QFR No - 8000857899

Defect Details

NC No.	8000857899
NC Date	08/01/2024
NC Submission Date	
Part No.	520HL00202
Part Name	OIL LOCK COLLAR
Supplier Name & Code	100176-GKN SINTER METALS PRIVATE LIMI
ETL Plant	1117-ETL K-228/9 Suspension
Defect Details	NOT AS PER SPECIFICATION-HEAVY RUSTY

1. Problem Description

Defect Description	Heavy rusty
Detection Stage	Receipt
Problem Severity	Aesthetic
NG Quantity	1300
Is Defect Repeatative?	Yes
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	Rajendra.Sethiya@gknpm.com
Plant Head/CEO Email ID	Pratik.Dharangaonkar@gknpm.com
MD Email ID	Rajesh.Mirani@gknpm.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	7500	12000	0	0	0	19500
Check Qty	7500	12000	0	0	0	19500
NG Qty	400	0	0	0	0	400

Action taken on NG part

Scrap	400
Rework	0
Under Deviation	0

Containment Action
All stock lying at ETL segregated , Quality alert raised at Concerned Area

3. Process Flow

Process Flow Description
Forming - Sintering - Barreling - Steam Treatment - PDI

4. Process Details

Process / Operation	Steam Treatment
Outsource	No
Machine / Cell	NA
Machine / Cell No.	NA

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Method	Inspection Standard not available	Inspection standard verified, available at concerned area	O
Man	Untrained Operator	Operator skill matrix is ok	O
Material	Parts Metallurgy NG	Parts are OK to the metallurgical check and found ok	O

6. Inspection Method Analysis (Current)

Inspection Method	Other
Other Inspection Method	Visual
Check Point at Final Inspection	No
Checking Freq.	Sampling
Sampling	No
Sample Size	5

7. Root Cause Analysis (Occurance)

Why 1	Rust observed on part`s surface
Why 2	Part got rust as it came in contact with Moisture
Why 3	Insufficeint protection for parts getting Rust due to Monsoon season
Why 4	Parts been handled in MS Basket not covered with VCI Bags
Why 5	
Root Cause (Occurance)	As during Mansoon season part came in contact with Moisture due to which part got Rusted during Storage.

Root Cause Analysis (Outflow)

Why 1	Rust observed on part`s surface
Why 2	Didn't get detected during Final Inspection
Why 3	Part got rust after Dispatch/Storage
Why 4	
Why 5	
Root Cause (Outflow)	During In-process & Final Inspection parts found OK & got rusted during Storage at warehoue.

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	During Mansoon season parts to be handled in VCI Bags in MS Baskets to ensure parts doesn't came in contact with moisture.	Vijay Thorat	17/02/2024		Completed
Outflow	After action implementation 100nos samples to be kept for Observation, which need to check once a week for 4months.	Rohan G	29/02/2024		Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	No
Change Details	After action implementation 100nos samples to be kept for Observation, which need to check once a week for 4months.
Inspection Method	Other
Other Inspection Method	Visual
Check Point at Final Inspection	No
Checking Freq.	Sampling
Sampling	No
Sample Size	5

10. Evidance of Countermeasure

Occurance (Before)	No polybags for MS basket 628_Occurance_Before.pdf
Occurance (After)	During Monsoon season parts to be handled in VCI Bags in MS Baskets to ensure parts doesn't came in contact with moisture. 628_Occurance_After.pdf
Outflow (Before)	NA 628_Outflow_Before.pdf
Outflow (After)	NA 628_Outflow_After.pdf

11. Horizontal Deployment

Horizontal Deployment Required	No
Applicable Machine / Model / Plant	NA

12. Document Review

Documents	PFMEA, WISOP, AuditCheckSheet
Specify Other Document	NA

13. Effectiveness Of Action

Reviewed Quantity	1000
Reason for submission	Found ok