QFR No - 8000783854

Defect Details

NC No.	8000783854
NC Date	14/04/2022
NC Submission Date	
Part No.	F2AV00902B
Part Name	BELLOW -ABWB
Supplier Name & Code	101023-FORES ELASTOMECH INDIA PVT. LT
ETL Plant	1117-ETL K-228/9 Suspension
Defect Details	NOT AS PER SPECIFICATION-DAMAGED PARTS TORN BELLOW

1. Problem Description

Defect Description	DIRT DAMAGES ON PLATE
Detection Stage	Receipt
Problem Severity	Aesthetic
NG Quantity	82
Is Defect Repeatative?	Yes
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	malani.pritam@foresgroup.com
Plant Head/CEO Email ID	singh.barinder@foresgroup.com
MD Email ID	swamy.pj@foresgroup.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	1000	0	0	1000	0	2000
Check Qty	1000	0	0	1000	0	2000
NG Qty	2	0	0	0	0	2

Action taken on NG part

Scrap	2
Rework	0
Under Deviation	0

Containment Action
100% stock verification at ETL end

3. Process Flow

Process Flow Description
Rubber & Chemical >Incoming inspection > Mixing rubber compound > Moulding > Visual Inspection > Packing & Dispatch .

4. Process Details

Process / Operation	Rubber Moulding
Outsource	No
Machine / Cell	Moulding
Machine / Cell No.	Moulding

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Man	Skip for inspection	Inspector not quarantine NG parts	O
Machine	Mould temperature not okay	PLC controlled process parameter machine	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	100%

7. Root Cause Analysis (Occurance)

Why 1	Flow mark on part
Why 2	Material Flow not uniform
Why 3	Dirt deposition in cavity
Why 4	
Why 5	
Root Cause (Occurance)	Dirt deposition in cavity

Root Cause Analysis (Outflow)

Why 1	Material flow mark on part
Why 2	Skip from inspection
Why 3	Not okay material mix up in okay part
Why 4	inspector not quarantine NG parts
Why 5	
Root Cause (Outflow)	Inspector not aware about the issue

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Dirt polishing frequency is increase	Fores	19/04/2022	19/04/2022	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	No
Change Details	No change
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)	Dirt polishing frequency is less i.e After 15days of production 51_Occurance_Before.png
Occurance (After)	1.Dirt polishing frequency is increase i.e After 7 days of production . 2.OPL display at production stage . 51_Occurance_After.png
Outflow (Before)	Inspector not aware about the issue 51_Outflow_Before.pdf
Outflow (After)	1.Training given to inspector . 2. OPL display at inspection stage . 51_Outflow_After.pdf

11. Horizontal Deployment

Horizontal Deployment Required	No
Applicable Machine / Model / Plant	N/A

12. Document Review

Documents	
Specify Other Document	N/A

13. Effectiveness Of Action

Reviewed Quantity	100
Reason for submission	Occurrence side & outflow side before after evidences are same. Also Horizontal deployment of action can be taken in FAV00302 which is not considered.(Same defect is repeating in F2AV00302)