QFR No - 8000860569

Defect Details

NC No.	8000860569
NC Date	28/01/2024
NC Submission Date	
Part No.	F2GV00302B
Part Name	KNOB ADJUSTER COMP - NEW DESIGN
Supplier Name & Code	100990-JAIRAJ ANCILLARIES PVT LTD
ETL Plant	1118-ETL E-92,93 Suspension
Defect Details	Problem notification-REB SYMBOL FOUND AGINST COM SYMBOL

1. Problem Description

Defect Description	REB symbol found on adjuster against COM symbol.
Detection Stage	Inprocess
Problem Severity	Aesthetic
NG Quantity	2033
Is Defect Repeatative?	No
Defect Sketch / Photo	cu0rtyuzt5vue4v3shtmfw2j.pdf

Supplier Communication Details

Quality Head Email ID	planthead.aurangabad@jairajgroup.com
Plant Head/CEO Email ID	vp@jairajgroup.com
MD Email ID	rajiv@jairajgroup.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	6500	2000	0	8000	0	16500
Check Qty	6500	2000	0	8000	0	16500
NG Qty	2800	312	0	722	0	3834

Action taken on NG part

Scrap	3834
Rework	0
Under Deviation	0

Containment Action
Immediately visited customer end for problem identification & 100% checking of all available stock at customer end completed. Also warehouse stock of 2000 no. is under inspection & at supplier end FG stock available 8000 no. is under inspection

3. Process Flow

Process Flow Description
Receipt of raw material, Inward inspection, storage, Material issue, MB mixing, Injection molding, deflashing & final inspection, Packing & labelling, Pre dispatch inspection, dispatch

4. Process Details

Process / Operation	Injection molding
Outsource	No
Machine / Cell	Injection molding machine
Machine / Cell No.	IM 8

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Method	No probable root cause related to method	No cause found related to method	O
Tool	Use of common mould	Verified that for both engraving of REB & COM on parts, mould is common, only cavity is changed	X
Man	Untrained operator / inspector	Concerned operator / inspector are not aware of requirement	X
Machine	No probable root cause related to machine	No cause found related to machine	O
Material	Use of improper material	RM used found ok	O

6. Inspection Method Analysis (Current)

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

7. Root Cause Analysis (Occurance)

Why 1	Observed Marking on Part REB on white and COM on Red Knob Adjuster parts mixed
Why 2	Produced wrong
Why 3	Because of and during production we change only cavity plate
Why 4	Because of mold is common, no Separate mold made and no Part color wise Marking done on Mould Plate
Why 5	
Root Cause (Occurance)	Because of mold is common, no Separate mold made and no Part color wise Marking done on Mold Plate

Root Cause Analysis (Outflow)

Why 1	Defective part slip to customer
Why 2	because of not checked in process and in final inspection at PDIR stage
Why 3	Because of no checking point was added in in-process check sheet, PDIR and in Control Plan
Why 4	
Why 5	
Root Cause (Outflow)	Because of no checking point was added in in-process check sheet, PDIR and in Control Plan

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Outflow	Made and display the visual Aid at work station,, given on job training to concern Operators, Inspector and Engineers for this defect,-Displayed the OK & NG limit sample at work Place for inspection reference, point added in In process check sheet, PDIR & Control plan	Mr.Ombir Singh(QA) & Mr.Bishnu Charan(Production)	29/01/2024	29/01/2024	Completed
Occurance	Making seperate Mould for both colour parts ,Providing colour separate coding on moulds	Mr. Chand (Toolroom Incharge) & Mr. Bishnu Charan	10/02/2024	24/02/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	display the visual Aid at work station, given on job training to concern Operators, Inspector and Engineers, Displayed the OK & NG limit sample at work Place for inspection reference
Inspection Method	Other
Other Inspection Method	Visual
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	10

10. Evidance of Countermeasure

Occurance (Before)	No colour coding on mould 654_Occurance_Before.xlsx
Occurance (After)	Colour coding done on mould 654_Occurance_After.xlsx
Outflow (Before)	No check point related to colour & marking in In-process inspection sheet & PDIR 654_Outflow_Before.xlsx
Outflow (After)	Check point related to colour & marking added in In-process inspection sheet & PDIR 654_Outflow_After.xlsx

11. Horizontal Deployment

Horizontal Deployment Required	No
Applicable Machine / Model / Plant	Not Applicable

12. Document Review

Documents	ControlPlan, PFMEA, InspCheckSheet
Specify Other Document	NO

13. Effectiveness Of Action

Reviewed Quantity	1800
Reason for submission	after action taken no any defective lot found.