



Change Request (CM/24-25/0635)

queries resolution- Gowell Rubber Industries (Unit2)

Sr. No.	Queries raised against CMR (CM/24- 25/0635)	Clarification
1	In Future ETL part will run at which Plant - Unit 57 (Unit 1) or Unit 59 (Unit 2) ?	In Future all the ETL Parts will run in Unit 57 (Unit 1)
2	Which plant will be primarily used for ETL Part production ?	Unit 57 (Unit 1) will be primarily used for ETL parts production.
3	If Component run at another location in case of urgency , how ETL will be informed and what will be the traceability for that lot ?	In Case of urgency if ETL parts need to run at unit 59 (Unit 2), prior approval will be taken from ETL. We will take prior approval from our respective buyers in ETL on the below mentioned contact detail ETL- Aurangabad- Mr. Chaskar (vnchaskar@endurance.co.in) ETL- Halol- Mr. Piyush Vaghela (pmvaghela@endurance.co.in) After approval from ETL, Lot will be identified with ISC (Initial supply Tag)
4	All further new development will be from which plant ?	All further new development will be from unit 57 (Unit 1)



Change Request- Gowell Rubber Industries (Unit2)

Proposed Change	Change in Location
Description Of proposed Change	The Manufacturing Capacity is 95%~ 100% utilised at Existing location (Unit2) and there is no further scope to add any new machinery and there is a risk of non fulfilling the supply requirement in case of Fluctuation in demand and new developments. We have already requested for the same change through Request no. CM/23-24/0460 on 25.08.23 and CM/23-24/0434 on 26.05.23
Current Detail	Existing Plant is running at 95 %~100% Manufacturing capacity.
Trigger for the change	Risk of non fulfilment of supply in case of schedule fluctuation.
Proposed Detail	As a contingency plan we propose to add second manufacturing location (Unit 1) for existing parts and for upcoming developments.
Advantage at proposed Location	We have spare capacity and scope of future expansion at our 2 nd Manufacturing location. There are similar facilities in terms of Machineries and testing facilities, trained Manpower, and improved infrastructure. We have complete mixing facility at this location also manufacturing the similar parts & Supplying to HMCL through other Tire 1. ETL Team has already audited at the Proposed location sector 57 (Unit-1) and All audit observations and improvement suggestions has been implemented at this location.



4M Change Verification & Proposed Plant advantages

Comparison Detail Details		Existing Location Unit 2 (Sector-59 Ballabgarh faridabad)	Proposed Location Unit 1 (Sector-57 F.I.T Faridabad)	Remarks
MAN	MAN	Level 3 Skilled Manpower	Level 3 Skilled Manpower	NO Change (Operator's Skill Set is same)
	MACHINE	Compression Moulding (Make-Tungu) Injection Moulding (Make-Desma)	Compression Moulding (Make-Tungu) Injection Moulding (Make-Desma)	No Change (Machine make is same)
	MATERIAL	Material (M.B. Compound) supplied from Unit 1	Material (M.B. & F.B. Compound) manufacturing facility in this unit	No Change (M.B. supply already from proposed unit)
	METHOD	Process control standard is same	Process control standard is same	No change PCS is same
ADVANTAGES AT PROPOSED PLANT				
Capacity	Machine Wise	40 % Spare Capacity (On existing machines)		Enhanced Spare capacity
	Space Wise	30 % Spare space for future expansion of machineries		
Infrastructure	Location	Well Organized Industrial town ship (Faridabad Industrial Town)		Improved Plant location
	Plant Space	Appx. 21000 Sq. ft.		More Factory Space
Testing facilities	RM Testing	R.M. & F.B. Testing facilities available (Mooney Viscometer, Specific Gravity, Rheometer etc.)		Advance testing Facilities
	Product testing	Apart from Compound Product Testing facility also available (Dust seal leakage testing machine & Endurance testing machines)		
De-flashing		Apart from manual De-Flashing operation additional Cryogenic De-flashing Machine available		Advance De-flashing machine
Visual Inspection		Apart from manual visual inspection additional Auto Vision inspection Machine Available for O Rings.		Advance inspection facility



