



# 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.: 598

Date Issued: 22 07 19

Customer	EPSON ASP/EPLB
Item Code	515893200
Item Description	PARTITION
Job Order Number	JO22-M-01402-54

Attention To	Gerald De Guzman
Department	Production
Date of Detection	22 07 13
Section Detected	CUSTOMER

### ILLUSTRATION OF THE PROBLEM



Major  Minor

Lot Quantity (pcs.)	Reject Quantity (pcs.)	Reject Percentage
580	1	0.17%

Nature of Defect:  
MISSING COMPONENT

Requirement:  
components must be complete

Actual:  
incomplete component

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 type="checkbox"/> EQOS	<input type="checkbox"/> Vertical	<input type="checkbox"/> Dimension
No.: _____	<input type="checkbox"/> For Rework	<input type="checkbox"/> Diecut	<input checked="" type="checkbox"/> Others:	<input checked="" type="checkbox"/> Appearance
Date: _____	<input checked="" type="checkbox"/> Reject / Disposal	<input type="checkbox"/> Detaching	Partition Assembly	<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 2:	Why 3:	Why 4:	Why 5:
			N/A		
Design / Toolings			N/A		
Process / Material			PLS. SEE ATTACHED		



# 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

- OPERATOR NOT YET FAMILIAR TO ITEMS SINCE ALMOST NEWLY HIRED.
- OCCURRENCE IN CUSTOMER SIDE SINCE THE ACTUAL ITEM AFFECTED IS ALMOST DISASSEMBLED.

#### OUTFLOW ROOTCAUSE

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

Design / Tools

N/A

Process

PLS. SEE ATTACHED

#### B. Orientation

Date	Time
Title	
Attendees	

#### C. Reworking

Rework Quantity	
Total Good	
Rework Percentage (Good)	

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

Date Conducted: 7/22/22 PIC: QA IE

Identified Rootcause

Recommendation

newly hired operators

N/A

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

	Checked by	Date	Implemented?	Remarks
1st Verification of Action	QA IE	7/22/22	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	orientation of involved person
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.

### IV. CLOSURE

QUALITY ASSURANCE DEPARTMENT

STATUS: **CLOSED**  
 DATE AND SIGNATURE: 22/20

Remarks:

Approved by:

Process Owner Acknowledgment: (Receiving Section)

Closed  
 Still Open  
 Re-Issue IRF

QA Supervisor: [Signature]  
 QA Asst. Manager: \_\_\_\_\_

Line Leader: \_\_\_\_\_  
 Department Head: \_\_\_\_\_

Date: 22/20 Date: \_\_\_\_\_ Date: \_\_\_\_\_ Date: \_\_\_\_\_

## INVESTIGATION REPORT FOR EPSON 515893200 PARTITION MISSING COMPONENT

<b>DIRECT CAUSE PROCESS/MATERIAL</b>	<b>W1</b>	There are 2 factor to be consider in this issue of missing component.
	<b>W2</b>	1st factor is manpower since 2 of the operator who process the item is almost newly hired and firsttime to process this item.
	<b>W3</b>	2nd factor is occurrence of missing component in customer side since upon verification to the image sent of affected item, we notice that some component is almost disassembled.

NAME	DATE HIRED
H. Gonzales	May 28, 2018
M. Bulgar	Feb 12, 2022
R. Belga	Feb 12, 2022
M. Banaticla	Nov 11, 2019
J. Averion	July 8, 2022
N. Generalo	July 6, 2022



ITEM PROCESSED JULY 13, 2022

THE COMPONENT OF ACTUAL AFFECTED  
ITEM IS ALMOST DISASSEMBLED

### PRODUCTION CORRECTIVE ACTION

1. Orient the Partition operator regarding this issue.
2. Separate checking of items process for operator less than a month (include in orientation).

<b>PIC:</b>	PRODUCTION	<b>TARGET DATE:</b>	200722
-------------	------------	---------------------	--------

PREPARED BY:

*(Signature)*  
**GERALD DE GUZMAN**  
PROD ASST. SUPERVISOR

APPROVED BY:

*(Signature)*  
**WEENA V. ARALLA**  
ASST. MANAGER



**MINUTES OF THE MEETING**

Date: 2/20/22 Time: 15:30H Place: Production Dept.

**ATTENDEES:**

Name	Dept.	Sign	Name	Dept.	Sign
Alvin Cruz	Prod'n	Partition			
Edy L. De Jose	Prod'n	Partition			
Victor Cruz	Prod'n	Partition			
Jalena Deula	Prod'n	Partition			
Marlyn Gomez	Prod'n	Partition			
Rhea Mae Gato	Prod'n	Partition			
Lorraine Montiel	Prod'n	Partition			
Marlene Baldo	Prod'n	Partition			
Mary Ann Baldo	Prod'n	Partition			
Lorraine Papa	Prod'n	Partition			
Delina Pascador	Prod'n	Partition			

**AGENDA:**

**ORIENTATION REGARDING EPSON  
515893200 PARTITION MISSING COMPONENT**

page 1 of 1

**MINUTES:**

There are 2 factors to be considered in this issue of missing component.

**INDIRECT  
CAUSED:**

- 1st factor is manpower since 2 of the operators who process the item is almost newly hired and first-time to process the item.
- 2nd factor is occurrence of missing component in customer side since upon verification to the image sent of affected item, we notice that some component is almost disassembled.

**CORRECTIVE  
ACTION:**

- > Orient the Partition operator regarding this issue.
- > Separate checking of items process for operator less than a month (include in orientation).

**FOLLOW UP MEETING:**

(date & time)

for KPP1 fill up only

Prepared by:

Reviewed by:

Noted by:

GONNARD DE GONNARD