# 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.: **432**   Date Issued: **21 06 09**

Customer	CANON	Attention To	Mr. Gerald De Guzman
Item Code	FX2-5524-000	Department	PRODUCTION
Item Description	Z10 BOX OUTER	Date of Detection	21 06 08
Job Order Number	VO-F-21-183-19	Section Detected	QA - IN LINE

ILLUSTRATION OF THE PROBLEM
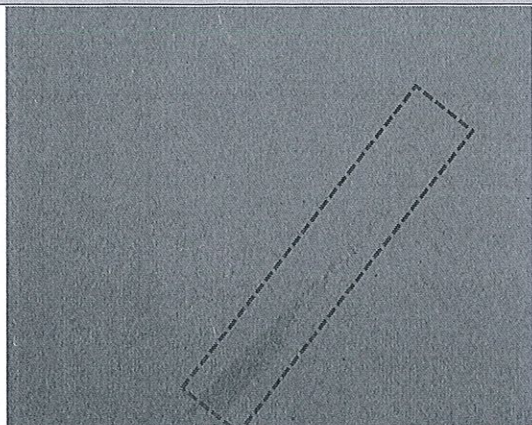
☐ Major		☐ Minor

Lot Quantity (pcs.)	Reject Quantity (pcs.)	Reject Percentage
1011	36	3.56%

Nature of Defect:

GLUE STAIN

Requirement:

Maximum of 30mm by 30mm

Actual:

Glue stain is >30mm

NO. OF OCCURRENCE	DISPOSITION	AREA OF OCCURRENCE / ORIGIN		CONTENT
■ First	☐ Hold	☐ Slotter	■ Gluing	☐ Material
☐ Recurrence	☐ Special Acceptance	☐ EQOS	☐ Vertical	☐ Dimension
No.:_____	☐ For Rework	☐ Diecut	☐ Others:	■ Appearance
Date:_____	■ Reject / Disposal	☐ Detaching	_____	☐ Process / Method

Issued by	Checked by	Approved by	Received by (Receiving Section)
Adrian Vergara QA-IE Staff	Mr. Roderick Ramos QA Supervisor 210618	Mr. Rexel Almario QA Asst. Manager 210618	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: pls. see attached Why 4: Why 5:	Why 1: Why 2: Why 3: pls. See attached Why 4: Why 5:
Design / Toolings	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:
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:

QA-027-F01 REV.01

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FINAL CONCLUSION

OCCURRENCE ROOTCAUSE	OUTFLOW ROOTCAUSE
pls. see attached	pls. see attached

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		Actions to be done to eliminate recurrence	Who / When
RM	N/A				System	pls. see attached	
WIP	N/A						
FG	N/A						

B. Orientation

					Design / Tools	pls. see attached	
Date	21 06 14	Time	See in MOM				
Title	ORIENTATION TO MANUAL GLUING OPERATORS REGARDING FREQUENCY OF CHECKING & CLEANING & WI-PR-002-028						
Attendees	Gluing operators						

C. Reworking

			Process	pls. see attached	
Rework Quantity	N/A				
Total Good	N/A				
Rework Percentage (Good)	N/A				

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

Date Conducted: 21 06 11   PIC: A. Vergara

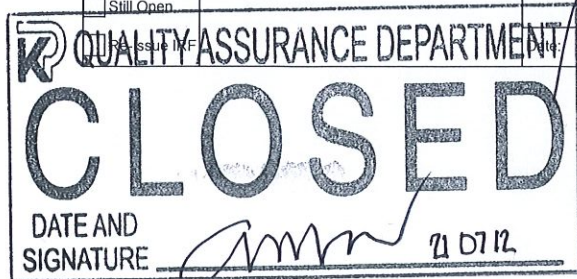| Identified Rootcause	Recommendation
> There was a contamination of glue from conveyor belt because it was contaminated from over applied glue in other carton box	

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

	Checked by	Date	Implemented?	Remarks
1st Verification of Action	A. Vergara	21 06 14	[✓]Yes [ ]No	C.A. is implemented
2nd Verification of Action			[ ]Yes [ ]No	
3rd Verification of Action			[ ]Yes [ ]No	
Effectiveness of Action	A. Vergara	21 07 10	[✓]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)	
✓ Closed		QA Supervisor	QA Asst. Manager	IRISH MAY L. ESTAREJA Line Leader	Department Head
☐ Still Open		Date: 21 07 12	Date: 21 07 12	Date: 21 07 12	Date: 21 07 12

