QFR No - 8000825775

Defect Details

NC No.	8000825775
NC Date	07/04/2023
NC Submission Date	
Part No.	520KH02402
Part Name	REBOUND SPRING(949508058)
Supplier Name & Code	100185-HELICAL SPRINGS
ETL Plant	1117-ETL K-228/9 Suspension
Defect Details	NOT AS PER SPECIFICATION-OUTER DIA OVERSIZE

1. Problem Description

Defect Description	Outer dia found oversize by 1 mm
Detection Stage	Receipt
Problem Severity	Fitment
NG Quantity	181
Is Defect Repeatative?	No
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	Prabhat@helicalsprings.in
Plant Head/CEO Email ID	awadhwa@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	7000	0	0	0	0	7000
Check Qty	7000	0	0	0	0	7000
NG Qty	181	0	0	0	0	181

Action taken on NG part

Scrap	181
Rework	0
Under Deviation	0

Containment Action
100 % material segregation done at Customer end.

3. Process Flow

Process Flow Description
RM INSP --> COILING --> SR1 --> GRINDING --> SHOT PEENING --> SR2 --> FINAL INSPECTION --> OILING

4. Process Details

Process / Operation	COILING, FINAL INPSECTION
Outsource	No
Machine / Cell	COILING, FINAL INSPECTION
Machine / Cell No.	HTC 80 CF

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Method	Wire Dia wrong used	wire Dia check for 2402 Found ok	X
Machine	Ovality in the Spring OD	Spring OD check & Found ok	X
Method	Wrong Model parts Mix up	Physically check & Found wrong model mix up	O

6. Inspection Method Analysis (Current)

Inspection Method	Other
Other Inspection Method	Visual Inspection
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	As per Lot

7. Root Cause Analysis (Occurance)

Why 1	Outer Dia Over size Issue
Why 2	Defected parts Observed with Diff. wire dia (Another Model)
Why 3	Wrong model part mix up in packing stage
Why 4	Diff diff model parts packing done on Common packing table
Why 5	No rule defined Related to packing
Root Cause (Occurance)	Diff Diff model parts packing done on Common packing table , No rule defined related to packing

Root Cause Analysis (Outflow)

Why 1	Defect Not detect during PDI inspection
Why 2	PDI Sampling Insp qty Less, N=5 Nos
Why 3	No Doc audit System for Final dispatch pats
Why 4	
Why 5	
Root Cause (Outflow)	No Doc audit System for Final dispatch pats

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Rule defined for packing Only one model parts packing in one time , Before another model packing operator finish the previous Model packing & Ensure	Pradeep sharma	10/04/2023	19/04/2023	Completed
Outflow	Sampling Inspection Qty Increase to 20 Nos Visual against 5 Nos & Dock audit to be implemented	Bharat Pathak	10/04/2023	19/04/2023	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	No
Change Details	No change in inspection system only sampling inspection freq Increase
Inspection Method	Other
Other Inspection Method	Dock audit implement
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	20 Nos per

10. Evidance of Countermeasure

Occurance (Before)	Before rule not defined 401_Occurance_Before.pdf
Occurance (After)	Rule defined for packing operation 401_Occurance_After.pdf
Outflow (Before)	Before sampling insp qty 05 Nos in PDI 401_Outflow_Before.pdf
Outflow (After)	After sampling Insp Qty Increase 20 Nos in PDI 401_Outflow_After.pdf

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	plant 104

12. Document Review

Documents	ControlPlan, PFMEA
Specify Other Document	Rule defined & OPL

13. Effectiveness Of Action

Reviewed Quantity	50
Reason for submission	ok