QFR No - 8000790951

Defect Details

NC No.	8000790951
NC Date	11/06/2022
NC Submission Date	
Part No.	F2LY02502B
Part Name	SOCKET HEADED BOLT - RE J1A
Supplier Name & Code	100846-SANGKAJ ENGINEERING PVT.LTD.
ETL Plant	1117-ETL K-228/9 Suspension
Defect Details	NOT AS PER SPECIFICATION-PLATING THICKNESS LESS

1. Problem Description

Defect Description	Zinc Plating Thickness Less
Detection Stage	Customer End
Problem Severity	Function
NG Quantity	23200
Is Defect Repeatative?	Yes
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	vishwas@sangkaj.com
Plant Head/CEO Email ID	pardeshinr@sangkaj.com
MD Email ID	anirudh.2007@hotmail.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	24800	0	0	400	3700	28900
Check Qty	50	0	0	5	10	65
NG Qty	10	0	0	0	0	10

Action taken on NG part

Scrap	10
Rework	0
Under Deviation	0

Containment Action
All finish stage material taken for plating rework from ETL and SEPL, as it is not possible to verify 100% for plating thickness

3. Process Flow

Process Flow Description
Raw material inward--wire draw--Forging--Rolling--Heat treatment--plating- final inspection and PDI--packing and dispatch

4. Process Details

Process / Operation	Plating process
Outsource	Yes
Machine / Cell	Outsource
Machine / Cell No.	Outsource

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Method	process parameters are not as per specification	validation check for corrected parameters	X

6. Inspection Method Analysis (Current)

Inspection Method	Other
Other Inspection Method	XRF inspection
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	10nos

7. Root Cause Analysis (Occurance)

Why 1	Low thickness observed on plated components
Why 2	Process done on parts as per regular lot size
Why 3	Because of small parts its required different lot size & current supply
Why 4	Proper validation not done for small parts
Why 5	during validation thickness checked on regular DFT which shows OK reading
Root Cause (Occurance)	1) Proper validation not done for small parts. 2) Parts checked on regular thickness tester.

Root Cause Analysis (Outflow)

Why 1	Low thickness observed on plated components
Why 2	Not detected by regular thickness tester (DFT)
Why 3	XRF thickness reading is less than regular thickness tester reading
Why 4	
Why 5	
Root Cause (Outflow)	XRF thickness reading is less than regular thickness tester reading

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status

Occurance	Plating will done on Valid parameters & its records maintained as per requirements .	M/S Krishna Indstires	13/06/2022	12/06/2022	Completed
Outflow	checking done on XRF thickness tester before dispatch the material ,	M/S Krishna Industires	13/06/2022	12/06/2022	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	Plating thickness checking start with XRF on sampling basis
Inspection Method	Instrument
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	10nos

10. Evidance of Countermeasure

Occurance (Before)	Validation not done properly 172_Occurance_Before.pptx
Occurance (After)	Proper validation done for small parts 172_Occurance_After.pdf
Outflow (Before)	Checking method by regular DFT meter 172_Outflow_Before.pdf
Outflow (After)	Checking method change to XRF from regular DFT meter 172_Outflow_After.pdf

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	All small parts

12. Document Review

Documents	ControlPlan, WISOP, InspCheckSheet
Specify Other Document	Validation document

13. Effectiveness Of Action

Reviewed Quantity	150
Reason for submission	Ok