

**KANEPACKAGE PHILIPPINE INC.**

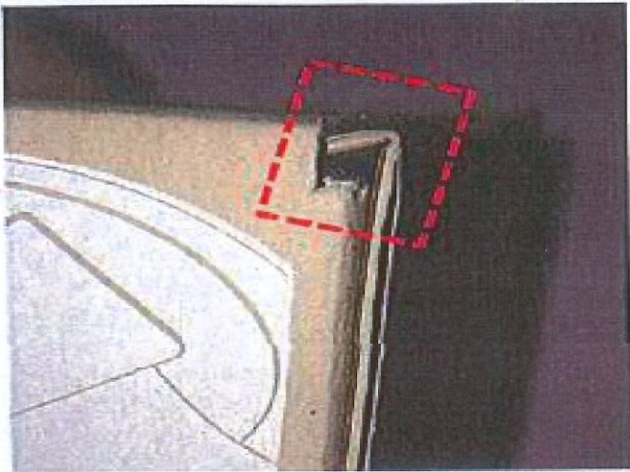
No. 5 Ring Road LISP II, Brgy. La Mesa, Calamba City, Laguna  
Telephone No. (049) 545-7166 to 69  
Fax No. (049) 545-6302

**INVESTIGATION REPORT FORM (IRF)**☒ Inhouse Detection☐ Customer Claim

Control No.: 613

Date Issued: 22 08 06

Customer	EPSON IJP	Attention To	Gerald De Guzman
Item Code	5162342-00	Department	PRODUCTION
Item Description	INDIVIDUAL BOX	Date of Detection	22 08 04
Job Order Number	JO-DRS22-L-0148-13-3	Section Detected	PRD-SEMI AUTO

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

Lot Quantity (pcs.)

1,500

Reject Quantity (pcs.)

309

Reject Percentage

20.60%

Nature of Defect:

POOR SLOT

Requirement:

Not poor slot

Actual:

with poor slot

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)	
 Rochelle Evangelista QA-IE Staff	 Roderick Ramos QA Sr. Supervisor	 Rexel Almario QA Asst. Manager	 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 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)**☒ Inhouse Detection☐ Customer Claim

Control No.: 615

Date Issued: 22 08 06

Customer	EPSON IJP	Attention To	Gerald De Guzman
Item Code	516233900	Department	PRODUCTION
Item Description	INDIVIDUAL BOX	Date of Detection	22 08 04
Job Order Number	JO-DRS22-L-0148-10-1.1	Section Detected	PRD-SEMI AUTO

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

Lot Quantity (pcs.)

Reject Quantity (pcs.)

Reject Percentage

410

145

35.37%

Nature of Defect:

POOR SLOT

Requirement:

No poor slot

Actual:

with poor slot

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)
 Rochelle Evangelista QA-IE Staff	 Roderick Ramos QA Sr. Supervisor	 Rexel Almario QA Asst. Manager	 Gerald De Guzman Head/ Supervisor

**I. INVESTIGATION / ANALYSIS**

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	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**

-OFF SPECS HORIZONTAL CREASING LINE  
FROM SUPPLIER

**OUTFLOW ROOTCAUSE**

- NO SORTING CONDUCTED  
SINCE WITHIN TOLERANCE

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**

	Location	Total Stock	NG	Total Good
RM				
WIP				
FG				

**Actions to be done to eliminate recurrence****Who / When****System**

N/A

**B. Orientation**

Date		Time	
Title			
Attendees			

**Design /  
Tools**

N/A

**C. Reworking**

Rework Quantity	
Total Good	
Rework Percentage (Good)	

**Process**

PLS. SEE ATTACHED

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

Date Conducted: \_\_\_\_\_ PIC: \_\_\_\_\_

**Identified Rootcause****Recommendation**

OFF SPECS MATERIAL.

N/A

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

	Checked by	Date	Implemented?	Remarks
1st Verification of Action	R. EVANGELISTA	220808	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	N/A
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			<input type="checkbox"/> Yes <input type="checkbox"/> 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.

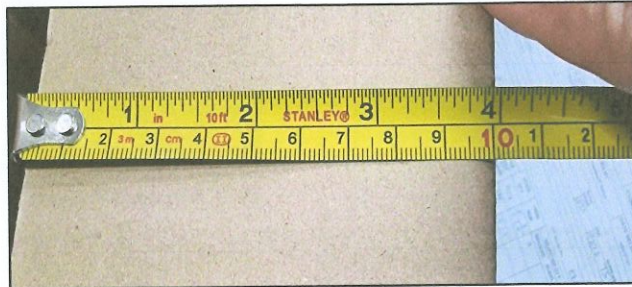
**QUALITY ASSURANCE DEPARTMENT****IV. CLOSURE**

Status:	Remarks:	Approved by:	Process Owner Acknowledgment: (Receiving Section)	
<input checked="" type="checkbox"/> Closed				
<input type="checkbox"/> Still Open		QA Supervisor	QA Asst. Manager	Line Leader
DATE AND SIGNATURE	Date: 22 11 30	Date: 22 11 30	Date:	Date:



# INVESTIGATION REPORT FOR POOR SLOT OF EPSON 516234200 & 516233900 INDIVIDUAL BOX

<b>DIRECT CAUSE PROCESS/MATERIAL</b>	<b>W1</b>	Operator encounter of off specs in horizontal creasing line from supplier, requirement is 96.5mm but the actual is 99 to 100mm
	<b>W2</b>	Since the off specs is within tolerance dimension of $\pm 3$ mm operator adjust the setup with additional 3mm slot depth.
	<b>W3</b>	The additional 3mm slot depth caused poor slot in the board with exact dimension requirement



<b>INDIRECT CAUSE (OUTFLOW) PROCESS/MATERIAL</b>	<b>W1</b>	Since the off specs is within the tolerance dimension no sorting conducted.
	<b>W2</b>	Operator didn't notice the poor slot since there is a factor its occurs randomly with machine speed of 100bpm skip on mode.

## PRODUCTION CORRECTIVE ACTION

**Option 1:** Orient the operator to setup the machine within the requirement even there is off specs of horizontal creasing line from supplier, since the possible effect of this is bulging but reworkable.

**Option 2:** Sorting of Off Specs even within the tolerance dimension since we found out the effect is poor slot to none off specs board if operator adjust the slot depth.

<b>PIC:</b>	<b>PRODUCTION</b>	<b>TARGET DATE:</b>	<b>To be discuss in 4pm meeting</b>
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PREPARED BY:

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

APPROVED BY:

*[Signature]*  
**WEENA Y. APALLA**  
ASST. MANAGER