QFR No - 7000823246

Defect Details

NC No.	7000823246
NC Date	07/03/2022
NC Submission Date	
Part No.	520AE00100
Part Name	CORE PLATE CAL 115
Supplier Name & Code	101145-STAR PROJECTS INDIA
ETL Plant	1132-ETL K-226/1 TRANSMISSION
Defect Details	FLATNESS NOT OK.-Flatness o/s 0.25~0.30 mm against 0.10

1. Problem Description

Defect Description	Flatness oversize upto 0.25~0.30 mm against 0.10 mm
Detection Stage	Receipt
Problem Severity	Function
NG Quantity	6000
Is Defect Repeatative?	No
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	qualityhead@starprojectsindia.com
Plant Head/CEO Email ID	engineering@starprojectsindia.com
MD Email ID	ishant@starprojectsindia.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	6000	192000	0	12000	0	210000
Check Qty	6000	36000	0	12000	0	54000
NG Qty	6000	0	0	0	0	6000

Action taken on NG part

Scrap	6000
Rework	0
Under Deviation	0

Containment Action
All material has been hold for 100% re-inspection the same with proper identification

3. Process Flow

Process Flow Description
Receipt of raw material- storage of raw material-Melting-PDC-1st Trimming -Shot blastng-2nd trimming-Barrelling-Shot blasting-Sound testing-Stress relieving -Final inspection & Packing-Storage & Dispatch

4. Process Details

Process / Operation	Packing & Dispatch
Outsource	No
Machine / Cell	Final inspection & Packing
Machine / Cell No.	Packing

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Method	Poor handling during transit	Corrugated box of 5 ply using for packing ,chance of flatness issue	X
Method	100% receiving gauging not done or gauge wear out	100% gauging process done and also gauge verification doing as per defined frequency (F07/QAD(JFR)	O
Method	Heating process not done properly	Heating process adhered as per instruction (WI / PRM / 005,,F10/PRM(OLUM)	O
Method	Part not interlock with each other in heating fixture during heating process	Part proper locked in fixture at heating process by keshav	O
Man	unskilled	Uday pratap ,Baijnath was aware about the flatness issue	O

6. Inspection Method Analysis (Current)

Inspection Method	Gauge
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	Per Lot

7. Root Cause Analysis (Occurance)

Why 1	Poor handling during transit ,chance of flatness issue
Why 2	Existing Packing box not enough to avoid bend or flatness issue during transit .
Why 3	No provision available in existing (Corrugated 5 ply) box to avoid flatness issues during transit.
Why 4	Flatness & broken possibility not consider during material handling in transit
Why 5	
Root Cause (Occurance)	Flatness & broken possibility not consider during material handling in transit

Root Cause Analysis (Outflow)

Why 1	Check point not available at warehouse for flatness /Bend issue in core plate
Why 2	Flatness & bend issue not considered while defined control plan
Why 3	No criteria for defining the inspection parameters in control plan
Why 4	
Why 5	

Root Cause (Outflow)	No criteria for defining the inspection parameters in control plan

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	PP corrugated foldable box to be introduced to avoid flatness and broken issue during transit	Bhim Singh	25/04/2022	13/04/2022	Completed
Occurance	Separator sheet to be introduced in box at top & bottom side to avoid bend & broken issue during transit	Bhim Singh	03/12/2022	12/03/2022	Completed
Outflow	100% marking started after inspection at warehouse	Bhim Singh	12/03/2022	12/03/2022	Completed
Outflow	verification Check point to be added at warehouse	Bhim Singh	03/12/2022	12/03/2022	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	100% marking after gauging & inspection check point added at warehouse
Inspection Method	Gauge
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	each lot

10. Evidance of Countermeasure

Occurance (Before)	5 ply corrugated box using for core plate packing ,No separator available at bottom & top side ,Change of damage & flatness out issue . 5_Occurance_Before.pdf
Occurance (After)	1. 5 ply extra corrugated sheet provided in box at bottom & top side to avoid Flatness , broken & damage issue in core plate of K70 and as well as in other core plate . 2. PP Corrugated foldable box introduced instead of corrugated box 5 ply to avoid flatness ,Broken & damage issue during transit. 5_Occurance_After.pdf
Outflow (Before)	1. No check point available at warehouse . 5_Outflow_Before.pdf
Outflow (After)	1. Check point added with 100% marking after inspection at warehouse to detect flatness ,broken & damages issue in core plate 5_Outflow_After.pdf

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	In all model of core plate

12. Document Review

Documents	WISOP, PackingStd

Specify Other Document	no

13. Effectiveness Of Action

Reviewed Quantity	50000
Reason for submission	ok