

Defect Details

NC No.	8000853049
NC Date	28/11/2023
NC Submission Date	
Part No.	S2HT49207B
Part Name	OUTER SPRING SILVER- AAGM
Supplier Name & Code	100186-SAGAR SPRINGS PRIVATE LIMITED
ETL Plant	1143-ETL Suspension Halol, Vadodara
Defect Details	POWDER COATING NOT OK-RUBBING MARK

1. Problem Description

Defect Description	RUBBING MARK AND SCRATCH MARK IN AAGM SILVER OUTER SPRING
Detection Stage	Inprocess
Problem Severity	Aesthetic
NG Quantity	490
Is Defect Repeatative?	Yes
Defect Sketch / Photo	dhsnflow3mtppp15idcmd4b.jpg

Supplier Communication Details

Quality Head Email ID	quality@sagarsprings.com
Plant Head/CEO Email ID	ajai.singh@sagarsprings.com
MD Email ID	sagar@sagarsprings.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	1980	0	0	280	0	2260
Check Qty	1980	0	0	280	0	2260
NG Qty	490	0	0	0	0	490

Action taken on NG part

Scrap	0
Rework	490
Under Deviation	0

Containment Action

SSPL representative visited ETL verify the problem and segregated spring at ETL end 490 nos recall to sagar springs and will be recovered

3. Process Flow

Process Flow Description

coil-tempring,end grinding-shot pinning-tempring-sq connection Htchecking-pre-treatment-powder coating-inspection-packing-dispatch

4. Process Details

Process / Operation	Packing
Outsource	No
Machine / Cell	Packing
Machine / Cell No.	130

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Man	Person negligence on spring handling	Found persons are aware and handling it properl	O
Material	Powder deffective	Found powder is OK as problem is not 100%	O
Method	Packing method is not adequate	Spring is packed in box which is tight which result in to rubbing mark	X

6. Inspection Method Analysis (Current)

Inspection Method	Other
Other Inspection Method	Visual inspection
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	100%

7. Root Cause Analysis (Occurance)

Why 1	Rubbing mark on silver spring
Why 2	Spring outer surface is get rubbed hardly
Why 3	Spring is packed in corrugated box with 30 nos honey comb interlock is tight
Why 4	Bin for spring is not available as regular bins area short in height while spring height is more
Why 5	
Root Cause (Occurance)	Spring pack in corrugated box which is tight and same bin for particular spring is not available

Root Cause Analysis (Outflow)

Why 1	Spring with rubbing mark move to customer
Why 2	Rubbing mark generated after packing hence it is not detected
Why 3	
Why 4	
Why 5	
Root Cause (Outflow)	Rubbing mark generate after packing in corrugated box

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Bin with proper height with plastic insert will be developed and same will be introduced for packing	Powder Coating Supervisor	31/12/2023	28/12/2023	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	No
Change Details	As rubbing mark is in packing hence packing mode is change so there is no need in change in inspection method
Inspection Method	Other
Other Inspection Method	Visual Inspection
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	100%

10. Evidence of Countermeasure

Occurance (Before)	Earlier springs was dispatched in corrugated box which remain tight and generate black rubbing mark on spring Outer surface 601_Occurance_Before.pdf
Occurance (After)	Started packing and dispatch spring in Plastic with PP interlock to avoid rubbing mark 601_Occurance_After.pdf
Outflow (Before)	Spring is checked and rubbing mark generates after packing hence it not get detected 601_Outflow_Before.pdf
Outflow (After)	One point lesson given to inspector and started sampling checking of packed spring 601_Outflow_After.pdf

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	All powder coated spring with metallic silver paint

12. Document Review

Documents	ControlPlan, PackingStd
Specify Other Document	Packing std

13. Effectiveness Of Action

Reviewed Quantity	100
Reason for submission	ok