QFR No - 8000788445

Defect Details

NC No.	8000788445
NC Date	23/05/2022
NC Submission Date	
Part No.	F2GN02302B
Part Name	MAIN SPRING-KTEM/KTEL
Supplier Name & Code	101225-HELICAL SPRINGS
ETL Plant	1116-ETL K-120 Suspension
Defect Details	MIX UP OTHER MODEL-MIXUP WITH OTHER MODEL

1. Problem Description

Defect Description	Other model mix-up concern. This is repetitive concern in other models supplied by M/s Helical Spring.
Detection Stage	Receipt
Problem Severity	Fitment
NG Quantity	702
Is Defect Repeatative?	Yes
Defect Sketch / Photo	k45nr4nswe1z3gj1mejw5zia.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	2794	0	0	2000	0	4794
Check Qty	2794	0	0	2000	0	4794
NG Qty	741	0	0	0	0	741

Action taken on NG part

Scrap	0
Rework	741
Under Deviation	0

Containment Action
Inspection all material at ETL,WH & FG

3. Process Flow

Process Flow Description
Raw Material Receipt & Inspection, Coiling, Stress Relieving, End Grinding, Shot Peening, Scragging, Length & Waviness checking, Strain-aging, Surface Finish-Oiling, Final Inspection/ PDI, Packing, Dispatch.

4. Process Details

Process / Operation	Final Inspection
Outsource	No
Machine / Cell	NA
Machine / Cell No.	NA

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Method	Improper Material handling	Material handling done as per process verified found not ok	X
Man	unskilled Operator	Skill matrix checked found not ok	X
Machine	Machine check Sheet not followed	CLIT verified found Ok	O
Material	Material Grade	RMTC verified found ok	O

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	1000/19

7. Root Cause Analysis (Occurance)

Why 1	Other model mix up
Why 2	Similar model springs storage location found at one place
Why 3	Separate location not defined
Why 4	
Why 5	
Root Cause (Occurance)	Separate location not defined

Root Cause Analysis (Outflow)

Why 1	Other model mix up
Why 2	Other model spring not detected during PDI inspection
Why 3	PDI done on sampling basis
Why 4	
Why 5	
Root Cause (Outflow)	PDI done on sampling basis

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Separate Pallets defined for keeping similar models	Mr.Dadasaheb Mhaske	01/06/2022	31/05/2022	Completed
Occurance	Training provides to loading people & store team	Mr.Anuj Shelke	01/06/2022	31/05/2022	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	No
Change Details	No change
Inspection Method	Other
Other Inspection Method	Visual
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	1000/19

10. Evidance of Countermeasure

Occurance (Before)	Separate location not defined 146_Occurance_Before.jpg
Occurance (After)	Separate Pallets defined for keeping similar models 146_Occurance_After.pdf
Outflow (Before)	PDI done on sampling basis 146_Outflow_Before.jpg
Outflow (After)	PDI doing on sampling basis. Training provided to loading people & store team to keep similar type of springs on separate pallets 146_Outflow_After.pdf

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	Similar Model springs

12. Document Review

Documents	WISOP
Specify Other Document	SOP

13. Effectiveness Of Action

Reviewed Quantity	150
Reason for submission	Completed.