

## Defect Details

<b>NC No.</b>	7000939009
<b>NC Date</b>	23/08/2023
<b>NC Submission Date</b>	
<b>Part No.</b>	520FN02602
<b>Part Name</b>	CLUTCH HOLDER (C20002)
<b>Supplier Name &amp; Code</b>	101067-MEGA METALS
<b>ETL Plant</b>	1132-ETL K-226/1 TRANSMISSION
<b>Defect Details</b>	EXTRA METAL-Extra metrial 1cavity & Heat check

## 1. Problem Description

<b>Defect Description</b>	Extra Material at Bolt resting face-Fitment issue
<b>Detection Stage</b>	Receipt
<b>Problem Severity</b>	Fitment
<b>NG Quantity</b>	1200
<b>Is Defect Repeatative?</b>	No
<b>Defect Sketch / Photo</b>	

## Supplier Communication Details

<b>Quality Head Email ID</b>	mukesh.pathak@megametalsindia.com
<b>Plant Head/CEO Email ID</b>	lalit.goel@megametalsindia.com
<b>MD Email ID</b>	raman.arora@megametalsindia.com

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

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
<b>Total Qty</b>	1000	2000	0	500	2000	5500
<b>Check Qty</b>	1000	2000	0	500	2000	5500
<b>NG Qty</b>	250	500	0	5	0	755

## Action taken on NG part

<b>Scrap</b>	5
<b>Rework</b>	750
<b>Under Deviation</b>	0

## Containment Action

Defected lot quarantine, segregated and reworked ETL Stock as well as Mega Metals stock

## 3. Process Flow

**Process Flow Description**

PDC , Fettling, Machining, Final Inspection, PDIR, Dispatch

**4. Process Details**

<b>Process / Operation</b>	PDC
<b>Outsource</b>	No
<b>Machine / Cell</b>	PDC
<b>Machine / Cell No.</b>	HPDC-04

**5. Problem Analysis**

Type	Possible Cause	Fact Verification	Jud
Man	Slipped from inspection	WI Checked and Verified with Inspectors	O
Tool	Heat Crack in die at C1Cavity at specific area	Verification done insert found the minor heat crack in die	O
Method	Could not removed in fettling	It was not pre decided /was not in WI	O

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

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

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

<b>Why 1</b>	Extra metal on clutch holder
<b>Why 2</b>	Due to dent in die.
<b>Why 3</b>	Dent occurred during the removing stucked flash
<b>Why 4</b>	
<b>Why 5</b>	
<b>Root Cause (Occurance)</b>	Dent occurred during the removing stucked flash.

**Root Cause Analysis (Outflow)**

<b>Why 1</b>	Extra metal on clutch holder
<b>Why 2</b>	Part slipped from final inspection
<b>Why 3</b>	Because check point not available in WI.
<b>Why 4</b>	
<b>Why 5</b>	
<b>Root Cause (Outflow)</b>	Because check point not available in WI.

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	laser welding done	suresh	15/12/2023	01/09/2023	Completed
Outflow	WI revise	Rajesh	16/12/2023	30/08/2023	Completed
Outflow	training provided to all inspectors	Rajesh	15/12/2023	04/09/2023	Completed
Occurance	training provided to all operators	Arun kumar	15/12/2023	04/09/2023	Completed
Outflow	Quality alert displayed on final inspection table	Subhash kumar	30/08/2023	30/08/2023	Completed

## 9. Inspection Method After Customer Complaint

<b>Change In Inspection System</b>	Yes
<b>Change Details</b>	check point added
<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%

## 10. Evidence of Countermeasure

<b>Occurance (Before)</b>	Quality Alert -Before condition picture <a href="#">530_Occurance_Before.pdf</a>
<b>Occurance (After)</b>	OJT <a href="#">530_Occurance_After.pdf</a>
<b>Outflow (Before)</b>	Before After of WI Before WI <a href="#">530_Outflow_Before.pdf</a>
<b>Outflow (After)</b>	Revised WI <a href="#">530_Outflow_After.pdf</a>

## 11. Horizontal Deployment

<b>Horizontal Deployment Required</b>	No
<b>Applicable Machine / Model / Plant</b>	Only one Part running at our end

## 12. Document Review

<b>Documents</b>	PFMEA, WISOP
<b>Specify Other Document</b>	No

## 13. Effectiveness Of Action

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

