


Inhouse Detection
 Customer Claim

Control No.: IRF-09-0003
 Date Issued: 07-Sep-22

[illegible]

Actual: ENCOUNTERED PARTS MIXING OF ICB, LAST ORDER.
Details:
Lot Label: 516297900
Actual: 516297900-4pcs/ 516297700-20pcs

Inspection method for broken lot items were not followed thus wrong actual vs. lot label flow out to the customer.
OQA inspector check the items issued by warehouse even without identification tag/ FG tag.

 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)				
FINAL CONCLUSION									
OCCURRENCE ROOTCAUSE					OUTFLOW ROOTCAUSE				
The excess item issued by warehouse have no identification tag/ FG tag.					OQA check the items even without identification tag to verify if the inspected item was on the delivery requirement of customer.				
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	System	N/A			
RM	N/A								
WIP	N/A								
FG	N/A								
B. Orientation					Design / Tools	N/A			
Date	220912	Time	10AM						
Title	OQA Re-orientation								
Attendees	Aldwin Sarmiento (OQA Inspector)								
C. Reworking					Process	> Re-orientation of OQA inspector regarding the standard procedure in OQA and regarding the process on checking the broken lot quantity.			C. Arevalo 220912
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: _____ PIC: _____				
Identified Rootcause					Recommendation				
III. CORRECTIVE ACTION VERIFICATION (To be filled out by 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						
Effectiveness of Action			[] Yes [] No						
<i>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.</i>									
IV. CLOSURE									
Status:	Remarks:	Approved by:			Process Owner Acknowledgment: (Receiving Section)				
<input type="checkbox"/> Closed		QA Supervisor		QA Asst. Manager	Line Leader		Department Head		
<input type="checkbox"/> Still Open		Date:		Date:	Date:		Date:		
<input type="checkbox"/> Re-Issue IRF									