QFR No - 7001049474

Defect Details

NC No.	7001049474
NC Date	02/09/2024
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	DIMN.U/SIZE.-Dim 13.5 undersize

1. Problem Description

Defect Description	Dim 13.5 mm found undersize i.e. 12.644 mm
Detection Stage	Receipt
Problem Severity	Fitment
NG Quantity	30000
Is Defect Repeatative?	Yes
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
Re verify the Existing lot for the issue

3. Process Flow

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

4. Process Details

Process / Operation	Coiling
Outsource	No
Machine / Cell	CNC Coiling
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

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 M.	19/08/2024	19/08/2024	Completed

Outflow	We have started 100% inspection at the final inspection stage	Mr. Sujit	07/09/2024	07/09/2024	Completed
Occurance	the `Nut and Bolt` checkpoint has been added to the process setup approval report..	Mr. Sujit M.	20/08/2024	20/08/2024	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
Occurance	Tightening by two check nuts one above the other.	Mr. Sujit M.	10/09/2024	10/09/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	We are now using a gap gauge for checking circlips at the PDI stage
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. 1051_Occurance_Before.jpg
Occurance (After)	Now, Tightening by two check nuts one above the other. 1051_Occurance_After.jpg
Outflow (Before)	Previously, we checked the circlip using a vernier caliper during the PDI stage 1051_Outflow_Before.xlsx
Outflow (After)	We are now using a gap gauge for checking circlips at the PDI stage 1051_Outflow_After.pdf

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	CNC-02

12. Document Review

Documents	ControlPlan, PFMEA
Specify Other Document	Setup Approval

13. Effectiveness Of Action

Reviewed Quantity	5
Reason for submission	Dim 13.5 mm found undersize i.e. 12.644 mm