

Defect Details

NC No.	8000781361
NC Date	24/03/2022
NC Submission Date	
Part No.	F1LG00902B
Part Name	SEAT PIPE -K86A
Supplier Name & Code	100538-NARINDER PARKASH AND CO
ETL Plant	1136-ETL Suspension Sanand
Defect Details	MIX UP OTHER MODEL-WRONG MODEL FOUND

1. Problem Description

Defect Description	Wrong Model Part
Detection Stage	Receipt
Problem Severity	Fitment
NG Quantity	252
Is Defect Repeatative?	Yes
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	quality@npcindustries.in
Plant Head/CEO Email ID	anand@npcindustries.in
MD Email ID	ajay@npcindustries.in

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	8000	0	0	0	0	8000
Check Qty	8000	0	0	0	0	8000
NG Qty	250	0	0	0	0	250

Action taken on NG part

Scrap	0
Rework	250
Under Deviation	0

Containment Action

Bar coding to be done in NP&Co. Plant itself

3. Process Flow

Process Flow Description

1.RM Receipt 2. Cutting 3.Multistation Draw 4. Head Formation 5. Rough Grinding 6. Punching 7. CNC Head Turning & Chamfering 8. CNC Boring & Facing 9. Thread M8x1.25 Tapping 10. Chamfering-1 11. Chamfering-2 12. ID Deburring 13. Finish Grinding 14. Final Inspection 15. ID Cleaning 16. Oiling 17. Packing & Dispatch 18. Transportation.

4. Process Details

Process / Operation	Transportation
Outsource	Yes
Machine / Cell	----
Machine / Cell No.	----

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Man	In process Operator negligent	In process operator was not found to be negligent .	O
Method	Mix up during cleaning	After verification it was observed that parts were not mixed at cleaning station	O
Method	Mix up during Packing	After verification it was observed that parts were not mixed during Packing	O
Method	Mix up at final Inspection	No linkage with defect	O
Method	Material identification missing	Material identification with Tags observed to be followed regularly and on all the material	O
Man	Quality Inspector negligent	Quality Inspector was not found to be negligent.	O
Method	Mix up by transport	After verification it was observed that material boxes got mixed during transportation.	X

6. Inspection Method Analysis (Current)

Inspection Method	Other
Other Inspection Method	Visual
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	asper plan

7. Root Cause Analysis (Occurance)

Why 1	MIX UP OTHER MODEL-WRONG MODEL FOUND
Why 2	Mixing of boxes during transportation
Why 3	Collecting different customers material simultaneously at one time
Why 4	Wrong Barcoding done in Transportation Hub
Why 5	
Root Cause (Occurance)	Wrong Barcoding done in Transportation Hub

Root Cause Analysis (Outflow)

Why 1	MIX UP OTHER MODEL-WRONG MODEL FOUND
Why 2	Could not be detected at Packing Station
Why 3	No inspection activity before supply to customer
Why 4	
Why 5	
Root Cause (Outflow)	No inspection activity before supply to customer

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Single Seat Pipe model to be packed at one time	Mr. Ankush	21/04/2022		Pending
Occurance	Transport personnels to be contacted for making them aware of the defect	Mr. Kamaldeep	21/04/2022		Pending
Occurance	Quality Alert & WI to be displayed at Packing Station	Mr. Lokesh	29/03/2022		Pending
Occurance	Bar Coding to be done from Nabha Plant itself	Mr. Kamaldeep	21/04/2022		Pending

9. Inspection Method After Customer Complaint

Change In Inspection System	No
Change Details	-----
Inspection Method	Other
Other Inspection Method	Visual
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	asper plan

10. Evidance of Countermeasure

Occurance (Before)	Bar coding done in Transportation Hub 23_Occurance_Before.jpeg
Occurance (After)	Bar Coding to be done in N.P. & Co. Nabha Plant itself 23_Occurance_After.jpeg
Outflow (Before)	Multiple model seatpipes inspected simultaneously 23_Outflow_Before.jpeg
Outflow (After)	Single model seat pipe will be inspected at one time 23_Outflow_After.jpeg

11. Horizontal Deployment

Horizontal Deployment Required	No
Applicable Machine / Model / Plant	No

12. Document Review

Documents	WISOP
Specify Other Document	No

13. Effectiveness Of Action

Reviewed Quantity	
Reason for submission	