QFR No - 7000836186

Defect Details

NC No.	7000836186
NC Date	14/05/2022
NC Submission Date	
Part No.	F2PH00902B
Part Name	VALVE RETAINER (C101B)
Supplier Name & Code	101037-SHREE PATEL INDUSTRIES
ETL Plant	1136-ETL Suspension Sanand
Defect Details	CENTRE DIST. NOT OK.-Concentricity found out of spec.

1. Problem Description

Defect Description	Concentricity NG i.e. found 0.16/0.23/0.22 against spec of 0.1 mm. Due to which Facing fitment issue with Matting Part.
Detection Stage	Receipt
Problem Severity	Fitment
NG Quantity	2000
Is Defect Repeatative?	Yes
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	quality_spi@rediffmail.com
Plant Head/CEO Email ID	planthead_spi@rediffmail.com
MD Email ID	rspatel_spi@rediffmail.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	14000	0	0	6000	0	20000
Check Qty	14000	0	0	6000	0	20000
NG Qty	1	0	0	0	0	1

Action taken on NG part

Scrap	1
Rework	0
Under Deviation	0

Containment Action
Hold the material at final station and segregation done accordingly .

3. Process Flow

Process Flow Description
10. Incoming RM 20. Parting 30. Facing and Chamfering 40. CNC ID turning & Facing 50. OD Grinding 60. Zink Plating 70. Inspection 80. Packing & Dispatch

4. Process Details

Process / Operation	CNC ID turning & Facing
Outsource	No
Machine / Cell	CNC M/C
Machine / Cell No.	M/C-10

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Machine	Clamping pressure	During Gemba visit, clamping pressure of CNC m/c found inadequate	X

6. Inspection Method Analysis (Current)

Inspection Method	Sp. Gauge
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	05

7. Root Cause Analysis (Occurance)

Why 1	Concentricity found out of spec.
Why 2	Concentricity generate out of spec. during CNC process.
Why 3	Clamping pressure found inadequate during process.
Why 4	Operator was not aware about the Clamping pressure specification.
Why 5	No indication done on clamping pressure.
Root Cause (Occurance)	1. Clamping pressure found inadequate during process. 2. No indication done on clamping pressure.

Root Cause Analysis (Outflow)

Why 1	Concentricity found out of spec.
Why 2	Parts were not traced in final inspection
Why 3	Concentricity not checked during final inspection.
Why 4	
Why 5	
Root Cause (Outflow)	Concentricity not checked during final inspection.

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Red and Green indication Marking done on Clamping Pressure dial to easily understand to operators.	Pradeep Tripathi	16/05/2022	16/05/2022	Completed
Outflow	Sampling inspection started for concentricity check.	Pradeep Tripathi	16/05/2022	16/05/2022	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	No
Change Details	No Change
Inspection Method	Gauge
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	05

10. Evidance of Countermeasure

Occurance (Before)	CP 115_Occurance_Before.xlsx
Occurance (After)	CP 115_Occurance_After.xlsx
Outflow (Before)	Sampling Plan 115_Outflow_Before.xls
Outflow (After)	Sampling Plan 115_Outflow_After.xls

11. Horizontal Deployment

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

12. Document Review

Documents	ControlPlan
Specify Other Document	No

13. Effectiveness Of Action

Reviewed Quantity	0
Reason for submission	Root Cause and Actions are not adequate as per control plan i.e. As per attached Control plan in both Before & After condition Concentricity check point found at CNC M/c Op-40 with 100% frequency by operator. Also observeds previously there was no control point for clamping pressure hence both root cause and actions are not matched with evidenceses. Also add checkpoint for clamping pressure in JH Sheet, and Concentricity check point recording in inspection check sheet and add concentricity checking point at PDI with sampling and start 100% OD checking by ring gaue at FI station. And update all relevant documents like PFMEA, WI, JH Sheet, Inspection Checksheet, SOP OPL, My Check Points, PDI Report etc.