QFR No - 7000869422

Defect Details

NC No.	7000869422
NC Date	10/10/2022
NC Submission Date	
Part No.	520GR00102
Part Name	MEMBRANE
Supplier Name & Code	203807-ROOP POLYMERS LTD.
ETL Plant	1126-ETL Pantnagar
Defect Details	LEAKAGE-Leakage Due to non-filling

1. Problem Description

Defect Description	Leakage issue due to Non Filling at O Ring
Detection Stage	Receipt
Problem Severity	Function
NG Quantity	9000
Is Defect Repeatative?	Yes
Defect Sketch / Photo	cwg20gmhnzlfu0ffjmtswljj.jpg

Supplier Communication Details

Quality Head Email ID	prem.singh@rooppolymers.com
Plant Head/CEO Email ID	ashish.grover@rooppolymers.com
MD Email ID	pbs.rawat@rooppolymers.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	2000	0	0	500	200	2700
Check Qty	2000	0	0	500	200	2700
NG Qty	12	0	0	5	0	17

Action taken on NG part

Scrap	10
Rework	7
Under Deviation	0

Containment Action
Verify the available lot @ ETL as well as plant

3. Process Flow

Process Flow Description
Rubber Molding.

4. Process Details

Process / Operation	Molding
Outsource	No
Machine / Cell	08
Machine / Cell No.	1

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Method	Material Loading Pattern Not Followed.	Found As per PCS.	O
Man	Less skilled operator	Skilled level 3 operator , as per skill matrix	O
Machine	Level of Machine Not OK	Level found within 0.025mm against spec 0.5mm	O
Material	Hardness of Material Excess	Found 55 Shore A	O
Tool	Leakage From Pocket & Plunger	Gap Observed in Plunger & Pocket.	X
Man	Less input weight placed by operator	Checked weight & 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	Leakage issue due to Non Filling at O Ring area
Why 2	Material Leakage from Transfer Pocket
Why 3	Clearance observed in Pocket & Plunger corners.
Why 4	
Why 5	
Root Cause (Occurance)	Clearance observed in Pocket & Plunger corners.

Root Cause Analysis (Outflow)

Why 1	Non filling @ O- ring Out flowed to customer.
Why 2	Defective Part Mix-up with OK Parts
Why 3	Small Red Bin Installed @ top of Inspection Table.
Why 4	
Why 5	
Root Cause (Outflow)	Small Red Bin Installed @ top of Inspection Table.

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Pocket & Plunger welding & matching done to prevent Leakage	Daler Singh	14/10/2022	14/10/2022	Completed
Outflow	Training given to concerned Inspector	Rishabh Rastogi	14/10/2022	14/10/2022	Completed
Outflow	Red Bin Location Defined inside the Inspection table & Hole Given on top of the table to place the part into red bin.	Rishabh Rastogi	13/10/2022	14/10/2022	Completed

9. Inspection Method After Customer Complaint

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

10. Evidance of Countermeasure

Occurance (Before)	Clearance between Plunger & Pocket. 280_Occurance_Before.jpg
Occurance (After)	Welding & Matching done on plunger to prevent Leakage 280_Occurance_After.jpg
Outflow (Before)	Red Bin is above the table, NG Part Mixed with OK Parts. 280_Outflow_Before.jpg
Outflow (After)	Red Bin placed Under rack, Hole Given for Part placing into red bin. 280_Outflow_After.jpg

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	Rubber Moulding

12. Document Review

Documents	WISOP
Specify Other Document	Tool History Card

13. Effectiveness Of Action

Reviewed Quantity	1

Reason for submission	Found OK