



INVESTIGATION REPORT

I. Background of the Problem :

NO INSERT PAD ITEM CODE 516378900 LIME 2 MB ICB FOR AMERICA

II. Item Affected :

Customer : EPSON PRECISION (PHILIPPINES) INC, -IJP

Item Code : 516378900

Item Description : LIME 2 MB ICB FOR AMERICA

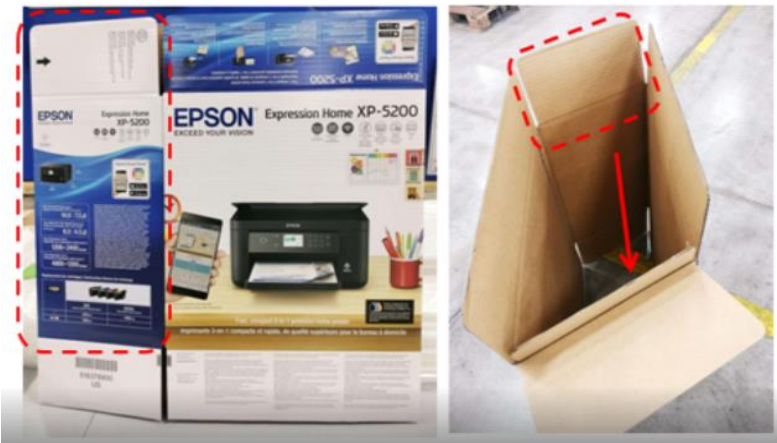
Lot Quantity : 434 PCS

Reject Quantity : 4 PCS

Date of Occurrence : 230621

Section Affected : PRODUCTION

III. ILLUSTRATION OF THE PROBLEM



IV. INVESTIGATION / ANALYSIS

IV.A DIRECT CAUSE:

Why 1: PROBLEM OF MISSING INSERT PAD ON ITEM 516378900 (LIME 2 MB ICB FOR AMERICA) DURING MANUAL GLUING PROCESS.

Why 2: OPERATOR MANUAL GLUING MISSED LOOK OF ATTACHING OF INSERT PAD ON THE ITEM.

Why 3: PANELS & INSERT WAS NOT PROPERLY SEGREGATED DURING THEIR MANUAL GLUING PROCESS.

Why 4: NO CONTROLS OF PANELS QTY VS INSERT PAD DURING MANUAL PROCESS THAT MAY HELP NOTICE BY OPERATOR EITHER LACKING OR OVER PICK-UP OF ITEMS.

Why 5: CONTROLS NOT INCLUDED IN STANDARD

IV.B INDIRECT CAUSE:

Why 1: GLUING MACHINE OPERATOR FAILED TO TRAP THEN MISSING INSERT PAD ON ITEM LIME 2 MB 5416378900.

Why 2: OPERATOR SKIP THE PROCESS OF BROWSING THE ITEM PRIOR FEEDING ON THE MACHINE FEEDER.

Why 3: OPERATOR FOCUS MIXING OF PANELS AS OUR MAJOR ISSUES NOT INCLUDED THE CHECKING OF MISSING INSERT PAD.

V. Immediate Action :

SORTED ALL AFFECTED QUANTITY TO AVOID FLOW-OUT TO CUSTOMER.

REMIND OPERATORS TO INCLUDE THE CHECKING OF INSERT PAD OF THOSE ITEM W/ INSERT PAD REQUIREMENT.

VI. Corrective Action:

1. REVISION OF WI OF MANUAL INSERT PAD PROCESS TO INCLUDE THE CONTROLSQUANTITY OF PANELS INSERT.
ex. 10 PANELS VS. 10 INSERT PAD IN THE TABLE.
2. MONIFICATION OF MANUAL GLUING TABLE TO PROVIDE SPACE FOR INSERT PAD, PANELS & GLUING PAN.
3. ORIENTATION OF REVISE STANDARD TO ALL GLUING OPERATORS TO AVOID THE REOCCURENCE OF PROBLEM.