

Defect Details

NC No.	7000869893
NC Date	11/10/2022
NC Submission Date	
Part No.	520FN04002
Part Name	HOLDER CLUTCH
Supplier Name & Code	100153-HINDUSTAN PRESSINGS PVT.LTD.
ETL Plant	1135-ETL 7/10 P Nagar
Defect Details	DEEP MARK-

1. Problem Description

Defect Description	Dent issue on ID
Detection Stage	Receipt
Problem Severity	Fitment
NG Quantity	250
Is Defect Repeatative?	Yes
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	quality.p1@hpplindia.com
Plant Head/CEO Email ID	spatil@hpplindia.com
MD Email ID	rakesh@hpplindia.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	9000	1000	0	0	0	10000
Check Qty	9000	0	0	0	0	9000
NG Qty	3072	0	0	0	0	3072

Action taken on NG part

Scrap	0
Rework	3072
Under Deviation	0

Containment Action

Segregation done at ETL pantanagar.

3. Process Flow

Process Flow Description

1. Raw material receipt and Inspection , 2. blanking and piercing, 3. sandering , 4. Vibro and Dryer, 5. Four Hole Chamfer, 6. Machining -Outsource, 7. Final Inspection 8. Oiling and packaging, 9. PDIR & Dispatch

4. Process Details

Process / Operation	Machining and material handling
Outsource	Yes
Machine / Cell	CNC Lathe
Machine / Cell No.	01

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Material	poor material finish or pitted material used	HR material is used as specified in drg, small dent mark on HR finish material are acceptable .	O
Man	poor material handling during inprocess and inspection	verified that bins are provided at each station and material stacking done neatly.	O
Tool	damaged tool used	tool condition was okay	O
Machine	tool mark during machining	verified, found okay	O
Method	Poor material handling during transportation from pune to aurangabad warehouse	after receipt at warehouse parts checked, dent on the parts observed.	X

6. Inspection Method Analysis (Current)

Inspection Method	Other
Other Inspection Method	visual checking
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	lot size

7. Root Cause Analysis (Occurance)

Why 1	Dent mark on ID, OD & Face.
Why 2	Dent marks are due to metal to metal contact and misshandling.
Why 3	during transit from pune to aurangabad warehouse and loading-unloading these dent issue occurred.
Why 4	
Why 5	
Root Cause (Occurance)	Due to poor material handling while transportation and loading -unloading heavy dent observed.

Root Cause Analysis (Outflow)

Why 1	Dent mark on ID, OD & Face
Why 2	100% inspection done by final inspector but defect not detected.
Why 3	Less awareness to inspector regarding small dents on face which is not detected visually easily.
Why 4	
Why 5	

Root Cause (Outflow)

Less awareness to inspector regarding small dents which are not detected visually easily.

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Awareness given to the transportor about dent issue due to poor transportation.	Mr.Sontakke (HPPL, Aurangabad) and transportor	20/10/2022	18/10/2022	Completed
Occurance	training given to the personel who are involved in loading and unloading at warehouse and personnel from HPPL PUNE	Mr. Hitendra Patil(HPPL) and Mr, Sontakke(HPPL)	20/10/2022	18/10/2022	Completed
Outflow	1. Inspector training regarding all final inspection activities of 4002 holder, specially focussing on smaller dent on face. 2. 100% visual inspection at HPPL pune and 100% visual insection at HPPL aurangabad warehouse by experienced senior QA person for next 3 lot	Mr.Sontakke (HPPL, Aurangabad)	20/10/2022	18/10/2022	Completed

9. Inspection Method After Customer Complaint

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

10. Evidance of Countermeasure

Occurance (Before)	dent mark was observed due to misshandling and metal to metal contact during material transit 282_Occurance_Before.pdf
Occurance (After)	Awareness given about dent issue due to poor transportation to the transportor. training on material loading unloading is given at HPPL PUNE and HPPL warehouse aurangabad. 282_Occurance_After.pdf
Outflow (Before)	Less awareness to inspector regarding small dents on face which is not detected visually easily. 282_Outflow_Before.pdf
Outflow (After)	1. Inspector training regarding all final inspection activities of 4002 holder, specially focussing on smaller dent on face. 2. 100% visual inspection at HPPL pune and 100% visual insection at HPPL aurangabad warehouse by experienced senior QA person for next 3 lot. 282_Outflow_After.pdf

11. Horizontal Deployment

Horizontal Deployment Required	No
Applicable Machine / Model / Plant	NA

12. Document Review

Documents	InspCheckSheet
Specify Other Document	NA

13. Effectiveness Of Action

Reviewed Quantity	50
Reason for submission	ok