRENCE ROOTCAUSE****OUTFLOW ROOTCAUSE**

QA Packer is unaware on the process

Wrong assumption of OQA

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	Time				Design / Tools	N/A	
Title		N/A					
Mandees		N/A					

C. Reworking

Rework Quantity					Process	See Attached File	
Total Good		51 pcs					
Rework Percentage (Good)		100.00 %					

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

Date Conducted: 21 02 11

PIC: A. Vergara

Identified Rootcause**Recommendation**

> The QA packer is not aware on the process
> Wrong assumption of OQA on the packing of the item since he checked various cbmp item fixing assy.

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

	Checked by	Date	Implemented?	Remarks
1st Verification of Action	A. Vergara	21 02 19	[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 09 13	[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: ☒ Closed ☐ Open ☐ Re-Issue IRF		Remarks: QUALITY ASSURANCE DEPARTMENT		Approved by:		Process Owner Acknowledgment: (Receiving Section)	
CLOSED		Date: 21 09 13		QA Supervisor		Line Leader	
				QA Asst. Manager		Department Head	
DATE AND SIGNATURE		21 09 13		Date: 21 09 13		Date: 21 09 13	

QA - ROOTCAUSE ANALYSIS:

FOR SCREENING:

>>QA forgot to put the partition on the box because he is unaware on the proper packing of the item, since he was new on QA Packing at partition (substitute).

FOR OQA:

>>OQA Inspector detected the No B Type Box but he assumed that the packing of the item is correct since it was packed properly. Also, the OQA Inspector checked various item of CBMP Partition Assy that time that leads to his wrong presumption. Based on the packaging standard, Partition Assy of CBMP is not detailed since only quantity was indicated on the list.

QA - CORRECTIVE ACTION:

- >Revised the SPQ of CBMP, wherein Partition Assy of CBMP has detailed instruction. – 20 02 10 (DONE)
- >Revision of CBMP drawing with Box and Partition Assy. Putting of note on the Assy drawing. – For Submission of updated list to Design.

PIC:	QA	TARGET DATE:	On-going
------	----	--------------	----------



KANEPACKAGE PHILIPPINE INC.

QUALITY ASSURANCE DEPARTMENT

STANDARD PACKAGING QUANTITY	PAGE NO.	1 OF 1	PREPARED BY:	CHECKED BY:	APPROVED BY:	Rev #
	CUSTOMER:	CBMP	 Charlene Flores QA IC	 Rexel Amario QA Best Manager	 Jennifer Gallos Asst. Vice President	01
	ITEM DESCRIPTION	TRAY & PARTITION				
NO.	ITEM CODE	ITEM DESCRIPTION	STANDARD PACKAGING			
			QTY / PACK	QTY / BUNDLE	QTY / PALLET	CHILDREN LOT
1	RX1-5735-000	Z10_BOTTOM_SHEET_S			150 pieces	
2	RX1-5733-000	Z10_TRAY			10 pieces	
3	RX1-5740-000	Z10_TRAY			10 pieces	
4	RX1-5734-000	Z10_1_TRAY_S			10 pieces	
5	RX1-5739-000	Z10_TRAY_M			10 pieces	
6	RJ1-0802	FIXING ASSY (without box) - uncollapsed	20 sets			
7	RJ1-0912	CASSETTE ASSY (without box) - uncollapsed	5 sets			
8	RJ1-0918	REGISTRATION ASSY - uncollapsed	32 sets			
9	RJ1-0921	CASSETTE ASSY - uncollapsed	6 sets			
10	RJ1-0922	L.V. POWER SUPPLY PCB ASSY - uncollapsed	24 sets			
11	RJ1-0923	REAR DOOR ASSY - uncollapsed	14 sets			
12	RJ1-0925	L.V. POWER SUPPLY PCB ASSY - uncollapsed	32 sets			
13	RJ1-0926	REAR DOOR ASSY - uncollapsed	16 sets			
14	RJ1-0927	FIXING ASSY (without box - uncollapsed)	5 sets			
15	RJ1-0944	FIXING ASSY (without box) - uncollapsed	20 sets			
16	RJ1-1069	FIXING ASSY ASSEMBLY - uncollapsed	20 sets			
17	RJ1-1070	FIXING ASSY - uncollapsed	20 sets			
18	RJ1-1071	FIXING ASSY (without box) - uncollapsed	20 sets			
19	RJ1-1072	FIXING ASSY (without box) - uncollapsed	20 sets			
20	RJ1-1073	FIXING ASSY (Part A & Part B) - uncollapsed	40 sets			
21	RJ1-1073	FIXING ASSY (Part C, Part D, and Part E) - uncollapsed	28 sets			
22	RJ1-1074	FIXING ASSY (Part A & Part B) - uncollapsed	40 sets			
23	RJ1-1074	FIXING ASSY (Part C, Part D, and Part E) - uncollapsed	28 sets			
24	RJ1-1088	CASSETTE ASSY - uncollapsed	5 sets			

