



INVESTIGATION REPORT

I. Background of the Problem :

SCRATCHES AND GLUE STAIN ENCOUNTERED IN ITEM CODE 516512800 (LIGHT FA EUROPE R;B)

II. Item Affected :

Customer : EPSON PRECISION (PHILIPPINES) INC, -IJP

Item Code :516512800

Item Description : LIGHT FA EUROPE R;B

Lot Quantity : 159 PCS

Reject Quantity : 26 PCS (SCRATCHES: 14 PCS)

Date of Occurrence : JUNE 21, 2023

Section Affected : PRODUCTION

III. ILLUSTRATION OF THE PROBLEM



IV. INVESTIGATION / ANALYSIS

IV.A DIRECT CAUSE:

Why 1: SCRATCHES ENCOUNTERED IN ITEM CODE 516512800 (LIGHT FA EUROPE R;B)
DURING MASS PRODUCTION IN SEMI AUTO GLUING 3

Why 2: DOUBLE FEEDING OCCURRED BECAUSE OF THE FLATTENED UPPER FLAPS OF THE OTHER PANELS THAT
TEND TO STOP THE ROLLER DUE TO DIFFERENT HEIGHT OF PANELS AND MACHINE ROLLER THAT ALSO
CONTRIBUTE OR FACTOR OF SCRATCHES PROBLEM

Why 3: BECAUSE ONCE THE FIRST FEED PANEL STUCK ON THE WEIGHTS ROLLER THE NEXT PANEL WILL MOVE THE FIRST
PANEL GOING TO THE WEIGHT ROLLER WHILE TO CONTINUES TO ROLL & CREATE SCRATCHES ON THE ITEM (FIRST FEEDED
ITEM)

V. Immediate Action :

MANUAL FEEDING

VI. Corrective Action:

RECONDITIONING THE ITEMS

RE-EDUCATE THE OPERATOR REGARDING THE ISSUE