QFR No - 8000784732

Defect Details

NC No.	8000784732
NC Date	21/04/2022
NC Submission Date	
Part No.	520JT00102
Part Name	PLATE CLUTCH K-70
Supplier Name & Code	100299-CITIZEN EXPORTS
ETL Plant	1135-ETL 7/10 P Nagar
Defect Details	OXDISED-

1. Problem Description

Defect Description	Rusty pieces mix up
Detection Stage	Inprocess
Problem Severity	Aesthetic
NG Quantity	148
Is Defect Repeatative?	No
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	qualitypantnagar@citizencomponents.com
Plant Head/CEO Email ID	citizenexports@citizencomponents.com
MD Email ID	ceo@citizencomponents.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	1440	0	0	1100	0	2540
Check Qty	1440	0	0	1100	0	2540
NG Qty	148	0	0	0	0	148

Action taken on NG part

Scrap	0
Rework	148
Under Deviation	0

Containment Action
100% Part checked at customer end & Citizen end FG with WIP Stage and after inspection defective part resting in Red Bin

3. Process Flow

Process Flow Description
RM & Blanking

4. Process Details

Process / Operation	Blanking
Outsource	No
Machine / Cell	Power Press Machine
Machine / Cell No.	Power Press Machine

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Tool	Tooling ok as per required	Tooling is ok as per required	O
Method	After Planishingdept material has been clean	After Planishing dept material has been clean done at Citizen End	O
Man	Trained Opreator	Operator aware about the Material Specification	O
Machine	Machine Capacity	Machine Capacity is ok	O
Material	Material Grade or Thickness and visual as per required ok	Material Grade or Thickness as per required ok but RM observation rusted type	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% P/L

7. Root Cause Analysis (Occurance)

Why 1	Clutch Plate Rusted Observation at ETL end
Why 2	RM rusted observation at Storage area
Why 3	Due to RM inventory carry out 3 to 4 Month at Citizen End
Why 4	Due to RM MOQ define approx 20Ton with RM Supplier .
Why 5	
Root Cause (Occurance)	Due to RM MOQ define approx 20Ton with RM Supplier .

Root Cause Analysis (Outflow)

Why 1	Defective Part Not arrested during inspection
Why 2	Rusted Part After cleaning not checked
Why 3	
Why 4	
Why 5	
Root Cause (Outflow)	NG part not found during final quality gate.

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Clutch Plate Blank Grinding process after 100% Clutch Plate clean with Anti Rust chemical for avoiding rust issue at customer end	Mr. Yogesh Kumar & Mr. Vineet Kumar	21/04/2022	29/04/2022	Completed
Outflow	100% checked after cleaning	Mr. Yogesh Kumar & Mr. Vineet Kumar	21/04/2022	29/04/2022	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	After cleaning 100% part check by visual method
Inspection Method	Other
Other Inspection Method	Visaul
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	Per Lot

10. Evidance of Countermeasure

Occurance (Before)	Rusted Part cleaning have not done with anti rust chemical 61_Occurance_Before.pdf
Occurance (After)	Rusted part Cleaning have started with Anti rust chemical and after cleaning rust prevent oil used on part avoiding rust issue 61_Occurance_After.pdf
Outflow (Before)	Part checked only final stage 61_Outflow_Before.pdf
Outflow (After)	After Cleaning part have checked 100% before Planishing process and 2nd visual inspection have done at Final Stage 61_Outflow_After.pdf

11. Horizontal Deployment

Horizontal Deployment Required	No
Applicable Machine / Model / Plant	Power Machine

12. Document Review

Documents	ProcessFlowChart, InspCheckSheet
Specify Other Document	N/A

13. Effectiveness Of Action

Reviewed Quantity	
Reason for submission	