QFR No - 7001014527

Defect Details

NC No.	7001014527
NC Date	16/05/2024
NC Submission Date	
Part No.	F2PH00902B
Part Name	VALVE RETAINER (C101B)
Supplier Name & Code	100106-SHARP ENGINEERS.
ETL Plant	1136-ETL Suspension Sanand
Defect Details	THICKNESS UNDERSIZE-Total Width undersize

1. Problem Description

Defect Description	Total width specified 9.30 mm found undersize 8.69 mm (NG).
Detection Stage	Inprocess
Problem Severity	Fitment
NG Quantity	4047
Is Defect Repeatative?	No
Defect Sketch / Photo	

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	70000	20000	6000	20000	10000	126000
Check Qty	70000	20000	6000	20000	10000	126000
NG Qty	14047	0	0	0	0	14047

Action taken on NG part

Scrap	14047
Rework	0
Under Deviation	0

Containment Action
Segregation done at ETL Material and suspected material recalled for checking purpose.

3. Process Flow

Process Flow Description
10) RM Inward 20) Parting 30) CNC 1st set up 40) OD grinding 50) Plating Process 60) Inward Inspection 70) Final Inspection 80) 90) Pre-dispatch Inspection10) Packing & Farwarding

4. Process Details

Process / Operation	CNC Process
Outsource	No
Machine / Cell	Machine Shop
Machine / Cell No.	SE/CNC/05

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Machine	Machine variation & inaccurate machine	JH/PM plan and execution being done as per requirement	O
Method	Wrong inspection medthod	Inspection similar for length checking by height checking gauge.	O
Tool	Tool/Insert worn out	Tool life monitoring as per defined frequency monitoring.	O
Man	Unskilled manpower	Unskilled manpower at final inspection stage	X
Material	Wrong material grade used	RM testing plan and execution as per plan available.	O

6. Inspection Method Analysis (Current)

Inspection Method	Gauge
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	1:1

7. Root Cause Analysis (Occurance)

Why 1	Dimension 9.30 u/s by 0.5mm
Why 2	NG part mix up with ok part
Why 3	NG material and OK material stored together.
Why 4	Lack of storage
Why 5	Construction on going for plant expansion.
Root Cause (Occurance)	NG material and OK material stored together.

Root Cause Analysis (Outflow)

Why 1	DIM 9.30 under size part reached to ETL
Why 2	Sampling Basis Inspection as per sampling plan IS:2500
Why 3	No 100% inspection done at FID stage
Why 4	Inspection frequency define by system at PPAP stage
Why 5	
Root Cause (Outflow)	Sampling Basis Inspection as per sampling plan IS:2500. No 100% inspection done at FID stage

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Red bins provided for NG material at final inspection and machining stage with key locking to avoid mix up issues.	Mr. Shaikh L.N.	31/05/2024	31/05/2024	Completed
Outflow	Sampling Basis Inspection as per sampling plan IS:2500 changed into 100% inspection at FID stage. Gauge provided for height checking.	Mr. Shaikh L.N.	31/05/2024	31/05/2024	Completed

9. Inspection Method After Customer Complaint

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

10. Evidance of Countermeasure

Occurance (Before)	NG material kept openly in the open bin 804_Occurance_Before.pptx
Occurance (After)	Red bins provided for NG material at final inspection and machining stage with key locking to avoid mix up issues. 804_Occurance_After.pptx
Outflow (Before)	Sampling Basis Inspection as per sampling plan IS:2500. No 100% inspection done at FID stage 804_Outflow_Before.jpg
Outflow (After)	Sampling Basis Inspection as per sampling plan IS:2500 changed into 100% inspection at FID stage. Gauge provided for height checking. 804_Outflow_After.jpg

11. Horizontal Deployment

Horizontal Deployment Required	No
Applicable Machine / Model / Plant	NA

12. Document Review

Documents	ControlPlan, PFMEA, WISOP, InspCheckSheet
Specify Other Document	NA

13. Effectiveness Of Action

Reviewed Quantity	5

Reason for submission	Total width specified 9.30 mm found undersize 8.69 mm after action taken at supplier end lot found Ok