QFR No - 7001030732

Defect Details

NC No.	7001030732
NC Date	05/07/2024
NC Submission Date	
Part No.	B2QL00502O
Part Name	PISTON RETURN SPRING - K11, K2
Supplier Name & Code	101159-TECHNOMAT SPRINGS
ETL Plant	1120-ETL K-226/2 Disc Brakes
Defect Details	SURFACE FINISH NOT OK-Rusty

1. Problem Description

Defect Description	Rusty
Detection Stage	Receipt
Problem Severity	Function
NG Quantity	9000
Is Defect Repeatative?	Yes
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	quality@technomatsprings.com
Plant Head/CEO Email ID	technomatsprings@gmail.com
MD Email ID	patilsadanand@technomatsprings.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	9000	0	0	15000	1000	25000
Check Qty	9000	0	0	15000	1000	25000
NG Qty	9000	0	0	0	0	9000

Action taken on NG part

Scrap	0
Rework	9000
Under Deviation	0

Containment Action
Check available material.

3. Process Flow

Process Flow Description
RM > Coiling > SR1 > Grinding > Inspection > Final Inspection > Oiling > Packing > Dispatch

4. Process Details

Process / Operation	Oiling
Outsource	No
Machine / Cell	Oiling Machine
Machine / Cell No.	Oiling

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Man	UNSKILL OPERATOR	VERIFICATION OF SKILL MATRIX	O
Tool	NA	NA	O
Material	THE MATERIAL WAS STUCK AT OILING STAGE.	VERIFIED THE OILING STAGE,THE MATERIAL WAS STUCKED AT OILING STAGE.	X
Method	Improper Oiling Method	VERIFICATION OF METHOD	O

6. Inspection Method Analysis (Current)

Inspection Method	Other
Other Inspection Method	Visual
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	50 Nos

7. Root Cause Analysis (Occurance)

Why 1	MATERIAL GET RUSTY
Why 2	ALL MATERIAL OILING COVERAGE NOT DONE PROPERLY.
Why 3	THE MATERIAL WAS STUCK AT OILING STAGE.
Why 4	THE MATERIAL WAS NOT IMMEDIATELY OILED AFTER INSPECTION
Why 5	THE OPERATOR WAS NOT AWARE ABOUT IMMEDIATELY OILING THE MATERIAL AFTER INSPECTION.
Root Cause (Occurance)	SPRING GET RUSTY DUE TO THE OPERATOR WAS NOT AWARE ABOUT IMMEDIATELY OILING THE MATERIAL AFTER INSPECTION.

Root Cause Analysis (Outflow)

Why 1	MATERIAL GET RUSTY.
Why 2	Defective parts escaped from inspector.
Why 3	Inspection Done on sampling Basis.
Why 4	
Why 5	
Root Cause (Outflow)	Inspection Done on sampling Basis.

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	After Grinding process we will do oiling and after that 100% final inspection.	Mr. Anuj	25/07/2024	25/07/2024	Completed
Outflow	We will do 100% inspection before material dispatch.	Mr. Anuj	31/07/2024	25/07/2024	Completed

9. Inspection Method After Customer Complaint

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

10. Evidance of Countermeasure

Occurance (Before)	After grinding process we are doing inspection and after that oiling. 903_Occurance_Before.pdf
Occurance (After)	Grinding process we will do oiling and after that 100% final inspection. 903_Occurance_After.pdf
Outflow (Before)	We were previously checking the material as per the sampling plan. 903_Outflow_Before.pdf
Outflow (After)	We have started 100% inspection before dispatch. 903_Outflow_After.pdf

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	Oiling Mc

12. Document Review

Documents	WISOP
Specify Other Document	NA

13. Effectiveness Of Action

Reviewed Quantity	250
Reason for submission	Improvement found in next lots