QFR No - 8000813285

## Defect Details

| | |
|---|---|
| **NC No.** | 8000813285 |
| **NC Date** | 07/12/2022 |
| **NC Submission Date** | |
| **Part No.** | 550LG00602 |
| **Part Name** | SEAT PIPE JB |
| **Supplier Name & Code** | 100648-JOTIBA TECHNOLOGIES PVT.LTD. |
| **ETL Plant** | 1117-ETL K-228/9 Suspension |
| **Defect Details** | NOT AS PER SPECIFICATION-HEX ID FOUND UNDERSIZE |

## 1. Problem Description

| | |
|---|---|
| **Defect Description** | Hex ID found undersize |
| **Detection Stage** | Receipt |
| **Problem Severity** | Fitment |
| **NG Quantity** | 16 |
| **Is Defect Repeatative?** | No |
| **Defect Sketch / Photo** | |

## Supplier Communication Details

| | |
|---|---|
| **Quality Head Email ID** | accjotiba@gmail.com |
| **Plant Head/CEO Email ID** | sanghavi.rajesh@sanghavigroup.co.in |
| **MD Email ID** | jotibatech@gmail.com |

## 2. Stock Details & action taken for NG parts

| Location | ETL End | Warehouse | Transit | Supplier FG | Supplier WIP | Total |
|---|---|---|---|---|---|---|
| **Total Qty** | 6000 | 0 | 0 | 1500 | 1000 | 8500 |
| **Check Qty** | 6000 | 0 | 0 | 1500 | 1000 | 8500 |
| **NG Qty** | 16 | 0 | 0 | 0 | 0 | 16 |

Action taken on NG part

| | |
|---|---|
| **Scrap** | 0 |
| **Rework** | 16 |
| **Under Deviation** | 0 |

| Containment Action |
|---|
| ID inspection with hex plug gauge as per sampling plan |

## 3. Process Flow

| Process Flow Description |
|---|
| 10. RM Inspection,20.Parting off,30.Chmafering,40.Weighing,50.Draw forging,60.Hex Forging,70.Rough Grinding, 80.Collar Machining,90.Total length facing and boring, 100 Piercing, 110.DF hole Chamfer, 120.Compression hole Chamfer, 130.ID Reaming, 140.Tapping, 150.Finish Grinding, 160.Final Inspection, 170.ID brush Cleaning, 180.Ultrasonic Cleaning, 190.Apply antirust oil, 200.Packing and dispatch. |

## 4. Process Details

| | |
|---|---|
| **Process / Operation** | 60.Hex forging |
| **Outsource** | No |
| **Machine / Cell** | Header |
| **Machine / Cell No.** | H-001 |

## 5. Problem Analysis

| Type | Possible Cause | Fact Verification | Jud |
|---|---|---|---|
| Tool | Tool and die center not align | ok | O |

## 6. Inspection Method Analysis (Current)

| | |
|---|---|
| **Inspection Method** | Other |
| **Other Inspection Method** | Visual |
| **Check Point at Final Inspection** | Yes |
| **Checking Freq.** | Sampling |
| **Sampling** | No |
| **Sample Size** | sample pla |

## 7. Root Cause Analysis (Occurance)

| | |
|---|---|
| **Why 1** | Id undersize produces |
| **Why 2** | due to id burr |
| **Why 3** | punch damage |
| **Why 4** | center not align. |
| **Why 5** | |
| **Root Cause (Occurance)** | Due to die and punch center not align, punch got damaged and Id undersize produced. |

## Root Cause Analysis (Outflow)

| | |
|---|---|
| **Why 1** | ID undersize not detected at outflow |
| **Why 2** | No inspection in outflow. |
| **Why 3** | |
| **Why 4** | |
| **Why 5** | |
| **Root Cause (Outflow)** | due to no inspection at outflow this issue not detected. |

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

| Type | Countermeasure Details | Responsibility | Target Date | Actual Date | Status |
|---|---|---|---|---|---|

| | | | | | |
|---|---|---|---|---|---|
| Occurance | Center alignment checking while setup. | Mr.gore | 31/12/2022 | 31/12/2022 | Completed |
| Outflow | Id inspection with plug gauge as per sampling plan. | Mr.Gore | 18/01/2023 | 17/01/2023 | Completed |

## 9. Inspection Method After Customer Complaint

| | |
|---|---|
| **Change In Inspection System** | Yes |
| **Change Details** | By using plug gauge |
| **Inspection Method** | Gauge |
| **Other Inspection Method** | |
| **Check Point at Final Inspection** | Yes |
| **Checking Freq.** | Sampling |
| **Sampling** | No |
| **Sample Size** | chart |

## 10. Evidance of Countermeasure

| | |
|---|---|
| **Occurance (Before)** | No setup verification of alignment<br>319_Occurance_Before.jpg |
| **Occurance (After)** | alignment verification in setup approval.<br>319_Occurance_After.jpg |
| **Outflow (Before)** | ID dent damage only sampling<br>319_Outflow_Before.jpg |
| **Outflow (After)** | ID dent and damage visual inspection 100%.<br>319_Outflow_After.jpg |

## 11. Horizontal Deployment

| | |
|---|---|
| **Horizontal Deployment Required** | No |
| **Applicable Machine / Model / Plant** | NA |

## 12. Document Review

| | |
|---|---|
| **Documents** | |
| **Specify Other Document** | Punch drawing |

## 13. Effectiveness Of Action

| | |
|---|---|
| **Reviewed Quantity** | 100 |
| **Reason for submission** | Ok. Next 3 lot inspected and no defect found |