Unit 57 (Unit-1) System audit observation closure Report



Audit Observation & Action plan										Doc. No.: FT-PCR-SQA/13 Rev. No.: 00 Date: 18.04.2022		
Supplier Name :		M/s Gowell Rubber Industries		Audit Date :		23th Aug 23						
Supplier Code :		101288		Auditor :		Dheeraj Mittal Mr. Vikrant Singh						
Supplier Location :		Fardabad		SQA Owner :		DSM						
Audit Type :		System		Auditee :		Mr. Amit, Mr. Sarraj Kohli, Mr. Uttam & Mr. D. Manna						
Audit Score :		82%										
Sr. No	Check point Reference	Check Point	Audit Observation	Root Cause	Corrective Action	Preventive Action	NC's Type (Process, Product, System)	Category (Major/Minor)	Target Date	Actual Closing	Status (P/Y/G)	Remarks
0	3.3	A prioritized action plan is maintained and implemented for continuous improvement as it relates to cost reduction, productivity enhancement initiatives, process characteristic variations.	# Continual improvement procedure is available. # No Continual Improvement projects has been defined # Only Some Kaizen has been done	Team not aware for the continual improvement due to lack of motivation in the organization.	Motivational scheme will be implemented in the organization.	A suggestion scheme will be implemented in the plant & will be reviewed on monthly basis & small prize will be implemented in the plant.	System	Minor	20.09.2023	Closed	G	
2	4.1 *	Drawings with revisions, and copies of Endurance standards (incl. raw material, surface treatment, Heat treatment, testing and validation) are present with supplier.	# All latest customer drawings are available along with the standards # Master List of Drawing (F/PD/28) is available. But not updated as verified for one customer M/s Sandhar. # RM & Chemical Standards are also available	Only process available for the Document change, no procedure available to update drawing ECN.	Master list of Drawing updated for all ECN received.	Procedure for document and data control (QSP-04).	System	Improvement	20.09.2023	Closed	G	
3	4.6	Plan Vs Actual monitored and delay identified and action plan available. Review of Activity timing plans is done by top management	# APQP Time plan vs actual monitoring available. # Review mechanism has been defined & it being done within CFT after each phase. MOM is not evident for review meeting	Review method not defined in Procedure (QSP-01)	MOM will be carried out for the every review done during the development.	Procedure update for the Product Development(QSP-01)	System	Minor	From next Development	Closed	G	
4	4.7 *	PPAP for all components being supplied to customers is submitted and signed copy of PSW and other PPAP documents exist with supplier.	# Components PPAP has been submitted to ETL, signed off PSW not available	No process available to sign off PSW from customer.	Approved PPAP will be received from customer.	Procedure for Development(QSP-01) revised for Customer sign off.	System	Minor	30.09.2023	Closed	G	
5	4.8	Process flow diagrams and PFMEA are updated for current process flow and customer complaint EFR. Warranty failure mode. Check for Following: 1. Process sequence from receiving Stage to Dispatch. 2. Important control parameters, appropriate tolerances, inspection facilities/ method and frequency to be clearly indicated in PQCS/ CP.	# Process Flow Diagram and PFMEA are updated for current process flow # PFMEA are updated as per current process & covering all process sequence from Raw Material to dispatch # Important control parameters, appropriate tolerances, inspection facilities/ method and frequency clearly defined in Control Plan. # PFMEA Procedure CL/QA/21 is available # Periodic PFMEA review frequency is once a year. # Input criteria need to defined for review frequency	Input criteria not defined in procedure for review frequency.	Input criteria defined for review frequency.	Procedure updated for PFMEA(CL-QA-21)	System	Improvement	20.09.2023	Closed	G	
6	5.4 *	Product and capacity requirements are understood by the supplier. Actions are planned and implemented to meet requirements.	# BOP part suppliers Capacity understood but need to take capacity confirmation from suppliers	No review done for the capacity supplier as no system defined to evaluate the supplier capacity.	Supplier capacity assessment will be carried out with supplier audit as per audit plan.	Procedure for Supplier Selection/Evaluation & Re-evaluation(QPP-02)	System	Improvement	20.09.2023	Closed	G	
7	5.6	A defined and structured methodology (For new / existing supplier) is followed to control sub-suppliers. (incl. process change management, quality, capacity) Such as Inspection Agreement to include Quality related requirement vsr Product and Process Quality	# Supplier management Procedure available # Agreement regarding Quality is made with sub-supplier CL-QA-11 # Bought out part inspection standards are shared with Sub-Suppliers vsr Product # Supplier Change Management control mechanism not defined	No such system was there to check the supplier change management	Supplier change Management will be arranged from supplier on monthly basis	Procedure for supplier Selection/Evaluation & Re-evaluation(QPP-02) will be updated to include change control management at supplier end.	System	Improvement	20.09.2023	Closed	G	
