QFR No - 7000849927

Defect Details

NC No.	7000849927
NC Date	19/07/2022
NC Submission Date	
Part No.	530DC00802
Part Name	INNER DUST COVER
Supplier Name & Code	101135-JAIRAJ ANCILLARIES PVT LTD
ETL Plant	1136-ETL Suspension Sanand
Defect Details	NOT AS PER LIMIT SAMPLE- Rubbing mark,scratch mark,visual Defect

1. Problem Description

Defect Description	Dent & Scratches
Detection Stage	Receipt
Problem Severity	Aesthetic
NG Quantity	3537
Is Defect Repeatative?	No
Defect Sketch / Photo	djmfyappvchnnfd1btqarm1q.jpg

Supplier Communication Details

Quality Head Email ID	qms@jairajgroup.com
Plant Head/CEO Email ID	agm.sanand@jairajgroup.com
MD Email ID	rajiv@jairajgroup.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	8500	0	0	2000	0	10500
Check Qty	8500	0	0	2000	0	10500
NG Qty	6910	0	0	235	0	7145

Action taken on NG part

Scrap	235
Rework	0
Under Deviation	0

Containment Action
1. 100 % inspection done at ETL end & checked all the material from all stages. 2. Defective parts from WIP & FG stock are scrapped - Total scrap qty - 235 no`s , Dated on 21.07.2022

3. Process Flow

Process Flow Description
RM Receiving - Inward Inspection - RM issue to Production - Injection Molding Process - Degating/Deflashing - Final Inspection - Packing & Identification -PDI - Dispatch

4. Process Details

Process / Operation	Injection molding
Outsource	No
Machine / Cell	IMM
Machine / Cell No.	IMM-07/E140T

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Method	Process Parameter Not follow as per OCS/CP	Verifi ed Process parameter as per Control plan found OK	O
Machine	Machine change	Verified the mold machine matrix & found ok . Parts produced on defined machine as per matrix	O
Man	Unskilled Operator or Inspector Awareness about the defect	Shill evaluation done about the defect awareness - found ok	O
Material	RM Grade not as per specification	Supplier RMTC Verified and Third party Testing done from NABL approved lab for PPCP RM.	O
Tool	Tool Preventive Maintenance not done as per schedule.	Verified Tool PM schedule with actual PM- Found OK . Tool surface gloss found dull	X
Method	Material handling method is inappropriate	Verified handling method. Improvement required to avoid direct contact of parts with plastic bin	X

6. Inspection Method Analysis (Current)

Inspection Method	Other
Other Inspection Method	Visually
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	-

7. Root Cause Analysis (Occurance)

Why 1	Method of handling is inappropriate at several stages for glossy parts resulting into visual defects
Why 2	Less awareness about material handling for glossy parts as there is Direct contact of parts with plastic bin
Why 3	
Why 4	
Why 5	
Root Cause (Occurance)	Less awareness about material handling for glossy parts

Root Cause Analysis (Outflow)

Why 1	Defective parts skipped to customer
Why 2	Defect is not detected at final inspection stage
Why 3	Material handling after final inspection done inappropriate way resulting into visual defects

Why 4	
Why 5	
Root Cause (Outflow)	Material handling after final inspection done inappropriate way resulting into visual defects

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Tool PM frequency to be verified and cavity gloss verification term added in PM Check sheet.	Mr.Nilesh Patil	22/07/2022	22/07/2022	Completed
Outflow	OPL & Q Alert to be Displayed at defect occurrence stage	Mr. Sachin Kulkarni	22/07/2022	22/07/2022	Completed
Occurance	Implement packing standard wrt material handling to avoid direct contact of parts with plastic bin	Mr. Sachin Kulkarni	22/07/2022	22/07/2022	Completed
Outflow	On Job Training to be given to concerned peoples	Mr. Sachin Kulkarni	23/07/2022	23/07/2022	Completed

9. Inspection Method After Customer Complaint

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

10. Evidance of Countermeasure

Occurance (Before)	Material handling done in plastic bin 207_Occurance_Before.pdf
Occurance (After)	Material handling improved as polybag implemented on machine . No use of plastic bin to avoid direct contact of parts with bin 207_Occurance_After.pdf
Outflow (Before)	At final inspection stage, packing is inappropriate resulting visual defects as packing & dispatch activity to be carried out after this. 207_Outflow_Before.pdf
Outflow (After)	Packing standard implemented at final inspection stage . After inspection , standard size of 100 no`s will be packed in stacking order with polybag. 207_Outflow_After.pdf

11. Horizontal Deployment

Horizontal Deployment Required	No
Applicable Machine / Model / Plant	-

12. Document Review

Documents	ControlPlan, PMCheckSheet, PFMEA, WISOP, PackingStd, InspCheckSheet

Specify Other Document	-

13. Effectiveness Of Action

Reviewed Quantity	2000
Reason for submission	Verified improve lot and found effective. Also verified minor correction in arranging of material in packing improved material condition.