QFR No - 7000822416

Defect Details

NC No.	7000822416
NC Date	03/03/2022
NC Submission Date	
Part No.	S2PL01307B
Part Name	WASHER
Supplier Name & Code	100299-CITIZEN EXPORTS
ETL Plant	1126-ETL Pantnagar
Defect Details	DIMETER UNDERSIZE-Diameter Undersize.

1. Problem Description

Defect Description	I/D undersize in Washer P/C B104E (S2PL01307B) - I/D Specification : 28.10 + 0.20 mm & I/D Observation : 27.88 mm.
Detection Stage	Receipt
Problem Severity	Fitment
NG Quantity	2000
Is Defect Repeatative?	No
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	qualitypantnagar@citizencomponents.com
Plant Head/CEO Email ID	citizenexports@citizencomponents.com
MD Email ID	ceo@citizencomponents.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	7850	0	0	6500	0	14350
Check Qty	7850	0	0	6500	0	14350
NG Qty	2000	0	0	120	0	2120

Action taken on NG part

Scrap	0
Rework	2120
Under Deviation	0

Containment Action
100% Part Checked at Customer end & our FG & WI Stage and after inspection put a dot marking on part with white paint marker .

3. Process Flow

Process Flow Description

Hole ID Punching (Blanking & Punching)

4. Process Details

Process / Operation	Blank & Punching
Outsource	No
Machine / Cell	Power Press Machine
Machine / Cell No.	75Ton -02

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Man	trained Operator	Operator aware about the ID specification for washer	O
Tool	Tool Punch ok as per required	Tool Punch observed in lower side as per required	X
Method	After Powder coating part ID inspection	After Powder coating part ID inspection on sampling base (5 no`s/Lot)	O
Material	Material Grade or Thickness as per drawing	Material Grade or Thickness is ok as per drawing	O
Machine	Machine capacity	75 Ton machine to maintain part thickness & OD of the part	O

6. Inspection Method Analysis (Current)

Inspection Method	Instrument
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	5 Nos /L

7. Root Cause Analysis (Occurance)

Why 1	Washer ID Observed under size -27.88 mm against 28.10+0.2mm.
Why 2	Tool Punch diameter observed 28 mm, lower than the specification of part ID
Why 3	Tool wear out before the set life of 50K no`s
Why 4	No daily verification of tool condition & part ID during process set up
Why 5	
Root Cause (Occurance)	No daily verification of tool condition & part ID during process set up

Root Cause Analysis (Outflow)

Why 1	Washer ID not as per specification after powder coating
Why 2	Defective parts not arrested during inspection
Why 3	Checking only 5 No`s during final stage
Why 4	Final process not designed to arrest defective parts
Why 5	
Root Cause (Outflow)	NG Part not found during sampling inspection due to less sample size (5 no`s/ Lot)

8. Countermeasure (Occurrence , Outflow & System side Actions)

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Tool Punch Outer Diameter 28.30 ~28.40mm will checked during process setup in FPPI	Mr. Jaswant Singh & Mr. Vineet Kumar	07/03/2022	20/04/2022	Completed
Occurance	New Tool Punch designed consider powder coating process 28.40mm	Mr. Amrish Sharma	07/03/2022	20/04/2022	Completed
Outflow	100% Part Will checked after powder coating with ID plug gauge before dispatch at quality gate	Mr. Yogesh Kumar	07/03/2022	20/04/2022	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	100% Inspection done after Powder coating before Dispatch for 1Month at Quality Gate
Inspection Method	Gauge
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	per Lot

10. Evidance of Countermeasure

Occurance (Before)	1-NO daily verification of tool condition during setup approval 2- Punch ID under Size as per Required 0.35mm. 3_Occurance_Before.pptx
Occurance (After)	1- Daily verification started of tool condition during setup approval 2- New ID punch provided 28.45mm and part ID observation 28.18~28.25mm after P/C. 3_Occurance_After.pptx
Outflow (Before)	Sampling Inspection done by instruments (DVC) 3_Outflow_Before.pptx
Outflow (After)	1- 100% Inspection done with ID checking gauge and after Inspection dot marking done on part with white paint marker 3_Outflow_After.pptx

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	533PL00207 Washer / ETL Suspension

12. Document Review

Documents	ControlPlan
Specify Other Document	Not changed

13. Effectiveness Of Action

Reviewed Quantity	100

Reason for submission	Ok