QFR No - 8000782619

Defect Details

NC No.	8000782619
NC Date	03/04/2022
NC Submission Date	
Part No.	S2HT52107B
Part Name	OUTER SPRING K0PG
Supplier Name & Code	101225-HELICAL SPRINGS
ETL Plant	1136-ETL Suspension Sanand
Defect Details	NOT AS PER SPECIFICATION-PAINT FAULT I.E. PAINT BURN OBSERVED

1. Problem Description

Defect Description	Paint Fault
Detection Stage	Inprocess
Problem Severity	Aesthetic
NG Quantity	1
Is Defect Repeatative?	Yes
Defect Sketch / Photo	wqqohlt4d2sjrzmz0ygurfve.jpg

Supplier Communication Details

Quality Head Email ID	arun@helicalsprings.in
Plant Head/CEO Email ID	shaikhmoin@helicalsprings.in
MD Email ID	ataneja@helicalsprings.in

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	2016	4000	0	0	0	6016
Check Qty	2016	4000	0	0	0	6016
NG Qty	1	0	0	0	0	1

Action taken on NG part

Scrap	1
Rework	0
Under Deviation	0

Containment Action
100% inspection done at ETL & Warehouse.

3. Process Flow

Process Flow Description
RM, COILING, Stress Releiving-1, Grinding, Shotpeening, Scragging, ID, Length & E1,E2 Checking , Stress Relieving-2, Surface Finish-Powder Coating (Out Source) KRISHNA COATING, Final Inspection.

4. Process Details

Process / Operation	Powder Coating
Outsource	Yes
Machine / Cell	NA
Machine / Cell No.	NA

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Man	unskilled Operator	Skill matrix checked found ok	O
Method	Hook profile change	Profile changed hooks not replaced	X

6. Inspection Method Analysis (Current)

Inspection Method	Other
Other Inspection Method	Visual Inspection
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	5 Nos

7. Root Cause Analysis (Occurance)

Why 1	Paint burn (Touch Mark)
Why 2	Powder removed from spring surface
Why 3	Due to spring touching to other spring during coating
Why 4	Profile change hooks not replaced in few hangers
Why 5	
Root Cause (Occurance)	Profile change hooks not replaced in few hangers

Root Cause Analysis (Outflow)

Why 1	Paint burn (Touch Mark)
Why 2	Online inspection done.
Why 3	PDIR done before dispatch but not detected in sampling.
Why 4	
Why 5	
Root Cause (Outflow)	Online inspection done.

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Outflow	Two Stage inspection Start I. Online Inspection II. Inspection on table	Krishna Coating	07/04/2022	06/04/2022	Completed
Occurance	Monitoring hook condition at loading stage	Krishna Coating	07/04/2022	06/04/2022	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	2 Stage inspection Start I. Online Inspection II. Inspection on table
Inspection Method	Other
Other Inspection Method	Visual Inspection
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	5 Nos

10. Evidance of Countermeasure

Occurance (Before)	Profile change hooks not replaced in few hangers 43_Occurance_Before.pdf
Occurance (After)	Monitoring hook condition at loading stage for avoiding touching during coating 43_Occurance_After.pdf
Outflow (Before)	Online Inspection. 43_Outflow_Before.pdf
Outflow (After)	Stage inspection Start I. Online Inspection II. Inspection on table 43_Outflow_After.pdf

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	All Powder Coated Part.

12. Document Review

Documents	
Specify Other Document	OPL

13. Effectiveness Of Action

Reviewed Quantity	0
Reason for submission	To avoid hook (Spring) distance to be proper what action has been taken??? Training record for operator. Document i.e. Hanger PM and hook inspection sheet on daily bases not attached. 1st and 2nd stage inspection can have two different color making to make sure inspection is performed 100% twice at 2 stages.