QFR No - 7001046683

Defect Details

NC No.	7001046683
NC Date	24/08/2024
NC Submission Date	
Part No.	520HP00212
Part Name	OIL SEAL STOPPER1
Supplier Name & Code	100179-BELLITE SPRINGS PVT.LTD.
ETL Plant	1136-ETL Suspension Sanand
Defect Details	DIMETER UNDERSIZE-Dim 13.5 undersize

1. Problem Description

Defect Description	Gap observed 12.644 against specification 13.5+1.5 mm
Detection Stage	Inprocess
Problem Severity	Fitment
NG Quantity	30000
Is Defect Repeatative?	No
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	qc.plant2@bellitespring.com
Plant Head/CEO Email ID	dayanandkore@bellitesprings.com
MD Email ID	harsjeet.bhatt@bellitesprings.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	53900	0	0	20000	0	73900
Check Qty	53900	0	0	20000	0	73900
NG Qty	30000	0	0	0	0	30000

Action taken on NG part

Scrap	0
Rework	30000
Under Deviation	0

Containment Action
Checked the all stock at Bellite end & Segregating the material of circlip at customer end

3. Process Flow

Process Flow Description
RM Inspection-Coiling-Stress Relieving-Checking - Packing-Dispatch

4. Process Details

Process / Operation	Coiling
Outsource	No
Machine / Cell	CNC-02
Machine / Cell No.	CNC-02

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Machine	Incomplete stroke of notching tool	Checked & found not ok	O
Method	Inspection frequency not adequate	Checked & found not ok	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	100%

7. Root Cause Analysis (Occurance)

Why 1	Circlip Gap U/S
Why 2	The notch stroke was not completed.
Why 3	the stroke stopper was loose
Why 4	the bolt was loosened
Why 5	the check nut was missing.
Root Cause (Occurance)	the check nut was missing.

Root Cause Analysis (Outflow)

Why 1	Circlip Gap U/S
Why 2	To address the issue of undersized circlips not being identified during the final inspection stage
Why 3	due to sampling-based checks with the digital vernier caliper.
Why 4	
Why 5	
Root Cause (Outflow)	due to sampling-based checks with the digital vernier caliper.

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status

Occurance	New Check Nut is use and stopper is tightened.	Mr. Sujit	19/08/2024	19/08/2024	Completed
Occurance	Tightening by two check nuts one above the other.	Mr. Sujit	10/09/2024	10/09/2024	Completed
Outflow	We have started 100% inspection at the final inspection stage	Mr. Sujit	07/09/2024	07/09/2024	Completed
Outflow	The PDI report has been updated to include the use of the gap gauge	Mr. Sujit	07/09/2024	07/09/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	Change PDIR & Set up approval report
Inspection Method	Gauge
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	100%

10. Evidance of Countermeasure

Occurance (Before)	Previously, only one bolt was used. 1038_Occurance_Before.jpg
Occurance (After)	Now, Tightening by two check nuts one above the other. 1038_Occurance_After.jpg
Outflow (Before)	Previously, we checked the circlip using a vernier caliper during the PDI stage 1038_Outflow_Before.xlsx
Outflow (After)	We are now using a gap gauge for checking circlips at the PDI stage 1038_Outflow_After.jpg

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	Applicable for CNC machine.

12. Document Review

Documents	ControlPlan, PFMEA
Specify Other Document	Set up approval & PD

13. Effectiveness Of Action

Reviewed Quantity	5
Reason for submission	Gap observed 12.644 against specification 13.5+1.5 mm