QFR No - 7001054564

Defect Details

NC No.	7001054564
NC Date	18/09/2024
NC Submission Date	
Part No.	520HN00102
Part Name	OIL SEAL
Supplier Name & Code	101062-FREUDENBERG-NOK PRIVATE LIMITE
ETL Plant	1136-ETL Suspension Sanand
Defect Details	RUSTY-Rusty material Recieved

1. Problem Description

Defect Description	Rusty Found in oil seal K0LA (Insert metal) .
Detection Stage	Receipt
Problem Severity	Function
NG Quantity	10000
Is Defect Repeatative?	No
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	Manpreet.Rahi@fst.com
Plant Head/CEO Email ID	Vishal.Inge@fst.com
MD Email ID	anand.thiagarajan@fst.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	82000	112000	0	176000	0	370000
Check Qty	82000	112000	0	176000	0	370000
NG Qty	40000	42000	0	0	0	82000

Action taken on NG part

Scrap	42000
Rework	0
Under Deviation	0

Containment Action
100% visual reverification for rust issue & OK identification on label of box

3. Process Flow

Process Flow Description
Moulding-->Trimming--Greasing--Inspection & packing

4. Process Details

Process / Operation	Moulding to FG
Outsource	No
Machine / Cell	Compression Moulding
Machine / Cell No.	Compression Moulding

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Method	Part storage in incorrect packing	Part packaging found as per defined packing standard	O
Material	Humidity impact on metal part at storage condition with current packing	Humidity observed high due to rainy season & moisture impact on metal part with current polybag	X
Method	Metal part kept in open condition at WIP stage (before moulding)	Metal part storage observed in closed polybag after treatment	O
Method	Phosphating process skipped	batch production observe din process with tag on each stage	O
Material	Rust on input metal parts	Rust preventive oil seal & phosphating process defined for metal treatment	O

6. Inspection Method Analysis (Current)

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

7. Root Cause Analysis (Occurance)

Why 1	Rust on metal area in oil seal
Why 2	Moisture impacted on open metal area
Why 3	Humidity impacted open metal area in oil seal
Why 4	Current polybag used for oil seal does not have rust prevention controls.
Why 5	Inadequate polybag defined for oil seal packing
Root Cause (Occurance)	Current polybag used for oil seal does not have rust prevention controls due to Inadequate polybag defined for oil seal packing

Root Cause Analysis (Outflow)

Why 1	Rust on metal area in oil seal not detected @FNI
Why 2	Delayed failure
Why 3	
Why 4	
Why 5	
Root Cause (Outflow)	Delayed failure

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	VCI polybag to be used instead of normal polybag	FNI	25/10/2024	10/10/2024	Completed
Outflow	Training & education to operators	FNI	18/09/2024	18/09/2024	Completed

9. Inspection Method After Customer Complaint

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

10. Evidance of Countermeasure

Occurance (Before)	Normal white polybag used 1099_Occurance_Before.png
Occurance (After)	VCI polybag instead of normal 1099_Occurance_After.png
Outflow (Before)	Rust defect was not updated 1099_Outflow_Before.pdf
Outflow (After)	Defect sheet updated with rust defect 1099_Outflow_After.pdf

11. Horizontal Deployment

Horizontal Deployment Required	No
Applicable Machine / Model / Plant	NA

12. Document Review

Documents	WISOP, PackingStd
Specify Other Document	NA

13. Effectiveness Of Action

Reviewed Quantity	5
Reason for submission	Rusty Found in oil seal K0LA (Insert metal)