QFR No - 8000827284

Defect Details

NC No.	8000827284
NC Date	24/04/2023
NC Submission Date	
Part No.	520HL00202
Part Name	OIL LOCK COLLAR
Supplier Name & Code	100106-SHARP ENGINEERS.
ETL Plant	1146-ETL Suspension Narasapura
Defect Details	DIMN.U/SIZE.-ID LESS ISSUE

1. Problem Description

Defect Description	Oil lock collar ID less issue
Detection Stage	Receipt
Problem Severity	Fitment
NG Quantity	101
Is Defect Repeatative?	No
Defect Sketch / Photo	e01cj5hc5pkgorczc3ywsn10.xlsx

Supplier Communication Details

Quality Head Email ID	quality@apw3.co.in
Plant Head/CEO Email ID	kurund.ma@sharp-engineers.com
MD Email ID	urkhandelwal@sharp-engineers.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	4000	0	0	4000	0	8000
Check Qty	4000	0	0	4000	0	8000
NG Qty	101	0	0	0	0	101

Action taken on NG part

Scrap	0
Rework	101
Under Deviation	0

Containment Action
Segregation done immediately at ETL and in-house pipeline material.

3. Process Flow

Process Flow Description
10) RM Inward inspection 20) Parting & Chamfering 30) CNC 1st Set Up 40) Plating Process (Outsource) 50) Inward inspection 60) Storage 70) Final Inspection 80) Pre-dispatch inspection 90) Packing & forwarding

4. Process Details

Process / Operation	RM Inward inspection
Outsource	Yes
Machine / Cell	NA
Machine / Cell No.	NA

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Material	Input raw material NG	Input raw material inner diameter observed under size.	X
Tool	Insert/Drill/Parting & forming tool worn out	Tool life for all the tool i.e. forming tool, drill, tap and insert are defined and recorded as per	O
Machine	Inadequate check Point in JH check sheet	Monthly JH check sheet available on machine and all the check point is being checked and recorded as	O
Method	Part/component inspected by wrong method (Vernier caliper)	Part/component inspected by PPG & bore gauge.	O
Man	Un-skilled Operator	Stage wise skill matrix and operator license are evident as per F/HR/06	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	1:1

7. Root Cause Analysis (Occurance)

Why 1	OIL LOCK COLLAR ID under size part reached at ETL
Why 2	RM tube Ø26X18.30 ID under size itself
Why 3	RM defect
Why 4	NO machining for inner diameter
Why 5	By system design
Root Cause (Occurance)	NO machining for inner diameter

Root Cause Analysis (Outflow)

Why 1	OIL LOCK COLLAR ID under size part reached at ETL
Why 2	Inadequate part/defect knowledge to operator/inspector.
Why 3	New defect phenomena
Why 4	
Why 5	

Root Cause (Outflow)	OPL & Q alert not displayed on machine and final inspection stage and Inadequate part/defect knowledge to operator/inspector.

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	100% inspection started after receipt of RM at machining stage, while loading the tube in the machine collet.	Mr. Datta Pandhre	03/05/2023	03/05/2023	Completed
Outflow	OPL & Q alert displayed on machine and final inspection stage and training given to all concerns.	Mr. Shaikh L.N.	02/05/2023	02/05/2023	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	100% inspection started at final inspection stage by PPG
Inspection Method	Gauge
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	1:1

10. Evidance of Countermeasure

Occurance (Before)	Check point not added in the control plan at parting stage . 427_Occurance_Before.jpg
Occurance (After)	100% inspection started after receipt of RM at machining stage while loading the tube in the machine collet. 427_Occurance_After.jpg
Outflow (Before)	Check point not evident in CP. OPL & Q alert not displayed on machine and final inspection stage and Inadequate part/defect knowledge to operator/inspector. 427_Outflow_Before.jpg
Outflow (After)	Control plan revised and check point added. OPL & Q alert displayed on machine and final inspection stage and training given to all concerns. 380_Outflow_After. 427_Outflow_After.jpg

11. Horizontal Deployment

Horizontal Deployment Required	No
Applicable Machine / Model / Plant	NA

12. Document Review

Documents	ControlPlan, PFMEA, WISOP, InspCheckSheet
Specify Other Document	NA

13. Effectiveness Of Action

Reviewed Quantity	1000
Reason for submission	Reviewed 1000 no`s found ok