

Defect Details

NC No.	8000823318
NC Date	14/03/2023
NC Submission Date	
Part No.	F2HN00402B
Part Name	OIL SEAL-TOUGHENED DIA.30
Supplier Name & Code	100109-HI TECH ARAI PVT LIMITED
ETL Plant	1146-ETL Suspension Narasapura
Defect Details	MIX UP OTHER MODEL-MIX UP

1. Problem Description

Defect Description	wrong part Supplied (Oil seal for front fork ETL - Narasapura plant HTA 7460 Number, but HTA 7897 Number OD also more)
Detection Stage	Inprocess
Problem Severity	Fitment
NG Quantity	450
Is Defect Repeatative?	No
Defect Sketch / Photo	eqievygaw0gth0uavb2ariqe.xlsx

Supplier Communication Details

Quality Head Email ID	ksundar@hitecharai.com
Plant Head/CEO Email ID	sukumar@hitecharai.com
MD Email ID	spm32@hotmail.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	500	0	0	0	0	500
Check Qty	500	0	0	0	0	500
NG Qty	450	0	0	0	0	450

Action taken on NG part

Scrap	50
Rework	0
Under Deviation	0

Containment Action

Available RFD Stocks were checked and ensured no wrong parts packed inside the actual part packed corrugated boxes. The 450 No`'s of Rejection recieved from M/s ETL.

3. Process Flow

Process Flow Description

Molding - Deflashing-Trimming-Air Cleaning-100% Visual Inspection-100% Visual Inspection-Air Cleaning-Spring Loading-Audit Inspection-Packing (Occurrence & Outflow) -Dispatch

4. Process Details

Process / Operation	Packing
Outsource	No
Machine / Cell	NA
Machine / Cell No.	NA

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Man	No cross verification of final pasting yellow sticker against the part inside the box.	Significant	O
Man	Wrongly pasted the HTA 7460- yellow identification sticker outside the box.	Significant	O

6. Inspection Method Analysis (Current)

Inspection Method	Other
Other Inspection Method	Operator Verify
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	Each Box

7. Root Cause Analysis (Occurance)

Why 1	Other Model Part Found inside the actual part(HTA 7460) Corrugated box
Why 2	Packing operator without verifying the part no/ref taken the residual sticker and pasted.
Why 3	Wrongly pasted the HTA 7460- yellow identification sticker outside the box.
Why 4	
Why 5	
Root Cause (Occurance)	Wrongly pasted the HTA 7460- yellow identification sticker outside the box.

Root Cause Analysis (Outflow)

Why 1	One box with Wrong Part (500 No's) inwards to customer with actual parts
Why 2	Packing Operator not noticed the yellow sticker before dispatch
Why 3	Wrong yellow sticker pasted outside the carton box
Why 4	No cross verification of final pasting yellow sticker against the part inside the box.
Why 5	
Root Cause (Outflow)	No cross verification of final pasting yellow sticker against the part inside the box.

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	1.Retaining provided for packing operators for the ETL reported concern.	HTA	11/04/2023	11/03/2023	Completed
Outflow	2.Final verification of material inside & outside identification will be done by shift supervisor.3.One point lesson displayed at work station regarding the reported concern.4.Work instruction updated with the point as supervisor will verify the parts and sticker before dispatch.	HTA	11/03/2023	11/03/2023	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	Final verification of Box material inside & outside identification will be done by shift supervisor.
Inspection Method	Other
Other Inspection Method	shift supervisor
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	Each Lot

10. Evidance of Countermeasure

Occurance (Before)	Wrongly pasted the HTA 7460- yellow identification sticker outside the box. 386_Occurance_Before.jpeg
Occurance (After)	Retraining provided for packing operators for the ETL reported concern. One point lesson displayed at work station regarding the reported concern. 386_Occurance_After.jpeg
Outflow (Before)	No cross verification of final pasting yellow sticker against the part inside the box. 386_Outflow_Before.jpeg
Outflow (After)	Final verification of material inside & outside identification will be done by shift supervisor Work instruction updated with the point as supervisor will verify the parts and sticker before dispatch. 386_Outflow_After.jpeg

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	All Parts dispatch

12. Document Review

Documents	ControlPlan, PFMEA
Specify Other Document	Training Sheet, WI

13. Effectiveness Of Action

Reviewed Quantity	
Reason for submission	