

**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.: 463

Date Issued: 21 09 09

Customer	KOWA - EMORI	Attention To	Mr. Gerald De Guzman / Mr. Rexel Almarjo
Item Code	HP33D1025	Department	PRD / QA
Item Description	CARTON BOX	Date of Detection	21 09 08
Job Order Number	JO21-M-01438-35 / 36	Section Detected	QA - OQA

ILLUSTRATION OF THE PROBLEM☒ Major☐ Minor

Lot Quantity (pcs.)	Reject Quantity (pcs.)	Reject Percentage
800	800	100.00%

Nature of Defect:

Wrong Font Style

Requirement:

"Murata Product" should be tally with the drawing

Actual:

"Murata Product" design came from its version up code

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"/> Gluing	<input type="checkbox"/> Material
<input type="checkbox"/> Recurrence	<input type="checkbox"/> Special Acceptance	<input checked="" type="checkbox"/> EQOS	<input type="checkbox"/> Vertical	<input type="checkbox"/> Dimension
No.: _____	<input type="checkbox"/> For Rework	<input type="checkbox"/> Diecut	<input type="checkbox"/> Others: _____	<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	 Mr. Roderick Ramos QA Supervisor	 Mr. Rexel Almarjo QA Asst. Manager	 Mr. Gerald De Guzman / Mr. Rexel Almarjo 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 1:	
	Why 2:		Why 2:	
	Why 3:	N/A	Why 3:	N/A
	Why 4:		Why 4:	
	Why 5:		Why 5:	
Design / Toolings	Why 1:		Why 1:	
	Why 2:		Why 2:	
	Why 3:	N/A	Why 3:	N/A
	Why 4:		Why 4:	
	Why 5:		Why 5:	
Process / Material	Why 1:		Why 1:	
	Why 2:		Why 2:	
	Why 3:	PLS. SEE ATTACHED	Why 3:	PLS. SEE ATTACHED
	Why 4:		Why 4:	
	Why 5:		Why 5:	

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

- 2 CYREL WITH SAME CODE APPEAR
IN MASTER LIST

OUTFLOW ROOTCAUSE

- OPERATOR MISLOOK THE FONT
STYLE OF MURATA PRODUCT

IMMEDIATE ACTION: (Action to be done to contain/ temporary correct the problem found)**A. Sorting Result**

	Location	Total Stock	NG	Total Good
RM	N/A			
WIP	N/A			
FG	N/A			

B. Orientation

Date	N/A	Time	N/A
Title	N/A		
Attendees	N/A		

C. Reworking

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

CORRECTIVE ACTION: (Actions to be done to ensure that the problem will not happen again)**Actions to be done to eliminate recurrence****Who / When**

System

N/A

Design /
Tools

N/A

Process

PLS. SEE ATTACHED

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

Date Conducted: 21 09 09

PIC: A. Vergara

Identified Rootcause

> Two codes (similar) exist in the tooling monitoring
that leads to confusion of tooling custodian
wrong issuance

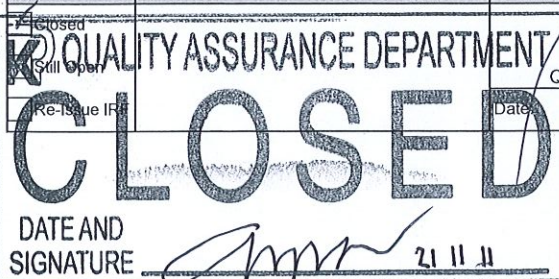
Recommendation**III. CORRECTIVE ACTION VERIFICATION (To be filled out by QA In-charge)**

	Checked by	Date	Implemented?	Remarks
1st Verification of Action	A. Vergara	21 09 30	<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 11 10	<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.

