QFR No - 8000827813

Defect Details

NC No.	8000827813
NC Date	28/04/2023
NC Submission Date	
Part No.	F2LG01302B
Part Name	SEAT PIPE -KTEM/KTEL
Supplier Name & Code	100539-N P ENTERPRISES
ETL Plant	1116-ETL K-120 Suspension
Defect Details	MIX UP OTHER MODEL-MIXUP OTHER MODEL

1. Problem Description

Defect Description	Total length oversize by 2mm & runout oversize up to 1mm.
Detection Stage	Receipt
Problem Severity	Function
NG Quantity	1230
Is Defect Repeatative?	Yes
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	quality@npcindustries.in
Plant Head/CEO Email ID	anand@npcindustries.in
MD Email ID	ajay@npcindustries.in

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	2000	2000	0	0	0	4000
Check Qty	2000	2000	0	0	0	4000
NG Qty	1230	270	0	0	0	1500

Action taken on NG part

Scrap	1500
Rework	0
Under Deviation	0

Containment Action
Segregated all parts at ETL, at Warehouse & at NPC Nabha.

3. Process Flow

Process Flow Description
1.Raw Material 2.Cutting & Chamfering 3. Multistation Draw 4.Head Formation 5.Rough Grinding 6.Punching 7.CNC Head Turning 8.CNC Boring & Facing 9.Tapping 10. Chamfering 1&2 11.Finish Grinding 12.Final Inspection 13.Cleaning 14.Oiling 15.Packing & Dispatch

4. Process Details

Process / Operation	CNC Boring
Outsource	No
Machine / Cell	CNC
Machine / Cell No.	CNC-06

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Method	vernier not calibrated	after Verification vernier was Calibrated	O
Material	Material hardness less/more	After verification we found material Hardness as per spec.	O
Machine	Cnc Program was tampered	After verification we found CNC program was ok as per drawing.	O
Machine	Pin stoper should`t loose	after verification We found Pinstoper was loose	X
Method	Material clamping method inadequate	After verification we found material clamping method was correct	O

6. Inspection Method Analysis (Current)

Inspection Method	Gauge
Other Inspection Method	
Check Point at Final Inspection	No
Checking Freq.	Sampling
Sampling	No
Sample Size	as per CP

7. Root Cause Analysis (Occurance)

Why 1	Seat Pipe Length more
Why 2	seatpipe facing margin was less
Why 3	seat pipe could`t be located properlly
Why 4	seat pipe head could not touch stoper
Why 5	stoper was loose & shift and backward.
Root Cause (Occurance)	stoper was loose & shift and backward.

Root Cause Analysis (Outflow)

Why 1	seatpipe total length Less
Why 2	Could not be detected at final inspection
Why 3	Skipped in Sampling at Final Inspection
Why 4	Sampling quantity was less
Why 5	
Root Cause (Outflow)	Sampling quantity was less

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Outflow	Give instructions for 100% length checking by surface plate.	Mr. Ankush	01/05/2023	29/04/2023	Completed
Occurance	Check the stopper condition in starting of every shift	Mr. Gurjant	01/05/2023	29/04/2023	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	Incress sampling quantity at work station & use of surface flate for length chacking at final inspection
Inspection Method	Gauge
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	100%

10. Evidance of Countermeasure

Occurance (Before)	stopper was loose & shift and backward. 440_Occurance_Before.jpeg
Occurance (After)	Check the stopper condition in starting of every shift & display OPL At work station. 440_Occurance_After.png
Outflow (Before)	We chacked with sampling inspection By Digital vernier 440_Outflow_Before.jpeg
Outflow (After)	Incress sampling quantity at work station & use of surface flate for length chacking at final inspection 440_Outflow_After.png

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	CNC

12. Document Review

Documents	ControlPlan, PFMEA, WISOP, InspCheckSheet
Specify Other Document	No

13. Effectiveness Of Action

Reviewed Quantity	10
Reason for submission	Corrective action parts submission.