

Defect Details

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|---------------------------------|---|
| NC No. | 8000862271 |
| NC Date | 07/02/2024 |
| NC Submission Date | |
| Part No. | 520HQ00202 |
| Part Name | ORIFICE VALVE |
| Supplier Name & Code | 100141-ARVIND AUTOMOTIVE (INDIA) PVT. |
| ETL Plant | 1118-ETL E-92,93 Suspension |
| Defect Details | NOT AS PER SPECIFICATION-WRONG MATERIAL(520HQ00502) |

1. Problem Description

| | |
|-------------------------------|--|
| Defect Description | NOT AS PER SPECIFICATION-WRONG MATERIAL (520HQ00502) |
| Detection Stage | Receipt |
| Problem Severity | Aesthetic |
| NG Quantity | 20000 |
| Is Defect Repeatative? | No |
| Defect Sketch / Photo | |

Supplier Communication Details

| | |
|--------------------------------|----------------------------|
| Quality Head Email ID | automotivearvind@yahoo.com |
| Plant Head/CEO Email ID | automotivearvind@yahoo.com |
| MD Email ID | cheemaarvind@yahoo.in |

2. Stock Details & action taken for NG parts

| Location | ETL End | Warehouse | Transit | Supplier FG | Supplier WIP | Total |
|------------------|---------|-----------|---------|-------------|--------------|-------|
| Total Qty | 20000 | 20000 | 0 | 25000 | 10000 | 75000 |
| Check Qty | 20000 | 20000 | 0 | 25000 | 10000 | 75000 |
| NG Qty | 20000 | 0 | 0 | 0 | 0 | 20000 |

Action taken on NG part

| | |
|------------------------|-------|
| Scrap | 0 |
| Rework | 0 |
| Under Deviation | 20000 |

Containment Action

1-SHORT QTY SEND TO LOGISTICS TO MAINTAINED ACTUAL PART NUMBER AND LOT QTY ALSO 2- LOGISTICS PERSON VERIFY THE MATERIAL AS PER INVOICE NO WHICH IS ALREADY MENTION IN TAGS AND NUMBER OF BOXES ALSO

3. Process Flow

Process Flow Description

BLANKING+PUNCHING

4. Process Details

| | |
|----------------------------|-------------|
| Process / Operation | PUNCHING |
| Outsource | No |
| Machine / Cell | POWER PRESS |
| Machine / Cell No. | PP 05 |

5. Problem Analysis

| Type | Possible Cause | Fact Verification | Jud |
|------|------------------|---|-----|
| Man | Unskilled helper | Operator did not aware about Tags and invoice | X |

6. Inspection Method Analysis (Current)

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

7. Root Cause Analysis (Occurance)

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|-------------------------------|--|
| Why 1 | Wrong parts dispatch 520HQ00502 instead of 520HQ00202 |
| Why 2 | Wrong box pic during dispatch to ETL |
| Why 3 | Loading helper did not check box according to invoice |
| Why 4 | Loading helper did not aware about part number and models also |
| Why 5 | On job training not done |
| Root Cause (Occurance) | On job training not done |

Root Cause Analysis (Outflow)

| | |
|-----------------------------|--|
| Why 1 | Orifice valve 520HQ00202 NG observed at customer end |
| Why 2 | Only sampling number of box verification done at logistics end |
| Why 3 | box qty is not effective to detect the problem |
| Why 4 | Pass to customer |
| Why 5 | |
| Root Cause (Outflow) | Stock details not verified |

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

| Type | Countermeasure Details | Responsibility | Target Date | Actual Date | Status |
|-----------|------------------------|----------------|-------------|-------------|-----------|
| Occurance | On job training done | Amol | 08/02/2024 | | Completed |

9. Inspection Method After Customer Complaint

| | |
|--|---|
| Change In Inspection System | No |
| Change Details | Daily stocks details verify share with Arvind & ETL |
| Inspection Method | Other |
| Other Inspection Method | Manual |
| Check Point at Final Inspection | Yes |
| Checking Freq. | 100% |
| Sampling | No |
| Sample Size | 100% |

10. Evidence of Countermeasure

| | |
|---------------------------|---|
| Occurance (Before) | Onjob training not done 674_Occurance_Before.jpeg |
| Occurance (After) | Onjob training not done 674_Occurance_After.jpeg |
| Outflow (Before) | Daily stock details not verify 674_Outflow_Before.jpg |
| Outflow (After) | Daily stocks details verified and shared with Arvind and ETL 674_Outflow_After.jpg |

11. Horizontal Deployment

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|---|--|
| Horizontal Deployment Required | Yes |
| Applicable Machine / Model / Plant | Daily stock details verified for each models |

12. Document Review

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|-------------------------------|------------------|
| Documents | PackingStd |
| Specify Other Document | PACKING STANDARD |

13. Effectiveness Of Action

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|------------------------------|---|
| Reviewed Quantity | 20000 |
| Reason for submission | Next lot material observed to be Ok as Per Invoice. |