QFR No - 7000951785

Defect Details

NC No.	7000951785
NC Date	11/10/2023
NC Submission Date	
Part No.	F1DZ00902B
Part Name	FORK BOLT K86A
Supplier Name & Code	100106-SHARP ENGINEERS.
ETL Plant	1136-ETL Suspension Sanand
Defect Details	FITTMENT NOT OK.-Wrong part

1. Problem Description

Defect Description	Fork bolt K86 found other model / wrong parts .
Detection Stage	Receipt
Problem Severity	Fitment
NG Quantity	272
Is Defect Repeatative?	No
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	1440	7200	0	2000	1400	12040
Check Qty	1440	7200	0	2000	1400	12040
NG Qty	272	0	0	0	0	272

Action taken on NG part

Scrap	272
Rework	0
Under Deviation	0

Containment Action
All material at ETL end ,warehouse and inhouse checked and verify.

3. Process Flow

Process Flow Description
10) RM INWARD 20) RM STORAGE 30) TRAUB PARTING AND DRILLING 40) GRINDING 50)MILLING 60) CNC LATHE TURNING 70) ROLLING 80) PLATING 90) PLATING INWARD 100) FINAL INSPECTION 110) PRE DISPATCH INSPECTION 120) PACKING AND DISPATCH.

4. Process Details

Process / Operation	Storage (Warehouse)
Outsource	Yes
Machine / Cell	NA
Machine / Cell No.	NA

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Material	Raw material is not as per required specifications.	Verify the raw material as per required size and grade found ok.	O
Machine	Machining not done as per process sequence.	Process flow verified as per required sequence and process flow found ok.	O
Method	Material handling at Warehouse.	Material mixup at the time of dispatch from warehouse to ETL.	X
Man	Un-skilled operator	Verify the stagewise skill matrix and found ok	O
Tool	Tool wear out before as required life.	Tool life as per required frequency monitoring found ok.	O

6. Inspection Method Analysis (Current)

Inspection Method	Other
Other Inspection Method	Warehouse Storage.
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 found with fork bolt K86.
Why 2	Material unknowingly dispatch with required parts.
Why 3	Packed material lying near each other.
Why 4	Packing person dont know the difference between the both parts.
Why 5	unskilled packing person at warehouse.
Root Cause (Occurance)	Unskilled packing person at warehouse.

Root Cause Analysis (Outflow)

Why 1	Wrong part found with fork bolt K86.
Why 2	Incorrect material selection for the dispatch to ETL.
Why 3	Person not aware about the parts.
Why 4	Same colour identification tag on packing box for both parts.
Why 5	
Root Cause (Outflow)	Same colour identification tag on packing box for both parts.

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Outflow	OPL display at warehouse for part identification and packing identification tag.	Mr. Jagdish Ninayade	23/10/2023	24/10/2023	Completed
Occurance	Packing material identification tag on the box will be change as per ETL Plant.	Mr.Yogesh Sonune	23/10/2023	30/10/2023	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	100 % inspection at dispatch stage and also at warehouse location.
Inspection Method	Other
Other Inspection Method	Visual inspection
Check Point at Final Inspection	No
Checking Freq.	100%
Sampling	No
Sample Size	bag to bag

10. Evidance of Countermeasure

Occurance (Before)	No any material part visualization display at warehouse storage of Transporter. 570_Occurance_Before.xlsx
Occurance (After)	One point lesson given to warehouse person about part visualization. 570_Occurance_After.ppt
Outflow (Before)	Both parts of ETL plant having same colour identification tag on the packing box. 570_Outflow_Before.xlsx
Outflow (After)	Colour identification change from Yellow identification tag to White identification tag. 570_Outflow_After.jpeg

11. Horizontal Deployment

Horizontal Deployment Required	No
Applicable Machine / Model / Plant	NA

12. Document Review

Documents	PackingStd
Specify Other Document	NA

13. Effectiveness Of Action

Reviewed Quantity	5
Reason for submission	Wrong parts (fitment not OK)