QFR No - 8000779369

Defect Details

NC No.	8000779369
NC Date	10/03/2022
NC Submission Date	
Part No.	S1AB00612B
Part Name	ADJUSTER PLATED
Supplier Name & Code	100782-NICE STEEL INDUSTRIES
ETL Plant	1146-ETL Suspension Narasapura
Defect Details	MIX UP OTHER MODEL-WRONG PART NOT USING K0PG REAR MODEL

1. Problem Description

Defect Description	adjuster small size part mix up not using K0PG Rear model
Detection Stage	Inprocess
Problem Severity	Fitment
NG Quantity	8
Is Defect Repeatative?	No
Defect Sketch / Photo	y1hynmfxkooqo3rg1jwpcn4h.xlsx

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	0	0	0	1000	2000	3000
Check Qty	0	0	0	1000	2000	3000
NG Qty	0	0	0	1	0	1

Action taken on NG part

Scrap	0
Rework	1
Under Deviation	0

Containment Action
100% MATERIAL CHECKED AT WIP AND FINISH GOOD .

3. Process Flow

Process Flow Description
PROCESS SEQUENCE CHART 10 RECEIVING INSPECTION 20 STORAGE 30 BLANKING 40 1st BENDING (`U` BENDING) 50 FINAL BENDING (ROUNDING) 60 MIG WELDING 70 FLAIRING 80 ID SIZING 90 SIDE GRINDING 100 BROACHING 110 HEAD GRINDING & BUFFING 120 OUTSIDE MOVEMENT FOR PLATING 130 STORAGE & RQC INSP. OF PLATED MATERIAL 140 FINAL INSPECTION 150 PACKING & DISPATCH

4. Process Details

Process / Operation	120 OUTSIDE MOVEMENT FOR PLATING
Outsource	No
Machine / Cell	DISPATCH FOR PLATING
Machine / Cell No.	NA

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud

6. Inspection Method Analysis (Current)

Inspection Method	Other
Other Inspection Method	Only sampling base
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	100 pcs

7. Root Cause Analysis (Occurance)

Why 1	Wrong model part dispatch to customer
Why 2	Plating done in wrong model part
Why 3	Wrong model part mix-up during dispatch time (Outsource plating)
Why 4	Only sampling Inspection done before dispatch to plating supplier for plating
Why 5	
Root Cause (Occurance)	Inspection system was not define before plating

Root Cause Analysis (Outflow)

Why 1	Wrong model part passed to customer
Why 2	Part could not detect during inspection time
Why 3	Same id spec in both part so part easily qualify in gauge during inspection
Why 4	
Why 5	
Root Cause (Outflow)	Same id spec in both part so part easily qualify in gauge during inspection

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status

Outflow	One Point lesson displayed at PDI stage	Nice Team	02/04/2022	01/04/2022	Completed
Occurance	100% visual inspection started before dispatch to plating (outsource)	Nice Team	01/04/2022	01/04/2022	Completed
Outflow	Training provided to inspector for both similar part	Nice Team	02/04/2022	01/04/2022	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	100% inspection started before dispatch to plating (outsource)
Inspection Method	Other
Other Inspection Method	Visual inspection
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	100%

10. Evidance of Countermeasure

Occurance (Before)	Only sapling inspection being done 13_Occurance_Before.pdf
Occurance (After)	Training provided to all concern person about visual inspection . 13_Occurance_After.pdf
Outflow (Before)	No any OPL 13_Outflow_Before.pdf
Outflow (After)	OPL made and displayed 13_Outflow_After.pdf

11. Horizontal Deployment

Horizontal Deployment Required	No
Applicable Machine / Model / Plant	No

12. Document Review

Documents	InspCheckSheet
Specify Other Document	Inspection added

13. Effectiveness Of Action

Reviewed Quantity	10000
Reason for submission	reviewed 10000 no mix up issue