

## Defect Details

<b>NC No.</b>	7000915724
<b>NC Date</b>	15/05/2023
<b>NC Submission Date</b>	
<b>Part No.</b>	520FR02602
<b>Part Name</b>	DAMPER PLATE K1
<b>Supplier Name &amp; Code</b>	100150-DHANANJAY ENTERPRISES
<b>ETL Plant</b>	1135-ETL 7/10 P Nagar
<b>Defect Details</b>	DENT MARK-

## 1. Problem Description

<b>Defect Description</b>	Dent and scratch marks on OD corner
<b>Detection Stage</b>	Receipt
<b>Problem Severity</b>	Function
<b>NG Quantity</b>	150
<b>Is Defect Repeatative?</b>	Yes
<b>Defect Sketch / Photo</b>	

## Supplier Communication Details

<b>Quality Head Email ID</b>	qade@dhananjaygroup.com
<b>Plant Head/CEO Email ID</b>	gunjalvs@dhananjaygroup.com
<b>MD Email ID</b>	kandakuretn@dhananjaygroup.com

## 2. Stock Details &amp; action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
<b>Total Qty</b>	9760	0	0	0	0	9760
<b>Check Qty</b>	9760	0	0	0	0	9760
<b>NG Qty</b>	150	0	0	0	0	150

## Action taken on NG part

<b>Scrap</b>	150
<b>Rework</b>	0
<b>Under Deviation</b>	0

## Containment Action

All the material at ETL Pantnagar end is Inspected

## 3. Process Flow

**Process Flow Description**

Inward Inspection-Shearing-Blanking &amp; Piercing-Deburring-Chamfering-Deburring-Straightening-Final Inspection-Packing &amp; labelling-Dispatch(Transit)

**4. Process Details**

<b>Process / Operation</b>	Dispatch ( Transit)
<b>Outsource</b>	No
<b>Machine / Cell</b>	N.A
<b>Machine / Cell No.</b>	N.A

**5. Problem Analysis**

Type	Possible Cause	Fact Verification	Jud
Man	Inadequate knowledge of material handling	New manpower was there for material handling in dispatch (transit) mode	O
Method	Poor material Handling	Carton box are damaged	O

**6. Inspection Method Analysis (Current)**

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

**7. Root Cause Analysis (Occurance)**

<b>Why 1</b>	Dent and scratch marks on OD corner at ETL end.
<b>Why 2</b>	Material damage in transportation.
<b>Why 3</b>	Material dispatch in Carton box.
<b>Why 4</b>	While transportation carton boxes not handle properly.
<b>Why 5</b>	Poor material handling by transporter
<b>Root Cause (Occurance)</b>	Poor material handling by transporter

**Root Cause Analysis (Outflow)**

<b>Why 1</b>	N.A
<b>Why 2</b>	N.A
<b>Why 3</b>	
<b>Why 4</b>	
<b>Why 5</b>	
<b>Root Cause (Outflow)</b>	N.A

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Inspection Agreement will be prepared between Dhananjay Enterprises & Shital Roadlines	Mr. Nagesh Thakur	31/05/2023		Pending
Occurance	MOM will be signed with Shital Roadlines	Mr. Nagesh Thakur	20/05/2023	19/05/2023	Completed

## 9. Inspection Method After Customer Complaint

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

## 10. Evidance of Countermeasure

<b>Occurance (Before)</b>	
<b>Occurance (After)</b>	
<b>Outflow (Before)</b>	
<b>Outflow (After)</b>	

## 11. Horizontal Deployment

<b>Horizontal Deployment Required</b>	
<b>Applicable Machine / Model / Plant</b>	

## 12. Document Review

<b>Documents</b>	
<b>Specify Other Document</b>	

## 13. Effectiveness Of Action

<b>Reviewed Quantity</b>	
<b>Reason for submission</b>	