

Defect Details

NC No.	8000862162
NC Date	07/02/2024
NC Submission Date	
Part No.	F2KH01002B
Part Name	REBOUND SPRING-XF121
Supplier Name & Code	101159-TECHNOMAT SPRINGS
ETL Plant	1117-ETL K-228/9 Suspension
Defect Details	NOT AS PER SPECIFICATION-MIX-UP

1. Problem Description

Defect Description	Other model part mix-up
Detection Stage	Inprocess
Problem Severity	Function
NG Quantity	100
Is Defect Repeatative?	No
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	quality@technomatsprings.com
Plant Head/CEO Email ID	technomatsprings@gmail.com
MD Email ID	patilsadanand@technomatsprings.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	3000	0	0	1800	0	4800
Check Qty	3000	0	0	1800	0	4800
NG Qty	100	0	0	0	0	100

Action taken on NG part

Scrap	0
Rework	100
Under Deviation	0

Containment Action

Checked all material at customer end and pipeline material also.

3. Process Flow

Process Flow Description

R/m In-warding Inspection > Coiling > Stress Relieving-1 > Grinding > Shot Peening > Stress Relieving-2 > Final Inspection > Oiling > Packing > Dispatch.

4. Process Details

Process / Operation	Coiling
Outsource	No
Machine / Cell	-
Machine / Cell No.	-

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Material	Wrong Material / Grade	Supplier RMTC Report checked found Ok	O
Machine	-	-	O
Tool	Tool Wear Out	Tool Monitoring Card Verified found ok	O
Man	Unskilled Operator	Skilled matrix found ok	O
Method	Without looking the complete part no.	Dispatched wrong material without verify complete part no.	X

6. Inspection Method Analysis (Current)

Inspection Method	Other
Other Inspection Method	Visual
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	30 Nos

7. Root Cause Analysis (Occurance)

Why 1	Material Mix-up at customer end
Why 2	Due to wrong material dispatched
Why 3	the material was not identified due to the similar part kept aside of the each other, and packing std was same.
Why 4	
Why 5	
Root Cause (Occurance)	the material was not identified due to the similar part kept aside of the each other, and packing was same.

Root Cause Analysis (Outflow)

Why 1	Material Mix-up at customer end
Why 2	Due to wrong material dispatched
Why 3	Separate place defined for the similar parts and packing (Polybag) change for to avoid the mix-up issues.
Why 4	
Why 5	
Root Cause (Outflow)	Separate place defined for the similar parts and packing (Polybag) change for to avoid the mix-up issues.

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Outflow	1) Location defined for the similar springs 2) Training given to related person.	Mr. Anuj Shelke	29/02/2024	29/02/2024	Completed
Occurance	Polybag color change to avoid mix-up issues.	Mr. Anuj Shelke	29/02/2024	29/02/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	No
Change Details	NA
Inspection Method	Other
Other Inspection Method	Visual
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	30 Nos

10. Evidence of Countermeasure

Occurance (Before)	Packing Before 658_Occurance_Before.pdf
Occurance (After)	Packing After 658_Occurance_After.pdf
Outflow (Before)	Outflow Before 658_Outflow_Before.pdf
Outflow (After)	Outflow After 658_Outflow_After.pdf

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	For the similar type of products.

12. Document Review

Documents	PackingStd
Specify Other Document	NA

13. Effectiveness Of Action

Reviewed Quantity	438
Reason for submission	Found ok

