QFR No - 7000870350

Defect Details

NC No.	7000870350
NC Date	12/10/2022
NC Submission Date	
Part No.	S2HT12007B
Part Name	INNER SPRING_B104_E
Supplier Name & Code	100834-LALJI GOPINATHJI INDUSTRIES
ETL Plant	1126-ETL Pantnagar
Defect Details	DIAMETER OVER SIZE-I/D Undersize in Inner Spring B104E

1. Problem Description

Defect Description	I/D Undersize in Inner Spring B104E (S2HT12007B).
Detection Stage	Receipt
Problem Severity	Fitment
NG Quantity	238
Is Defect Repeatative?	Yes
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	std@lgindustries.co.in
Plant Head/CEO Email ID	rahulkumar@lgindustries.co.in
MD Email ID	lalit.k@lgindustries.co.in

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	2968	0	0	1000	0	3968
Check Qty	2968	0	0	1000	0	3968
NG Qty	238	0	0	0	0	238

Action taken on NG part

Scrap	238
Rework	0
Under Deviation	0

Containment Action
1-Immediate supply stopped only for next lot to verify the problem at our end.,2-All the pipeline parts seggrigated and NG parts removed from the shop flore.and.Only 100 % inspected material should be supplied to customer.

3. Process Flow

Process Flow Description
1.Incoming Rm ,2- coiling .3-Tempring,4-greanding .5-shoot peening ,6-Recovery,7-secend Tempring ,8-powder caoting,9-PDI inspection ,10-Dispatch

4. Process Details

Process / Operation	PDI Stage
Outsource	No
Machine / Cell	CNC coiling m/c
Machine / Cell No.	CSK-690

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Tool	Gauge	To be verified in internal calibration std room by Micrometer found whithin spcifaction	O
Machine	coiling m/c	To be verified all cnc process parameter found ok within specification	O
Method	Inspection	Due to not proper checking inspection as par frequency	X
Man	Negligence of PDI inspector	PDI Inspector Negligence that they not do proper checked 100%	X
Material	RM	To be verified as par incoming inspection check sheet&With TC Found ok	O

6. Inspection Method Analysis (Current)

Inspection Method	Gauge
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	0

7. Root Cause Analysis (Occurance)

Why 1	spring inner diameter under size
Why 2	spring inner diameter under size found after Powder coating
Why 3	spring inner Diameter Found lower side during coiling Lower side (29.9mm)
Why 4	
Why 5	
Root Cause (Occurance)	spring inner diameter found Lower side specification (29.90 mm-30.30mm)

Root Cause Analysis (Outflow)

Why 1	spring inner diameter Found undersize
Why 2	after powder coating 100 % inspection not proper done by PDI inspector
Why 3	lack of Awareness of PDI about spring ID Fitment
Why 4	
Why 5	

Root Cause (Outflow)	Due to PDI inspector negligence that they not do proper CHECKD by gauge

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Outflow	Operator`s on the job training done shox assembly fitment parameter and OPL Display for fitment parameter on powder coating both ,and 100 % inspection to be verified on the PDI stage by QA inspector sampling basis	Mr.umesh tiwari and Sunil	18/10/2022	18/10/2022	Completed
Occurance	To maintain inner Diameter higher side within specification (30.10-30.30mm)	MR.Sunil	18/10/2022	18/10/2022	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	we have already 100% checked by PDI inspector But crossed verified after PDI stage checked sampling basis by QA
Inspection Method	Gauge
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	sam.plan

10. Evidance of Countermeasure

Occurance (Before)	Before powder coating we have used this inner id gauge within specification (29.25-29.90 mm) 283_Occurance_Before.jpg
Occurance (After)	To be interduce new gauge for before powder coating stage and specification within (30.00-30.30) 283_Occurance_After.jpg
Outflow (Before)	operator not proper aware for shox assembly fitment at the PDI Stage, no sampling plan after inspection 283_Outflow_Before.pdf
Outflow (After)	1-Proper training is given to PDI inspector for inner dia fitment issue ,2-Samplening plan is made for after final inspection ,3-WI/OPL Displayed for 100% inner dia inspection at relevent stage 283_Outflow_After.pdf

11. Horizontal Deployment

Horizontal Deployment Required	No
Applicable Machine / Model / Plant	spring division

12. Document Review

Documents	ControlPlan, WISOP
Specify Other Document	no

13. Effectiveness Of Action

Reviewed Quantity	1
Reason for submission	Found OK