QFR No - 7000951769

Defect Details

NC No.	7000951769
NC Date	11/10/2023
NC Submission Date	
Part No.	F1DZ00902B
Part Name	FORK BOLT K86A
Supplier Name & Code	101037-SHREE PATEL INDUSTRIES
ETL Plant	1136-ETL Suspension Sanand
Defect Details	MATERIAL DEFECT-Material Defect on OD

1. Problem Description

Defect Description	Material defect found on head (OD) of fork bolt K86
Detection Stage	Receipt
Problem Severity	Aesthetic
NG Quantity	980
Is Defect Repeatative?	No
Defect Sketch / Photo	ekltmoemj1irgygxc21udo1u.jpg

Supplier Communication Details

Quality Head Email ID	quality_spi@rediffmail.com
Plant Head/CEO Email ID	planthead_spi@rediffmail.com
MD Email ID	rspatel_spi@rediffmail.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	6000	0	0	0	0	6000
Check Qty	6000	0	0	0	0	6000
NG Qty	1	0	0	0	0	1

Action taken on NG part

Scrap	1
Rework	0
Under Deviation	0

Containment Action
All suspected part checked and rejected part scraped.

3. Process Flow

Process Flow Description
10.Incoming 20.Traub Turning 30.CNC 1st Setup 40.CNC 2nd Setup 50.Plating 60.Inspection 70.Packing & Dispatch

4. Process Details

Process / Operation	Incoming
Outsource	Yes
Machine / Cell	Incoming (INWARD)
Machine / Cell No.	RM INWARD

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Method	Improper material handling	During genba visit, We found that input and output material are stored on difined location.	O
Machine	Power failure during operation	By verification power failure register, all the part between power failure are kept in hold area fo	O
Machine	Improper alignment of Machine	By verification of PM check sheet, Machine alignment found ok	O
Man	Unskilled manpower	Skill matrix verified and all the manpower found on required level 2 and level 3	O
Material	NG incoming materia	During Gemba visit, We found all incoming material ok as per specification but visually damage.	X

6. Inspection Method Analysis (Current)

Inspection Method	Other
Other Inspection Method	VISUAL
Check Point at Final Inspection	No
Checking Freq.	Sampling
Sampling	No
Sample Size	25:1

7. Root Cause Analysis (Occurance)

Why 1	Defective part reached at custommer end.
Why 2	This type of defect generated during CNC turning.
Why 3	Operator not done visual Inspection during process.
Why 4	Checking Frequency not defined.
Why 5	
Root Cause (Occurance)	1_ These Types of material defcet not visible during incoming inspection 2_These types of defect generated after CNC turning process But During process part not checked by Operator & Due to this defective part not captured during process .

Root Cause Analysis (Outflow)

Why 1	Defective part reached at custommer end.
Why 2	Part not captured during final inspection.
Why 3	Inspector not aware about this type of defect.
Why 4	Training not provided to inspector for related defect.

Why 5	
Root Cause (Outflow)	Due to inspector lack of defect awarness.

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Checking frequency define at machining during process.	Sanjay Lakhatariya	15/10/2023	15/10/2023	Completed
Outflow	Training provided to inspector for related defect. Defect sample displayed for better understanding	Sanjay Lakhatariya	15/10/2023	15/10/2023	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	No
Change Details	NO
Inspection Method	Other
Other Inspection Method	VISUAL
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	100%

10. Evidance of Countermeasure

Occurance (Before)	Control Plan 571_Occurance_Before.xlsx
Occurance (After)	Control plan part checking frequency add in CNC 1st and CNC 2nd Turning. 571_Occurance_After.xlsx
Outflow (Before)	Defect sample not displayed 571_Outflow_Before.jpeg
Outflow (After)	Training provided to concern person 571_Outflow_After.pdf

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	Fork bolt K86A

12. Document Review

Documents	ControlPlan
Specify Other Document	TRAINING RECORD

13. Effectiveness Of Action

Reviewed Quantity	5
Reason for submission	Material defect on head of fork bolt