QFR No - 7001064273

Defect Details

NC No.	7001064273
NC Date	17/10/2024
NC Submission Date	
Part No.	S1HT05507B
Part Name	OUTER SPRING - K1JF
Supplier Name & Code	100186-SAGAR SPRINGS PRIVATE LIMITED
ETL Plant	1136-ETL Suspension Sanand
Defect Details	LENGTH UNDERSIZE-Total length Undersize

1. Problem Description

Defect Description	Total length undersize 214.39 mm against specification 215~219 mm.
Detection Stage	Receipt
Problem Severity	Function
NG Quantity	1200
Is Defect Repeatative?	No
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	quality@sagarsprings.com
Plant Head/CEO Email ID	ajai.singh@sagarsprings.com
MD Email ID	sagar@sagarsprings.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	1200	0	0	2200	1000	4400
Check Qty	1200	0	0	2200	1000	4400
NG Qty	98	0	0	36	14	148

Action taken on NG part

Scrap	116
Rework	0
Under Deviation	0

Containment Action
SSPL person visited ETL sannand and segregated spring for free length less out of 1200parts79 parts NG found at SSPL FG & WIP 1450Parts segregated and 37 NG Parts found

3. Process Flow

Process Flow Description
coiling- tempering- grinding- shot peening- tempering- squareness correction and height checking- powder coating-inspection

4. Process Details

Process / Operation	sqareness correction and height checking
Outsource	No
Machine / Cell	Press
Machine / Cell No.	PRESS

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Material	Raw material variaton	RMTC verified and found OK	O
Machine	Variation at Coiling	At coiling height as per specification OK	O
Man	Untrained inspector	Inspectors are experienced	O
Man	Height setting wrong	Potential chance of occurance	X
Method	Height checking and OK NG parts separation inadequate	Height less parts kept on table and chance of mix up	X
Machine	Variation at Grinding	At grinding height as per specification OK	O
Man	Untrained operator	operators are experienced	O

6. Inspection Method Analysis (Current)

Inspection Method	Instrument
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	Sampling P

7. Root Cause Analysis (Occurance)

Why 1	Height setting wrong
Why 2	Height gauge set wrongly
Why 3	Height gauge set by without referring specification
Why 4	Height gauge set by production personnel without referring specification
Why 5	
Root Cause (Occurance)	Height gauge set by production personnel without referring specification

Root Cause Analysis (Outflow)

Why 1	Height checking and OK NG parts separation inadequate
Why 2	Height less parts kept on table
Why 3	Separate bin not available at height checking table for height less springs
Why 4	
Why 5	

Root Cause (Outflow)	Separate bin not available at height checking table for height less springs

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Height gauge setting will be done by QA personnel by referring specification	R G Mehta	20/10/2024	20/10/2024	Completed
Outflow	Separate bins arranged at height checking table for Height Less & More	R G Mehta	20/10/2024	20/10/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	No
Change Details	No Change
Inspection Method	Instrument
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	Sampling P

10. Evidance of Countermeasure

Occurance (Before)	Height gauge set by production personnel without referring specification 1151_Occurance_Before.pptx
Occurance (After)	Height gauge setting will be done by QA personnel by referring specification 1151_Occurance_After.pptx
Outflow (Before)	Separate bin not available at height checking table for height less springs 1151_Outflow_Before.pptx
Outflow (After)	Separate bins arranged at height checking table for Height Less & More 1151_Outflow_After.pptx

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	All Outer Coil Springs

12. Document Review

Documents	PFMEA
Specify Other Document	OPL

13. Effectiveness Of Action

Reviewed Quantity	5

Reason for submission	Total length Undersize.