QFR No - 8000862175

Defect Details

NC No.	8000862175
NC Date	07/02/2024
NC Submission Date	
Part No.	520PC03307
Part Name	UNDER BKT SUB-ASSY. K3
Supplier Name & Code	100061-BAJAJSONS LIMITED
ETL Plant	1117-ETL K-228/9 Suspension
Defect Details	OPERATION MISSING-M16 OPERAION MISSING

1. Problem Description

Defect Description	OPERATION MISSING-M16 OPERAION MISSING
Detection Stage	Customer End
Problem Severity	Fitment
NG Quantity	1
Is Defect Repeatative?	No
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	pushpendra.singh@bajajsons.com
Plant Head/CEO Email ID	crbansal@bajajsons.com
MD Email ID	sanjay.bajaj@bajajsons.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	50	800	100	100	200	1250
Check Qty	50	300	0	100	200	650
NG Qty	1	0	0	0	0	1

Action taken on NG part

Scrap	0
Rework	1
Under Deviation	0

Containment Action
No material at customer end .Inspection started in warehouse & checked 300 pcs. Out of 800 pcs. and found all material ok ,Rest 500+100pcs(Transit) will be checked before Dispatch to ETL as per their requirement. At our end we checked our F.G Stock and WIP material (Qty. 100+200) and found ok.

3. Process Flow

Process Flow Description
PRESS FITTING, MIG WELDING ,COUNTER SIDE BORES(TOP) , COUNTER SIDE BORES(BOTTOM SIDE) ,SLITTING(LEFT SIDE) , SLITTING(RIGHT SIDE) BROACHING(CHAMFER AT SLITTING)(LEFT AND RIGHT SIDE) , COUNTERING AT HOLE DIA.10.50(LEFT & RIGHT) , COUNTERING AT HOLE DIA. 8.60(LEFT & RIGHT) , DEBURRING AT MACHINE AREA , CARBON CLEANING-BORE OPENING , 2-TAPPING M6X1-6H , TAPPING M10 X 1.5 -6H(LEFT SIDE) , TAPPING M10 X 1.5 -6H(RIGHT SIDE) , 2-TAPPING 2-M6 X 1-6H , BUSH TAPPING M16 X 1.5-6H , STRAIGHTENING (PARALLISM INSPECTION) , DIE PASS OUT TO REMOVE THE DENT AND PHASPHATING SLIDGE (M30X1P-6H) , FINAL INSPECTION , PRE- DISPATCH INSPECTION PACKING &DISPATCH.

4. Process Details

Process / Operation	BUSH TAPPING M16X 1.5-6H
Outsource	No
Machine / Cell	TMS
Machine / Cell No.	03

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Machine	Machine not working during tapping process	During verification found that machine is ok (No breakdown)	O
Method	Multiple part taking from trolley for tapping & kept at machine table	During verification found that operator is taking more then one part during tapping at table	X
Man	Unskilled manpower	Skilled manpower deployed at inspection	O
Tool	Worn out tap used & due to tapping not performed	Tap was ok because tap life monitoring	O
Method	Part skipped from tapping machine(Moved from previous operation to next operation)	During verification found that complete trolley moved to next stage	O
Method	Improper handling of NG part during final inspection	During verification found that checker was did not mark on NG part during inspection	X
Material	Hardness more in part	During verification found bush material was ok	O

6. Inspection Method Analysis (Current)

Inspection Method	Gauge
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	5

7. Root Cause Analysis (Occurance)

Why 1	Tapping miss of M16x1.5 part skipped
Why 2	Tapping not performed due to part not loaded at machine
Why 3	Due to mix-up of tapping done & without tapping parts
Why 4	Mix-up due to multi parts taken from trolley & kept of machine table
Why 5	Neglegency of machine operator
Root Cause (Occurance)	Mix-up due to multi parts taken from trolley & kept of machine table, resulting NG part mix up & reached at next stage

Root Cause Analysis (Outflow)

Why 1	NG part skipped from final inspection & reached at customer end
Why 2	NG part mix-up in ok material
Why 3	Mix-up in ok material due to no marking on NG part
Why 4	No marking on NG part due to negligency of checker
Why 5	
Root Cause (Outflow)	No marking on NG part due to negligency of checker

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Outflow	Awareness given to checkers for NG part handling	Irfan Ahmed	16/02/2024	15/02/2024	Completed
Occurance	OPL made & awareness given to machine operators for single part movement from trolley to avoid mix-up	Jasbir Singh	15/02/2024	15/02/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	No
Change Details	N/A
Inspection Method	Gauge
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	5

10. Evidance of Countermeasure

Occurance (Before)	Mix-up due to multi parts taken from trolley & kept of machine table 671_Occurance_Before.jpg
Occurance (After)	Single part pick up from trolly for Bush Tapping M16X1.5. 671_Occurance_After.jpg
Outflow (Before)	No marking on NG part due to negligency of checker 671_Outflow_Before.jpg
Outflow (After)	Rework part move after marking as a decided place. 671_Outflow_After.jpg

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	TMS -03/AVENGER & K-17 B/D/BSL U-III.

12. Document Review

Documents	PFMEA, WISOP
Specify Other Document	NO

13. Effectiveness Of Action

Reviewed Quantity	255
Reason for submission	Checked and found ok