QFR No - 8000788173

Defect Details

NC No.	8000788173
NC Date	20/05/2022
NC Submission Date	
Part No.	550BZ01402
Part Name	CAP OIL LOCK - DF01
Supplier Name & Code	100106-SHARP ENGINEERS.
ETL Plant	1117-ETL K-228/9 Suspension
Defect Details	NOT AS PER SPECIFICATION-OD OVERSIZED DIMN 7MM OVERSIZE STEP ON T

1. Problem Description

Defect Description	OD 18mm oversized by 0.15mm & Dimn 7mm Undersized/oversized
Detection Stage	Inprocess
Problem Severity	Fitment
NG Quantity	3158
Is Defect Repeatative?	Yes
Defect Sketch / Photo	jq1zd3jwbvlx5fndf34ouof2.pptx

Supplier Communication Details

Quality Head Email ID	quality@apw3.co.in
Plant Head/CEO Email ID	kurund.ma@sharp-engineers.com
MD Email ID	urkhandelwal@sharp-engineers.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	5000	0	0	5000	6000	16000
Check Qty	5000	0	0	5000	6000	16000
NG Qty	3158	0	0	0	15	3173

Action taken on NG part

Scrap	8
Rework	3165
Under Deviation	0

Containment Action
On job training given to operator & lock and key box provided for setting pieces. OPL displayed on machine stage for awareness purpose.

3. Process Flow

Process Flow Description

10)- RM Inward inspection, 20)- Parting ,Drilling & angle 1.4°, 30)- Ø8.50 & Ø14.04 chamfering, 40)-Grinding Operation,50)-Plating, 60)-Final Inspection, 70)-Pre-dispatch inspection., 80)-Packing & Dispatch.

4. Process Details

Process / Operation	Parting and drilling operation.
Outsource	No
Machine / Cell	Traub Machining shop
Machine / Cell No.	SE/A/05

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Material	Wrong material used	Raw material test certificate verified by in process quality engineers & Third part report evident.	O
Method	Setting piece mix up	Setting pieces got mix up with ok material, Lock and key not exist for Rework and rejection parts.	X
Machine	Inaccurate machine	Preventive maintenance monitoring on half yearly basis & record evident as per plan	O
Man	semi-skilled manpower, operator fluctuation	Operator having inadequate knowledge of operation & Rework/Rejection part disposal	X

6. Inspection Method Analysis (Current)

Inspection Method	Sp. Gauge
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	1:1

7. Root Cause Analysis (Occurance)

Why 1	Depth 7.0+/-0.1 O/s
Why 2	Setting piece mix up
Why 3	Lock & Key not done for setting pieces
Why 4	
Why 5	
Root Cause (Occurance)	Lock & Key not done for setting pieces

Root Cause Analysis (Outflow)

Why 1	Judgment error
Why 2	Checking By PPG
Why 3	Special dial type gauge not available.
Why 4	
Why 5	

Root Cause (Outflow)	Special dial type gauge not available.

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	On job training given to operator & lock and key box provided for setting pieces. OPL displayed on machine stage for awareness purpose.	Mr. Shaikh Laik	25/05/2022	26/05/2022	Completed
Outflow	Dial type gauge made available & Stage wise skill matrix monitoring and Q gate license implemented for inspectors. OPL displayed for awareness .	Mr. Shaikh Laik	25/05/2022	26/05/2022	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	M/s Sharp made available Spl. Dial type gauge for DIM 7.0+/-0.1 mm checking at final & in process inspection stage to avoid man oriented inspection. Gauge implemented & checking on daily basis.
Inspection Method	Sp. Gauge
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	100:1200

10. Evidance of Countermeasure

Occurance (Before)	Lock & Key not done for setting pieces, Open red and yellow bin provided for setting/NG pieces. 130_Occurance_Before.pptx
Occurance (After)	Rejection & Rework material kept in lock & key on machine to avoid mix up issue. 130_Occurance_After.pptx
Outflow (Before)	1. Relation gauge used for checking 100% parts but not effective by vernier caliper, Detection side inspection being done by attribute type gauge. 130_Outflow_Before.pptx
Outflow (After)	M/s Sharp made available Spl. Dial type gauge for DIM 7.0+/-0.1 mm checking at final & in process inspection stage to avoid man oriented inspection. Gauge implemented & checking on daily basis. 130_Outflow_After.pptx

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	CAP OIL LOCK LML/DF & PRF

12. Document Review

Documents	ControlPlan, PFMEA, WISOP, InspCheckSheet
Specify Other Document	NIL

13. Effectiveness Of Action

Reviewed Quantity	500
Reason for submission	Ok