

Defect Details

NC No.	8000859513
NC Date	19/01/2024
NC Submission Date	
Part No.	F1LG00902B
Part Name	SEAT PIPE -K86A
Supplier Name & Code	100538-NARINDER PARKASH AND CO
ETL Plant	1146-ETL Suspension Narasapura
Defect Details	MIX UP OTHER MODEL-NOT USING K0PG MODEL MIX UP AT NP SUP

1. Problem Description

Defect Description	K86 seat pipe wrong part supplied to ETL not using KOPG FF model MIX up at supplier end .
Detection Stage	Receipt
Problem Severity	Fitment
NG Quantity	250
Is Defect Repeatative?	Yes
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	quality@npcindustries.in
Plant Head/CEO Email ID	anand@npcindustries.in
MD Email ID	ajay@npcindustries.in

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	4400	0	0	400	0	4800
Check Qty	4400	0	0	400	0	4800
NG Qty	250	0	0	0	0	250

Action taken on NG part

Scrap	0
Rework	250
Under Deviation	0

Containment Action

segregated all material at both end

3. Process Flow

Process Flow Description

Cutting - Draw - Forging - Rough Grinding - Punching - CNC Head Turning - CNC Tail Facing - Tapping & Chamfering - Final Grinding - Final Inspection - Cleaning - RPO Oiling - Packing & Dispatch.

4. Process Details

Process / Operation	Packing station
Outsource	No
Machine / Cell	STATION-2
Machine / Cell No.	NA

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Man	Quality Inspector Negligence	Verified and found OK. No linkage with defect	O
Tool	Wrong gauge and instrument use	Measuring instrument is found calibrated & ok condition.	O
Method	material stock place not define	Material stock place was identified	O
Method	Packing Method Inadequate	Inside material polybag was not identified	X
Method	Holding the part not as per define method	Verified and found OK. No linkage with defect	O
Method	Wrong identification tag	After verification we found wrong identification tag found	X

6. Inspection Method Analysis (Current)

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

7. Root Cause Analysis (Occurance)

Why 1	Other model box replace with K-86 box
Why 2	mixing was occur in Packing station
Why 3	Other model parts box put together with the box of k-86 model
Why 4	Identification mark was not available before final packing
Why 5	
Root Cause (Occurance)	Identification mark was not available before final packing

Root Cause Analysis (Outflow)

Why 1	Other model box replace with K-86 box
Why 2	Material was mixed after final inspection
Why 3	wrong sticker pasted as per identification mark at dispatch station.
Why 4	Verification point was not available at dispatch station
Why 5	
Root Cause (Outflow)	Verification point was not available at dispatch station

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Model details should be written at the starting of packing	Mr. Ankush	22/01/2024	22/01/2024	Completed
Occurance	Q-alert to be displayed at final and packing station	Mr. Princ	20/01/2024	20/01/2024	Completed
Outflow	Sample inspection started of packed lots after packing.	. Mr. Ankush	22/01/2024	22/01/2024	Completed
Outflow	Q-alert to be displayed at Dispatch station	Mr. Princ	20/01/2024	20/01/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	Sampling method to be used for reverification.
Inspection Method	Other
Other Inspection Method	Visual
Check Point at Final Inspection	No
Checking Freq.	Sampling
Sampling	No
Sample Size	5 box/lot

10. Evidence of Countermeasure

Occurance (Before)	Model details was written at the end of packing. 645_Occurance_Before.jpg
Occurance (After)	Model details should be written at the starting of packing. 645_Occurance_After.jpg
Outflow (Before)	No verification done 645_Outflow_Before.jpg
Outflow (After)	Sample inspection started of packed lots after packing. 645_Outflow_After.jpg

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	All similar models .

12. Document Review

Documents	ControlPlan, PFMEA, WISOP
Specify Other Document	No

13. Effectiveness Of Action

Reviewed Quantity

10000

Reason for submission

Reviewed next 3 lots no mixes up found ok