QFR No - 8000859512

Defect Details

NC No.	8000859512
NC Date	19/01/2024
NC Submission Date	
Part No.	520KT00102
Part Name	ROD BUSH
Supplier Name & Code	100176-GKN SINTER METALS PRIVATE LIMI
ETL Plant	1146-ETL Suspension Narasapura
Defect Details	MATERIAL DEFECT-CRACK ISSUE

1. Problem Description

Defect Description	Rod bush crack issue
Detection Stage	Inprocess
Problem Severity	Safety
NG Quantity	272
Is Defect Repeatative?	No
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	46000	0	0	23000	0	69000
Check Qty	46000	0	0	23000	0	69000
NG Qty	274	0	0	0	0	274

Action taken on NG part

Scrap	274
Rework	0
Under Deviation	0

Containment Action
Stock lying at ETL end & GKN end segregated for crack issue.

3. Process Flow

Process Flow Description
Mixing-Forming-Sintering-Heat Treatment-Barreling-Final Inspection-PDI

4. Process Details

Process / Operation	Forming
Outsource	No
Machine / Cell	Forming Press
Machine / Cell No.	NA

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Method	Forming material handling inadequate	Material is handled in plywood trays at forming stage	X
Man	Unskilled Operator	Skill matrix verified, found OK	O
Tool	Wrong tools used	Tools report verified, found OK	O
Material	Raw material NG	RM Test report verified, found OK	O
Material	Density NG	MTR Verified, found OK	O
Material	Hardness NG	MTR Verified, found OK	O
Machine	Machine breakdown	In process reports verified, found OK	O

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	Crack observed in rod bush
Why 2	Crack got generated during handling of material at sintering stage
Why 3	During forming to sintering material handled plywood trays
Why 4	During sintering material loaded in wire mesh trays from plywood trays
Why 5	
Root Cause (Occurance)	During sintering material loaded in wire mesh trays from plywood trays

Root Cause Analysis (Outflow)

Why 1	Crack observed in rod bush
Why 2	Crack part skipped from visual inspection
Why 3	No check point available at final inspection
Why 4	
Why 5	

Root Cause (Outflow)	No check point available at final inspection

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Awareness training given to concern operators to use wire mesh trays instead of plywood trays	Mr. Rohan G	15/04/2024	13/04/2024	Completed
Outflow	Checkpoint added at final inspection WI	Mr. B Avhad	15/04/2024	13/04/2024	Completed
Occurance	From forming to sintering material will be handled in wire mesh trays instead of plywood trays	Mr. Rohan G	15/04/2024	13/04/2024	Completed
Outflow	Awareness training given to concern persons	Mr. B Avhad	15/04/2024	13/04/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	No
Change Details	NA
Inspection Method	Other
Other Inspection Method	Visual Inspection
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	100 %

10. Evidance of Countermeasure

Occurance (Before)	Plywood trays used 642_Occurance_Before.pptx
Occurance (After)	Wire mesh trays implemented 642_Occurance_After.pptx
Outflow (Before)	No check point 642_Outflow_Before.ppt
Outflow (After)	Check point added 642_Outflow_After.ppt

11. Horizontal Deployment

Horizontal Deployment Required	No
Applicable Machine / Model / Plant	NA

12. Document Review

Documents	ControlPlan, PFMEA, WISOP
Specify Other Document	NA

13. Effectiveness Of Action

Reviewed Quantity	1000
Reason for submission	problem in rod bush but in action plan photo piston