

1. Tidak ada klaim dengan penanganan sementara/darurat dalam jangka waktu lama. Penanganan permanen dilakukan, PIC dan batas waktu penanganan juga jelas. Progres ditelusuri sebagaimana mestinya.

PT. Sumitomo Electric Wintec Indonesia				No. Dokumen	4-QAS-PH13-001
Defective Analysis and Countermeasure Report				Revisi	03
				Effective Date	03-Dec-2016
				Report No.	DACR002002
TO CUSTOMER : LAGUNA AUTO-PARTS MANUFACTURING CORPORATION ATTN : Ms. Sheryl Salasiban				DATE OF REPLY : 22-May-23	
1. Details of Occurrence		Occurrence Date : 28-Apr-2023	Received Date : 28-Apr-23	4. Content of Preventive Measures	
Phenomenon :		Foreign matter on paper drum and bobbin		4.1 Temporary Measures	
Type and Size	Part number	Lot Number	Defective Qty	1. To inform regarding this issue to operator	
1HQZ-MA 1.18mm	SA10118B	Lot no.: V8B3313	Box no.: 52455 (5 pallets)	Roy	28-Apr-23 Closed
Phenomenon Verification		JAMCOR received the shipment under invoice no. INVE230401687-1689 and receivers found foreign matter on paper drum and bobbin.		4.2 Permanent Measures (Cause)	
2. Factual Findings		Found foreign material on the top of packaging		1. Revise the work instruction for shelf arrangement and finished goods in the warehouse (2-SHP-001) with additions related to abnormal product packaging types	
				Roy	05-May-23 Closed
				2. To training work instruction to Operators	
				Roy	05-May-23 Closed
4. Content of Preventive Measures		Incharge	Schedule	Status	
4.1 Temporary Measures					
1. To inform regarding this issue to operator		Roy	28-Apr-23	Closed	
4.2 Permanent Measures (Cause)					
1. Revise the work instruction for shelf arrangement and finished goods in the warehouse (2-SHP-001) with additions related to abnormal product packaging types.		Roy	05-May-23	Closed	
2. To training work instruction to Operators		Roy	05-May-23	Closed	
4.3 Permanent Measures (Outflow)					
1. To revise the work instruction for shelf arrangement and finished goods in the warehouse (2-SHP-001) with additional points for handling abnormal product packaging.		Roy	05-May-23	Closed	
2. To training work instruction to Operators		Roy	05-May-23	Closed	
On Effect of Measures				Result	Incharge
Verification					
Location					
Quality Management System and Standardization				Incharge	Schedule
an				--	--
Failure Mode and Effects Analysis (PFMEA)				Roy	22-May-23
/ Standard / Working Instruction				--	--
Approval				Name and sign	Date
I approved the counter action taken above (please write down the reason)					

Hasil pengecekannya dipahami oleh produksi.

