

Defect Details

NC No.	7001045639
NC Date	23/08/2024
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 thickness NG.

1. Problem Description

Defect Description	Plating thickness found 4 microns less.
Detection Stage	Inprocess
Problem Severity	Aesthetic
NG Quantity	5200
Is Defect Repeatative?	Yes
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	5200	0	0	1200	0	6400
Check Qty	5200	0	0	1200	0	6400
NG Qty	5200	0	0	1200	0	6400

Action taken on NG part

Scrap	0
Rework	6400
Under Deviation	0

Containment Action

Re-plating to 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	Plating
Outsource	Yes
Machine / Cell	Auto tank
Machine / Cell No.	tank

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Machine	Current was not proper flow at Zinc plating tanks	Checked and found hanger rusty	O
Method	SOP not followed	SOP followed and records verified	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
Machine	Bath cleaning tank was not working	Checked and found ok	X
Machine	Zinc plating tank was not working	Checked and found ok	X
Machine	Hanger hooks was rusty	Checked and found NG	O
Method	Process sequence was wrong	Process and and found as per control plan	X
Man	Unskilled manpower	Skill matrix available	X
Tool	Wrong tank used	Found ok	X

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	VISUAL

7. Root Cause Analysis (Occurance)

Why 1	Plating thickness NG in part
Why 2	Plating not done on part as per specification
Why 3	Current was not properly flow on parts during plating
Why 4	Hanger hooks was rusty
Why 5	Zinc carbon was deposited at hanger hooks
Root Cause (Occurance)	1-Zinc carbon was deposited at hanger hooks 2-Hanger hooks was rusty

Root Cause Analysis (Outflow)

Why 1	Thickness NG part found at customer end
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Why 2	Final inspector not detect the ng part at Final inspection stage
Why 3	PDI inspector check some sample parts during PDI
Why 4	Part not checked 100% for plating thickness at PDI
Why 5	As per sampling plan only sample basis parts checked during PDI
Root Cause (Outflow)	PDI inspector check some sample parts during PDI

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Daily hanger cleaning started instead of weekly maintenance	Supplier	25/08/2024	25/08/2024	Completed
Occurance	20 spare hanger made for better quality part process	Supplier	25/08/2024	25/08/2024	Completed
Occurance	Supplier audit check sheet updated and Point will checked by Nice during Audit	Nice	25/08/2024	25/08/2024	Completed
Outflow	Sampling plan revised and sampling quantity increased	Supplier	25/08/2024	25/08/2024	Completed
Outflow	Sampling plan revised and sampling quantity increased at Nice incoming	Nice	25/08/2024	25/08/2024	Completed
Outflow	Training provided to Final inspector about defect	Nice & Supplier	25/08/2024	25/08/2024	Completed
Occurance	Hanger cleaning WI made	Supplier	25/08/2024	25/08/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	Sampling plan revised and sampling quantity increased
Inspection Method	Other
Other Inspection Method	Visual
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	2time

10. Evidence of Countermeasure

Occurance (Before)	NA 1037_Occurance_Before.png
Occurance (After)	HANGER CLEANING WI 1037_Occurance_After.xlsx
Outflow (Before)	NA 1037_Outflow_Before.png
Outflow (After)	SAMPLING PLAN SUPPLIER AUDIT REPORT 1037_Outflow_After.xlsx

11. Horizontal Deployment

Horizontal Deployment Required	No
Applicable Machine / Model / Plant	NA

12. Document Review

Documents	WISOP, JHCheckSheet
Specify Other Document	NA

13. Effectiveness Of Action

Reviewed Quantity	
Reason for submission	