QFR No - 8000807218

Defect Details

NC No.	8000807218
NC Date	08/10/2022
NC Submission Date	
Part No.	550LG06202
Part Name	SEAT PIPE -K23A/PRFH-006
Supplier Name & Code	100539-N P ENTERPRISES
ETL Plant	1116-ETL K-120 Suspension
Defect Details	THREADING NOT OK-THREAD GO GAUGE NOT ENTERED.

1. Problem Description

Defect Description	Threading M8 observed not Ok (Go gauge not entered.) Concern repetitively communicated from last six months, but yet no any improvement observed in received lots.
Detection Stage	Receipt
Problem Severity	Fitment
NG Quantity	3000
Is Defect Repeatative?	Yes
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	quality@npcindustries.in
Plant Head/CEO Email ID	anand@npcindustries.in
MD Email ID	ajay@npcindustries.in

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	5600	1000	0	0	0	6600
Check Qty	5600	1000	0	0	0	6600
NG Qty	3000	200	0	0	0	3200

Action taken on NG part

Scrap	0
Rework	3200
Under Deviation	0

Containment Action
Segregated all parts at ETL, at Warehouse & at NPC Nabha.

3. Process Flow

Process Flow Description
Process Flow Description 1.Raw Material 2.Cutting & Chemfering 3. Multistation Draw 4.Head Formation 5.Rough Grinding 6.Punching 7.CNC Head Turning 8.CNC Boring & Facing 9.Tapping 10. Chemfering 1&2 11.Finish Grinding 12.Final Inspection 13.Cleaning 14.Oiling 15.Packing &Dispatch

4. Process Details

Process / Operation	Tapping
Outsource	Yes
Machine / Cell	tapping machine
Machine / Cell No.	NPC/CNC/011

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Method	skipped at final inspection	it was observed that parts skipped during sampling at final inspection.	X
Man	Operator negligence at in process	operator was aware about the defect he found to be non negligent	O
Method	Chips in thread	After validation no chips found in thread	O
Method	Minor Dia u/s	after verification we found ok	O
Material	Material Hardness less / more	after verification we found ok	O
Method	Tap Wear Out	after verification we found tap was wear out	X

6. Inspection Method Analysis (Current)

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

7. Root Cause Analysis (Occurance)

Why 1	M8 GO TPG not answering
Why 2	Wear out tapping tool used in process.
Why 3	Operator was less awareness about the tapping tool
Why 4	New operator appointed and training gap observed
Why 5	
Root Cause (Occurance)	New operator appointed and training gap observed

Root Cause Analysis (Outflow)

Why 1	M8 GO TPG not answering
Why 2	Could not be detected at Final Inspection
Why 3	Skipped in Sampling at Final Inspection
Why 4	Less quantity in our Sampling at Final Inspection
Why 5	

Root Cause (Outflow)	Less quantity in our Sampling at Final Inspection

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	TPG Inspection to be done after every 60pcs(or 10minutes) by operator.	Mr. Rajinder	08/11/2022	02/11/2022	Completed
Outflow	Increase sampling size at Final inspection.	Mr. Yadvinder	16/10/2022	13/10/2022	Completed
Occurance	Training to be provided to new operator about the process any new station.	Mr. Gurpreet Singh	08/11/2022	02/11/2022	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	Increase sampling size at Final inspection.
Inspection Method	Gauge
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	asper plan

10. Evidance of Countermeasure

Occurance (Before)	New operator appointed and training gap observed 277_Occurance_Before.jpg
Occurance (After)	Training to be provided to new operator about the process any new station. 277_Occurance_After.jpg
Outflow (Before)	Less quantity in our Sampling at Final Inspection 277_Outflow_Before.jpg
Outflow (After)	Increase sampling size at Final inspection. 277_Outflow_After.png

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	DRILLING MACHINE

12. Document Review

Documents	ControlPlan, PMCheckSheet, PokayokeCheckSheet, WISOP, JHCheckSheet, AuditCheckSheet, InspCheckSheet
Specify Other Document	TRAINING SHEET

13. Effectiveness Of Action

Reviewed Quantity	500
Reason for submission	Completed.