QFR No - 8000843758

Defect Details

NC No.	8000843758
NC Date	08/09/2023
NC Submission Date	
Part No.	F800500507
Part Name	UNDER BRACKET ASSEMBLY
Supplier Name & Code	100060-A.G.TRANSMISSIONS
ETL Plant	1117-ETL K-228/9 Suspension
Defect Details	PAINT PEEL OFF-

1. Problem Description

Defect Description	Under bracket powder coating peel off
Detection Stage	Customer End
Problem Severity	Aesthetic
NG Quantity	80
Is Defect Repeatative?	No
Defect Sketch / Photo	pb5pwowhm0lnevbbhi3i5h1c.pdf

Supplier Communication Details

Quality Head Email ID	agtransmissions@rediffmail.com
Plant Head/CEO Email ID	agforge@rediffmail.com
MD Email ID	agtransmissions@rediffmail.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	677	3346	0	1800	749	6572
Check Qty	677	3346	0	1800	749	6572
NG Qty	677	11	0	11	7	706

Action taken on NG part

Scrap	0
Rework	706
Under Deviation	0

Containment Action
AGT has recalled suspected lot i.e. 677 Nos. & remaining parts are kept on hold

3. Process Flow

Process Flow Description
Forging Incoming, Bracket Machining, Shaft Machining, Insert Pressing & welding, Shaft Machining, Assembly Welding, Powder Coating, Tapping, Fine Boring, Final Inspection

4. Process Details

Process / Operation	Powder Coating
Outsource	No
Machine / Cell	Powder Coating setup
Machine / Cell No.	Powder Coating

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Man	Operator unskilled	Skill Matrix available	O
Man	Operation skip by operator	Process flow followed by operator	O
Man	Assembly not dip properly	May assembly not dip properly.	O
Method	Inlet and Outlet FRL cleaning is not maintained	Inlet and Outlet FRL cleaning is maintained	O
Method	Pre Heating Not done	Pre Heating done	O
Method	Titration Not done	Titration done	O
Method	After PT process part not cleaning	After PT process part cleaning	O
Material	Alkaline Degresing Pointage	Alkaline Degresing Pointage ok	O
Material	Water ringing PH 2 no.	Water ringing PH 2 no. ok	O
Material	Activation PH	Activation PH ok	O
Material	Passivation Pointage	Passivation Pointage ok	O
Material	All titration solution not available	All titration solution available	O
Material	Higher / lower DFT	DFT IS OK	O
Machine	PM of PC gun not done	PM of PC gun done	O
Machine	Compressor not drain or dryer not working	Compressor is drain or dryer working	O
Machine	P.C machine programm change	P.C machine program not change (program passed protected)	O
Machine	Oven PM not done	Oven PM not done	O
Machine	TTR not ok	TTR not ok	X
Machine	Oil skimmer not working	Oil skimmer working	O
Machine	All timer not working	All timer working	O
Machine	All sensors are not working	All sensors are working	O
Machine	All timer Buzzers not working	All timer Buzzers working	O
Machine	All tank Air agitation	All tank Air agitation	O
Machine	Tank Temperature not OK	Tank Temperature ok	O
Machine	Oil not removed in the PT process	Oil removed in the PT process	O
Man	PT process inspection awareness	Aware of PT process inspection	O
Material	Degressing & derusting Pointage	Degressing & derusting Pointage ok	O
Material	Water rinsing PH 4 no.	Water rinsing PH 4 no.ok	O
Method	Powder Coating Gun cleaning frequency	Powder Coating Gun cleaning frequency flowed	O
Material	Phospating pointage	Phospating pointage ok	O
Method	Tank top up frequency not followed	Tank top up frequency followed	O
Material	Watrer Rinsing PH 7	Watrer Rinsing PH 7 ok	O

6. Inspection Method Analysis (Current)

Inspection Method	Other
Other Inspection Method	By Hammering method
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	After 20 n

7. Root Cause Analysis (Occurance)

Why 1	Peel off observed at customer end
Why 2	Uneven Temp. in Oven.
Why 3	TTR was done 6 months ago as per defined frequency.
Why 4	
Why 5	
Root Cause (Occurance)	TTR was done 6 months ago as per defined frequency.

Root Cause Analysis (Outflow)

Why 1	Scratch test and rubber hammer test found ok
Why 2	Both test carried out after 2hour of powder coating work
Why 3	Lack of knowledge and awareness of the powder coating test
Why 4	
Why 5	
Root Cause (Outflow)	Lack of knowledge and awareness of the powder coating test

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	TTR frequency modified to Per month.	QA	21/09/2023	27/09/2023	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	100% Inspection started by Hammering method
Inspection Method	Other
Other Inspection Method	By Hammering & Visua
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	100%

10. Evidance of Countermeasure

Occurance (Before)	TTR was done 6 months ago as per defined frequency. 543_Occurance_Before.pdf
Occurance (After)	TTR frequency decided one moth 543_Occurance_After.pdf
Outflow (Before)	Inspection done after 20 no`s job by hammering and visual 543_Outflow_Before.xlsx
Outflow (After)	100% hammering and inspection done 543_Outflow_After.xlsx

11. Horizontal Deployment

Horizontal Deployment Required	No
Applicable Machine / Model / Plant	only One Oven in company primises

12. Document Review

Documents	WISOP
Specify Other Document	TTR plan

13. Effectiveness Of Action

Reviewed Quantity	150
Reason for submission	3 different lots of different model verified and found ok