QFR No - 8000787717

Defect Details

NC No.	8000787717
NC Date	17/05/2022
NC Submission Date	
Part No.	F1LG00902B
Part Name	SEAT PIPE -K86A
Supplier Name & Code	100538-NARINDER PARKASH AND CO
ETL Plant	1146-ETL Suspension Narasapura
Defect Details	HIGHT U/SIZE.-TOTAL LENGTH LESS ISSUE

1. Problem Description

Defect Description	K0LA seat pipe total length less issue
Detection Stage	Inprocess
Problem Severity	Fitment
NG Quantity	4
Is Defect Repeatative?	Yes
Defect Sketch / Photo	nqppngc1jzrocztqb5vn0rur.xlsx

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	15000	0	0	7000	0	22000
Check Qty	15000	0	0	0	0	15000
NG Qty	4	0	0	0	0	4

Action taken on NG part

Scrap	4
Rework	0
Under Deviation	0

Containment Action
Segregated all the material at ETL.

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.

4. Process Details

Process / Operation	CNC Boring & Facing
Outsource	No
Machine / Cell	CNC
Machine / Cell No.	NP/CNC/014

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Man	Operator Negligence.	Operator found to be non-negligent.	O
Man	Operator Unaware.	Operator found to be aware about the Operation.	O
Material	Material Hardness Less/More.	Material Hardness found to be ok.	O
Method	NG setting part mixed.	No locked Red Bin present at work station.	X
Material	Other model mixed during processing.	Verified found OK .	O
Method	CNC vernier not calibrated.	Calibration certificate	O
Method	Usage of open Red Bins.	During Gemba visit open Red Bins observed to be present at work station.	X
Method	CNC Stopper design inadequate.	Verified found OK	O

6. Inspection Method Analysis (Current)

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

7. Root Cause Analysis (Occurance)

Why 1	Total length undersize.
Why 2	NG Setting part with length undersize passed.
Why 3	NG Setting part mixed in OK parts.
Why 4	Usage of open Red Bins.
Why 5	
Root Cause (Occurance)	Usage of open Red Bins.

Root Cause Analysis (Outflow)

Why 1	Total Length undersize.
Why 2	Could not be detected at Final Inspection.

Why 3	Skipped in Sampling at Final Inspection.
Why 4	
Why 5	
Root Cause (Outflow)	Skipped in Sampling at Final Inspection.

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Lock & Key type rejection bins to be implemented at work station (Only part drop down and not pick up from Bin).	Mr Mohinderpal	26/05/2022		Completed
Occurance	Quality Alert to be displayed at work station.	Mr Lokesh	20/05/2022		Completed
Outflow	Quality alert to be displayed at final inspection	Mr. Lokesh	20/05/2022		Completed
Outflow	Sampling plan to be doubled at final inspection.	Mr. Gurpreet	23/05/2022		Completed
Occurance	Setting NG part to be damaged by shift supervisor.	Mr Lokesh	27/05/2022		Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	Sampling to be doubled.
Inspection Method	Gauge
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	doubled

10. Evidance of Countermeasure

Occurance (Before)	Usage of open Red Bin. 126_Occurance_Before.jpg
Occurance (After)	Lock & Key type rejection bins to be implemented. 126_Occurance_After.jpg
Outflow (Before)	As per Sampling plan. 126_Outflow_Before.jpg
Outflow (After)	Sampling doubled. 126_Outflow_After.png

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	All similar models.

12. Document Review

Documents	WISOP
Specify Other Document	No.

13. Effectiveness Of Action

Reviewed Quantity	5000
Reason for submission	reviewed 5000 number no issue found ok