



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

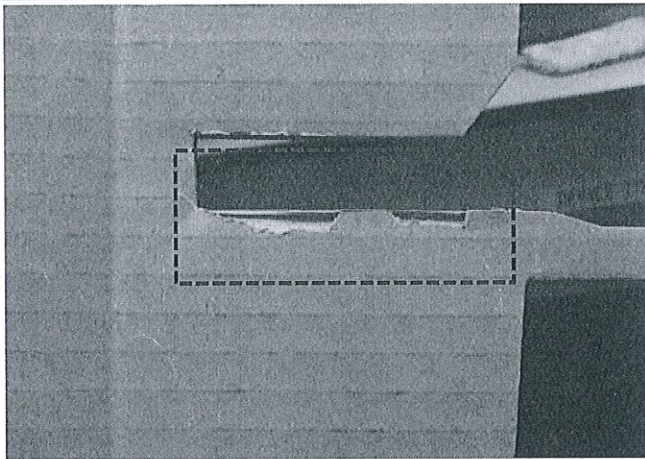
INVESTIGATION REPORT FORM (IRF)

Inhouse Detection Customer Claim
Control No.: 476 Date Issued: 21 10 21

Customer	BROTHER	Attention To	Mr. Gerald De Guzman
Item Code	D01JEU001	Department	PRODUCTION
Item Description	PAD UPPER R PT	Date of Detection	21 10 20
Job Order Number	JO-21-IPD-00765-14	Section Detected	QA - SCREENING

ILLUSTRATION OF THE PROBLEM

Major Minor



Lot Quantity (pcs.)	Reject Quantity (pcs.)	Reject Percentage
382	140	36.64%

Nature of Defect:
BURSTING

Requirement:
Bursting is not acceptable

Actual:
W/ bursting on the rough surface

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 checked="" 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 Almario QA Asst. Manager	Received by (Receiving Section) Mr. Gerald De Guzman Head/ Supervisor
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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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FINAL CONCLUSION

OCCURRENCE ROOTCAUSE

OUTFLOW ROOTCAUSE

- BRITTLE MATERIALS

BURSTING IS RANDOMLY AND ONLY THE TOP PORTION PER PILE PER BATCH WILL CONDUCTED SAMPLING DETACHED WITH ONLY 15MINS MASS PRODUCTION TIME

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			
WIP	N/A			
FG	N/A			

System

N/A

B. Orientation

Design / Tools

N/A

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

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 10 22

PIC: A. Vergara

Identified Rootcause

Recommendation

The materials used were brittle.

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

	Checked by	Date	Implemented?	Remarks
1st Verification of Action	A. Vergara	21 10 25	<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 20	<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	QUALITY ASSURANCE DEPARTMENT	QA Supervisor	IRISH MAY L. ESTAREJA	Line Leader
		QA Asst. Manager	Department Head	
	Date: 21 11 22	Date: 21 11 22	Date: 21 11 22	Date: 21 11 22

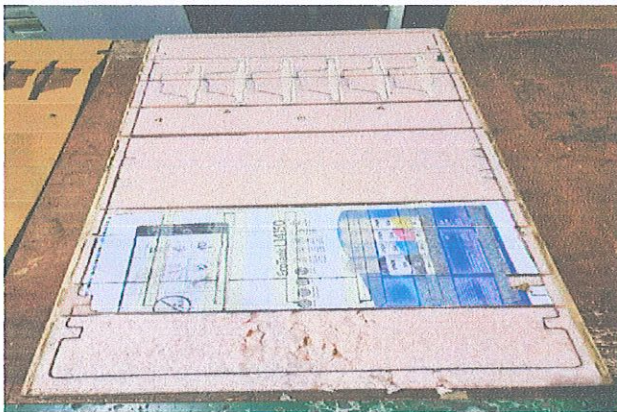
CLOSED

DATE AND SIGNATURE

[Signature] 21 11 22

INVESTIGATION REPORT FOR BURSTING OF BROTHER D01JEU001 PAD UPPER R PT

DIRECT CAUSE PROCESS/MATERIAL	W1- We Consider the factor that the brittle materials is the caused of bursting since on the 1st mass production last August 23, 2021 up to 13th times there is no occurrence of bursting.
	W2- Bursting will occurs in different location that obviously because of brittle materials.



**DIE-BLADE ALREADY HAVE
EPARAN CUSHION**

INDIRECT CAUSE (OUTFLOW) PROCESS/MATERIAL	W1- Diecut operator did not notice the bursting since its occurs randomly and only the top portion per pile per batch will conducted sampling detached with only 15mins mass production time.
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PRODUCTION CORRECTIVE ACTION

Put clay coated board to the portion where the bursting occurs and check the effectiveness of this corrective action next running.



**CLAY COATED
BOARD**

PIC:	PRODUCTION	TARGET DATE:	211025
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PREPARED BY: 
GERALD DE GUZMAN
PROD ASST. SUPERVISOR

APPROVED BY: 
WEENA Y. APALLA
SR. SUPERVISOR