

**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.: 398

Date Issued: 21 03 11

Customer	EPSON	Attention To	Ms. Mhedy Magsaysay / Mr. Rexel Almario
Item Code	5154499-00	Department	WHSE / QA
Item Description	BUBBLE BAG 130x80x9.6	Date of Detection	21 03 08
Job Order Number	JO21-M-00273-11	Section Detected	CUSTOMER - EPSON

ILLUSTRATION OF THE PROBLEM

<input checked="" type="checkbox"/> Major <input type="checkbox"/> Minor		
Lot Quantity (pcs.)	Reject Quantity (pcs.)	Reject Percentage
3000	500	16.67%
Nature of Defect:		
LACKING QUANTITY		
Requirement:		
Quantity should be complete		
Actual:		
Lacking quantity of 500 pcs.		

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: WHSE	<input type="checkbox"/> Material <input type="checkbox"/> Dimension <input type="checkbox"/> Appearance <input checked="" 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	 Ms. Mhedy Magsaysay / 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 2:		
	Why 3:		
	Why 4:		
	Why 5:		
Design / Toolings	Why 1:	N/A	
	Why 2:		
	Why 3:		
	Why 4:		
	Why 5:		
Process / Material	Why 1:	SEE ATTACHED FILE	
	Why 2:		
	Why 3:		
	Why 4:		
	Why 5:		

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

Miscount the quantity at supplier side

OUTFLOW ROOTCAUSE

Quantity checking is based only on the lot number

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	21 03 15	Time	7:00 A.M - 7:30 A.M.
Title	see attached Attendance sheet		
Issues	WHSE		

Design / Tools

N/A

C. Reworking

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

Process

See Attached File

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

Date Conducted: 21 03 12

PIC: A. Vergara

Identified Rootcause**Recommendation**

> Miscount at supplier side
 > Whse receiver count only the item based on the attached lot label & compare to DR




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

	Checked by	Date	Implemented?	Remarks
1st Verification of Action	A. Vergara	21 03 15	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	C.A. is implemented
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 05 04	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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

QUALITY ASSURANCE DEPARTMENT Status: <input checked="" type="checkbox"/> Closed <input type="checkbox"/> Still Open <input type="checkbox"/> Re-Issue IRF		Approved by: _____ QA Supervisor		Process Owner Acknowledgment: (Receiving Section) _____ Line Leader	
CLOSED DATE AND SIGNATURE: _____ 21 05 04		Date: 21 05 04	Date: 21 05 04	Date: 21 05 04	Date: 21 05 04

 KANEPACKAGE PHILIPPINE INC.		ABNORMALITY REPORT		Control No. AR-03-00019	
I. Item Information					
Item Code	515449900	Customer	EPSON		
Item Description	BUBBLE BAG 130X80X9.6	Delivery Date	210308		
Detection (Section / Area)	CUSTOMER (EPSON INCOMING)	Job Order Number	00273-11		
Inspection Date	210309	External Provider	PINK TREASURE		
Affected Quantity	3000 PCS Reject % :	Date Received	210305		
Problem Description	LACKING QTY	Delivery Receipt Number	39191		
II. Visual Reference (Defect Illustration)					
 <div style="border: 1px solid black; padding: 2px; display: inline-block;">SIDE VIEW</div>		 <div style="border: 1px solid black; padding: 2px; display: inline-block;">TOP VIEW</div>		<p>D.R. QTY. = 3000 PCS. ACTUAL QTY RECEIVED = 2,500 PCS.</p> <p>ACTUAL PACKING : QTY / BUNDLE = 25 HEIGHT = 5 X 4 LAYERS WIDTH = 5 X 4 LAYERS</p>	
III. Documented Information Review (To be filled out by QA Line leader)					
Related Doc. Info.	Control Number	Requirement:	3000 PCS		
<input checked="" type="checkbox"/> Procedure Manual :	PM-04-018	Actual:	2,500 PCS.		
<input type="checkbox"/> Technical Drawing :	N/A	Conclusion and Recommendation: FOR REPLACEMENT OF SUPPLIER	<input type="checkbox"/> Applicable <input type="checkbox"/> Not Applicable		
<input checked="" type="checkbox"/> Work Instruction :	WI-04-001-010				
<input checked="" type="checkbox"/> Job Order :	00273-11				
<input checked="" type="checkbox"/> Reports :	AR-03-0019				
<input checked="" type="checkbox"/> Defect Limit :	GENERAL DEFECT LIMIT				
IV. Initial Disposition (To be filled out by ME Department If Needed) V. Final Disposition					
<input type="checkbox"/> Good <input type="checkbox"/> Conditional (Please indicate details)		<input type="checkbox"/> Rejected <input type="checkbox"/> Conditional (Please indicate details)			
<input type="checkbox"/> Rejected		<input type="checkbox"/> Backload			
<input type="checkbox"/> Backload		<input type="checkbox"/> Good		Person In Charge	Target Date
		<input type="checkbox"/> For Sorting			
		<input type="checkbox"/> For Rework			
Remarks: request of delivery of For replacement of lacking Qty					
Detected by	Checked by	Initial Approved by (If Needed)	Approved by	Noted by	
CUSTOMER J. MENDOZA	N. ORLANDA		N. CEPEDA	 R. ALMARIO	
QA Inspector	QA Line Leader	ME Supervisor	QA Supervisor	QA Head	
Important: Backloading Policy (External Provider Rejects) Rejection rate that is more than 80% of the total quantity shall be approved by Top Management before backloading.		Evaluation		Approved by	
		<input type="checkbox"/> <80% No Need <input type="checkbox"/> >80% Need		Top Management	
		Final Disposition			
		<input type="checkbox"/> Backload <input type="checkbox"/> Accept <input type="checkbox"/> Other _____			

