QFR No - 8000807048

Defect Details

NC No.	8000807048
NC Date	08/10/2022
NC Submission Date	
Part No.	B2GQ01003O
Part Name	MASTER CYLINDER BODY PDC RAW-K11,K2
Supplier Name & Code	100471-CASTALL TECHNOLOGIES (P) LTD
ETL Plant	1120-ETL K-226/2 Disc Brakes
Defect Details	DIMENSSIONAL DEFECT-SLOT WIDTH O/S BY 0.2 MM

1. Problem Description

Defect Description	SLOT WIDTH O/S BY 0.2 MM
Detection Stage	Inprocess
Problem Severity	Fitment
NG Quantity	1
Is Defect Repeatative?	No
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	qa@castalltech.com
Plant Head/CEO Email ID	sg@castalltech.com
MD Email ID	nmv@castalltech.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	0	0	0	1050	0	1050
Check Qty	0	0	0	1050	0	1050
NG Qty	0	0	0	1	0	1

Action taken on NG part

Scrap	0
Rework	1
Under Deviation	0

Containment Action
100% checked at vendors site

3. Process Flow

Process Flow Description
Operation # 50

4. Process Details

Process / Operation	PDC
Outsource	No
Machine / Cell	PDC 400
Machine / Cell No.	PDC 5

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Man	part mix up , slippage of gauge checking	verified	O

6. Inspection Method Analysis (Current)

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

7. Root Cause Analysis (Occurance)

Why 1	Excess fettling
Why 2	gauge not checked after fettling
Why 3	operators awareness
Why 4	
Why 5	
Root Cause (Occurance)	Gauging after fettling to be assured by training and awareness program for the fettling team

Root Cause Analysis (Outflow)

Why 1	Part mixed up in final inspection
Why 2	No partition in final inspection table for "to be inspected " and "Inspected OK " area
Why 3	No visual aid and no identification mark after gauge checking
Why 4	
Why 5	
Root Cause (Outflow)	Partition implemented in Final Inspection area. Visual aid provided, parts identified with mark after 100% gauge checking

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status

Outflow	Partition implemented for "To be Inspected" and "Inspected OK " parts	QA	09/08/2022	23/08/2022	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	Change implemented with on job training of the inspector
Inspection Method	Gauge
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	100%

10. Evidance of Countermeasure

Occurance (Before)	part mixed up 281_Occurance_Before.jpeg
Occurance (After)	Partition provided 281_Occurance_After.jpeg
Outflow (Before)	Without identification 281_Outflow_Before.jpeg
Outflow (After)	100% gauge checking with identification, Visual aid provided 281_Outflow_After.jpeg

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	All Master cylinders variants

12. Document Review

Documents	WISOP
Specify Other Document	Visual aid

13. Effectiveness Of Action

Reviewed Quantity	200
Reason for submission	No Same defective parts found in received last lot