

## INVESTIGATION REPORT

(EPSON)

### I. PROBLEM DESCRIPTION

#### 1.1. ISSUE: DROPPED PARTS

#### 1.2. ITEM DESCRIPTION: INDIVIDUAL CARTONBOX FOR CHINA

PART CODE: 515086401

PART NAME: INDIVIDUAL BOX LW ACCS

#### 1.3. BACKGROUND:

Problem: DROP PARTS  
 Item code: 515086401  
 Item Description: INDIVIDUAL BOX LW ACCS  
 Process: HELPER  
 Shift : DAY SHIFT  
 Occurrence date: OCT 5, 2024 (7 PM DELIVERY)  
 Amount: \$12  
 Qty: 40 pcs  
 Details: DROP PARTS (LW ACCS)

While the helper started wrapping the items, he asked the checker to help him hold the corner angle that supports the items but the checker took all the corner angle causing the items to start falling on the floor. While other items were caught by the checker, there are still 4 bundles that drop on the floor causing it to worn out.

### II. IMMEDIATE ACTION

| ACTION ITEMS  | Target Date: | Person In-charge |
|---|--------------|------------------|
| 1. Informed QA personnel assigned about the drop items (LW ACCS) and filled up Rejection Notice form. | 05/10/2024   | LOG HELPER       |
| 2. Request to warehouse to issue items for replacement of rejected items.                             |              |                  |

### IV. CORRECTIVE ACTION

#### 4.1. DIRECT CAUSE:

|   | Target Date: | Person In-charge |
|---|--------------|------------------|
| > 1 checker will be allocated to support the helper in wrapping of items for delivery | 09/10/2024   | HELPER/CHECKER   |
|   |              |                  |
|   |              |                  |

#### 4.2. INDIRECT CAUSE:

|  | Target Date: | Person In-charge |
|--|--------------|------------------|
|  |              |                  |

### V. IMPLEMENT CORRECTIVE ACTION

#### CA RESULT/EVALUATION/EFFECTIVENESS

### VI. PREVENTIVE ACTION

| ACTION ITEMS   | Target Date: | Person In-charge          |
|--|--------------|---------------------------|
| > Provide signage in the Logistics area  | 09/10/2024   | HELPER/CHECKER            |
| "No assistance of Checker/Helper, no wrapping of items"                                | 09/10/2024   | J. Maligalig / Log Leader |
| > provide guidelines/work instruction on proper wrapping of items during repalletizing | 01/10/2018   | J. Maligalig / J. salazar |
| a. Register to DDC as official WI  |              |                           |
|  |              |                           |
|  |              |                           |

### VII. CLOSURE

| PREPARED BY  | CHECKED BY | APPROVED BY |
|--------------|------------|-------------|
| J. Maligalig | R. Ramos   | J. Gallon   |