QFR No - 7001005905

Defect Details

NC No.	7001005905
NC Date	15/04/2024
NC Submission Date	
Part No.	53BKZ00102
Part Name	RUBBER BUSH
Supplier Name & Code	101023-FORES ELASTOMECH INDIA PVT. LT
ETL Plant	1136-ETL Suspension Sanand
Defect Details	DIMETER UNDERSIZE-Outer dia undersize

1. Problem Description

Defect Description	OD found undersize 23.637 mm against specification 24.3+0.3/-0.3 mm
Detection Stage	Customer End
Problem Severity	Fitment
NG Quantity	10000
Is Defect Repeatative?	No
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	malani.pritam@foresgroup.com
Plant Head/CEO Email ID	singh.barinder@foresgroup.com
MD Email ID	swamy.pj@foresgroup.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	17500	0	7500	0	0	25000
Check Qty	17500	0	7500	0	0	25000
NG Qty	20	0	0	0	0	20

Action taken on NG part

Scrap	20
Rework	0
Under Deviation	0

Containment Action
100 % inspection by ring gauge at final Inspection & dot marking provided on parts 100%

3. Process Flow

Process Flow Description
Inward material- Mixing - Moulding- Buffing process- Final Inspection

4. Process Details

Process / Operation	Buffing process
Outsource	No
Machine / Cell	Machine no-01
Machine / Cell No.	01

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Tool	Tool design not okay	OD maintained in Tool is 24.20	X
Method	Inspection on sampling basis	Skipped from inspection	X

6. Inspection Method Analysis (Current)

Inspection Method	Gauge
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	100 %

7. Root Cause Analysis (Occurance)

Why 1	OD undersize
Why 2	OD undersize on parting line
Why 3	OD undersize due to buffing process at parting line
Why 4	OD dimension got undersize due to excess buffing process.
Why 5	
Root Cause (Occurance)	OD dimension got undersize due to excess buffing process.

Root Cause Analysis (Outflow)

Why 1	OD undersize
Why 2	Skipped from Inspection
Why 3	Inspection as per sampling
Why 4	
Why 5	
Root Cause (Outflow)	Inspection as per sampling

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status

Occurance	1)Training Given to buffing operator 2)OPL display at work station 3)Work Instruction updated 4)Frequency of inspection increases from 2 hourly to 1 hourly	Buffing process InCharge	16/04/2024	16/04/2024	Completed
Occurance	Dimension of OD in Mould will be maintained 24.5 mm	Fores	26/04/2024	26/04/2024	Completed
Outflow	1)Training given to inspector 2)Q Alert displayed 3)Defective sample & limit sample to displayed 4)Dot marking started after inspection 5)OD inspection by Ring gauge 100 %	Final Inspection	16/04/2024	16/04/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	Inspection by ring gauge
Inspection Method	Gauge
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	100 %

10. Evidance of Countermeasure

Occurance (Before)	Excess buffing 749_Occurance_Before.jpg
Occurance (After)	Training record of buffing operator 749_Occurance_After.pdf
Outflow (Before)	Inspection on sampling 749_Outflow_Before.jpg
Outflow (After)	Training record of Final inspector 749_Outflow_After.pdf

11. Horizontal Deployment

Horizontal Deployment Required	No
Applicable Machine / Model / Plant	NA

12. Document Review

Documents	ControlPlan, PFMEA
Specify Other Document	Work instruction

13. Effectiveness Of Action

Reviewed Quantity	5
Reason for submission	Tool OD modified from 24.2 to higher tolerance side 24.5 mm in die . No Ng parts found in fresh upcoming lots .