

**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.: 606

Date Issued: 22 07 28

Customer	SUPERFLEX	Attention To	Gerald De Guzman & Roderick Ramos
Item Code	LOKD92001-2146	Department	PRODUCTION & QA
Item Description	LOWER F PART 8	Date of Detection	22 07 27
Job Order Number	JO22-M-1624-9	Section Detected	CUSTOMER

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

Lot Quantity (pcs.)

Reject Quantity (pcs.)

Reject Percentage

1,100

1100

100.00%

Nature of Defect:

OFF SPECS

Requirement:

115mm x 40mm x 40mm

Actual:

105mm x 40mm x 40mm

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"/> Material
<input type="checkbox"/> Recurrence	<input type="checkbox"/> Special Acceptance	<input type="checkbox"/> EQOS	<input checked="" type="checkbox"/> Dimension
No.:	<input type="checkbox"/> For Rework	<input type="checkbox"/> Diecut	<input 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:	See attached	Why 1:
	Why 2:		Why 2:
	Why 3:		Why 3:
	Why 4:		Why 4:
	Why 5:		Why 5:
Design / Toolings	Why 1:	See attached	Why 1:
	Why 2:		Why 2:
	Why 3:		Why 3:
	Why 4:		Why 4:
	Why 5:		Why 5:
Process / Material	Why 1:	See attached	Why 1:
	Why 2:		Why 2:
	Why 3:		Why 3:
	Why 4:		Why 4:
	Why 5:		Why 5:

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**INVESTIGATION REPORT FORM (IRF)****FINAL CONCLUSION****OCCURRENCE ROOTCAUSE****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**

Actions to be done to eliminate recurrence

Who / When

	Location	Total Stock	NG	Total Good
RM				
WIP				
FG				

System

**B. Orientation**

Date		Time	
Title			
Attendees			

Design /  
Tools**C. Reworking**

Rework Quantity	
Total Good	
Rework Percentage (Good)	

Process

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

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

Identified Rootcause

Recommendation

OPERATOR DID NOT FOLLOW THE PROCEDURE.

RE-ORIENTATION OF WI.

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

	Checked by	Date	Implemented?	Remarks
1st Verification of Action	R. PAMARISA	220806	<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.

<b>QUALITY ASSURANCE DEPARTMENT</b>	
STATUS	REMARKS
<input checked="" type="checkbox"/> Closed	<b>CLOSED</b>
<input type="checkbox"/> Still Open	
<input type="checkbox"/> Re-Issue IRF	
DATE AND SIGNATURE	
23/01/05	

**IV. CLOSURE**

Approved by:		Process Owner Acknowledgment: (Receiving Section)	
			
QA Supervisor		Line Leader	Department Head
Date:	Date:	Date:	Date:



4x240  
1x140

240/p

PR-001-F12-REV.00



Kanepackage Philippine Inc.

MEMO: - None -

Chavez, Michelle Realeza  
SO #: SO22-M-01624

## JOB ORDER

Customer : SUPERFLEX LOGISTICS, INC..

JOB ORDER:

ITEM CODE: **LOKD92001-2146-8**

JO22-M-01624-9

Netsuite Itemcode : LOKD92001-2146-8

Item Description : CUSHION LOWER F PART 8

QTY: **1100**

DELIVERY DATE:  
2022-07-29

CREATED BY:  
Dario, Engleberth Nunez

DATE RELEASED:  
2022-07-26



Raw Material Code:	Qty To Be Used:	Over Run:	Cut Size:	Actual Issued:	DR#:	SUPPLIER:
PP45	6		40X115X40MM	5	253869	GR

Tooling Reference #

Control/Batch #:

RM Issued By:

*Donard 7/28*

PROCESS / MACHINE	DATE	IN-CHARGE		GOOD QTY	TRIAL RUN		REJECTED QTY		REMARKS
		Operator	ME/QA				INHOUSE	SUPPLIER	
1. SLICING	7/28	SEG		5	G	R			
2. VERTICAL	7/29	SHE		1100	G	R			
3. LOT NUMBERING	7-29		110	1100	G	R			
4. PRODUCTION PACKING	7-29	Chen-Ming		1100	G	R			
5.	07-29		DACILLO	1100	G	R			CLOSE
6.					G	R			
7.					G	R			
8.									
9.									
10.									

