

Defect Details

NC No.	7000951326
NC Date	09/10/2023
NC Submission Date	
Part No.	F2HL00402B
Part Name	OIL LOCK COLLAR (HMC-31/K38G)
Supplier Name & Code	100106-SHARP ENGINEERS.
ETL Plant	1136-ETL Suspension Sanand
Defect Details	MIX UP OTHER MODEL-Wrong part

1. Problem Description

Defect Description	Other model mixing parts found in oil lock collar
Detection Stage	Receipt
Problem Severity	Fitment
NG Quantity	123
Is Defect Repeatative?	Yes
Defect Sketch / Photo	ekltmoemj1irgygxc21udo1u.jpg

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	6000	5000	5000	10000	5000	31000
Check Qty	6000	5000	5000	10000	5000	31000
NG Qty	123	0	0	0	0	123

Action taken on NG part

Scrap	0
Rework	123
Under Deviation	0

Containment Action

All the suspected material has been cross checked and dispatched.

3. Process Flow

Process Flow Description

10) RM Inward 20) RM Storage 30) Parting & Chamfering 40) ID Chamfering 50) OD grinding 60) Plating (Outsource) 70) 80) Inward Inspection 90) Final Inspection 100) Packing & Dispatch

4. Process Details

Process / Operation	Packing
Outsource	No
Machine / Cell	Final Inspection
Machine / Cell No.	Q Gate

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Method	Operator Working Method Wrong	SOP/WI available on machine and operator aware about it and being followed.	O
Man	Un-skilled Operator	Stage wise skill matrix and operator license are not evident as per F/HR/06	X
Material	Incorrect RM grade	Third part inspection verified for chemical composition and hardness testing as per requirement.	O
Tool	Tool life monitoring inadequate	Tool life for all the tool i.e. forming tool, drill, and insert are defined and recorded as per freq	O
Machine	Improper preventive maintenance	Preventive maintenance plan evident as per P/MNT/01 and being followed as per F/MNT/07	O

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	Bag To Bag

7. Root Cause Analysis (Occurance)

Why 1	Wrong Part reached at ETL
Why 2	Two different part kept at same location.
Why 3	Packing was same.
Why 4	Not detected from outside.
Why 5	Transparent poly bag not in used.
Root Cause (Occurance)	Transparent poly bag not in used at BSR stage.

Root Cause Analysis (Outflow)

Why 1	Wrong Part reached at ETL
Why 2	Incorrect material selection form BSR while dispatching.
Why 3	Person not aware about the part

Why 4	SOP & Analysis: Material handling of Finish Product being supplied to Endurance not displayed at BSR.
Why 5	
Root Cause (Outflow)	SOP & Analysis: Material handling of Finish Product being supplied to Endurance not displayed at BSR.

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Transparent poly bag are being used at BSR stage.	Mr. Ganesh Mande	17/10/2023	17/10/2023	Completed
Outflow	SOP & Analysis: Material handling of Finish Product being supplied to Endurance displayed at BSR.	Mr. Ganesh Mande	17/10/2023	17/10/2023	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	100%inspection
Inspection Method	Other
Other Inspection Method	Visual Inspection
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	1:1

10. Evidence of Countermeasure

Occurance (Before)	Transparent poly bag not in used at BSR stage. 573_Occurance_Before.pptx
Occurance (After)	Transparent poly bag are being used at BSR stage. 573_Occurance_After.pptx
Outflow (Before)	SOP & Analysis: Material handling of Finish Product being supplied to Endurance not displayed at BSR. 573_Outflow_Before.pptx
Outflow (After)	SOP & Analysis: Material handling of Finish Product being supplied to Endurance displayed at BSR. 573_Outflow_After.pptx

11. Horizontal Deployment

Horizontal Deployment Required	No
Applicable Machine / Model / Plant	NA

12. Document Review

Documents	PFMEA, WISOP, PackingStd
Specify Other Document	NA

13. Effectiveness Of Action

Reviewed Quantity	5
Reason for submission	Wrong model (Mix up other model)