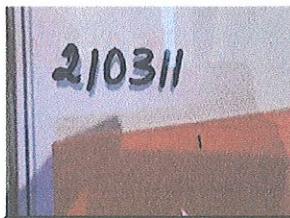
IV. CLOSURE

Status:	Remarks:	Approved by:	Process Owner Acknowledgment: (Receiving Section)
<input checked="" type="checkbox"/> Closed <input type="checkbox"/> Still Open <input type="checkbox"/> Re-Issue IRF		 QA Supervisor	 QA Ass. Manager
		 Line Leader	 Department Head
		Date: 21 11 11	Date: 21 11 11



INVESTIGATION REPORT FOR WRONG FONT STYLE OF KOWA-EMORI HP33D1025 CARTON BOX

DIRECT CAUSE PROCESS/MATERIAL	W1- There is two HP33D1025 cyrel in the master list of cyrel.
	W2- Since the two cyrel in master list is same item code tooling custodian pick one without a doubt.
	W3- Since no discrepancy in the item code between cyrel vs JO vs. Drawing, the tooling custodian issued the cyrel in Eqos.



	C	D	E	F	G	H	I	J	K	L	M	N	O	Q	Y	Z
	DATE	SHIFT	NO. OF CYREL	DIECU TTEP	JO. NUMBER	CUSTOMER	ITEM CODE	SPEED	QTY	DOWNTIME DURING MASS PRO (MINS)	TOTAL MASS PRO TIME (MINS)	SET UP (MINS)	TRIAL RUN (MINS)	TOTAL SET UP TIME (MINS)	SKIP	DOWNTIME/REMARK
423	4-Mar	NS	1	1	00257-25	KOWA-EMORI	HP33D1025	120	420	0	20	3	4	7	ON	
348	12-Mar	DS	1	1	IPD-00173-1	KOWA-EMORI	HP33D1025	110	114	0	2	4	14	18	ON	IPD, SAMPLE ONLY

CYREL LAYOUT ON MARCH 11, 2021 AND PROCESS AS IPD SAMPLE LAST MARCH 12, 2021 WITH JO# IPD-00173-1

A	B	C	D	E	F
RACK #	SLOT #	PATTERN #	CUSTOMER	ITEM CODE	ITEM DESCRIPTION
1		147	EMORI	HP33D1025	BOX CASE W/ PRINT
423	B	91		HP33D1025	BOX CASE W/ PRINT
1275	F	38	KOWA EMORI	HP33D1025	

**ALL TOOLING AVAILABLE MUST APPEAR IN MASTER LIST SINCE NO STANDARD PROCEDURE FOR THE TREATMENT OF
SAMPLE IPD TOOLING MATERIALS**

INDIRECT CAUSE (OUTFLOW) PROCESS/MATERIAL	W1- Since the QA patrol approved the trial run, Eqos operator proceed to mass production and did not notice font style of Murata Product. They are more focus on the alignment and quality of print during sampling.
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PRODUCTION CORRECTIVE ACTION

Incorporate in the Tooling Procedure the treatment on the Sample IPD tooling materials.

- *Separate Tooling files for Sample IPD tooling materials that are waiting for approval.
- *Separate Rack for the Sample IPD tooling materials that are waiting for approval.
- *Cascading information to tooling personnel if the Sample tooling materials is not approved or subject for disposal c/o Sales item owner.
- *Strictly "NO SAME ITEM CODE" in Tooling Master List.

PIC:	PRODUCTION	TARGET DATE:	210930
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PREPARED BY:

[Signature]
GERALD DE GUZMAN
PROD ASST. SUPERVISOR

APPROVED BY:

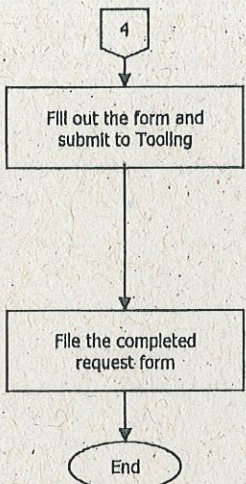
[Signature]
WENNA V. APALLA
SR. SUPERVISOR



