QFR No - 8000827285

Defect Details

NC No.	8000827285
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	HIGHT U/SIZE.-TOTAL LENGHT LESS

1. Problem Description

Defect Description	Oil lock collar total length less issue
Detection Stage	Inprocess
Problem Severity	Fitment
NG Quantity	12
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	5000	5000	0	2000	0	12000
Check Qty	5000	5000	0	2000	0	12000
NG Qty	12	0	0	1	0	13

Action taken on NG part

Scrap	13
Rework	0
Under Deviation	0

Containment Action
Segregation done at ETL and in-house FG stock for to avoid further difficulties.

3. Process Flow

Process Flow Description
1) RM inward inspection 2) Parting and chamfering 3) CNC 1st 4) Plating process (outsource-Pranav coating) 5) Inward inspection 6) Storage 7) Final Inspection 8) Pre-dispatch Inspection 9) Packing & forwarding

4. Process Details

Process / Operation	CNC 1st
Outsource	No
Machine / Cell	CNC Machine Shop
Machine / Cell No.	SE/CNC/03

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Method	Checking method by attribute type height gauge	Checking done by vernier caliper	X
Material	Input material under size	Yes, input material observed under size	X
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
Tool	Parting tool and insert worn out	Tool life for all the tool i.e. parting tool and insert are defined and recorded as per F/PROD/07	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	HIGHT U/SIZE.-TOTAL LENGHT LESS
Why 2	INPUT MATERIAL OF CNC MACHINE UNDER SIZE
Why 3	TAPER OBSERVED IN THE INPUT PART
Why 4	INCOREECT TOOL SETTING BY NEW OPERATOR
Why 5	STAGE WISE SKILL MATRIX NOT FOLLOWED. SEMI-SKILLED OPERATOR.
Root Cause (Occurance)	STAGE WISE SKILL MATRIX NOT FOLLOWED. SEMI-SKILLED OPERATOR. AND TRAINING NOT GIVEN TO OPERATOR.

Root Cause Analysis (Outflow)

Why 1	HIGHT U/SIZE.-TOTAL LENGHT LESS
Why 2	SAMPLING BASIS INSPECTION AS PER IS:2500 BY VERNIER CALIPER
Why 3	NO 100% INSPECTION BY ATTRIBUTE TYPE GAUGE
Why 4	CHECKING METHOD DEFINED BY SYSTEM
Why 5	

Root Cause (Outflow)	INSPECTION DONE BY SAMPLING BASIS AS PER IS:2500, 100% INSPECTION NOT DONE

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	STAGE WISE SKILL MATRIX UPDATED AND TRAINING GIVEN TO OPERATOR, AND OPERATOR DEFINED AS PER SKILL REQUIREMENT.	MR. DATTA PANDHRE	03/05/2023	03/05/2023	Completed
Outflow	INSPECTION STARTED 100% BY ATTRIBUTE TYPE GAUGE AND CONTROL PLAN UPDATED	MR, SHAIKH LAIK	03/05/2023	03/05/2023	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	INSPECTION STARTED BY ATTRIBUTE TYPE GAUGE IN PLACE OF VERNIER CALIPER.
Inspection Method	Instrument
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	1:1

10. Evidance of Countermeasure

Occurance (Before)	STAGE WISE SKILL MATRIX NOT FOLLOWED. SEMI-SKILLED OPERATOR. AND TRAINING NOT GIVEN TO OPERATOR. 426_Occurance_Before.jpg
Occurance (After)	STAGE WISE SKILL MATRIX UPDATED AND TRAINING GIVEN TO OPERATOR, AND OPERATOR DEFINED AS PER SKILL REQUIREMENT. 426_Occurance_After.jpg
Outflow (Before)	NO 100% INSPECTION BY ATTRIBUTE TYPE GAUGE 426_Outflow_Before.jpg
Outflow (After)	INSPECTION STARTED 100% BY ATTRIBUTE TYPE GAUGE AND CONTROL PLAN UPDATED 426_Outflow_After.jpg

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	OIL LOCK COLLAR K-60

12. Document Review

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

13. Effectiveness Of Action

Reviewed Quantity	500
Reason for submission	Reviewed 500 no`s found ok