8	5.7 *	Sub-suppliers are being audited with pre-defined frequency and necessary corrective and preventive actions are being implemented in case of non conformities. Check for verification result of Countermeasure implementation at sub supplier	# Supplier Audit plan (F.PLR.06) is evident but not updated, Freq. of audit is once a year # System Audit check sheet F.PLR.07 is available. Supplier management/controls, Environmental & legal compliance related points can be added in check sheet # Process audit is being done as per control plan # Audit plan vs actual, Audit reports & NC closer are available	No such system was there to check the environmental & legal compliance requirement.	Environmental & legal compliances will be arranged from supplier.	Supplier management/control, Environmental and legal compliance related points added in audit check sheet.	System	Improvement	20.09.2023	Closed	G	
9	5.12	A system exists for communication to end customer (ETL) if shortfall observed which may lead to delivery/loss to customer	# In case of chance of short fall in customer delivery schedule it has been informed to customer through E-mail. # Some need to incorporate in procedure	It was skipped by mistake.	---	Same to be defined in the procedure.	System	Improvement	20.09.2023	Closed	G	
10	6.3	MSDS (Material Safety Data Sheet) exists for applicable items and same should be available at respective stage, storage condition is ensured as defined in MSDS, how Shelf life & FPO of applicable chemicals / items is monitored, check for expiry date monitoring system etc.	# MSDS are available for all Rubbers & Chemicals, but not displayed at appropriate stage # No system for awareness of MSDS requirements	No specified location defined to display MSDS & awareness training was not covered for all concern.	1. Specified location to be finalised for MSDS display & training to be provided to all concern regarding the subject.	Checklist to be prepared against chemicals with required safety parameters for ready reference to all concern.	System	Improvement	30.09.2023	Closed	G	
11	6.5 *	Material Test certificates exist for each lot of material and verification is conducted by comparing with required standard specifications.	# Material test certificates are available for each incoming lot (Chemicals & rubbers etc) # Cross Verification is not being done with standard	No such system was available to cross verify the supplier mill TC with standard	Supplier Mill TC cross verification has been started.	WI will be updated for cross verification of Mill TC.	System	Minor	20.09.2023	Closed	G	
12	8.2	Updated process work instruction are documented, are easy to understand, are available to operators, and are being followed. Operators are trained for first piece in process inspection as mentioned in the control plan.	# Display of Pictorial Work instruction, critical process, quality parameters for easy accessibility to operators. # All operator guidance sheets are in local language for making easy understanding for operators # Operator are trained for understanding of work instructions. -If any WI/PCS is updated training is provided to operators & inspectors # Work instruction need to made for chemical mixing process flow	It was skipped by mistake.	Work Instruction to be made for chemical mixing process flow.	Other process also is to be reviewed and horizontal deployment to be done if required.	System	Improvement	30.09.2023	Closed	G	
13	8.3 *	First Five Pieces Approval (FFPA) system exists for setup and process parameters are set at start of setup change, shift change, tool change, after preventative/maintenance, offset/ error setting in machine program. - Clear Mention of control parameters about Work-start of each Process for Machine, Mold, Jig etc. - Workstart Check List approval from line supervisor Proper controls to achieve FPI-MP cycle time.	# FFPA procedure is not available # FFPA report F-QA-11 is available # First one complete Shot is checked before setup # Events of setup in process inspection is defined in 4M change procedure # Cleaning record not available for Mixing container cleaning # Weight loss monitoring not available for mixing process	1. FFPA carried out as per control plan, but separate procedure is missing.	1. Procedure for FFPA will be made. 2. Clearing frequency to be define and record will be made for Mixing container. 3. Weight loss monitoring will be started for mixing process.		System	Improvement	20.09.2023	Closed	G	