Note: All details must be filled out completely.
 Submit this form to Line Leader immediately after accomplishment.

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**WHY - WHY ANALYSIS
AND ACTION REPORT**

Control No.: 2411-210316 Date Issued: 210316

External Provider: PINK TREASURE

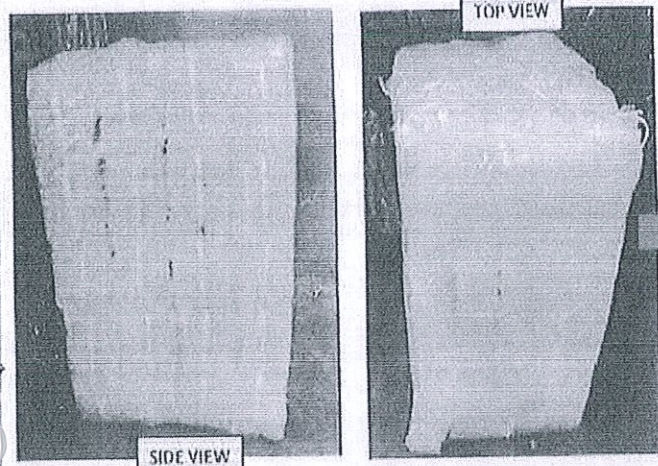
Attention: MS. RONA VARIAS

Part Code: 5154499-00

Part Name: BUBBLE BAG 130 X 80 X 9.6

Received Date of KPPI: 210305

DR No: 39191

ILLUSTRATION OF THE PROBLEM**DETAILS**

Lot Quantity	Reject Quantity	Reject Percentage	Reject Limit
3000	500	16.67	0.07%

Nature of Defect:

LACKING QTY

Requirement:

THE QUANTITY SHOULD BE COMPLETE.

Actual:

LACKING QUANTITY OF 500 PCS.

NO. OF OCCURRENCE:

☒ First
☐ Second
☐ Recurrence

No.: _____

DISPOSITION :

☐ RTS ☐ Replace
☐ Hold ☐ Rework
☐ Special Acceptance
☐ Sort

DEFECT RANKING:

☒ Major
☐ Minor

PLACE OF OCCURRENCE:

☐ IQA ☐ Others
☐ OQA
☐ Screening
☒ Customer

CONTENT:

☐ RoHS ☐ 4M Violation
☐ Material ☐ Others
☐ Dimension
☒ Appearance

Issued by

Checked by:

Approved by

Why-Why Reply Due Date

QA Reject and Rework

QA Supervisor

QA Asst. Manager

KPPI Customer Claim
(max. 3 days)
210319Why-Why Report
(max. 5 days)**INSTRUCTION TO EXTERNAL PROVIDER FOR IMMEDIATE ACTION**

1. Need to Sort all Stocks that includes WIP and All FG (External Provider's Site)
2. Submit Sorting Report Results immediately to KPPI (max. of 2 days upon info)
3. Need to Attach "Initial Part Tag" for First Lot produced as per Action done
4. Strictly comply submission due date for this form

WHY-WHY ANALYSIS DETAILS (To be accomplished by external provider)**DIRECT CAUSE:** (Analyze the reason of occurrence, why it happened?)**INDIRECT CAUSE:** (Analyze the reason why it reached KPPI, why outflow?)

