QFR No - 7001045569

Defect Details

NC No.	7001045569
NC Date	22/08/2024
NC Submission Date	
Part No.	S1AB00612B
Part Name	ADJUSTER PLATED
Supplier Name & Code	100782-NICE STEEL INDUSTRIES
ETL Plant	1136-ETL Suspension Sanand
Defect Details	PLATING NOT OK-Plating problem , milky, white rust

1. Problem Description

Defect Description	Plating defect i.e. White rust.
Detection Stage	Receipt
Problem Severity	Aesthetic
NG Quantity	6000
Is Defect Repeatative?	No
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	ppc.nice@batragroup.biz
Plant Head/CEO Email ID	ho.nice@batragroup.biz
MD Email ID	hitesh@batragroup.biz

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	6000	0	0	1200	0	7200
Check Qty	6000	0	0	1200	0	7200
NG Qty	6000	0	0	1200	0	7200

Action taken on NG part

Scrap	0
Rework	7200
Under Deviation	0

Containment Action
Re-plating to be done in all parts

3. Process Flow

Process Flow Description
10 RECEIVING INSPECTION 20 STORAGE 30 BLANKING 40 1st BENDING (`U` BENDING) 50 FINAL BENDING (ROUNDING) 60 MIG WELDING 70 FLAIRING 1st 80 FLAIRING 2nd 90 ID SIZING 100 SIDE GRINDING & BUFFING 110 REROUNDING 120 BROACHING 130 HEAD GRINDING 140 OUTSIDE MOVEMENT FOR PLATING 150 STORAGE & RQC INSP. OF PLATED MATERIAL 160 FINAL INSPECTION 170 PACKING & DISPATCH

4. Process Details

Process / Operation	140 OUTSIDE MOVEMENT FOR PLATING
Outsource	Yes
Machine / Cell	Plating line
Machine / Cell No.	Plating Line

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Tool	Wrong tank used	Found ok	X
Material	Wrong chemical used	Chemical checked and found ok	X
Material	Chemical concertation was not ok	Testing done at internal lab and found ok	X
Method	Temperature specification	Temperature was 51 against specification 50 to 80	O
Machine	Bath cleaning tank was not working	Checked and found ok	X
Machine	Zinc plating tank was not working	Checked and found ok	X
Method	Process sequence was wrong	Process and and found as per control plan	X
Method	SOP not followed	SOP followed and records verified	X
Man	Unskilled manpower	Skill matrix available	X
Machine	Oven was not ok	Oven is working but temperature was lower side of spec	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	sampling

7. Root Cause Analysis (Occurance)

Why 1	Plating problem , milky, white rust
Why 2	Passivation colure changed on part surface
Why 3	Some moisture content was available at part surface
Why 4	Part was not properly dry in oven
Why 5	Temperature was in range but lower side because of One heater is not working
Root Cause (Occurance)	1-Some moisture content was available at part surface due to part was not dry 2-Temperature was in range but lower side because of One heater is not working

Root Cause Analysis (Outflow)

Why 1	Plating problem , milky, white rust
Why 2	Final inspector not detect the ng part at Final inspection stage
Why 3	Visual inspection was not done properly for shade mismatch
Why 4	Checker was not understand the parts appearance status during visual inspection
Why 5	Low lux level at inspection table
Root Cause (Outflow)	Checker was not understand the parts appearance status during visual inspection

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Oven preventive maintenance revised and now maintenance will done on weekly basis instead monthly	Supplier	25/08/2024	25/08/2024	Completed
Occurance	Temperature parameter changed 50 TO 80 and increased temperature 70-80 to prevent the low temperature issue .	Supplier	25/08/2024	25/08/2024	Completed
Outflow	Cover holder bulb added at final inspection to increase the lux level .	Nice	25/08/2024	25/08/2024	Completed
Occurance	Lux level monitoring started	Supplier	25/08/2024	25/08/2024	Completed
Outflow	curing time increased Now 36 hrs from 24 hrs at Nice end	Nice	24/08/2024	25/08/2024	Completed

9. Inspection Method After Customer Complaint

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

10. Evidance of Countermeasure

Occurance (Before)	NA 1030_Occurance_Before.png
Occurance (After)	LUX LEVEL 1030_Occurance_After.png
Outflow (Before)	NA 1030_Outflow_Before.png
Outflow (After)	OVEN DAILY CHECKSHEET 1030_Outflow_After.png

11. Horizontal Deployment

Horizontal Deployment Required	No
Applicable Machine / Model / Plant	NA

12. Document Review

Documents	PMCheckSheet, WISOP, JHCheckSheet
Specify Other Document	NO

13. Effectiveness Of Action

Reviewed Quantity	
Reason for submission	