

Defect Details

NC No.	7000894990
NC Date	08/02/2023
NC Submission Date	
Part No.	F2FA19033M
Part Name	K0PG FORK PIPE MACHINED
Supplier Name & Code	101109-TUBE INVESTMENTS OF INDIA LIMI
ETL Plant	1136-ETL Suspension Sanand
Defect Details	DENT ON FACE-heavy dent on top side

1. Problem Description

Defect Description	Heavy dent found on top face of fork pipe at inward stage.
Detection Stage	Receipt
Problem Severity	Aesthetic
NG Quantity	131
Is Defect Repeatative?	No
Defect Sketch / Photo	a3roswkiyujji0kn1hyihff.png

Supplier Communication Details

Quality Head Email ID	anandms@tii.murugappa.com
Plant Head/CEO Email ID	vijayakumarv@tii.murugappa.com
MD Email ID	mukeshahuja@tii.murugappa.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	2505	0	0	1800	1000	5305
Check Qty	2505	0	0	1800	1000	5305
NG Qty	131	0	0	5	0	136

Action taken on NG part

Scrap	136
Rework	0
Under Deviation	0

Containment Action

100% Visual Inspection Done at ETL end for all available Qty.

3. Process Flow

Process Flow Description

Incoming Material - Inward Inspection - Storage - CNC Machining Clip Side - CNC Machining Caulking Side - Drilling - Deburring - Final Inspection - Dispatch.

4. Process Details

Process / Operation	CNC Machining
Outsource	No
Machine / Cell	CNC Machining Cell
Machine / Cell No.	Marshal No - 3

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Method	Inspection SOP not Followed	Verified through Gemba observation and found that in visual inspection of face dent not check & by	X
Material	Dent Mark on Face of Raw Tube	Verified Found OK	O
Man	Un skill Operator	Verified found Skill Operator	O
Machine	Tube Resting Stopper Condition	Verified through Gemba observation and found stopper Resting Surface Damage	X

6. Inspection Method Analysis (Current)

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

7. Root Cause Analysis (Occurance)

Why 1	Machining Clip Side top on heavy dent found at customer end.
Why 2	Dent generation found after caulking side machining (2 nd Side M/cing)
Why 3	Stopper face damage by chips and continuous part butting on face
Why 4	Stopper checking frequency on Monthly basis.
Why 5	
Root Cause (Occurance)	Stopper checking frequency on Monthly basis.

Root Cause Analysis (Outflow)

Why 1	Machining Clip Side top on heavy dent found at customer end.
Why 2	Part skipped from final visual inspection.
Why 3	Inspector negligence
Why 4	
Why 5	
Root Cause (Outflow)	Inspector negligence

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	stopper check frequency changed to Weekly bases.	Mr. Piyush Parmar	19/02/2023	17/02/2023	Completed
Outflow	Training given to Inspector for check Face dent mark on clip face side. Training given to operator for after machining check Face dent mark on clip face side.	Mr. Piyush Parmar	13/02/2023	11/02/2023	Completed

9. Inspection Method After Customer Complaint

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

10. Evidence of Countermeasure

Occurance (Before)	Stopper checking frequency on Monthly basis. 358_Occurance_Before.ppt
Occurance (After)	Stopper checking frequency on Weekly basis & monitoring Sheet attached 358_Occurance_After.pptx
Outflow (Before)	Inspector negligence 358_Outflow_Before.pptx
Outflow (After)	Training given to Inspector for check Face dent mark on clip face side. Training given to operator for after machining check Face dent mark on clip face side. 358_Outflow_After.pptx

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	Model - K86 -A

12. Document Review

Documents	PMCheckSheet
Specify Other Document	No

13. Effectiveness Of Action

Reviewed Quantity	10
Reason for submission	Dent problem not found on face of fork pipe K0PG for upcoming lots .