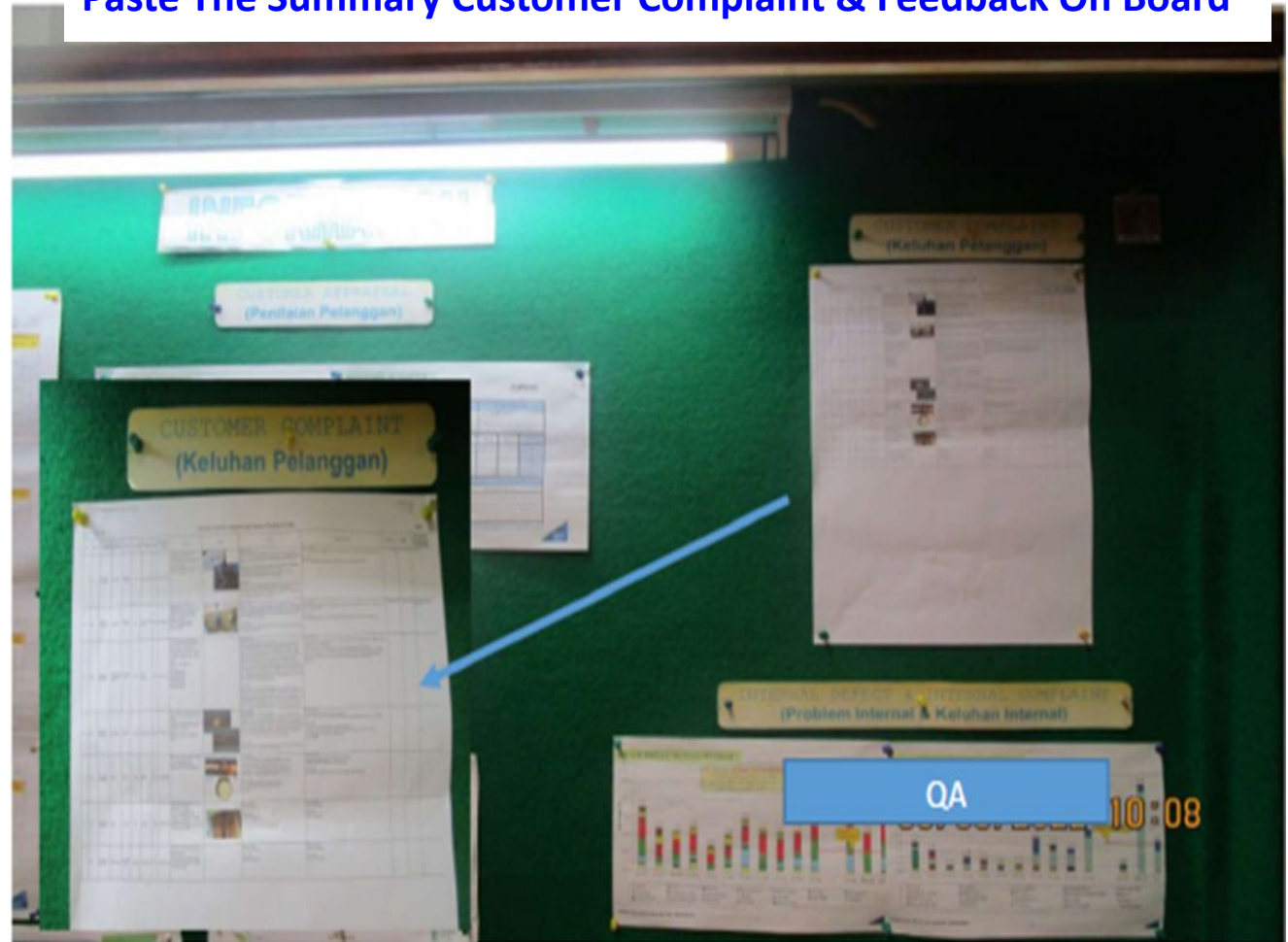
Kemudian, bila level jaminan kualitasnya D dan E, kami menyadari perlu improvement berkelanjutan.

Before			After		
Occurrence	Outflow	Rank	Occurrence	Outflow	Rank
3	4	D	2	4	C

3. Masalah kualitas sebelumnya dan penanganannya secara rutin

dikomunikasikan kepada pekerja dilapangan.

