QFR No - 8000803123

Defect Details

NC No.	8000803123
NC Date	06/09/2022
NC Submission Date	
Part No.	S2HT20503B
Part Name	OUTER SPRING J1A & J1D OP#2
Supplier Name & Code	101225-HELICAL SPRINGS
ETL Plant	1118-ETL E-92,93 Suspension
Defect Details	DULL PLATTING-DULL PLATING OBSERVED

1. Problem Description

Defect Description	J1A/D Outer Spring Dull Finish Observed after plating
Detection Stage	Inprocess
Problem Severity	Aesthetic
NG Quantity	41
Is Defect Repeatative?	No
Defect Sketch / Photo	ncpbku455mdtvzcmb0bisizg.png

Supplier Communication Details

Quality Head Email ID	ravindra@helicalsprings.in
Plant Head/CEO Email ID	shaikhmoin@helicalspeings.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	4000	0	0	0	2000	6000
Check Qty	4000	0	0	0	2000	6000
NG Qty	41	0	0	0	12	53

Action taken on NG part

Scrap	53
Rework	0
Under Deviation	0

Containment Action
Check all material ETL end And Helical end

3. Process Flow

Process Flow Description
Raw Material Receipt & Inspection > Coiling>Stress Relieving-1>End Grinding>Shot Peening>Scragging>ID, Length & Angle checking>Stress Relieving-2>Surface Finish- Plating>Final Inspection/ PDI>Packing> Dispatch.

4. Process Details

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

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Method	Due to Excess empty time, the chemical in the nickel tank freezed causing improper Air agitation	Chemical in the nickel tank freezed causing improper Air agitation	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	100

7. Root Cause Analysis (Occurance)

Why 1	the chemical in the nickel tank freezed
Why 2	improper Air agitation
Why 3	Due to Excess empty time,
Why 4	--
Why 5	--
Root Cause (Occurance)	Due to Excess empty time, the chemical in the nickel tank freezed causing improper Air agitation

Root Cause Analysis (Outflow)

Why 1	Operator not identified the dull plating
Why 2	due to the similar appearance
Why 3	
Why 4	
Why 5	
Root Cause (Outflow)	Operator not identified the dull plating due to the similar appearance

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status

Outflow	OK & NG sample photo displayed at inspection table. Any similar deviation comparison to NG sample will also be rejected	QA	01/04/2023	01/04/2023	Completed
Occurance	After start of the line, air agitation checked. For Shutdown more than 3-4 days, PM will be planned .	Production	01/04/2023	01/04/2023	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	No
Change Details	OK & NG sample photo displayed at inspection table
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)	No Proper Agitation. 244_Occurance_Before.pdf
Occurance (After)	Air Agitation Found Ok. During Start Of Process. 244_Occurance_After.jpg
Outflow (Before)	Operator not identified the dull plating due to the similar appearance. 244_Outflow_Before.pdf
Outflow (After)	OK & NG sample photo displayed at inspection table. Any similar deviation comparison to NG sample will also be rejected. 244_Outflow_After.pdf

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	Plating parts

12. Document Review

Documents	PMCheckSheet, WISOP
Specify Other Document	No

13. Effectiveness Of Action

Reviewed Quantity	1000
Reason for submission	In Evidence of Countermeasure Occurrence Side Evidence of Before & After need to be Attach