

Defect Details

NC No.	7000834887
NC Date	06/05/2022
NC Submission Date	
Part No.	520JT00102
Part Name	PLATE CLUTCH K-70
Supplier Name & Code	100299-CITIZEN EXPORTS
ETL Plant	1135-ETL 7/10 P Nagar
Defect Details	OXDISED-

1. Problem Description

Defect Description	visual defects- rust on plate
Detection Stage	Receipt
Problem Severity	Aesthetic
NG Quantity	512
Is Defect Repeatative?	Yes
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	1440	0	0	1259	594	3293
Check Qty	1440	0	0	1259	594	3293
NG Qty	39	0	0	9	0	48

Action taken on NG part

Scrap	0
Rework	48
Under Deviation	0

Containment Action

100% Part checked at customer end & Citizen end FG with WIP Stage and after inspection defective part resting in Red Bin

3. Process Flow

Process Flow Description

RM & Blanking

4. Process Details

Process / Operation	Blanking
Outsource	No
Machine / Cell	Power Press Machine
Machine / Cell No.	Power Press Machine

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Tool	Tooling ok as per required	Tooling is ok as per required	O
Method	After Planishingdept material has been clean	After Planishing dept material has been clean done at Citizen End	O
Material	Material Grade or Thickness and visual as per required ok	Material Grade or Thickness as per required ok but RM observation rusted type	X
Man	Trained Opreator	Operator aware about the Material Specification	O
Machine	Machine Capacity	Machine Capacity is ok	O

6. Inspection Method Analysis (Current)

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

7. Root Cause Analysis (Occurance)

Why 1	Clutch Plate Rusted Observation at ETL end
Why 2	RM rusted observation at Storage area
Why 3	Due to RM inventory carry out 3 to 4 Month at Citizen End
Why 4	Due to RM MOQ define approx 20Ton with RM Supplier .
Why 5	
Root Cause (Occurance)	Due to RM MOQ define approx 20Ton with RM Supplier .

Root Cause Analysis (Outflow)

Why 1	Defective Part Not arrested during inspection
Why 2	Rusted Part After cleaning not checked
Why 3	
Why 4	
Why 5	
Root Cause (Outflow)	NG part not found during final quality gate.

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	1- Clutch Plate Blank Grinding process after 100% Clutch Plate clean with Anti Rust chemical for avoiding rust issue at customer end 2- Clutch Plate Thickness Minimum 1.58 deviation received from ETL Side avoid to defined Supplier MOQ and other issue	Mr. Yogesh Kumar & Mr. Vineet Kumar	02/06/2022	02/06/2022	Completed
Outflow	1- 100% Part will checked after blanking and also 100% part checked at Quality Gate before dispatch	Mr. Yogesh Kumar & Mr. Vineet Kumar	02/06/2022	02/06/2022	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	100% Part will checked after blanking and also 100% part checked by Visual Method at quality gate before dispatch .
Inspection Method	Other
Other Inspection Method	Visual
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	P/L

10. Evidence of Countermeasure

Occurance (Before)	Rusted Part cleaning have not done with anti rust chemical 91_Occurance_Before.pdf
Occurance (After)	1- Rusted part Cleaning have started with Anti rust chemical and after cleaning rust prevent oil used on part avoiding rust issue. 2- Clutch Plate thickness 1.58mm deviation received against to minimum 1.60mm from ETL Side for avoiding to rust and other issues due to supplier defined MOQ 20T 91_Occurance_After.pdf
Outflow (Before)	Part checked only final stage 91_Outflow_Before.pdf
Outflow (After)	After Cleaning part have checked 100% before Planishing process and 2nd visual inspection have done at Final Stage 91_Outflow_After.pdf

11. Horizontal Deployment

Horizontal Deployment Required	No
Applicable Machine / Model / Plant	Power Machine

12. Document Review

Documents	ProcessFlowChart, InspCheckSheet
Specify Other Document	NA

13. Effectiveness Of Action

Reviewed Quantity	50
Reason for submission	ok