1. WHY:

QUANTITY OF MATERIALS TO BE USED INDICATED IN J.O. WAS NOT FOLLOWED.

2. WHY: THE SLITTING OPERATOR WAS CONFUSED WITH THE NUMBER OF SLITS DURING RANDOM INSPECTION OF QA, HE FORGOT THE CORRECT NUMBER OF SLITS.

3. WHY:

HE DID NOT DOUBLE COUNT THE SLITTED BUBBLE ROLL BEFORE PASSING ON NEXT PROCESS.

4. WHY:

DURING SEALING, THE OPERATOR BASED HIS QUANTITY OUTPUT ON SLITTED BUBBLE ROLL. HE DID NOT COUNT THE

5. WHY: SEALED BUBBLE BAGS BECAUSE THEY ARE COMPLACENT THAT THE SLITTED BUBBLE ROLL IS COMPLETE BASE ON THE COMPUTATION INDICATED IN JO.

1. WHY:

THE PACKING OPERATOR PUT THE ITEM IMMEDIATELY IN THE PLASTIC AFTER BUNDLING IN 25PCS.

2. WHY:

PACKING OPERATOR DID NOT BUNDLE THE ITEM TO 500PCS BEFORE PLACING IN THE PLASTIC.

3. WHY:

SHE WAS NOT AWARE THAT THE PACKED ITEMS WAS LACKING OF 500PCS.

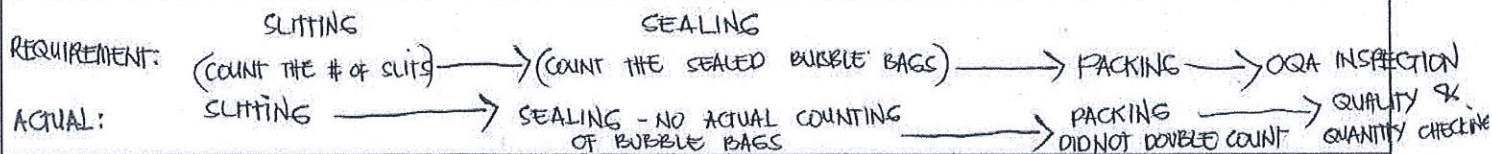
4. WHY:

SHE DID NOT DOUBLE COUNT THE PACKED ITEMS.

5. WHY: OQA FOCUS ON THE DIMENSION & VISUAL INSPECTION OF ITEMS, SHE BASED THE QUANTITY ON THE ATTACHED LOT LABEL FOR LOADING BECAUSE THEY ARE IN A HURRY TO LOAD THE ITEM IN TRUCK FOR DELIVER.

KANEPACKAGE PHILIPPINE INC. WHY - WHY ANALYSIS AND ACTION REPORT

PROCESS FLOW CHART DETAILS: (Process Identification where problem occurred)



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 (External Provider Side)					Actions to be done to eliminate recurrence		Who / When
Sorting Date:	Lot Nos. Affected	Total Stock	NG	Total Good	SEE ATTACHED		
WIP	0	0	0	0			
FG	0	0	0	0			
Delivery Guaranteed Lot:	N/A						
B. Orientation					Actions to be done to eliminate outflow		Who / When
Date	3/16	Time			TIGHTENED CHECKING OF QUANTITY ALL OF ITEMS BEFORE LOADING.		OQA /
Title	PACKAGING STANDARD FOR S154499-05						
Attendees	ALL QUALIFIED PACKING OPERATORS						
C. Reworking (External Provider Side)							
Rework Quantity	0						
Total Good:	0						

GUARANTEED LOT(S) START OF IMPROVEMENT ACTIVITIES

ON NEXT DELIVERY

PREVENTIVE ACTIONS: (Actions done to prevent that the problem will not occur to other common/similar parts)	Person In-Charge	Date
USE THE PROVIDED PACKAGING STANDARD AS REFERENCE FOR PACKING ALL CONCERNED OPERATORS FROM SLITTING, SEALING & PACKING WILL DOUBLE COUNT THE QUANTITY TO AVOID RECURRENCE.	SLITTING, SEALING & PACKING OPERATORS	3/9/21

