KANEPACKAGE PHILIPPINE INC. No. 5 Ring Road LISP II, Brgy. La Mesa, Calamba City, Laguna					INVESTIGATION REPORT FORM (IRF)					
Telephone No. (049) 545-7166 to 69 Fax No. (049) 545-6302					Inhouse Detection Customer Claim					
					Control No.: IRF-09-0003 Date Issued: 07-Sep-22					
Customer EPPI					on To	GLENN MAGSINO				
Item Code 516297900					ment	KPLIMA-QA				
Item Description INDIVIDUAL			CARTON BOX		f Detection	07-Sep-22				
Job Order Number 20776					n Detected	EPPI				
	ILL	USTRATION O	F THE PROBLEM	Major			Mino	r		
Dear A	AL.			Lot Quantity (pcs.)		Reject Qu	antity (pcs.)	Reject Percentage		
Good Day! Please be inform po that we encountered parts mixing of ICE during last order.					20	2	20	100.00%		
Details:					of Defect:					
Lot Label: 516297900 - April 516297900 - April 516297700 - April 51629700 - April 516297					WRONG ACTUAL VS. LABEL					
**We	flate Action: conducted a meeting for tempopack the Mixed ICB (516297700 N=20pcs)	Requirement:								
Thank Regard Janine	you! ks, Morcilla	ITEM SHOULD BE IN GOOD CONDITION; NO OCCURRENCE OF MIXING PARTS								
Packag	ning WHSE	51097888 ROMPCA2560612636511 516287888 ROMPCA25888832630579	MADERICAN MADE	Actual:						
9 200-149 0 200-149 0 201-1201-1201-12				ENCOUNTERED PARTS MIXING OF ICB, LAST ORDER. Details:						
			494000000000001 22 2000-6490 EPS799972996/V Jin MHSSSAD	Lot Label: 516297900 Actual: 516297900-4pcs/ 516297700-20pcs						
NO. OF OCCURRENCE			DISPOSITION		AREA OF OCCU	IRRENCE / OR	GIN	CONTENT		
	First		Hold	Slotter		Gluing Material				
	Recurrence		Special Acceptance		EQOS	Verti	cal Dimension			
No.:			For Rework	Diecut		Others:		Appearance		
Date:			Reject / Disposal		Detaching		Process / Metho			
Issued by			Checked by		Approved by		Received by (Receiving Section)			
C. Arevalo			G. Magsino				G. Magsino			
QA-IE Staff			QA Supervisor		QA Asst. Manager		Head/ Supervisor			
			I. INVESTIGATI	ON / AN	IALYSIS					
	DIRECT CAUSE: (Ar	nalyze the reaso	on of occurrence, why it happened?)	INDIRECT CAUSE: (Analyze the reason of occurrence, why it leaked?)						
ō	Why 1:			Why 1:						
rainin	Why 2:									
m/T	Why 3:		N/A	Why 3:		N/A				
System / Training	Why 4:				Why 4:					
	Why 5:									
Design / Toolings	Why 1:									
	Why 2:				Why 2:					
n/Tc	Why 4:				Why 3: N/A Why 4: Why 5:					
esign										
_	Why 1: Why 2:				Inspection method for broken lot items were not followed thus wrong actual vs. lot label flow out to the customer.					
ateria					OQA inspect	OQA inspector check the items issued by warehouse even without identification tag/ FG tag.				
s/M	Why 3: N/A			Why 3:	100.11110011011	definition tay i o tag.				
Process / Material	Why 4: Why 5:									
_ 4					Why 5:					

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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.					
IMMEDIA	TE ACTION: (A	Action to be done to	o contain/ tempora	ary correct the prob	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					
Loca		ation	Total Stock	NG	Total Good							
RM	N	/A				Cuatam	N/A					
WIP N		/A				System	N/A					
FG N		/A										
B. Orientation												
Date		220912 Time		10AM		Design /	N/A					
Title	Title OQA Re-orien					Tools						
Attendees	Aldwin Sarmie	ento (OQA Insp	ector)									
C. Reworking												
Rework Quant	iity	N/A					> Re-orientation of OQA inspector regarding the standard			C. Arevalo		
Total Good		N/A				Process	procedure in OQA and regarding the process on checking the broken lot quantity.			220912		
Rework Perce	ntage (Good)	N/A										
II. QA R	OOTCAUSE V	ERIFICATION	(To be filled o	out by QA In-c	harge)	Date Conducted: PIC:						
		Identified F	Rootcause			Recommendation						
							ION (To be filled out by QA In-charge)					
		Chaol					ed out by QA I	Remarks				
		Checked by		Date	impiem	Implemented?		Remarks				
1st Verification of Action				[]Yes		[] No						
2nd Verificati	on of Action		[]Ye		[]Yes	[] No						
3rd Verification of Action					[]Yes	[] No						
Effectiveness of Action					[]Yes	[] No						
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:					Approv	ved by:		Process Owner Acknowledgment: (Receiving Section)				
Closed												
Still Open				QA Supervisor		QA Asst. Manager		Line Leader	Departme	ent Head		
Re-Issue IRF									Date:			