QFR No - 7000909710

Defect Details

NC No.	7000909710
NC Date	15/04/2023
NC Submission Date	
Part No.	520BD00102
Part Name	BOTTOM CAP
Supplier Name & Code	100165-SAPTAGIRI INDUSTRIES
ETL Plant	1116-ETL K-120 Suspension
Defect Details	M/CING SHIFT.-Flat Distence 3.5 found not ok(uneven)

1. Problem Description

Defect Description	Bottom cap observed with offset punching concern. This is repetitive concern in all models & may leads to fitment NG at end customer end.
Detection Stage	Receipt
Problem Severity	Function
NG Quantity	6000
Is Defect Repeatative?	Yes
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	quality@saptagirigroup.in
Plant Head/CEO Email ID	production@saptagirigroup.in
MD Email ID	argandhi@saptagirigroup.in

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	6000	2000	0	0	7000	15000
Check Qty	6000	2000	0	0	7000	15000
NG Qty	6000	0	0	0	0	6000

Action taken on NG part

Scrap	6000
Rework	0
Under Deviation	0

Containment Action
100% material verified by visual inspection at all stages.

3. Process Flow

Process Flow Description
RM + Sheet sharing + Blanking + Forming + Trimming + OD turning

4. Process Details

Process / Operation	Forming
Outsource	No
Machine / Cell	PS/10
Machine / Cell No.	01

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Method	New carbide bush parallelism not verified	Parallelism observed upto 1.0 mm	X
Man	Inspector not aware about the dim 3.5 mm	awareness training not provided to concern inspector	X
Man	Inspector not aware the straight portion	No Q-alert display at work place	X
Tool	New tool inspection not done	New tool installed without inspection	X

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	Bottom cap offset punching observed
Why 2	new carbide bush replace with old one(old bush ID observed 28.24 mm against 28.1+0.1 mm
Why 3	Forming at one side
Why 4	As installed new carbide bush, it has observed a tapper up to 1.0mm (not parallel w.r.t. top.)
Why 5	
Root Cause (Occurance)	As installed new carbide bush, it has observed a tapper up to 1.0mm (not parallel w.r.t. top).

Root Cause Analysis (Outflow)

Why 1	Offset punch parts detected at the customer end
Why 2	Due to less awareness of the final inspector, defective parts skip from the final inspection
Why 3	No awareness training was provided. No Q-alert display at the final inspection
Why 4	
Why 5	
Root Cause (Outflow)	No awareness training was provided. No Q-alert display at the final inspection

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Carbide bush verified for parallelism	Mr. Dhirajkumar	29/04/2023	29/04/2023	Completed
Occurance	Will made a SOP for carbide bush installation	Mr. Patel	06/05/2023	06/05/2023	Completed
Outflow	While production first part of the shift will verify by profile projector daily	Mr. Dhirajkumar	29/04/2023	29/04/2023	Completed
Outflow	Awareness training will provide to final inspector	Mr. Dhirajkumar	29/04/2023	29/04/2023	Completed
Occurance	At stored all carbide bush will verify for parallelism and other fitment parameter.	Mr. Patel	06/05/2023	06/05/2023	Completed
Occurance	Observed parallelism up to 1.0mm, It is rework by turning operation	Mr. Patel	06/05/2023	08/05/2023	Completed
Occurance	After rework carbide bush verified and observed 0.12mm	Mr. Patel	06/05/2023	06/05/2023	Completed
Outflow	Q-alert will display at every concern location(Machine shop, final inspection)	Mr. Dhirajkumar	29/04/2023	29/04/2023	Completed
Outflow	DO the feasibility for special gauge to verify bottom cap profile.	Mr. Dhirajkumar	06/05/2023	06/05/2023	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	No
Change Details	No any change
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)	Bush Parallelism not verifying 410_Occurance_Before.pptx
Occurance (After)	Bush Parallelism verified 410_Occurance_After.pptx
Outflow (Before)	Q-alert and training about uneven surfaces not given 410_Outflow_Before.pptx
Outflow (After)	Q-alert and training about uneven surfaces given to concern manpower 410_Outflow_After.pptx

11. Horizontal Deployment

Horizontal Deployment Required	No
Applicable Machine / Model / Plant	Press Machine 10

12. Document Review

Documents	WISOP
Specify Other Document	SOP

13. Effectiveness Of Action

Reviewed Quantity	10
Reason for submission	Corrective action parts submission.