Unit 57 (Unit-1) System audit observation closure Report



Audit Observation & Action plan

Doc. No.: FT/PUR-SQA/13
Rev. No.: 00
Date: 15.04.2022

Supplier Name : M/s Gowell Rubber Industries		Audit Date : 23th Aug 23										
Supplier Code : 101288		Auditor : Dheeraj Mittal Mr. Vikrant Singh										
Supplier Location : Faridabad		SQA Owner : DSM										
Audit Type : System		Auditee : Mr. Arnt, Mr. Sanjay Kohli, Mr. Uttam & Mr. D. Manna										
Audit Score : 82%												
Sr. No	Check point Reference	Check Point	Audit Observation	Root Cause	Corrective Action	Preventive Action	NC's Type (Process, Product, System)	Category (Major/Minor)	Target Date	Actual Closure	Status (R/Y/G)	Remarks
14	8.6	Statistical Process Control is being used to evaluate the production processes, wherever applicable. Run chart for significant characteristics is maintained by supplier.	# SPC Procedure (CL-QA-30) is available # SPC Plan FQA-58 is available and reports are available accordingly. Dust seal SPC study is being done for Inner Dia on monthly basis. Report dated 04.08.23 evident Cp-2.64 & Cpk 1.70 # SPC Parameters not defined in plan	No system to mention parameters in SPC plan.	SPC parameter will be defined in plan.	Procedure for SPC will be updated for the same.	System	Improvement	20.09.2023	Closed	G	
15	8.7 *	Validation of special processes (incl. painting, powder coating, plating, welding, heat treatment, forging etc.) is conducted and recorded.	# Process validation plan & records are not available for kneader & final batch mixing process # Modifying process validation is being done during development	Final batch parameters were missing in validation.	Validation to be done with all parameters of kneader & final batch mixing.	Validation plan to be made for mixing process.	System	Major	20.09.2023	Closed	G	
16	8.9	Clear roles and responsibilities are defined for operators, supervisors, quality engineers, and managers especially in case of abnormal situations related to quality, process parameters and equipment failure. In case of any abnormal condition - Approval for Top Management (e.g. Equipment breakdown, Jig damage, power failure etc.) Date/Time and lot tracking of abnormal condition. Shop floor Operator understand clearly about Purpose & contents of Lot-control Verification by Interview with Operator or Line Leader.	# Abnormal situation handling Work Procedure (CL-PRD 08) defined in 4 M change handling, where Roles and responsibilities defined # Reaction plan available during any non conformity or abnormal situation is observed # Abnormal condition tracking is not available		Abnormal condition tracking to be implemented.		System	Improvement	20.09.2023	Closed	G	
17	8.10	List of kaizens/Poka yokes with the status of implementation & verification system is available	# Kaizen Procedure & Award policy is available # Kaizen format defined # Poka Yoke Sustainance check sheet (F-QA-66) is available. All Poka Yoke not covered in list. Reaction plan is not available in case of failure of Poka Yoke # Visual display/ Identification need to done for Poka Yoke	It was skipped by mistake.	Visual display will be done for Poka Yoke against all machines.	Poka Yoke list will be updated with reaction plan.	System	Minor	30.09.2023	Closed	G	
18	9.4 *	Records of breakdown maintenance and preventive maintenance are maintained. Analysis of breakdowns is conducted.	# Breakdown Procedure is available. # Breakdown information is being given by issue slip (F-MAINT-22) # Breakdown history cards are available & analysis & action (F-MAINT-14) is available for major breakdowns. # Major/Minor breakdown criteria not defined # MTTR & MTBF monitoring is not available		Break down recording will be started with Major & Minor identification & MTTR & MTBF to be started.	Procedure will be updated for the same.	System	Improvement	20.09.2023	Closed	G	
19	10.3	Drawings of all dies, tools and fixtures are available with supplier.	# Tool Drawings are available at tool maker. Need to arrange from tool maker for further reference during die duplication/repair		Tool drawing will be arranged from tool maker.		System	Improvement	30.09.2023	Closed	G	