Customer Claim:

Notes:

### KANEPACKAGE PHILIPPINE, INC.

CUSTOMER : SUPERFLEX LOGISTICS INC.  
ITEM CODE : LOKD92001-2146  
ITEM DESCRIPTION : CUSHION LOWER F PART 8  
Lot NO. : 220729-JO22-M-01624-9  
QUANTITY : 240 pcs.

RoHS OK

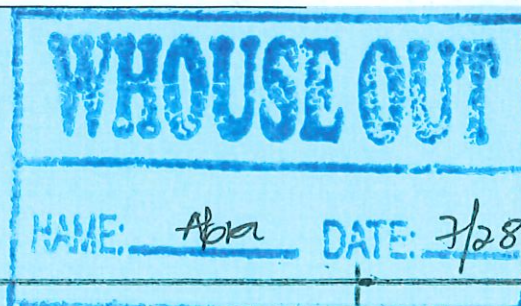
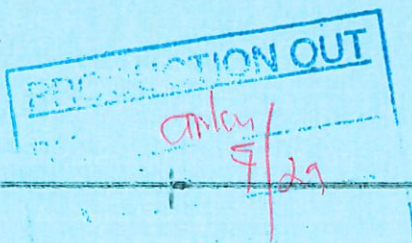
QA-CG884

MP

REMARKS

PROD PLAN: ADD #4 PLAN 2022-210

PASSED INSPECTION





# INVESTIGATION REPORT FOR OFF SPECS OF SUPERFLEX LOKD92001-2146 LOWER F PART 8

<b>DIRECT CAUSE</b> PROCESS/MATERIAL	<b>W1</b>	The operator overlooked the measurement and dimensions required during setup.
	<b>W2</b>	Upon checking of the attached measurement guide in vertical machine, it was found out that the guide markings are already faded.



The markings on the installed measurement guide was already faded or pale.

<b>INDIRECT CAUSE (OUTFLOW)</b> PROCESS/MATERIAL	<b>W1</b>	Operator did not conduct double checking using the issued meter tape during trial run and in-between mass production.
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## PRODUCTION CORRECTIVE ACTION

1. Alert the vertical operators regarding this issue.
2. Replacement of the measurement guide.

<b>PIC:</b>	<b>PRODUCTION</b>	<b>TARGET DATE:</b>	<b>220806</b>
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PREPARED BY:

  
**MEL ABE**  
 PROD. IE STAFF

APPROVED BY:

  
**WEENA V. APALLA**  
 ASST. MANAGER





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

Control No.: 606

Date Issued: 22 07 28

Customer	SUPERFLEX	Attention To	Gerald De Guzman & Roderick Ramos
Item Code	LOKD92001-2146	Department	PRODUCTION & QA
Item Description	LOWER F PART 8	Date of Detection	22 07 27
Job Order Number	JO22-M-1624-9	Section Detected	CUSTOMER

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

Lot Quantity (pcs.)

Reject Quantity (pcs.)

