

**THE ELIMINATION OF  
THE 9% CUSTOMER REJECTION RATE OF PLASTIC-TANA 809  
AT NANBU PHILIPPINES INCORPORATED**

**A Practicum Study Presented to the Faculty of  
College of Engineering and Technology  
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## CHAPTER 6

# PRESENTATION OF CONCLUSION AND RECOMMENDATION WITH DETAILED PLAN OF ACTION

### 6.1 CONCLUSION

In the course of the study, the main causes of problem on customer rejects was traced to items with defects namely scratches, cracks, wrong sizes, color defects, and holes. Scratches which was reported most frequently on customer claims was found to have rooted from the improper loading and packaging of items. The other defects claimed falls on the failure of inspection on having defective items pass through and be delivered to the customer. The problem on the processes from inspection up to the packaging of items is concluded to be primarily caused by the unbalanced operator speed versus machine capacity. The machine produces too many items for just two operators/staff to attend to.

### 6.2 RECOMMENDATION

Considering the unbalanced operator speed versus machine capacity, it is recommended that the second alternative course of action be implemented. An addition of two staffs to be assigned from inspection to packaging will eliminate work overload, thus ensure high level of work performance of the operators. High level of work performance consequently will bring out high quality products.