

**A STUDY ON ELIMINATING THE REJECTS
OF CUSTOMER ON PAD S AT
TAIPHIL PACKAGING CO. INC**

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**Submitted By:
CALASAN, David M.**

**Submitted To:
Engr. Orlando Lejos**

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AKLATANG EMILIO AGUINALDO ARCHIVE

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CHAPTER 6

Presentation of Conclusion and Recommendation

Conclusion

There are lot of problem that manufacturing and packaging companies can encounter anytime but they can be solved in many ways. Focusing on the simple parts of the problem will help the management prevent it to become worse and more difficult to handle.

Based on the data presented and analyzed, the researcher concludes that the main causes of problem on customer rejects are traced to items with defects namely tears, misprint of labels and wrong size. Tears, which was most reportedly on customer claims was found to have rooted from improper material handling of items. Another is failure of inspection in having defective items pass through and be delivered to the client. The problem in the process of inspection up to the loading of items is primarily caused by not following the job order and poor inspection. The third one is due to not following job order.

The researcher concludes that to eliminate customer rejects on Pad S, it is very essential to the management to focus and give solutions on the activities where rejects occur. Eliminating customer rejects means customer satisfaction and increase of company's income.

Recommendation

Regarding misprints of labels and poor material handling, which cause tears, the researcher recommends to the company the 1st Alternative Course of Action and the 2nd Alternative Course of Action, which is implementation of sequential visual inspection procedure and strict implementation of work instructions on loading of Items. This will help the company to eliminate the rate of customer rejects. The improvement in the company will ensure high quality products and will help them to ensure customer satisfaction.