Reject Percentage

1,100

1100

100.00%

Nature of Defect:

OFF SPECS

Requirement:

115mm x 40mm x 40mm

Actual:

105mm x 40mm x 40mm

**NO. OF OCCURRENCE****DISPOSITION****AREA OF OCCURRENCE / ORIGIN****CONTENT**

☒ First  
☐ Recurrence  
No.:  
Date:

☐ Hold  
☐ Special Acceptance  
☐ For Rework  
☒ Reject / Disposal

☐ Slotter  
☐ EQOS  
☐ Diecut  
☐ Detaching  
☐ Gluing  
☒ Vertical  
☐ Others:

☐ Material  
☒ Dimension  
☐ Appearance  
☐ Process / Method

Issued by

Checked by

Approved by

Received by  
(Receiving Section)

*[Signature]*  
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: QA Inspector overlooked the off specs.
	Why 2:	Why 2: QA Inspector misread the measurement on the meter tape.
	Why 3:	Why 3:
	Why 4:	Why 4:
	Why 5:	Why 5:
Design / Toolings	Why 1:	Why 1:
	Why 2:	Why 2:
	Why 3:	Why 3:
	Why 4:	Why 4:
	Why 5:	Why 5:
Process / Material	Why 1:	Why 1:
	Why 2:	Why 2:
	Why 3:	Why 3:
	Why 4:	Why 4:
	Why 5:	Why 5:

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**INVESTIGATION REPORT FORM (IRF)****FINAL CONCLUSION****OCCURRENCE ROOTCAUSE****OUTFLOW ROOTCAUSE**

QA Inspector did not follow the standard dimensional checking procedure.

**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		
RM							
WIP							
FG							

**B. Orientation**

Date	Time	Design / Tools		
Title				
Attendees				

**C. Reworking**

Rework Quantity	Process	1. Issuance of NTE 2. generation of Quality Alert to be discuss on the daily Quality meeting	QA/ 220802
Total Good			
Rework Percentage (Good)			

**II. QA ROOTCAUSE VERIFICATION (To be filled out by QA In-charge)**Date Conducted: 220803 PIC: QA IE**Identified Rootcause****Recommendation**

QA Inspector did not follow the standard procedure.

Re-orientation of standard procedure.

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

	Checked by	Date	Implemented?	Remarks
1st Verification of Action	QA IE	220803	<input checked="" type="checkbox"/> Yes [ ] No	N/A
2nd Verification of Action			[ ] 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**

QUALITY ASSURANCE DEPARTMENT		Approved by:		Process Owner Acknowledgment: (Receiving Section)	
Status:	Remarks:	QA Supervisor	QA Asst. Manager	Line Leader	Department Head
<input type="checkbox"/> Closed	<input type="checkbox"/> Still Open	Date:	Date:	Date:	Date:





4x240  
1x140

240/p

PR-001-F12-REV.00



Kanepackage Philippine Inc.

MEMO: - None -

Chavez, Michelle Realeza  
SO #: SO22-M-01624

# JOB ORDER

Customer : SUPERFLEX LOGISTICS, INC..		JOB ORDER:	
ITEM CODE: <b>LOKD92001-2146-8</b>		JO22-M-01624-9	
Netsuite Itemcode : LOKD92001-2146-8			
Item Description : CUSHION LOWER F PART 8			
QTY: <b>1100</b>	DELIVERY DATE: 2022-07-29	CREATED BY: Dario, Engleberth Nunez	DATE RELEASED: 2022-07-26



Raw Material Code:	Qty To Be Used:	Over Run:	Cut Size:	Actual Issued:	DR#:	SUPPLIER:
PP45	6		40X115X40MM	5	253864	GR

Tooling Reference # \_\_\_\_\_ Control/Batch #: \_\_\_\_\_ RM Issued By: Ronald 7/28

PROCESS / MACHINE	DATE	IN-CHARGE		GOOD QTY	TRIAL RUN		REJECTED QTY		REMARKS
		Operator	ME/QA		G	R	INHOUSE	SUPPLIER	
1. SLICING	7/28	SEG		5	G	R			
2. VERTICAL	7/29	SHE		1100	G	R			
3. LOT NUMBERING	7-29		INO	1100	G	R			
4. PRODUCTION PACKING	7-29	Cheryl Marie		1100	G	R			
5.	07-29		DACILLO	1100	G	R			CLOSE
6.					G	R			
7.					G	R			
8.									
9.									
10.									

