QFR No - 7000844025

Defect Details

NC No.	7000844025
NC Date	22/06/2022
NC Submission Date	
Part No.	520JF00123
Part Name	PISTON GROOVED
Supplier Name & Code	100176-GKN SINTER METALS PRIVATE LIMI
ETL Plant	1126-ETL Pantnagar
Defect Details	RUSTY-Rusty

1. Problem Description

Defect Description	Quality issues of Rust, heavy dents on face due to loose packing (Without separator).
Detection Stage	Receipt
Problem Severity	Aesthetic
NG Quantity	9716
Is Defect Repeatative?	Yes
Defect Sketch / Photo	yjs2ms4h4ye1mpfi2hldotw3.png

Supplier Communication Details

Quality Head Email ID	Manojkumar.Mali@gknpm.com
Plant Head/CEO Email ID	Manojkumar.Mali@gknpm.com
MD Email ID	Rajesh.Mirani@gknpm.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	46000	35000	0	25000	120000	226000
Check Qty	46000	35000	0	25000	120000	226000
NG Qty	9716	4612	0	2611	120000	136939

Action taken on NG part

Scrap	9716
Rework	0
Under Deviation	0

Containment Action
All stock lying at ETL is under segregation. Quality Alert raised at Inhouse & Tier 2 Location ,Warehouse & Inhouse stock is under segregation

3. Process Flow

Process Flow Description
Forming - Sintering - Sizing -Machining - Oil dipping -Packing - PDI Inspection

4. Process Details

Process / Operation	Machining
Outsource	Yes
Machine / Cell	Oil dipping
Machine / Cell No.	NA

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Method	Parts exposed to the coolant mixed dewatering oil	Parts are found in contact with coolent mixed dewatering oil.	X
Material	Parts Metallurgy NG	Parts are OK to the metallurgical check and found 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	100

7. Root Cause Analysis (Occurance)

Why 1	Parts exposed to the coolant mixed dewatering oil
Why 2	Parts are in contact with coolant mixed dewatering oil
Why 3	Parts carrying tray is resting at bottom side of the tank
Why 4	Tray resting pads are at the bottom of the oil tank.
Why 5	Tray resting pads are at the bottom of the oil tank.
Root Cause (Occurance)	Parts are in contact with coolant mixed dewatering oil

Root Cause Analysis (Outflow)

Why 1	Skipped in IN process and Final inspection
Why 2	Parts was found ok during inspection
Why 3	Parts was rust free after final inspection
Why 4	After final inspection , parts was ok at GKN pdi
Why 5	Parts gets rusty after clearing the material from PDI
Root Cause (Outflow)	Parts gets rusty afeter clearing the material from PDI

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status

Outflow	Refreshment training is provided to all operators and inspectors thru One Point lesson and quality alert.	Yogesh Wase	10/06/2022	24/06/2022	Completed
Occurance	1. Dewatering tank design will be modified as stopper (Resting pads) for tray resting will placed upward to avoid the contact with coolant mixed oil.	Yogesh Wase	24/06/2022	10/06/2022	Completed
Outflow	Supervisor will re verify lots before dispatch after packing	Yogesh Wase	10/06/2022	10/06/2022	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	No
Change Details	NA
Inspection Method	Other
Other Inspection Method	NA
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	100

10. Evidance of Countermeasure

Occurance (Before)	Dewatering Tray Rest at the Bottom of the Oil Tank Coolant mix oil found at same area Draining frequency is Once/Day Parts get affected due to coolant mix oil 182_Occurance_Before.xlsx
Occurance (After)	Design of Dewatering Tank Is Changed Tray Resting Area Fixed near to mid of tank,Frequency of coolant drain is changed by Once /Hr.Parts not affected due to coolant mix oil 182_Occurance_After.xlsx
Outflow (Before)	NA 182_Outflow_Before.xlsx
Outflow (After)	Supervisor will re verify lots before despatch after packing. 182_Outflow_After.xlsx

11. Horizontal Deployment

Horizontal Deployment Required	No
Applicable Machine / Model / Plant	NA

12. Document Review

Documents	ControlPlan, PFMEA
Specify Other Document	NA

13. Effectiveness Of Action

Reviewed Quantity	1
Reason for submission	Found OK