QUALITY ASSURANCE DEPARTMENT
CLOSED
DATE AND SIGNATURE   21 07 12

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INVESTIGATION REPORT FOR
GLUE STAIN

DIRECT CAUSE PROCESS/MATERIAL	W1- Due to the manual application of glue in the item, possible that the operator applied glue unevenly in the upper portion of the glue tab, possibly applied glue is thicker.
	W2- Once the item is inserted in the conveyor, the glue tab is pressed, and excess glue might stained on the conveyor. And excess glue stain in the conveyor can stick to the item while the machine is rotating.

ACTUAL NG ITEM

DRIED GLUE LEFT IN THE CONVEYOR

Glue left in the conveyor can stick to the item

Portition of the item where glue can stick
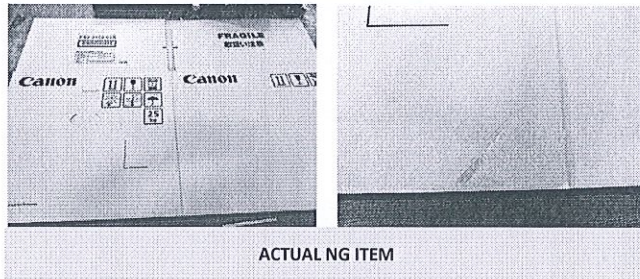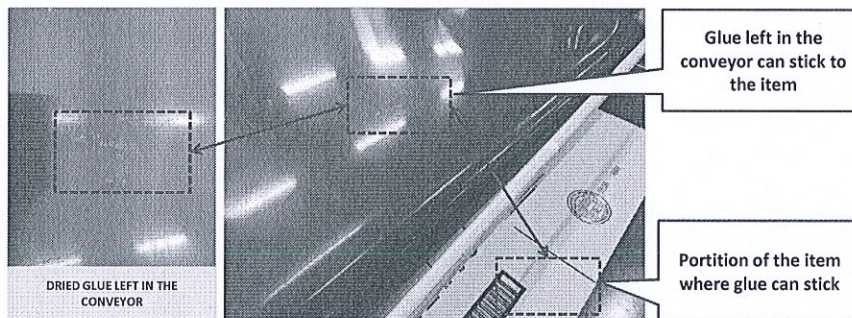
INDIRECT CAUSE (OUTFLOW) PROCESS/MATERIAL	W1- Operator did not notice the glue stain since Conveyor is continuously rotating and we have one operator for feeding only.

PRODUCTION CORRECTIVE ACTION

>Since the process is manual, orient the operator to have first, middle and last process for 100pcs and below while 5pcs for every 100pcs with big quantity processed. Conduct machine cleaning for every start of the shift.
>Re-orient Work Instruction for Manual Gluing.

PIC:	PRODUCTION	TARGET DATE:	FOR DISCUSSION IN 3-PM MEETING

PREPARED BY:

JUDY ANN SARMIENTO
PROD IE STAFF

APPROVED BY:

2/06/14

WEENA V. APALLA
SR. SUPERVISOR

KANEPACKAGE PHILIPPINE INC.

MINUTES OF THE MEETING

| Date: | 210614 | Time Start: | 12:52NN / 8:15 P.M. | Time Finished: | 12:59NN / 8:20 P.M. | Venue: | MANUAL GLUING |

ATTENDEES:

Name	Dept.	Sign	Name	Dept.	Sign
Gino De Ocana	Gluy				
Edwardson Mulak	Gluing				
Junnel S. Bello	Gluing				
Charilven V. Tamolo	Gluing				
Marjay M. Española					
Antonio A. Intia II					

AGENDA: ORIENTATION TO MANUAL GLUING OPERATORS REGARDING FREQUENCY OF CHECKING ON ITEM AND CLEANING OF CONVEYOR AND MANUAL GLUING WORK INSTRUCTION

MINUTES: page ____ of ____

> Operator should check on first and middle of the process for items with quantity of 100pcs and below, and 5pcs for every 100pcs with big quantity processed.

> Conduct Machine Cleaning especially in Conveyor for before start of the shift.

FOLLOW UP MEETING: _____

(date & time)

for KPPI fill up only

Prepared by:	Reviewed by:	Noted by:
JUDY ANN B. SARMIENTO		

DC-001-F14 REV.01