

Defect Details

NC No.	8000782421
NC Date	31/03/2022
NC Submission Date	
Part No.	520PC03307
Part Name	UNDER BKT SUB-ASSY. K3
Supplier Name & Code	100348-SINGLA FORGING
ETL Plant	1126-ETL Pantnagar
Defect Details	POWDER COATING NOT OK-POWDER COATING UNCOVER

1. Problem Description

Defect Description	Powder coating uncover in Under bracket at BAL
Detection Stage	Customer End
Problem Severity	Aesthetic
NG Quantity	1
Is Defect Repeatative?	Yes
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	pntquality@singlaforging.in
Plant Head/CEO Email ID	deepakgupta@singlaforging.com
MD Email ID	jain@singlaforging.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	150	0	0	180	0	330
Check Qty	150	0	0	180	0	330
NG Qty	1	0	0	0	0	1

Action taken on NG part

Scrap	0
Rework	1
Under Deviation	0

Containment Action

1-100% segregation of material lying at various stages to be done with OK confirmation marking 2-Quality Alert to be displayed at work station

3. Process Flow

Process Flow Description

Operation No Operation 10 Receipt of Material 20 Receipt Inspection 30 Storage 40 VMC Machining-I 50 VMC Machining-II 60 VMC Machining-III 70 Slitting
80 Received material & Inspection 90 Pipe Pressing, 100 Welding 110 Powder Coating 120 Final Inspection 130 Packing 140 Dispatch

4. Process Details

Process / Operation	Powder Coating
Outsource	Yes
Machine / Cell	Powder Coating cell
Machine / Cell No.	Unmasking

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Method	Method of unmasking not adequate	Checked and obserbed method of unmasking was not adeqate.i.e operator was unmasking the side id mask	X
Method	Method of applying powder through gun not adequate	Checked and verified that trained operator are applying powder through gun in booth	O
Method	Insp method not adequate	Checked & verified that inspector was doing the visual inspection	O
Man	Unskilled/Unaware Inspector/operator	Checked & verified that skilled inspector/operator are working but having some unawareness	X

6. Inspection Method Analysis (Current)

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

7. Root Cause Analysis (Occurance)

Why 1	Method of unmasking of side ID of powder coated parts was not adequate.
Why 2	Operator was removing the masking from the side ID directly with hand before moving of powder coated parts in the oven..
Why 3	No other provisions for removing the masking from the powder coated part not available.
Why 4	
Why 5	
Root Cause (Occurance)	No other provisions for removing the masking from the powder coated part not available.

Root Cause Analysis (Outflow)

Why 1	Powered coated uncover part skipped from the final stage
Why 2	Part was not detected in the final inspection stage.
Why 3	Inspector was not aware.
Why 4	
Why 5	

Root Cause (Outflow)

Inspector was not aware.

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	1-Method of removing the masking will be defined i.e. masking will be removed through plastic stick.	Mukesh Kumar Singh	06/04/2022	04/04/2022	Completed
Occurance	2-WI for removing of masking to be made & displayed.	Mukesh Kumar Singh	06/04/2022	04/04/2022	Completed
Outflow	1-Awareness training to be provided to the final inspector.	Sarvesh Kumar	06/04/2022	05/04/2022	Completed
Outflow	100% visual inspection is started at M/s steel Engineers end with proper identification marking.	Mukesh Kumar Singh	06/04/2022	02/04/2022	Completed
Outflow	Powder coating defects matrix to be made & displayed at final inspection stage and training to be provided	Sunil	04/04/2022	04/04/2022	Completed
Occurance	3-OJT to be provided for removing the masking.	Mukesh Kumar Singh	06/04/2022	05/04/2022	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	100% visual inspection is started at M/s steel Engineers end with proper identification marking.
Inspection Method	Other
Other Inspection Method	Visual Inspection
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	100%

10. Evidence of Countermeasure

Occurance (Before)	Masking pull directly from the part before oven through hand 35_Occurance_Before.xlsx
Occurance (After)	Method of removing the masking will be defined i.e masking will be removed through plastic stick. 35_Occurance_After.pdf
Outflow (Before)	Not Available 35_Outflow_Before.pdf
Outflow (After)	Powder coating defects matrix to be made & displayed at final inspection stage and training to be provided. 35_Outflow_After.xlsx

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	ALL UBA

12. Document Review

Documents	WISOP
Specify Other Document	no

13. Effectiveness Of Action

Reviewed Quantity	100
Reason for submission	OK