20	11.2	Calibration status is readily available to operators along with timeline. Calibration plan for all equipment is available and traceability with NABL. Storage area with proper identification	# Calibration plan F-QA-04 is available. # All same instruments (like all vernier caliper) calibration are due at same date, which is need to review the plan. # Calibration sticker is available on all instruments # Calibration is being done at NABL certified lab		Calibration plan will be updated in such a manner so that instrument like vernier calipers/thickness gauge etc. will be calibrated with different date.		System	Improvement	From Next Calibration due	Closed	G	
21	12.1 *	Manually agreed and signed inspection and quality agreements are available with supplier for all components being supplied to Endurance / Other key customers	# Inspection Agreement is available for ETL but not signed off from ETL		Inspection agreement will be signed with customer.		System	Improvement	30.09.2023	Closed	G	
22	13.4	Final inspectors are qualified and trained for final inspection. Operator is able to judge as per limit samples	# Final inspectors list is available & depicted as per skill level. # Eye check-up need to done for final inspectors # Poison test is being done to verify effectiveness of final inspection		Eye check will be arranged for final inspectors.		System	Improvement	30.10.2023	Closed	G	
23	14.3	A defined packing and storage system exists. (incl. component wise storage space, stacking height)	# System available for storage. # Stacking height not defined.		Stacking height defined in Final inspection area.		System	Improvement	Defined	Closed	G	
24	17.3 *	Shop floor is designed with adequate daylight, fresh air circulation, and flame extractors.	# Exhaust are available at Shop floor for fresh air circulation # Lux level monitoring available for all areas # Third party test need to start for Air quality & Noise level		Third party testing will be carried out for Air & noise level.		System	Improvement	30.09.2023	Closed	G	
25	17.5 *	Provision of safety measures is taken by supplier. (incl. fire extinguishers, emergency exits)	# Fire Extinguishers & water hydrant system are available at the prominent locations and displayed in emergency layout. # Emergency exit not identified		Emergency exits identified in the plant.		System	Improvement	Done	Closed	G	
26	19.1 *	A structured plan is created for training for employees. A mechanism exists to identify training needs and to understand effectiveness of training. All Process Training Manual Available. Training schedule is planned for Permanent as well as Contractual Labour. Skill matrix and updation of skill matrix based on criteria	# Annual Training Plan (F-HR-03) is available # Training Modules are available for some internal trainings # Training need identified format is available, but not satisfactory. CSR also need to add in training topics # Training topics needs to reviewed & linked with actual training requirement.		CSR to be added in TNI & training will be conducted for the same. Training topics will be reviewed & linked with actual training requirements.		System	Improvement	30.09.2023	Closed	G	
27	20.1 *	Category specific facility evaluation. Refer defined must facility checklist for suppliers of identified critical part category	# Moulding & Lab test facilities are available # Auto dispensing Unit for Carbon Black & Oil not available # Compound level low temperature reaction test # Cryocore deflashing available # Camera inspection facility ordered # Interlocking available for high temperature at kneader & mixing (Buzzer available)		Auto dispensing for carbon and oil/plasticizers feasibility review under progress, installation target are by end of financial year. (Mar 2024)		Facility	Improvement	Mar-24.	Closed	G	

Legends : R :- Red (Target Date Over) Y :- Yellow (In-Progress) G :- Green (Closed)
Note :- Root Cause & Preventive Action is Mandatory in case of Major/Minor NC's, same can be optional for Improvement suggestions made by auditor