

Defect Details

NC No.	8000853852
NC Date	05/12/2023
NC Submission Date	
Part No.	F2HL00402B
Part Name	OIL LOCK COLLAR (HMC-31/K38G)
Supplier Name & Code	100106-SHARP ENGINEERS.
ETL Plant	1146-ETL Suspension Narasapura
Defect Details	MIX UP OTHER MODEL-NOT USING K0PG MODEL MIX UP AT SHARP END

1. Problem Description

Defect Description	Wrong part received not using K0PG Model (mix up at supplier end)
Detection Stage	Inprocess
Problem Severity	Fitment
NG Quantity	506
Is Defect Repeatative?	No
Defect Sketch / Photo	qg2jbcwcoxguonu5m4n2rmvlw.gif

Supplier Communication Details

Quality Head Email ID	quality@apw3.co.in
Plant Head/CEO Email ID	kurund.ma@sharp-engineers.com
MD Email ID	urkhandelwal@sharp-engineers.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	5000	0	0	5000	1000	11000
Check Qty	5000	0	0	5000	1000	11000
NG Qty	506	0	0	0	0	506

Action taken on NG part

Scrap	0
Rework	506
Under Deviation	0

Containment Action

Segregation done at ETL plant and mix up part removed from OK parts.

3. Process Flow

Process Flow Description

10) RM Inward 20) RM Storage 30) Parting & Forming 40) Chamfering 50) OD grinding 60) Plating (Outsource) 70) Inward Inspection 80) Final Inspection 90) Pre-dispatch Inspection 100) Packing and forwarding .

4. Process Details

Process / Operation	Packing and forwarding .
Outsource	No
Machine / Cell	NA
Machine / Cell No.	NA

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Man	Un-skilled Operator	Stage wise skill matrix and operator license are evident as per F/HR/06	O
Material	Incorrect RM grade	Third part inspection verified for chemical composition and hardness testing as per requirement.	O
Machine	Inadequate check Point in JH check sheet	Monthly JH check sheet available on machine and all the check point is being checked and recorded as	O
Method	Packer Working Method Wrong	Kept 2 different type material together	X
Tool	Tool worn out	Tool life for all the tool i.e. forming tool, drill, tap and insert are defined and recorded as per	O

6. Inspection Method Analysis (Current)

Inspection Method	Other
Other Inspection Method	Transparent poly ba
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	1:1

7. Root Cause Analysis (Occurance)

Why 1	Wrong Part reached at ETL
Why 2	Two different part kept at same location.
Why 3	Packing was same.
Why 4	Not detected from outside.
Why 5	Transparent poly bag not in used.
Root Cause (Occurance)	Transparent poly bag not in used at BSR stage.

Root Cause Analysis (Outflow)

Why 1	Wrong Part reached at ETL
Why 2	Incorrect material selection form BSR while dispatching.
Why 3	Person not aware about the part
Why 4	SOP & Analysis: Material handling of Finish Product being supplied to Endurance not displayed at BSR.

Why 5	
Root Cause (Outflow)	SOP & Analysis: Material handling of Finish Product being supplied to Endurance not displayed at BSR.

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Outflow	SOP & Analysis: Material handling of Finish Product being supplied to Endurance displayed at BSR.	Mr. Ganesh Mande	12/12/2023	12/12/2023	Completed
Occurance	Transparent poly bag are being used at BSR stage.	Mr. Ganesh Mande	11/12/2023	11/12/2023	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	100% inspection before dispatch.
Inspection Method	Other
Other Inspection Method	Visually
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	1:1

10. Evidance of Countermeasure

Occurance (Before)	Transparent poly bag not in used at BSR stage. 603_Occurance_Before.pptx
Occurance (After)	Transparent poly bag are being used at BSR stage. 603_Occurance_After.pptx
Outflow (Before)	SOP & Analysis: Material handling of Finish Product being supplied to Endurance not displayed at BSR. 603_Outflow_Before.pptx
Outflow (After)	SOP & Analysis: Material handling of Finish Product being supplied to Endurance displayed at BSR. 603_Outflow_After.pptx

11. Horizontal Deployment

Horizontal Deployment Required	No
Applicable Machine / Model / Plant	NA

12. Document Review

Documents	ControlPlan, PFMEA, WISOP, PackingStd, InspCheckSheet
Specify Other Document	NA

13. Effectiveness Of Action

Reviewed Quantity

5000

Reason for submission

Reviewed next 10 lots verified no mix up issues found ok