Customer Claim:

Notes:

KANEPACKAGE PHILIPPINE, INC.	
CUSTOMER	SUPERFLEX LOGISTICS INC.
ITEM CODE	LOKD92001-2146
ITEM DESCRIPTION	CUSHION LOWER F PART 8
Lot NO.	220729-JO22-M-01624-9
QUANTITY	240 pcs.
RoHS OK	
QA-CG884	
MP	

REMARKS  
PROD PLAN: ADD #4 PLAN 2022-210

PASSED INSPECTION

PRODUCTION OUT  
Cindy  
7/29

WHOUSE OUT  
NAME: Abra DATE: 7/28



Date Prepared		Prepared by		Checked by		Approved by		Received by	
22 08 02		 Rochelle Evangelista		Nico Orlanda/ Pamela Filipinas		 Roderick Ramos			
CUSTOMER	SUPERFLEX	DATE ENCOUNTERED	22 08 02	AFFECTED QUANTITY	1,100 pcs.				
PART NO.	LOKD92001-2146	AFFECTED LOT NO.	JO22-M-01624-9	DEFECT QUANTITY	1,100 pcs.				
PART NAME	LOWER F PART 8	DETECTED BY	CUSTOMER	DEFECT CATEGORY	OFF SPECS				
NO GOOD ILLUSTRATION									
				EMPLOYEE NAME		SIGNATURE		DATE	
<p>Actual: <b>105mm x 40mm x 40mm</b></p> <p>GOOD ILLUSTRATION</p> <p>Requirement: <b>115mm x 40mm x 40mm</b></p>				MARION LARA				22-08-02	
				MICHAEL JERON				22-08-02	
				JORDAN LINCOLN				22-08-02	
				MARINO CERVILLO				22-08-02	
				MARIN PANG				22-08-02	
				RHOEMAN BUAN				22-08-02	
				JESIE MENDOZA				22-08-02	
				RIC RYAN PANSIMO				22-08-02	
				JEPPERSON PRINCE				22-08-02	
				MARK MATTHEW LEBRON				22-08-02	
				MARK MUYAYANTE				22-08-02	
				RACHA LACUS				22-08-02	
				MARUEL FERMOSO				22-08-02	
				TRIGELA FRONDA				22-08-02	
				FRANCIS ALVARAN				22-08-02	
VICTORIANO VARGAS				22-08-02					
ARTURO SERRAS				22-08-02					
STEVEN ROCHA				22-08-02					
MARK JOSEPH LARADO				22-08-02					



## MINUTES OF THE MEETING

Date: 220810 , Time Start: 10:15 Am Time Finished: 10:22 Am Venue: Production 2nd Floor

**ATTENDEES:**

[illegible]

## AGENDA:

## ORIENTATION REGARDING OFF SPECS OF SUPERFLEX LOKD92001-2146 LOWER F PART 8

page 1 of 1

**MINUTES:**

**DIRECT CAUSED:** The operator overlooked the measurement and dimensions required during setup. Upon checking of the attached measurement guide in vertical machine, it was found out that the guide markings are already faded.

<b>INDIRECT CAUSE:</b>	Operator did not conduct double checking using the issued meter tape during trial run and in-between mass production.
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**CORRECTIVE ACTION:**

- |  |
|--|
| 1. Replacement of the measurement guide. (TD: Done)  |
| 2. Inclusion of measurement guide checking to DMC. (TD: 220817)  |
| 3. Orientation/reminder of the correct/proper procedure.   |
| > Trial run & sampling must be double check using the issued meter tape.   |
| > Must be conduct sampling checking on first, middle & last of mass production.  |
| > Even during packing & bundling the assign operator must be conduct sampling checking of dimension using issued meter tape. |

**FOLLOW UP MEETING:**

(date & time)

for KPPI fill up only

Prepared by:

Reviewed by:

*Noted by:*

220810  
GERARDO DE GUZMAN