Paste The Summary Customer Complaint & Feedback On Board

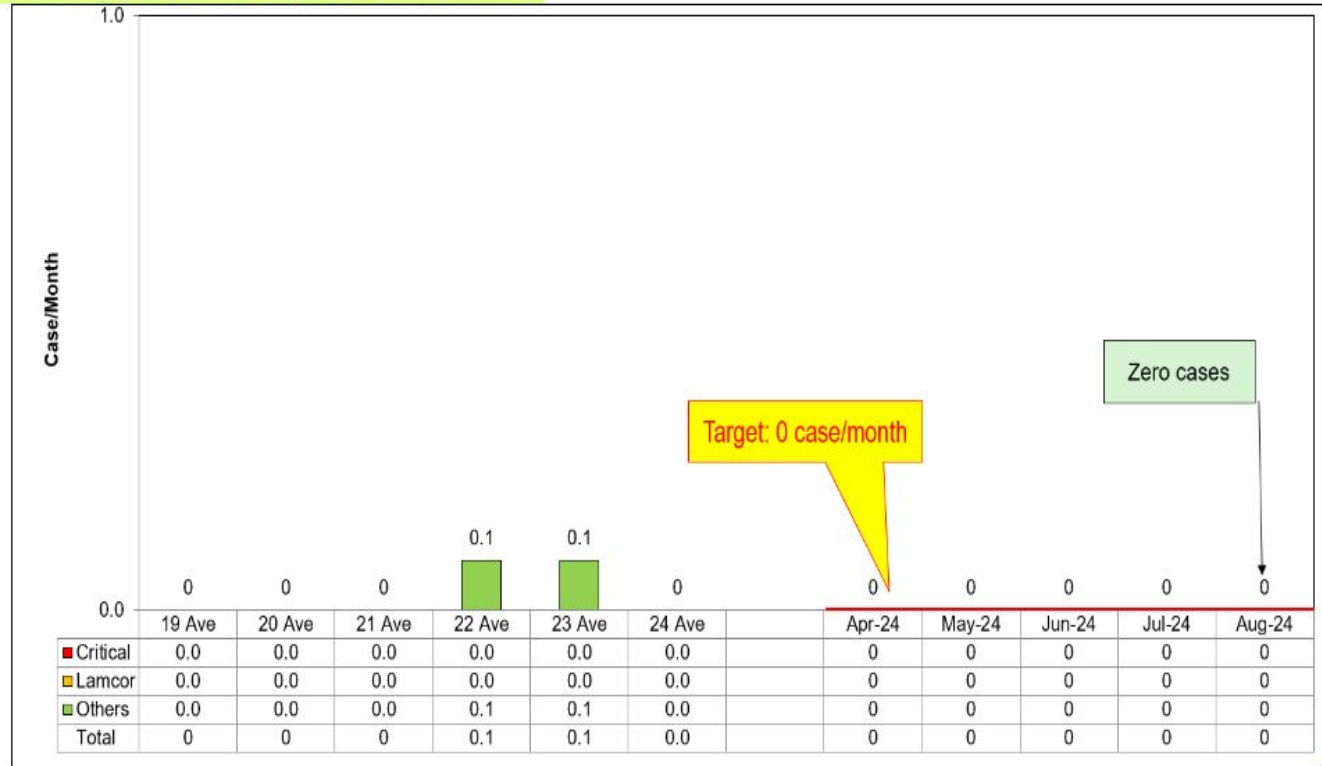


16. Pencegahan masalah berulang

Date	Status	Date	Status	Date	Status
1 st Verification (1week)		2 nd Verification (6month)		3 rd Verification (1year)	
17-Apr-23	Closed	20-Oct-23	Closed	20-Apr-24	Closed
12-May-23	Closed	20-Nov-23	Closed	25-May-24	Closed
29-Aug-23	Closed	20-Feb-24	Closed		

5. Tidak terjadi klaim berulang yang disebabkan plant dalam 1 tahun sebelumnya (dari pelaksanaan MFA sebelumnya). Bila terjadi klaim yang serupa terbukti bahwa yokotenkai (perluasan penerapan) masih kurang.