STANDARDIZATION: (Related Documents need to establish, review and revise)	Person In-Charge	Date
TO ESTABLISH A PACKAGING STANDARD FOR THIS ITEM	V. MACARAIG	WAITING FOR NEXT ORDER PIC. OF PICTURE

Prepared by / Date and Designation	Checked by / Date and Designation	Approved by / Date and Designation
RONA VARIAS / QA LEADER	VANESSA MACARAIG / OPERATIONS MANAGER	ANNIE CABILLO / ASST. GEN. MANAGER

REVIEW AND APPROVAL (To be accomplished by KPPI)

JUDGEMENT	REMARKS AND SUGGESTIONS
<input type="checkbox"/> SATISFACTORY (Report is accepted, For verification of countermeasures) <input type="checkbox"/> UNSATISFACTORY (For Revision, Re-issue)	

CORRECTIVE ACTION VERIFICATION (To be accomplished by KPPI QA In-charge)

	Checked by	Date	Implemented?	Remarks
1st Verification of Action			[] Yes [] No	
2nd Verification of Action			[] Yes [] No	
3rd Verification of Action			[] Yes [] No	
Verified by:	Checked by:	Approved by		CLOSURE / STATUS
QA Staff	QA Supervisor	QA Asst. Manager		<input type="checkbox"/> STILL OPEN (Re-issue) <input type="checkbox"/> CLOSED



KANEPACKAGE PHILIPPINES INC.

ROOTCAUSE ANALYSIS:

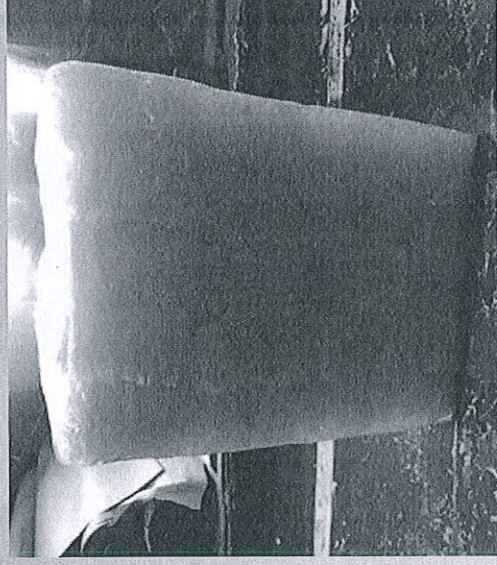
- Warehouse received the item by lot no per pack. from
Pink Treasure. (Lot no. of Pink Treasure 3000pcs)
- Warehouse receiving is based on Docs. Vs. Lot number
with qty. indication.



KANEPACKAGE PHILIPPINES INC.

CORRECTIVE ACTION:

- Coordinate to QA to change item SPQ from 3000pcs to 500pcs per pack for easier counting
- Suggest to Pink Treasure to put lot no. per bundle
- Orient Whse receiver to count based on supplier lot no, per bundle same as other customer (Denso).



Incoming item from Pink Treasure (1 lot no only per pack)



Proposed packaging (1 lot no per bundle)



KANEPACKAGE PHILIPPINE INC.

ATTENDANCE SHEET

Submitted by:

Date:

March 15, 2021

ACTIVITY

WAREHOUSE WEEKLY MEETING

Discussed: IRF (Epson lacking quantity)

Oriented WHSE Receiver to count based on supplier lot no. per bundle same as other customer (WHSO) (pink Treason)

Attendees

	FIRST NAME	LAST NAME	DIV. / DEPT.	SIGNATURE
1	Angel Clame	Azulena	WHSE	
2	ROSE Anne	DRET	WHSE	
3	Ferdinand	Coyoca Jr	WHSE	
	Rodante	Lalican	WHSE	
5	Maira	Calao	WHSE	
6	Sancho	Logson	WHSE	
7	Richard	Andruevo	WHSE	
8	JENNIFER	RONCARES	WHSE	
9	JOHN EDIL CRIST	Tueche	WHSE	
10	Mary Grace	Salvago	WHSE	
11	Remy	Mendoza	WHSE	
	Timon	PARUNGA	WHSE	
13	Theremin	MELENIO	h	
14	Darf	PERDRA	WHSE	
15				
16				
17				
18				
19				
20				
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22				
23				

Note: This form is confidential. Do not use as scratch paper.

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