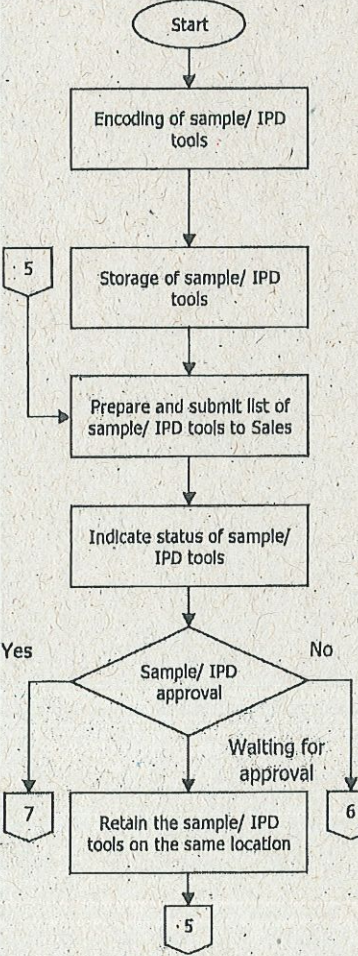
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PROCEDURE MANUAL

TITLE: PRODUCTION TOOLS CONTROL	CONTROL NUMBER: PM-PR-003	PAGE NUMBER: 11 of 12
	<p>5.9.2 Fill out the necessary form and submit to Tooling custodian for accomplishment of the request.</p> <p>5.9.3 Upon completion of the request, the request form should be filed for traceability and monitoring.</p>	<p>Requestor Request for Transfer of Tooling (PR-003-F08) Request for Tooling Re-Layout (PR-003-F09)</p> <p>Tooling Custodian Request for Transfer of Tooling (PR-003-F08) Request for Tooling Re-Layout (PR-003-F09)</p>

5.10 Handling of Sample/ IPD Tools

Flow	Details	Person-In-Charge	Reference Documented Information
	<p>5.10.1 Sample/ IPD tools such as cyrel and diecut blade must be encoded to masterlist in the location of sample/ IPD rack.</p> <p><i>Note: Strictly "No same item code/ item description" in Tooling Masterlist.</i></p> <p>5.10.2 All sample/ IPD tools must be placed on separate rack for sample/ IPD item.</p> <p>5.10.3 Every end of the month, the Tooling Custodian prepare list of sample/ IPD tools then submit to Sales Representative for the checking of the status.</p> <p>5.10.4 Sales Representative must check the list of sample/ IPD tools given by Tooling Custodian and put the status of the sample.</p> <p>5.10.5 Sample/ IPD tools still waiting for disposition must be retained on the same location in sample/ IPD Rack.</p>	<p>Tooling Custodian</p> <p>Tooling Custodian</p> <p>Tooling Custodian</p> <p>Sale Representative In-Charge</p> <p>Tooling Custodian</p>	<p>Drawing Inspection Data</p>

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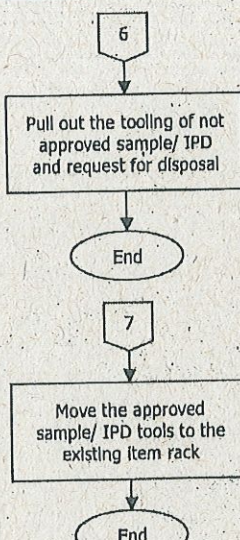
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PROCEDURE MANUAL

TITLE: PRODUCTION TOOLS CONTROL	CONTROL NUMBER: PM-PR-003	PAGE NUMBER: 12 of 12
 <pre> graph TD 6[6] --> A[Pull out the tooling of not approved sample/ IPD and request for disposal] A --> B([End]) B --> 7[7] 7 --> C[Move the approved sample/ IPD tools to the existing item rack] C --> D([End]) </pre>	<p>5.10.6 In case the sample/ IPD is not approved, corresponding production tools shall be pulled out immediately in the sample rack then request for the disposal of the tooling(s).</p> <p>5.10.7 Sample/ IPD tools approved by customer for mass production must be transferred immediately in the rack of existing item then revise the location in the Tooling Masterlist.</p>	<p>Tooling Custodian Sale Representative In-Charge</p> <p>Tooling Custodian</p> <p>Die Blade and Cyrel Disposal Permit Form (PR-003-F03)</p>

