

**In partial fulfillment of the requirements for the degree of BSINT  
Eliminating the Customer Claim on Reject Soldering of  
Model EP-80 17VUL in Electro Magnetic Assembly  
Of Sanwa Electric Philippines, Incorporated**

**A STUDY PRESENTED TO THE FACULTY OF COLLEGE  
OF ENGINEERING AND TECHNOLOGY  
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**Advantages:**

1. Operator will enhance their skills on inspecting and handling of wares properly to avoid damages.
2. Acquire new skills and gain expertise to their work.

**Disadvantage:**

1. Additional cost for the company.

**CHAPTER VI**

**6.1 Presentation of Conclusion and Recommendation**

*Recommendation*

Based on the evaluation of the alternatives course of action, it is best to choose the first alternative which is conducting training to the operators. This alternative would be more effective among other alternatives. This would help the workers enhance their skills skill on inspecting and handling of wares properly to avoid damages and eliminate the Eliminating the Customer Claim on Reject Soldering of Model EP-80 17VUL in Electro Magnetic Assembly

*Conclusion*

This study aim to eliminate the 1.02% rate of the customer rejection in soldering processes of model EP-80(17VUL) in Electro Magnetic Assembly. This study is conducted to eliminate the reject in soldering due to the employee's lack of knowledge and awareness in their work. The researchers considered several factors needed to solve the problem. The possible solutions to the problem are the following: Alternative 1.

conduct training on operators, 2. Addition of 1 Operator assigned for the inspection in Soldering, 3. Put Division in each process, among the three alternatives conduct training on operator will satisfy the study. Considering the workers condition it will help them enhance their knowledge and awareness to their work.

## 6.2 Detailed Plan of Action

### DETAILED PLAN OF ACTION

SCHEDULE	ACTIVITIES	WHO
Week 1 – Week 2	Planning of the proposal – Approval of the proposal	- Manufacturing and Process group  - General Manager
Week 3	Budget Preparation	- Management
Week 4	Assigned Operator for Inspection	- Manufacturing and process group
Week 5	Implementation of the Recommendation	- Management and workers
Week 6	Monitoring	- department supervisor