QFR No - 8000825774

Defect Details

NC No.	8000825774
NC Date	07/04/2023
NC Submission Date	
Part No.	F2GN12502B
Part Name	MAIN SPRING J1A & J1D
Supplier Name & Code	100180-BHALLA TECHTRAN INDUSTRIES LIM
ETL Plant	1117-ETL K-228/9 Suspension
Defect Details	NOT AS PER SPECIFICATION-SQUARENESS FOUND NOT OK

1. Problem Description

Defect Description	Squareness found 2 mm against the spec of 1 mm
Detection Stage	Receipt
Problem Severity	Function
NG Quantity	201
Is Defect Repeatative?	No
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	quality@btlsprings.com
Plant Head/CEO Email ID	plant1@btlsprings.com
MD Email ID	amitbhalla.btl@gmail.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	2000	3000	0	1200	0	6200
Check Qty	2000	3000	0	1200	0	6200
NG Qty	201	12	0	0	0	213

Action taken on NG part

Scrap	0
Rework	212
Under Deviation	0

Containment Action
Check the all material lying at customer end, ware house and in plant FG with proper stand on surface plate

3. Process Flow

Process Flow Description
Coiling, Stress relieving 1st, End grinding, Shot peening, Stress relieving 2nd, Scragging, Final Inspection, PDI, Packing & Dispatch

4. Process Details

Process / Operation	End Grinding
Outsource	No
Machine / Cell	CNC Grinder
Machine / Cell No.	WNJ

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Method	Grinding wheel dressing not proper	Dresser plate worn out	X
Man	Unskilled operator	Operator skill level OK	O
Material	RM not as per specification	RM found OK	O
Tool	Wheel dresser unit not OK	Dresser plate worn out	X

6. Inspection Method Analysis (Current)

Inspection Method	Instrument
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	05 Pcs

7. Root Cause Analysis (Occurance)

Why 1	End grinding was in taper
Why 2	Grinding wheel surface not parallel
Why 3	Grinding wheel dressing was not proper
Why 4	Dresser plate worn out
Why 5	Dresser plate changing freq. not decided
Root Cause (Occurance)	Dresser plate changing freq. not decided

Root Cause Analysis (Outflow)

Why 1	Defected parts not detect in PDI
Why 2	Sampling inspection
Why 3	100% inspection not possible with instruments
Why 4	
Why 5	
Root Cause (Outflow)	Defected parts not detect due to sampling inspection on PDI stage

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Dresser plate changing freq. decided after 18000 nos.	Rajesh	10/04/2023	10/04/2023	Completed
Outflow	100% inspection started, Parts stand on surface plate before packing	Rajesh	11/04/2023	11/04/2023	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	100% inspection started before packing, Parts should be stand on surface plate
Inspection Method	Instrument
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	all

10. Evidance of Countermeasure

Occurance (Before)	PFD & Control plan 400_Occurance_Before.xls
Occurance (After)	Revised PFD & Control plan 400_Occurance_After.xls
Outflow (Before)	Sampling Inspection 400_Outflow_Before.xlsx
Outflow (After)	100 % Inspection, parts should be stand on surface plate 400_Outflow_After.xlsx

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	CNC GRINDING MACHINE

12. Document Review

Documents	ControlPlan, WISOP, ProcessFlowChart
Specify Other Document	NO

13. Effectiveness Of Action

Reviewed Quantity	300
Reason for submission	Verified and found ok