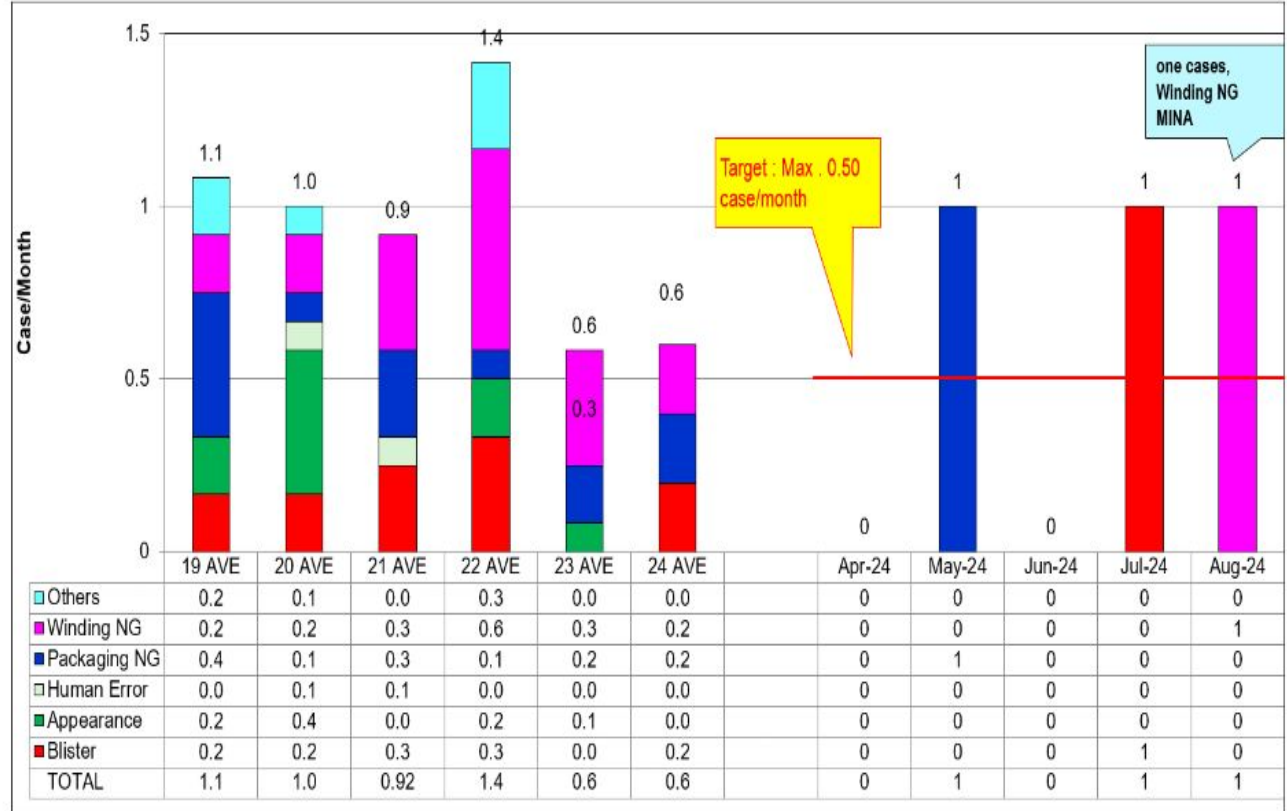
2. Customer Complaint WIN-I



5. Tidak terjadi klaim berulang yang disebabkan plant dalam 1 tahun sebelumnya

(dari pelaksanaan MFA sebelumnya). Bila terjadi klaim yang serupa terbukti bahwa yokotenkai (perluasan penerapan) masih kurang.

3. Customer Feedback WIN-I



5. Tidak terjadi klaim berulang yang disebabkan plant dalam 1 tahun sebelumnya

(dari pelaksanaan MFA sebelumnya). Bila terjadi klaim yang serupa terbukti bahwa yokotenkai (perluasan penerapan) masih kurang.

QA will verify Customer Complaint & Feedback for past 6 Month and Past 1 year

6. QA - Quality Improvement Activity Plan

Theme	Policy	Activity	PIC		Apr	May	Jun	Jul	Aug	Sep	Remar k
Safety & Environ mental	Zero Accident	To conduct 123 patrol (Times)	Koko	P	1	1	1	1	1	1	Follow safety sched ule
				A	2	2	2	2	2		
		To conduct safety speech (Times)	Koko	P	1					1	
				A	1						
		To conduct Bell patrol (Times)	Koko	P	1			1		1	
				A	1			1			
Quality	Zero Complaint & Reducing Feedback	To verify past 6 month customer complaint & check effectiveness No. of verification (times)	Wahab	P	0 (Oct'23)	0 (Nov'23)	1 (Dec'23)	0 (Jan'24)	0 (Feb'24)		
				A	0	0	1	0	0		
		To verify past 12 month customer complaint & check effectiveness No. of verification (times)	Wahab	P	0 (Apr'23)	0 (May'23)	0 (Jun'23)	0 (Jul'23)	0 (Aug'23)		
				A	0	0	0	0	0		
		To verify past 6 month customer feed back & check effectiveness No. of verification (times)	Wahab	P	0 (Oct'23)	0 (Nov'23)	1 (Dec'23)	0 (Jan'24)	0 (Feb'24)		
				A	0	0	1	0	0		
		To verify past 12 month customer feed back & check effectiveness No. of verification (times)	Wahab	P	1 (Apr'23)	1 (May'23)	0 (Jun'23)	0 (Jul'23)	2 (Aug'23)		
				A	1	1	0	0	2		
		To strengthen weekly quality patrol (times)	Gatot	P	4	4	4	4	4	4	
				A	4	4	4	4	4		

Note: ○ = Plan; ● = Actual; ➡ = Postponed



PT. SUMITOMO ELECTRIC WINTEC INDONESIA