QFR No - 8000851178

## Defect Details

| | |
|---|---|
| **NC No.** | 8000851178 |
| **NC Date** | 06/11/2023 |
| **NC Submission Date** | |
| **Part No.** | 550LG06702 |
| **Part Name** | SEAT PIPE-(HMS-30 & HMP-30) |
| **Supplier Name & Code** | 100538-NARINDER PARKASH AND CO |
| **ETL Plant** | 1143-ETL Suspension Halol, Vadodara |
| **Defect Details** | NOT AS PER SPECIFICATION-HALF THREAD |

## 1. Problem Description

| | |
|---|---|
| **Defect Description** | Seat Pipe M8 X 1.25 -6G half thread and Thread Length Short |
| **Detection Stage** | Inprocess |
| **Problem Severity** | Function |
| **NG Quantity** | 1 |
| **Is Defect Repeatative?** | No |
| **Defect Sketch / Photo** | f3flbtnxltmnvijxhuriho0h.jpg |

## 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** | 3800 | 8200 | 0 | 0 | 0 | 12000 |
| **Check Qty** | 3800 | 8200 | 0 | 0 | 0 | 12000 |
| **NG Qty** | 2 | 0 | 0 | 0 | 0 | 2 |

Action taken on NG part

| | |
|---|---|
| **Scrap** | 2 |
| **Rework** | 0 |
| **Under Deviation** | 0 |

| Containment Action |
|---|
| Thread length checking with thread plug gauge. |

## 3. Process Flow

| Process Flow Description |
| --- |
| Raw material Inspection - Cutting - Draw - Forging - Rough Grinding - Punching - CNC Head turning - CNC Tail facing - Tapping & Chamfering - Final Inspection - Cleaning - Oiling - Packing & Dispatch |

## 4. Process Details

| | |
| --- | --- |
| **Process / Operation** | Tapping |
| **Outsource** | No |
| **Machine / Cell** | Tapping machine |
| **Machine / Cell No.** | TM-03 |

## 5. Problem Analysis

| Type | Possible Cause | Fact Verification | Jud |
| --- | --- | --- | --- |
| Method | Incorrect location of part during Tapping | After verification we found part was located at Incorrect location. | X |
| Man | Operator negligence | After verification we found operator was aware about process | O |
| Material | Material Hard | After verification we found material was used as per std. | O |
| Tool | Wrong tapping tool use | After verification we found tapping tool was used as per std. | O |
| Machine | Tap tightening not ok | After verification we found tap tightening was ok | O |

## 6. Inspection Method Analysis (Current)

| | |
| --- | --- |
| **Inspection Method** | Sp. Gauge |
| **Other Inspection Method** | |
| **Check Point at Final Inspection** | No |
| **Checking Freq.** | Sampling |
| **Sampling** | No |
| **Sample Size** | As per std |

## 7. Root Cause Analysis (Occurance)

| | |
| --- | --- |
| **Why 1** | Half thread seatpipe found |
| **Why 2** | part was located at Incorrect location. |
| **Why 3** | The part was setted below the specified location |
| **Why 4** | No reference available on Fixture |
| **Why 5** | there was not available any stopper. |
| **Root Cause (Occurance)** | there is not available any stopper. |

## Root Cause Analysis (Outflow)

| | |
| --- | --- |
| **Why 1** | Half thread seatpipe found |
| **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 |
|---|---|---|---|---|---|
| Occurance | New clamp fixture to be modified with stopper. | Mr Ravinder Singh | 10/11/2023 | 09/11/2023 | Completed |
| Outflow | Sampling quantity to be increased. | Mr. Ankush | 08/11/2023 | 07/11/2023 | Completed |
| Occurance | Quality Alert to be displayed at working station | Mr. Princ | 07/11/2023 | 06/11/2023 | Completed |
| Outflow | Quality alert to be displayed at final Q- inspection station | Mr. Princ | 07/11/2023 | 06/11/2023 | Completed |

## 9. Inspection Method After Customer Complaint

| | |
|---|---|
| **Change In Inspection System** | Yes |
| **Change Details** | sampling quantity to be doubled at final inspection station. |
| **Inspection Method** | Sp. Gauge |
| **Other Inspection Method** | |
| **Check Point at Final Inspection** | No |
| **Checking Freq.** | Sampling |
| **Sampling** | No |
| **Sample Size** | double |

## 10. Evidance of Countermeasure

| | |
|---|---|
| **Occurance (Before)** | No stopper was available in clamp fixture<br>588_Occurance_Before.png |
| **Occurance (After)** | New clamp fixture to be modified with stopper.<br>588_Occurance_After.png |
| **Outflow (Before)** | Quality alert not available at final inspection. Sampling qty was less.<br>588_Outflow_Before.jpg |
| **Outflow (After)** | Display quality alert at work station & final Q-gate. Samling qty to be double.<br>588_Outflow_After.png |

## 11. Horizontal Deployment

| | |
|---|---|
| **Horizontal Deployment Required** | Yes |
| **Applicable Machine / Model / Plant** | Tapping machine |

## 12. Document Review

| | |
|---|---|
| **Documents** | ControlPlan, PFMEA, WISOP, InspCheckSheet |
| **Specify Other Document** | Not required |

## 13. Effectiveness Of Action

| | |
|---|---|
| **Reviewed Quantity** | 50 |

| | |
|---|---|
| **Reason for submission** | ok |