QFR No - 8000861163

Defect Details

NC No.	8000861163
NC Date	30/01/2024
NC Submission Date	
Part No.	550LZ00102
Part Name	SPACER L 50-PRF001
Supplier Name & Code	100990-JAIRAJ ANCILLARIES PVT LTD
ETL Plant	1118-ETL E-92,93 Suspension
Defect Details	DIAMETER OVER SIZE-OVALITY & 33±0.1 GRUE OD OVER SIZE

1. Problem Description

Defect Description	Groove OD over size
Detection Stage	Inprocess
Problem Severity	Fitment
NG Quantity	114
Is Defect Repeatative?	No
Defect Sketch / Photo	

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	1400	0	0	0	0	1400
Check Qty	1400	0	0	0	0	1400
NG Qty	114	0	0	0	0	114

Action taken on NG part

Scrap	114
Rework	0
Under Deviation	0

Containment Action
Immediately visited customer end for problem identification & 100% checking of all available stock at customer end completed

3. Process Flow

Process Flow Description
Receipt of raw material, Inward inspection , storage, Material issue, Injection molding, Machining, Deflashing & final inspection, Packing & labelling, Pre dispatch inspection, despatch

4. Process Details

Process / Operation	Injection Molding
Outsource	No
Machine / Cell	Injection molding machine
Machine / Cell No.	IM-5

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Method	Sampling Inspection at Final Inspection stage & on machine	Verified that at FI inspection by gauge on sampling basis & operator was checking after every hour	X
Method	Part clamping not correct	Verified that part clamping on machine was not correct	X
Man	Operator having less awareness	Varified & found that operator was having less awareness about the issue	X
Tool	Tool not ok / wear out	Verified that there was no problem in tool	O
Material	Use of improper material	Veried that material used was as per specifications	O
Machine	Improper Cooling time in Injection moulding	Verified and found that cooling time was as per specified	O
Machine	Jaw wear out in machining	Verified and found that jaw condition was ok	O
Method	Process parameters not followed	Verified that process parameters were as specified	O

6. Inspection Method Analysis (Current)

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

7. Root Cause Analysis (Occurance)

Why 1	Groove OD O/S - Req Specification 33.95+/- 0.1 mm & found oval
Why 2	While machining for groove equal material not removed from part OD
Why 3	Due to part clamping was not centered in jaws
Why 4	Flashes not removed from part before clamping
Why 5	Manual error
Root Cause (Occurance)	Flashes on part were not removed by the operator prior its loading for machining (Manual error)

Root Cause Analysis (Outflow)

Why 1	Groove OD O/S - Req Specification 33.95+/- 0.1 mm & found oval
Why 2	Part skipped from machine & Final inspection stage

Why 3	Inspection on sampling basis on machine by operator & by inspector at FI
Why 4	
Why 5	
Root Cause (Outflow)	Inspection on sampling basis on machine by operator & by inspector at FI

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Training provided to operator on removing flashes from part , prior to loading on machine	Production	24/02/2024	24/02/2024	Completed
Outflow	1. Parts are checking 100% with GO Gauge for groove OD at FI with Identification mark. 2. Now 100% parts are checked by gauge (groove OD 33.95 +/-0.1 mm) by operator on machine. 3. Displayed OK/NG samples at work station & also displayed OPL.	QA HOD	24/02/2024	24/02/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	1. Parts are checking 100% with GO Gauge for groove OD at FI by inspector with Identification mark. 2. Now 100% parts are checked by gauge (groove OD 33.95 +/-0.1 mm) by operator on machine
Inspection Method	Gauge
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	100%

10. Evidance of Countermeasure

Occurance (Before)	Operator having less awareness about the issue 656_Occurance_Before.xlsx
Occurance (After)	Training provided to the operator (Training Record) 656_Occurance_After.pdf
Outflow (Before)	Inspection on Sampling basis with gauge on machine by operator & at Final inspection by inspector 656_Outflow_Before.xlsx
Outflow (After)	100% Inspection with gauge by operator on machine & by inspector at FI 656_Outflow_After.xlsx

11. Horizontal Deployment

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

12. Document Review

Documents	

Specify Other Document	NO

13. Effectiveness Of Action

Reviewed Quantity	11000
Reason for submission	after action implementation no any parts found defective.