

## Defect Details

<b>NC No.</b>	7000923409
<b>NC Date</b>	19/06/2023
<b>NC Submission Date</b>	
<b>Part No.</b>	S2AB00512B
<b>Part Name</b>	ADJUSTER PLATED
<b>Supplier Name &amp; Code</b>	100782-NICE STEEL INDUSTRIES
<b>ETL Plant</b>	1143-ETL Suspension Halol, Vadodara
<b>Defect Details</b>	PAINT PEEL OFF-plating peel off

## 1. Problem Description

<b>Defect Description</b>	Plating peel off
<b>Detection Stage</b>	Receipt
<b>Problem Severity</b>	Aesthetic
<b>NG Quantity</b>	64
<b>Is Defect Repeatative?</b>	Yes
<b>Defect Sketch / Photo</b>	<a href="#">rg1cdvhmffno3if32xkq3udb.jpg</a>

## Supplier Communication Details

<b>Quality Head Email ID</b>	ppc.nice@batragroup.biz
<b>Plant Head/CEO Email ID</b>	ho.nice@batragroup.biz
<b>MD Email ID</b>	hitesh@batragroup.biz

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

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
<b>Total Qty</b>	1000	0	0	2000	0	3000
<b>Check Qty</b>	1000	0	0	2000	0	3000
<b>NG Qty</b>	0	0	0	1	0	1

## Action taken on NG part

<b>Scrap</b>	1
<b>Rework</b>	0
<b>Under Deviation</b>	0

## Containment Action

All part visual inspection done

## 3. Process Flow

### Process Flow Description

10 RECEIVING INSPECTION 20 STORAGE 30 BLANKING 40 1st BENDING ( `U` BENDING) 50 FINAL BENDING ( ROUNDING ) 60 MIG WELDING 70 FLAIRING 80 ID SIZING 90 SIDE GRINDING 100 BROACHING 110 SINGLE GROOVE MATCHING 120 HEAD GRINDING 130 OUTSIDE MOVEMENT FOR PLATING 140 STORAGE & RQC INSP. OF PLATED MATERIAL 150 FINAL INSPECTION 160 PACKING & DISPATCH TO CUSTOMER

## 4. Process Details

<b>Process / Operation</b>	PLATING
<b>Outsource</b>	Yes
<b>Machine / Cell</b>	PLATING PROCESS
<b>Machine / Cell No.</b>	HANGER

## 5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Method	HANGER INSPECTION	HANGER MAINTENANCE DONE ON MONTHLY BASIS BUT INSPECTION FREQUENCY WAS NOT DEFINED	O
Man	UNSKILL MANPOWER	SKILL MATRIX AVAILABLE	X
Tool	HANGER CONDITION WAS OK	CHECK AND FOUND HANGER HOOK DAMAGE	O
Machine	MACHINE CAPACITY WAS LOW	FOUND OK	X
Material	WRONG CHEMICAL USED	MTC VERIFIED WITH TECHNICAL DATA SHEET	X

## 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>	PLATING LAYER WAS DAMAGE IN PART
<b>Why 2</b>	CHROME PLATING NOT DONE AS REQUIERD
<b>Why 3</b>	CURRENT FLOW WAS NOT REGULAR
<b>Why 4</b>	HANGER HOOKS WAS DAMAGE
<b>Why 5</b>	NO DAILY HANGER INSPECTION SYSTEM WAS AVAILABLE ,ONLY HANGER MAINTENANCE DONE
<b>Root Cause (Occurance)</b>	1-HANGER HOOKS WAS DAMAGE 2-NO DAILY HANGER INSPECTION SYSTEM WAS AVAILABLE ,ONLY HANGER MAINTENANCE DONE

## Root Cause Analysis (Outflow)

<b>Why 1</b>	DEFECTIVE PART FOUND AT CUSTOMER END
<b>Why 2</b>	PARTS NOT DOUND DURING VISUAL INSPECTION
<b>Why 3</b>	
<b>Why 4</b>	
<b>Why 5</b>	

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	WEEKLY HANGER INSPECTION STARTED	VEEKAY IND.	28/06/2023	25/06/2023	Completed
Occurance	HANGER INSPECTION CHECKSHEET MADE AND FOLLOWED	VEEKAY	27/06/2023	25/06/2023	Completed
Outflow	200% VISUAL INSPECTION STARTED	NICE	26/06/2023	25/06/2023	Completed
Outflow	QUALITY GATE IMPLEMENTED	NICE STEEL	26/06/2023	25/06/2023	Completed

## 9. Inspection Method After Customer Complaint

<b>Change In Inspection System</b>	Yes
<b>Change Details</b>	200% VISUAL STARTED
<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>	VISUAL

## 10. Evidance of Countermeasure

<b>Occurance (Before)</b>	NO DAILY CHECKPOINT <a href="#">486_Occurance_Before.pdf</a>
<b>Occurance (After)</b>	DAILY CHECKPOINT UPADTED <a href="#">486_Occurance_After.xlsx</a>
<b>Outflow (Before)</b>	OPL <a href="#">486_Outflow_Before.pdf</a>
<b>Outflow (After)</b>	OPL & TRAINING <a href="#">486_Outflow_After.pdf</a>

## 11. Horizontal Deployment

<b>Horizontal Deployment Required</b>	Yes
<b>Applicable Machine / Model / Plant</b>	HANGER MONITORING STARTED FOR OTHER PARTS

## 12. Document Review

<b>Documents</b>	JHCheckSheet
<b>Specify Other Document</b>	DAILY CHECKSHEET

### 13. Effectiveness Of Action

<b>Reviewed Quantity</b>	500
<b>Reason for submission</b>	ok