

**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.: 459

Date Issued: 21 09 02

Customer	CANON	Attention To	Mr. Gerald De Guzman
Item Code	RJ1-1170-000	Department	PRODUCTION
Item Description	FIXING ASSY 1	Date of Detection	21 08 31
Job Order Number	JO-TO-21-IPD-00255-2	Section Detected	QA - IN LINE

**ILLUSTRATION OF THE PROBLEM**☐ Major☒ Minor

Lot Quantity (pcs.)	Reject Quantity (pcs.)	Reject Percentage
319	52	16.30%

Nature of Defect:

BLOTTED PRINT

Requirement:

Print should be readable

Actual:

Print is not readable

Este produto eletrônico e seus componentes não devem ser descartados no lixo comum, pois embora estejam em conformidade com padrões mundiais de restrição a substâncias nocivas, podem conter, ainda que em quantidades mínimas, substâncias impactantes ao meio ambiente. Ao final da vida útil deste produto, o usuário deverá entregá-lo à HP. A não observância dessa orientação sujeitará o infrator às sanções previstas em lei.

Após o uso, as pilhas e/ou baterias dos produtos HP deverão ser entregues ao estabelecimento comercial ou rede de assistência técnica autorizada pela HP.

Para maiores informações, inclua sobre os pontos de recebimento, acesse:  
<http://www.hp.com.br/reciclar>

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 checked="" type="checkbox"/> EQOS <input type="checkbox"/> Diecut <input type="checkbox"/> Detaching <input type="checkbox"/> Gluing <input type="checkbox"/> Vertical <input type="checkbox"/> Others: _____	<input type="checkbox"/> Material <input type="checkbox"/> Dimension <input checked="" type="checkbox"/> Appearance <input type="checkbox"/> Process / Method
Issued by  Adrian Vergara QA-IE Staff	Checked by  Mr. Roderick Ramos QA Supervisor	Approved by  Mr. Rexel Almaria QA Asst. Manager	Received by (Receiving Section)  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: 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**

- SOLID AND SMALL CHARACTER IN  
SAME MYLAR

- RANDOMLY OCCURRENCE.

**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	N/A	Time	N/A	Design / Tools	P / A
Title	N/A				
Attendees	N/A				

**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: 21 09 04

PIC: A. Vergara

**Identified Rootcause****Recommendation**

Tight impression on the corrugated boards from  
flexoplate (to avoid poor print on the solid image).

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

	Checked by	Date	Implemented?	Remarks
1st Verification of Action	A. Vergara	21 09 08	[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 11 25	[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:	Remarks:	Approved by:	Process Owner Acknowledgment: (Receiving Section)	
<input checked="" type="checkbox"/> Closed				
<input type="checkbox"/> Still Open				
<input type="checkbox"/> Issue IRF				

**QUALITY ASSURANCE DEPARTMENT**  
**CLOSED**  
DATE AND SIGNATURE: [Signature] 21 11 25

QA Supervisor

QA Asst. Manager

IRISH MAY L. ESTAREJA  
Line Leader

Department Head

Date: 21 11 25

Date: 21 11 25

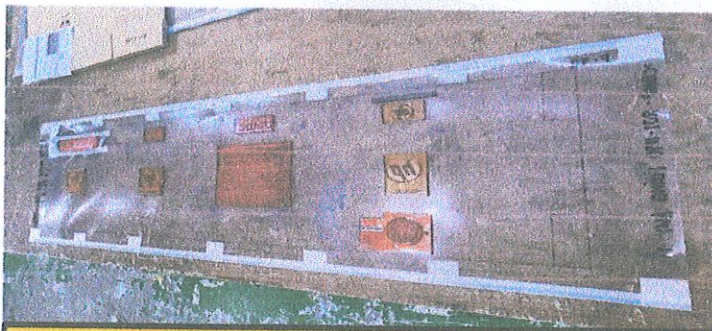
Date: 21 11 25

Date: 21 11 25



# INVESTIGATION REPORT FOR BLOTTED PRINT OF CBMP RJ1-1170-000 FIXING ASSY 1

<b>DIRECT CAUSE PROCESS/MATERIAL</b>	<b>W1-</b> Even the cyrel is composition of hard and soft cyrel for the solid character it is combined in one mylar.
	<b>W2-</b> It is hard to operator to make adjustment in print impression since the Solid and Small character combined in one mylar because they need to consider two things. 1st the solid character not to get poor print and 2nd is the small character not to get blotted print.
	<b>W3-</b> Since the print impression on Solid image of HP logo is good, there is an affect in the small character which is random blotted print.



**RJ1-1170 COMBINED THE SOLID AND SMALL CHARACTER IN ONE MYLAR**



**EXAMPLE OF SEPARATE MYLAR FOR SOLID AND SMALL CHARACTER (RJ1-1072)**

<b>INDIRECT CAUSE (OUTFLOW) PROCESS/MATERIAL</b>	<b>W1-</b> Operator proceed to mass production since the HP logo print is good and without poor print occurrence. They not notice the blotted print of small character since the occurrence is randomly and only 3minutes mass production time.
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## PRODUCTION CORRECTIVE ACTION

**Separate mylar for the Solid Character and Small Character print.  
( horizontal implementation to RJ1- 1171 )**

<b>PIC:</b>	<b>PRODUCTION/DESIGN</b>	<b>TARGET DATE:</b>	<b>210908</b>
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PREPARED BY:

*[Signature]* 210903  
**GERALD DE GUZMAN**  
PROD ASST. SUPERVISOR

APPROVED BY:

*[Signature]* 210903  
**WEENA V. APALLA**  
SR. SUPERVISOR



# **VERIFICATION:**

**HARD FLEXOPLATES**  
– FOR TEXT ONLY

**SOFT FLEXOPLATES**  
– FOR SOLID IMAGES

