

## Defect Details

<b>NC No.</b>	8000839662
<b>NC Date</b>	07/08/2023
<b>NC Submission Date</b>	
<b>Part No.</b>	S1HT05507B
<b>Part Name</b>	OUTER SPRING - K1JF
<b>Supplier Name &amp; Code</b>	101225-HELICAL SPRINGS
<b>ETL Plant</b>	1146-ETL Suspension Narasapura
<b>Defect Details</b>	DIMETER UNDERSIZE-ID LESS ISSUE

## 1. Problem Description

<b>Defect Description</b>	K1JF Outer spring ID less issue
<b>Detection Stage</b>	Inprocess
<b>Problem Severity</b>	Fitment
<b>NG Quantity</b>	2
<b>Is Defect Repeatative?</b>	No
<b>Defect Sketch / Photo</b>	<a href="#">vegw13chpj0cbxq1xrhmexwa.jpg</a>

## Supplier Communication Details

<b>Quality Head Email ID</b>	shaikhmoin@helicalsprings.in
<b>Plant Head/CEO Email ID</b>	shaikhmoin@helicalsprings.in
<b>MD Email ID</b>	ataneja@helicalsprings.in

## 2. Stock Details &amp; action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
<b>Total Qty</b>	2000	0	0	1200	1000	4200
<b>Check Qty</b>	2000	0	0	1200	1000	4200
<b>NG Qty</b>	2	0	0	0	0	2

## Action taken on NG part

<b>Scrap</b>	2
<b>Rework</b>	0
<b>Under Deviation</b>	0

## Containment Action

We Have Checked All At M/s Helical End Material Found OK.

## 3. Process Flow

**Process Flow Description**

Coiling>Stress-relieving-1>End Grinding>Shot-peening>Scragging>100% E1, E2 & Length Checking>ID Checking>Stress-Relieving-2>Powder Coating>Final Inspection>Packing>Dispatch.

**4. Process Details**

<b>Process / Operation</b>	100% ID Checking
<b>Outsource</b>	No
<b>Machine / Cell</b>	Plain Plug Gauge
<b>Machine / Cell No.</b>	-

**5. Problem Analysis**

Type	Possible Cause	Fact Verification	Jud
Method	Setup spring not specific location.	Location to be defined for setup spring.	X
Man	Unskilled Operator	Skill matrix checked found ok	O
Machine	Machine check Sheet not followed	CLIT verified found ok	O
Material	Material Grade	RMTC verified found ok	O

**6. Inspection Method Analysis (Current)**

<b>Inspection Method</b>	Gauge
<b>Other Inspection Method</b>	
<b>Check Point at Final Inspection</b>	Yes
<b>Checking Freq.</b>	100%
<b>Sampling</b>	No
<b>Sample Size</b>	100%

**7. Root Cause Analysis (Occurance)**

<b>Why 1</b>	Inner Diameter Under Size
<b>Why 2</b>	RM Coil Change Initial Parts Mix-up
<b>Why 3</b>	No Location Defined for Coil Change Initial Parts
<b>Why 4</b>	
<b>Why 5</b>	
<b>Root Cause (Occurance)</b>	RM Coil Change Initial Parts Mix-up

**Root Cause Analysis (Outflow)**

<b>Why 1</b>	Inner Diameter Undersize ( mix Up)
<b>Why 2</b>	ID Checked in Sampling Basis
<b>Why 3</b>	Due to less qty. not able to detect.
<b>Why 4</b>	
<b>Why 5</b>	
<b>Root Cause (Outflow)</b>	RM Coil Change Initial Parts Mix-up

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Outflow	1.100% Inspection Started. 2. Training Provided to the Operators, Final Inspectors & Recorded	QA	20/08/2023		Completed
Occurance	Procedure is Defined for Coil Change Parts Handling	QA & Production	20/11/2023		Completed

## 9. Inspection Method After Customer Complaint

<b>Change In Inspection System</b>	Yes
<b>Change Details</b>	100% ID Check Point Added.
<b>Inspection Method</b>	Gauge
<b>Other Inspection Method</b>	
<b>Check Point at Final Inspection</b>	Yes
<b>Checking Freq.</b>	100%
<b>Sampling</b>	No
<b>Sample Size</b>	100%

## 10. Evidence of Countermeasure

<b>Occurance (Before)</b>	WI And SOP Not Displayed for Coil Change Initial Parts Handling <a href="#">516_Occurance_Before.pdf</a>
<b>Occurance (After)</b>	WI And SOP Displayed for Coil Change Initial Parts Handling <a href="#">516_Occurance_After.pdf</a>
<b>Outflow (Before)</b>	Operator not aware. <a href="#">516_Outflow_Before.pdf</a>
<b>Outflow (After)</b>	Training Given. <a href="#">516_Outflow_After.pdf</a>

## 11. Horizontal Deployment

<b>Horizontal Deployment Required</b>	Yes
<b>Applicable Machine / Model / Plant</b>	Horizontal Deployment Done For KOPG.

## 12. Document Review

<b>Documents</b>	WISOP, InspCheckSheet
<b>Specify Other Document</b>	Training Record

## 13. Effectiveness Of Action

<b>Reviewed Quantity</b>	1000
<b>Reason for submission</b>	Reviewed 1000 found ok