

## Defect Details

<b>NC No.</b>	8000862174
<b>NC Date</b>	07/02/2024
<b>NC Submission Date</b>	
<b>Part No.</b>	F2LY00312B
<b>Part Name</b>	SOCKET HEADED BOLT M8 - PRECOTE
<b>Supplier Name &amp; Code</b>	100926-BG FASTENING AND ENGINEERING I
<b>ETL Plant</b>	1117-ETL K-228/9 Suspension
<b>Defect Details</b>	NOT AS PER SPECIFICATION-LENGTH UNDERSIZE BY 5.0MM

## 1. Problem Description

<b>Defect Description</b>	LENGTH UNDERSIZE BY 5.0MM (other model mix-up)
<b>Detection Stage</b>	Receipt
<b>Problem Severity</b>	Fitment
<b>NG Quantity</b>	428
<b>Is Defect Repeatative?</b>	No
<b>Defect Sketch / Photo</b>	

## Supplier Communication Details

<b>Quality Head Email ID</b>	waral.pavan@fontanagruppero.com
<b>Plant Head/CEO Email ID</b>	kulkarni.ph@fontanagruppero.com
<b>MD Email ID</b>	bose.shamik@fontanagruppero.com

## 2. Stock Details &amp; action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
<b>Total Qty</b>	15000	0	0	5000	0	20000
<b>Check Qty</b>	15000	0	0	5000	0	20000
<b>NG Qty</b>	428	0	0	0	0	428

## Action taken on NG part

<b>Scrap</b>	428
<b>Rework</b>	0
<b>Under Deviation</b>	0

## Containment Action

100% sorting at all location at customer end as well as at BGF end.

## 3. Process Flow

**Process Flow Description**

Cold forging / thread rolling / heat treatment / plating / pre-coating / final inspection

**4. Process Details**

<b>Process / Operation</b>	Forging / Rolling / HT / Plating / precoat / FI
<b>Outsource</b>	No
<b>Machine / Cell</b>	Forging / rolling / HT / Plating / precoat / fi
<b>Machine / Cell No.</b>	CC-119

**5. Problem Analysis**

Type	Possible Cause	Fact Verification	Jud
Man	na	na	X
Material	na	na	X
Machine	na	na	X
Tool	na	na	X
Method	Identification missing	Route card missing in material bin	O

**6. Inspection Method Analysis (Current)**

<b>Inspection Method</b>	Other
<b>Other Inspection Method</b>	Sampling inspection
<b>Check Point at Final Inspection</b>	Yes
<b>Checking Freq.</b>	Sampling
<b>Sampling</b>	No
<b>Sample Size</b>	5 nos/bin

**7. Root Cause Analysis (Occurance)**

<b>Why 1</b>	Length undersize and ok part processed in same barrel of plating
<b>Why 2</b>	Length undersize and ok part material bin kept near to each other, hence looking similar processed in same barrel in plating process
<b>Why 3</b>	Length undersize part kept for plating rework but without identification tag
<b>Why 4</b>	As multiple bin available for plating but route card kept over top bin only, and other bins stacking below the top bin, hence wrong part processed in mixed condition.
<b>Why 5</b>	Identification tag missing in the bins except top bins with stacking layers of 4 bins.
<b>Root Cause (Occurance)</b>	Identification tag missing in the material bins stacking below the top bins (Total bins stacking 4 nos)

**Root Cause Analysis (Outflow)**

<b>Why 1</b>	Length undersize part observed at customer end.
<b>Why 2</b>	Length undersize part not detected during inspection
<b>Why 3</b>	Less sampling size of 5 nos per lot
<b>Why 4</b>	
<b>Why 5</b>	
<b>Root Cause (Outflow)</b>	Less sampling size at final inspection ( 5 nos only per lot)

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Identification tag will be provided to each bin stacking in layers	Mr. Dheeraj Singh	08/02/2024	08/02/2024	Completed
Outflow	5 Nos sampling from each bin of material	Mr. Sharma Kuldeep	07/02/2024	07/02/2024	Completed

## 9. Inspection Method After Customer Complaint

<b>Change In Inspection System</b>	Yes
<b>Change Details</b>	Sampling size increased from 5 nos per lot to 5 nos from each bin
<b>Inspection Method</b>	Gauge
<b>Other Inspection Method</b>	
<b>Check Point at Final Inspection</b>	Yes
<b>Checking Freq.</b>	Sampling
<b>Sampling</b>	No
<b>Sample Size</b>	5 nos /bin

## 10. Evidence of Countermeasure

<b>Occurance (Before)</b>	Identification tag over top bin only for part number <a href="#">670_Occurance_Before.pdf</a>
<b>Occurance (After)</b>	Each bin of material identified with identification tag for part number <a href="#">670_Occurance_After.pdf</a>
<b>Outflow (Before)</b>	Sampling inspection for 5 nos for lot <a href="#">670_Outflow_Before.pdf</a>
<b>Outflow (After)</b>	Sampling inspection note added in pdi to check 5 nos samples for each bin of material <a href="#">670_Outflow_After.pdf</a>

## 11. Horizontal Deployment

<b>Horizontal Deployment Required</b>	No
<b>Applicable Machine / Model / Plant</b>	BGF

## 12. Document Review

<b>Documents</b>	InspCheckSheet
<b>Specify Other Document</b>	Route card check she

## 13. Effectiveness Of Action

<b>Reviewed Quantity</b>	1164
<b>Reason for submission</b>	Found ok

