

Defect Details

NC No.	7001043627
NC Date	13/08/2024
NC Submission Date	
Part No.	S1HT05507B
Part Name	OUTER SPRING - K1JF
Supplier Name & Code	100186-SAGAR SPRINGS PRIVATE LIMITED
ETL Plant	1136-ETL Suspension Sanand
Defect Details	MIX UP OTHER MODEL-Wrong part Recieved

1. Problem Description

Defect Description	Mix up other model (Wrong part)
Detection Stage	Receipt
Problem Severity	Fitment
NG Quantity	266
Is Defect Repeatative?	Yes
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	quality@sagarsprings.com
Plant Head/CEO Email ID	ajai.singh@sagarsprings.com
MD Email ID	sagar@sagarsprings.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	4704	0	0	1500	0	6204
Check Qty	4704	0	0	1500	0	6204
NG Qty	266	0	0	0	0	266

Action taken on NG part

Scrap	0
Rework	0
Under Deviation	266

Containment Action

Sagar Springs person visited ETL-Sanand and segregated.

3. Process Flow

Process Flow Description

Coiling - Tempering - Grinding - Shot Peening - Tempering - Powder Coating - Final Inspection - Packing - Dispatch

4. Process Details

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

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Man	Untrained dispatch personnel	Dispatch personnel are experienced and skilled	O
Method	Similar looking springs with same packing standard stored in dispatch area	Chance of loading other model springs during loading dispatch vehicle	X
Method	Similar looking springs mix up in different process stages	Similar looking springs processed separately	O
Machine	Similar looking springs mix up at coiling machine	After completing one order parts moved to tempering and next order taken on coiling machine	O
Man	Untraining packing personnel	Packing personnel are experienced and skilled	O
Man	Untrained inspector	Inspector is experienced and skilled	O
Material	Wrong material taken for process	Through out process similar looking parts handled separately	O

6. Inspection Method Analysis (Current)

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

7. Root Cause Analysis (Occurance)

Why 1	Similar looking springs with same packing standard stored in dispatch area
Why 2	Similar looking springs with same packing standard stored side by side
Why 3	During loading dispatch vehicle other model springs bins loaded
Why 4	Similar looking parts and same packing standard
Why 5	
Root Cause (Occurance)	Similar looking parts and same packing standard

Root Cause Analysis (Outflow)

Why 1	Mix up not detected at Inspection
Why 2	Mix up occurred at dispatch - after inspection
Why 3	During loading dispatch vehicle other model springs bins loaded
Why 4	Similar looking parts and same packing standard

Why 5	
Root Cause (Outflow)	Similar looking parts and same packing standard

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Similar looking parts will be stored in separate area to prevent mix up during dispatch vehicle loading	Dispatch	20/08/2024	20/08/2024	Completed
Occurance	Similar looking springs one model springs packed in carton box and shifted to bins during dispatch vehicle loading	Dispatch	20/08/2024	20/08/2024	Completed
Outflow	Before dispatch visually verified, part model confirmed and loaded in vehicle	Dispatch	20/08/2024	20/08/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	Visual verification before loading into dispatch vehicle
Inspection Method	Other
Other Inspection Method	Visual verification
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	100%

10. Evidance of Countermeasure

Occurance (Before)	Similar looking parts with same packing standard stored side by side in dispatch area 1022_Occurance_Before.ppt
Occurance (After)	Similar looking parts will be stored in separate area to prevent mix up during dispatch vehicle loading Similar looking springs one model springs packed in carton box and shifted to bins during dispatch vehicle loading 1022_Occurance_After.ppt
Outflow (Before)	After packing no verification 1022_Outflow_Before.ppt
Outflow (After)	Before dispatch visually verified, part model confirmed and loaded in vehicle 1022_Outflow_After.ppt

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	Applicable for similar looking springs

12. Document Review

Documents	PFMEA
Specify Other Document	OPL

13. Effectiveness Of Action

Reviewed Quantity

5

Reason for submission

Mix up other model of similar type.