QFR No - 8000797760

Defect Details

NC No.	8000797760
NC Date	29/07/2022
NC Submission Date	
Part No.	550HL00602
Part Name	OIL LOCK COLLAR
Supplier Name & Code	100503-DIVYA INDUSTRIES
ETL Plant	1117-ETL K-228/9 Suspension
Defect Details	NOT AS PER SPECIFICATION-LENGTH U/S, OD O/S, EXTRA HOLE

1. Problem Description

Defect Description	TOTAL LENGTH UNDERSIZED, O/D OVERSIZED & EXTRA HOLE PUNCHING
Detection Stage	Inprocess
Problem Severity	Fitment
NG Quantity	4
Is Defect Repeatative?	Yes
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	quality@mahavirind.co.in
Plant Head/CEO Email ID	production@mahavirind.co.in
MD Email ID	rajesh@mahavirind.co.in

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	600	0	0	0	0	600
Check Qty	600	0	0	0	0	600
NG Qty	4	0	0	0	0	4

Action taken on NG part

Scrap	4
Rework	0
Under Deviation	0

Containment Action
All Suspected material Segregation at customer End

3. Process Flow

Process Flow Description
RM Inward- Store- Traub Parting - Semi finish Inward CNC-1st- CNC-2nd- Cross Hole Both sides- Deburring - OD Grinding - Plating -Final Inspection- Packing - Transport-

4. Process Details

Process / Operation	Cross Hole Both sides
Outsource	Yes
Machine / Cell	Cross Hole Drilling Machine
Machine / Cell No.	Drill M/C No.1

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Man	During Cross hole Setting Piece Mix	During Cross Hole Drill CD distance Setiing 2pieces By mistake mix with ok material .	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

7. Root Cause Analysis (Occurance)

Why 1	Double Cross hole
Why 2	Setting defective pcs mix with OK Material
Why 3	During the Change over CD Adjustment setting pcs mix
Why 4	Cross drill operator Semiskilled
Why 5	
Root Cause (Occurance)	Setting defective pcs mix with OK Material

Root Cause Analysis (Outflow)

Why 1	Double Cross hole
Why 2	Visual Inspection Not checking carefully
Why 3	Depend On Cross Drill Operator
Why 4	Without Identified Material Dispatch To Customer
Why 5	
Root Cause (Outflow)	Without Identified Material Dispatch To Customer

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status

Outflow	1)Location Decided for Cross Hole Setting Piece and Defective Material. 2) Training To Operator. 3)Both Hole Identification Start By block marker	Mr.Suresh Kapgate/Mr.Pralhad Bhawar	12/08/2022	12/08/2022	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	After 360° Visual Inspection Identification Start to both cross hole to final Inspection Stage.
Inspection Method	Other
Other Inspection Method	VISUAL
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	100

10. Evidance of Countermeasure

Occurance (Before)	By Mistekly Setting Piece Mix With ok cross Hole Process Material. 215_Occurance_Before.jpg
Occurance (After)	1) Quality Alert Display .2)Training To Operator .3)Lock & key Red Box Provide on Cross hole Drill Machine. Not Need More Change In Fixture. 215_Occurance_After.jpg
Outflow (Before)	Without Identification Dispatch To Customer 215_Outflow_Before.jpeg
Outflow (After)	1)100% Identification to both holes at the Final inspection Stage.2)Defected Sample Display On final Inspection Table. 3)Training To Inspector. 215_Outflow_After.jpeg

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	All OLC Cross Hole Identification at the final Inspection stage Before Dispatch to the Customer

12. Document Review

Documents	ControlPlan
Specify Other Document	No Need

13. Effectiveness Of Action

Reviewed Quantity	300
Reason for submission	Verified next 3 lot and found ok