QFR No - 8000853856

Defect Details

NC No.	8000853856
NC Date	05/12/2023
NC Submission Date	
Part No.	S2HT52107B
Part Name	OUTER SPRING K0PG
Supplier Name & Code	101236-SUMA SPRINGS PRIVATE LIMITED
ETL Plant	1146-ETL Suspension Narasapura
Defect Details	MIX UP OTHER MODEL-NOT USING K0PG MODEL MIX UP AT SUMA END

1. Problem Description

Defect Description	wrong part supplied not using K0PG rear model (Mix up at supplier end)
Detection Stage	Inprocess
Problem Severity	Fitment
NG Quantity	1
Is Defect Repeatative?	Yes
Defect Sketch / Photo	sfiqcryk235brvcvwblawxhc.gif

Supplier Communication Details

Quality Head Email ID	qc@sumasprings.com
Plant Head/CEO Email ID	vp@sumasprings.com
MD Email ID	

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	100	0	0	0	0	100
Check Qty	100	0	0	0	0	100
NG Qty	1	0	0	0	0	1

Action taken on NG part

Scrap	1
Rework	0
Under Deviation	0

Containment Action
Awareness created to the packing team, Segregated at Customer end as well as Suma End

3. Process Flow

Process Flow Description
COILING+TEMP1+GRINDING+SHOTPEEENING+TEMPERING2+SCRAGGING +BEND CHECK AND OILING+PDI+PACKING AND DESPATCH

4. Process Details

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

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Method	.During Packing left over parts of similar parts mixup	verifed leftover parts kept in packing stage	O

6. Inspection Method Analysis (Current)

Inspection Method	Other
Other Inspection Method	visual & tag identfy
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	IS2500-2k

7. Root Cause Analysis (Occurance)

Why 1	Similar part mix-up
Why 2	mix up during packing
Why 3	during Packing left over parts of similar parts mix-up
Why 4	
Why 5	
Root Cause (Occurance)	During Packing left over parts of similar parts mix-up

Root Cause Analysis (Outflow)

Why 1	Similar part mix-up
Why 2	Ineffective awareness for packing personnel
Why 3	
Why 4	
Why 5	
Root Cause (Outflow)	During Packing left over parts of similar parts mix-up

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status

Occurance	During Packing left over parts of similar model will be identified and to be return back to storage area	CHANDRAN	07/12/2023	07/12/2023	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	No
Change Details	Nil
Inspection Method	Other
Other Inspection Method	visual & Tag System
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	IS2500 2K

10. Evidance of Countermeasure

Occurance (Before)	During Packing left over parts kept in the packing area 605_Occurance_Before.pdf
Occurance (After)	During Packing left over parts of similar model will be identified and to be return back to storage area 605_Occurance_After.pdf
Outflow (Before)	Ineffective awareness for packing personnel 605_Outflow_Before.jpeg
Outflow (After)	Awareness created to the packing personnel and impact of part mix up explained 605_Outflow_After.jpeg

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	F1GN01102

12. Document Review

Documents	
Specify Other Document	QALERT & AWARENES,

13. Effectiveness Of Action

Reviewed Quantity	
Reason for submission	