CAUSE OF THE PROBLEM

5M REVIEW	
FACTOR	DETAILS
MAN	Did not follow procedure
METHOD	NO CHANGES
MACHINE	NO CHANGES
MATERIAL	NO CHANGES
ENVIRONMENT	NO CHANGES

OUTFLOW ROOTCAUSE ANALYSIS:

1. QA Inspector Mistakenly approved the mass printing of the printed corrugated sheets.
2. Since there is no double checking of the QA Line Leader in the actual output and drawing.
3. The QA Inspector did not gave the sample to Line Leader for their verification .
4. Because the QA did not followed the instruction indicated on the procedure of In-process.

Verify completeness of texts and images vs. drawing	5.10 Submit another sample to QA Sub-Leader for the verification for the completeness of texts and images of submitted sample. Put check markings on drawing.	QA In-Process Inspector QA Sub Leader/Leader	Item Drawing Actual Sample
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Clause 5.10. was skipped by QA In-Process

QA CORRECTIVE ACTION:

1. Conduct re-orientation to QA Inspector regarding on the checking of actual output to drawing as well as PM-QA-024.

Target Date: October 10, 2020



MINUTES OF THE MEETING

Date: 21 09 10 Time Start: 10:00 A.M. Time Finished: 10:20 A.M. Venue: EQOS / SCREENING

ATTENDEES:

Name	Dept.	Sign	Name	Dept.	Sign
Alvin G. Benoy	Q.A.		ANTHONY BETLO	Prod'n	
Marvin G. Pamula/Hakin	Prod'n		REIMIL ORENZO	PROD'n	
Errol R. Decena	QA		ROBERTA DEAN	PROD'n	
Rhobert R. Buon	QA		DE LEON JUAN GABRIEL M.		
Freddie Masal	QA		Edgardo Kola Co. Jr	QA	
Le Jay V. Equibel	QA		Rafael Melmer	QA	

AGENDA:

HP33D1025 Wrong Font Style Issue

MINUTES:

page 1 of 1

1. Background:

- > Rejection Qty: 800 PCS. / 800 PCS.
- > Rejection Rate: 100.00%
- > Occurrence: 1st
- > The "Murata Product" logo came from the version up code design.
- > Related procedure was not followed that leads to 100% outflow.

2. Outflow Analysis:

- > QA Inspector Mistakenly approved the mass printing of the printed corrugated sheets.
- > Since there is no double checking of the QA Line Leader in the actual output and drawing.
- > The QA Inspector did not gave the sample to Line Leader for their verification.
- > Because the QA did not followed the instruction indicated on the procedure of In-process.

3. Corrective Action:

- > Check the drawing to actual output.
- > After approval of In-process QA, the output should be checked by the QA Line Leader before proceeding to mass production.

FOLLOW UP MEETING:

(date & time)

for KPPI fill up only

Prepared by: For:

A. Vergara

Reviewed by:

Noted by:



KANEPACKAGE PHILIPPINE, INC.

ATTENDANCE SHEET

Submitted by:

A. Vergara

Date:

210910

ACTIVITY

HP 33 D1025 WRONG FONT STYLE

Attendees

	FIRST NAME	LAST NAME	DIV. / DEPT.	SIGNATURE
1.	VIMWEL	PEYB	SA	
2.	LEON	ANICAP	SA	
3.	MAC RIE	GARCIA	QA	
4.	Joshua	Abichay	QA	
5.	DARRA	BEREN	G.D	
6.	DEAR	VILLARUEL	QA	
7.	JANVEY	PAMPLONA	QA	
8.	JERICK	ROCHA	QA	
9.	MINA JOSEPH	LEXIMO	QA	
10.	FRANCISCO	ALCORNAN	QA	
11.				
12.				
13.				
14.				
15.				
16.				
17.				
18.				
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Note: This form is confidential. Do not use as scratch paper.

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