

INVESTIGATION REPORT

I. Background of the Problem :

PEEL OFF ENCOUNTERED IN ITEM CODE 516298200 (LOUVRE 2 MCX ICB FOR ASIA; C

II. Item Affected :

Customer : EPSON PRECISION (PHILIPPINES) INC, -IJP

Item Code : 516298200

Item Description : LOUVRE 2 MCX ICB FOR ASIA; C

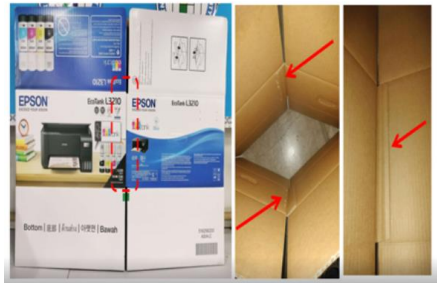
Lot Quantity : 1198

Reject Quantity : 174

Date of Occurrence : JUNE 23, 2023

Section Affected : PRODUCTION

III. ILLUSTRATION OF THE PROBLEM



IV. INVESTIGATION / ANALYSIS

IV.A DIRECT CAUSE:

Why 1: PEEL OFF ENCOUNTERED IN ITEM CODE 516298200 (LOUVRE 2 MCX ICB FOR ASIA; C) DURING PROCESS

Why 2: PEEL OFF CAUSED BY EXCESS GLUE

Why 3: THERE WAS EXCESS GLUE BECAUSE THE 2ND GLUING WAS APPLIED FURTHER INSIDE THE PANEL AND AWAY FROM THE GLUE TAB.

Why 4: THICK GLUE GOT ON THE EDGE OF THE GLUE TAB SO THERE WAS AN EXCESS INSIDE THE PANEL WHEN THE OPERATOR MOVED THE GLUE PLATE, AFFECTING THE PLACE OF THE GLUE ROLLER APPLICATION BECAUSE THE ROLLER MOVED AWAY FROM THE GLUE TAB OF THE PANEL.

NOTE: THE OPERATOR ADJUST THE GLUE PLATE BECAUSE HE NOTICED THE UNEVEN GLUE ON THE ROLLER

Why 5: OPERATOR ALSO FAILED TO UNDERGO TRIAL AFTER THE ADJUSTMENT OF THE GLUE PLATE.

V. Immediate Action :

QA AND OPERATOR SORT THE AFFECTED ITEMS

VI. Corrective Action:

RE-EDUCATE THE OPERATOR ABOUT THE FOLLOWING THE STANDARD PROCESS

IMPLEMENT TO THE OPERATOR THAT EVERY ADJUSTMENT THERE MUST HAVE TRIAL