QFR No - 8000828496

Defect Details

NC No.	8000828496
NC Date	09/05/2023
NC Submission Date	
Part No.	F2GN22102B
Part Name	MAIN SPRING - J1C2 FF
Supplier Name & Code	101225-HELICAL SPRINGS
ETL Plant	1117-ETL K-228/9 Suspension
Defect Details	NOT AS PER SPECIFICATION-OVERALL LENGTH OVERSIZE

1. Problem Description

Defect Description	Overall length found oversize by 7 mm.
Detection Stage	Receipt
Problem Severity	Fitment
NG Quantity	143
Is Defect Repeatative?	No
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	amit.patel@helicalsprings.com
Plant Head/CEO Email ID	shaikhmoin@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	3000	0	0	5000	0	8000
Check Qty	3000	0	0	5000	0	8000
NG Qty	143	0	0	0	0	143

Action taken on NG part

Scrap	0
Rework	143
Under Deviation	0

Containment Action
Segregation of Total stock completed

3. Process Flow

Process Flow Description
RM receipt - Coiling- SR1-Grinding- Shot peening- scragging- 100% length checking- SR2-oiling-PDI

4. Process Details

Process / Operation	100% Checking
Outsource	No
Machine / Cell	Length Checking
Machine / Cell No.	1

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Method	Rework sample mix	only one yellow bin used	O

6. Inspection Method Analysis (Current)

Inspection Method	Gauge
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	5/lot

7. Root Cause Analysis (Occurance)

Why 1	Length oversize observed at customer end
Why 2	Length oversize sample mix with Ok lot
Why 3	length Oversize material kept in green bin
Why 4	yellow bin at use was only 1
Why 5	No extra yellow bin used by operator for more qty of RW
Root Cause (Occurance)	No extra yellow bin used by operator for more qty of RW

Root Cause Analysis (Outflow)

Why 1	Length oversize observed at customer end
Why 2	Mix up of RW samples occurred after 100% sorting
Why 3	-
Why 4	-
Why 5	-
Root Cause (Outflow)	Mix up of RW samples occurred after 100% sorting

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	OPL displayed for usage of yellow bins only for RW	Prod	29/04/2023	29/04/2023	Completed

Outflow	OPL displayed for usage of yellow bins only for RW. Training provided	Prod	29/04/2023	29/04/2023	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	No
Change Details	no
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)	Operator used Green bin to keep extra RW material 446_Occurance_Before.pdf
Occurance (After)	OPL displayed for using only Yellow bin 446_Occurance_After.pdf
Outflow (Before)	Operator used Green bin to keep extra RW material 446_Outflow_Before.pdf
Outflow (After)	Training Provided to operator 446_Outflow_After.jpg

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	All Items

12. Document Review

Documents	AuditCheckSheet
Specify Other Document	OPL

13. Effectiveness Of Action

Reviewed Quantity	300
Reason for submission	ok