

Defect Details

NC No.	7000909764
NC Date	17/04/2023
NC Submission Date	
Part No.	B2RW00226O
Part Name	PISTON ACTUATOR REGULAR 32.1 MM
Supplier Name & Code	100106-SHARP ENGINEERS.
ETL Plant	1156-ETL Disc Brake P'Nagar
Defect Details	LENGTH UNDERSIZE-

1. Problem Description

Defect Description	Length short issue
Detection Stage	Receipt
Problem Severity	Fitment
NG Quantity	54
Is Defect Repeatative?	Yes
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	quality@apw3.co.in
Plant Head/CEO Email ID	kurund.ma@sharp-engineers.com
MD Email ID	urkhandelwal@sharp-engineers.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	5000	5000	0	2000	0	12000
Check Qty	5000	5000	0	0	0	10000
NG Qty	54	2	0	0	0	56

Action taken on NG part

Scrap	0
Rework	56
Under Deviation	0

Containment Action

Segregation done immediately at ETL pipeline material and warehouse material.

3. Process Flow

Process Flow Description

10) RM Inward 20) Parting & Forming 30) Forming 40) Plating Process (Outsource) 50) Inward inspection 60) Storage 70) Final Inspection

4. Process Details

Process / Operation	Forming Process
Outsource	No
Machine / Cell	Traub Section
Machine / Cell No.	SE/SO/01

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Material	Incorrect RM grade	Third part inspection verified for chemical composition and hardness testing as per requirement.	O
Method	PISTON ACTUATOR-MODIFIED checking by single ended snap gauge.	Sampling basis inspection as per IS:2500 and inspection done by vernier caliper..	X
Tool	Excess use of forming tool/Tool worn out.	Tool life monitoring as per defined frequency and record updated	O
Machine	Inadequate check Point in JH check sheet	Monthly JH check sheet available on machine and all the check point is being checked and recorded as	O
Man	Judgment error While checking	Master sample/ Limit sample provided for Checking at final as well as process stage	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	1:1

7. Root Cause Analysis (Occurance)

Why 1	Wrong part Piston Actuator KHI (B2RW00326O) mix up with PISTON ACTUATOR-MODIFIED (B2RW00226O)
Why 2	Single packing stage for both piston and both parts look like almost same.
Why 3	Packing person inadequate knowledge and get confused while packing
Why 4	OPL and Q alert not displayed at packing and inspection stage.
Why 5	
Root Cause (Occurance)	Packing person inadequate knowledge of part and OPL Q alert not displayed at packing and inspection stage.

Root Cause Analysis (Outflow)

Why 1	PISTON ACTUATOR-MODIFIED (B2RW00226O) mix up with Piston Actuator KHI (B2RW00326O)
Why 2	Sampling basis inspection as per IS:2500 and checking done by vernier caliper.
Why 3	No 100% inspection for piston actuator modified (B2RW00226O)
Why 4	By system design
Why 5	

Root Cause (Outflow)

No 100% inspection for piston actuator modified (B2RW00226O)

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Packing stages are identified for PISTON ACTUATOR-MODIFIED (B2RW00226O) and packing is being done at two different stage for both the pistons and OPL displayed.	Mr. Shaikh L.n.	12/04/2023	12/04/2023	Completed
Outflow	On job training given to packing person and inspectors , OPL and Q alert displayed at packing and inspection stage to avoid mix up issue, Standard SESG provided for inspection in place of digital vernier.	Mr. MD ansari/Mrs. Jadhav	12/04/2023	12/04/2023	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	100% inspection by SESG (Single ended snap gauge)
Inspection Method	Gauge
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	1:1

10. Evidance of Countermeasure

Occurance (Before)	Packing person inadequate knowledge of part and OPL Q alert not displayed at packing and inspection stage. 415_Occurance_Before.pptx
Occurance (After)	Packing stages are identified for PISTON ACTUATOR-MODIFIED (B2RW00226O) and packing is being done at two different stage for both the pistons and OPL displayed. 415_Occurance_After.pptx
Outflow (Before)	No 100% inspection for piston actuator modified (B2RW00226O) checking done by vernier caliper. 415_Outflow_Before.pptx
Outflow (After)	On job training given to packing person and inspectors , OPL and Q alert displayed at packing and inspection stage to avoid mix up issue, Standard SESG provided for inspection in place of digital vernier. 415_Outflow_After.pptx

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	NA

12. Document Review

Documents	ControlPlan, PFMEA, WISOP
Specify Other Document	NA

13. Effectiveness Of Action

Reviewed Quantity	100
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Reason for submission	ok
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