QFR No - 8000820612

Defect Details

NC No.	8000820612
NC Date	15/02/2023
NC Submission Date	
Part No.	S3HT00307B
Part Name	OUTER SPRING POWDER COATED-TVS KING RR
Supplier Name & Code	101225-HELICAL SPRINGS
ETL Plant	1116-ETL K-120 Suspension
Defect Details	LENGTH OVERSIZE-LENGTH OVERSIZE

1. Problem Description

Defect Description	Total length oversize concern observed. Length oversize by 2 to 3 mm.
Detection Stage	Receipt
Problem Severity	Fitment
NG Quantity	295
Is Defect Repeatative?	Yes
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	ravindra@helicalsprings.in
Plant Head/CEO Email ID	shaikhmoin@helicalsprings.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	410	0	0	0	300	710
Check Qty	410	0	0	0	300	710
NG Qty	295	0	0	0	300	595

Action taken on NG part

Scrap	0
Rework	295
Under Deviation	0

Containment Action
All pipeline material at ETL & Helical end checked for length over size defect.Ok material given for next stage.

3. Process Flow

Process Flow Description
Raw Material Receipt & Inspection> Coiling > Stress Relieving > End Grinding > Shot Peening > Scragging > ID, Length & Angle checking > Surface Finish-Powder Coating > Final Inspection> Packing > Dispatch

4. Process Details

Process / Operation	ID & Length checking
Outsource	No
Machine / Cell	Spring Line
Machine / Cell No.	N/A

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Man	No Manpower Change	Data Verified	O
Tool	No Tooling Change	Tooling Sheet Checked Found Ok	O
Method	Reworked Material Mix In Ok Material	Only One Yellow Bin Used.	X
Material	No Material Change	Data Checked Found Ok	O
Machine	No Machine Change	No Machine Change	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	Length Oversize Observed At Customer End.
Why 2	Length Oversize Sampling Mix With Ok Lot.
Why 3	Length Oversize Material Kept in Green Bin
Why 4	Yellow Bin At Use Was Only 1
Why 5	No Extra Yellow Bin Used By Operator For More Qty Of RW
Root Cause (Occurance)	No Extra Yellow Bin Used By Operator For More Qty Of RW

Root Cause Analysis (Outflow)

Why 1	Length Oversize Observed At Customer End.
Why 2	Mix Up Of RW Samples Occurred After 100% Sampling.
Why 3	-
Why 4	-
Why 5	-
Root Cause (Outflow)	Mix Up Of RW Samples Occurred After 100% Sampling.

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Outflow	OPL Displayed For Usage Of Yellow Bins only For RW. Training Provided.	Prod.	28/02/2023	28/02/2023	Completed
Occurance	OPL Displayed For Usage Of Yellow Bins Only For RW.	Prod.	28/02/2023	28/02/2023	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	No
Change Details	No Changes in Inspection System
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)	Operator Used Green Bins To Keep Extra RW Material 363_Occurance_Before.pdf
Occurance (After)	OPL Displayed For Using Only Yellow Bins For RW Material. 363_Occurance_After.pdf
Outflow (Before)	Operator Used Green Bins To Keep Extra RW Material 363_Outflow_Before.pdf
Outflow (After)	Training Provided To Operators. 363_Outflow_After.pdf

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	All Items

12. Document Review

Documents	WISOP, ProcessFlowChart
Specify Other Document	OPL & Training Sheet

13. Effectiveness Of Action

Reviewed Quantity	10
Reason for submission	Corrective action parts submission.