ASSEMBLY DRAWING

COMPONENTS:

OUTER BOX

SHEET SIZE: 1136 x 782 (1 OUT)
MATERIAL: B FLUTE (TX200/CM125/TX200)
1 PC / SET

PARTITION A & B

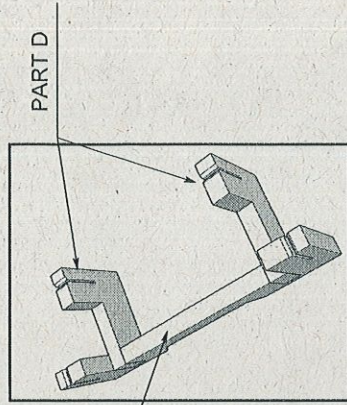
SHEET SIZE: 530 x 475 (1 SET/OUTS)
MATERIAL: TX200/CM125/TX200
1 SET / BOX

LOWER PAD (PART A, B, C, D & E)

SHEET SIZE: 320 x 360 x 20 (1 SET/SHOT)
MATERIAL: XL38 (t=20mm)

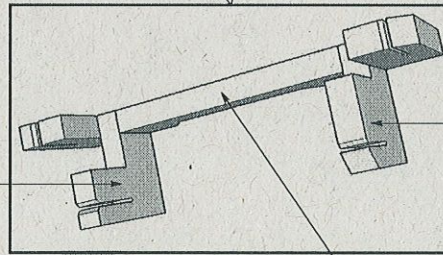
UPPER PAD

SHEET SIZE: 530 X 475 (2 OUTS)
MATERIAL: B FLUTE (TX200/CM125/TX200)
1 PC / SET



PART E

DETAIL 2



PART A

PART C

DETAIL 1

PARTITION B

OUTER BOX

ALWAYS CHECK THE POSITION OF PARTS WITH CHAMFER. IT SHALL BE ON BOTH CORNERS NEXT TO PARTITION SLOT. REFER TO THE ENCIRCLED PORTION.

**NOTE : ASSEMBLED UPON DELIVERY
(BOX / PARTITION / LOWER & UPPER PAD)**

CUSTOMER : CBMP	PART CODE: RJ1-0923	ITEM KEY : REAR DOOR ASSY	ITEM KEY : CBM-0184-01AA-02
KANE PACKAGE PHIL. INC. #6 Ring Rd. USP 2 Bldg. Linares Calamba, Laguna Fax Nos. : (049)545-7700 / (049)545-5902	KANE PACKAGE PHIL. INC.	KANE PACKAGE PHIL. INC.	KANE PACKAGE PHIL. INC.

PAGE : 1/5	REV. # 02	DATE 21/02/18	REASON
ADDITIONAL NOTE IN ASSY DRAWING	REQUESTED BY: S. ORTEGA	DRAWN BY: R. ROBRIGADO	APPROVED BY: S. LUBAG

[Signature]

6

3

4

5