

Defect Details

NC No.	8000863605
NC Date	19/02/2024
NC Submission Date	
Part No.	520AE00100
Part Name	CORE PLATE CAL 115
Supplier Name & Code	100915-CHIRAG DIE CAST PVT LTD
ETL Plant	1132-ETL K-226/1 TRANSMISSION
Defect Details	BROKEN-CLAW BROKEN

1. Problem Description

Defect Description	Claw Broken Issue observed at Customer End (BAL Waluj)
Detection Stage	Customer End
Problem Severity	Function
NG Quantity	1
Is Defect Repeatative?	Yes
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	qualityassurance@chiragdiecast.com
Plant Head/CEO Email ID	operationshead@chiragdiecast.com
MD Email ID	chirag.gupta@chiragdiecast.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	12000	32000	10000	0	5000	59000
Check Qty	12000	32000	10000	0	5000	59000
NG Qty	0	2	0	0	0	2

Action taken on NG part

Scrap	2
Rework	0
Under Deviation	0

Containment Action

All Material Rechecked visually & 2 Nos. found NG out of 59000 Nos.

3. Process Flow

Process Flow Description

PDC, Trimming, Shot Blasting , Visual Inspection, Stress Relieving ,100% Gauging for Flatness , Packing , Transportation

4. Process Details

Process / Operation	High Pressure Die Casting
Outsource	No
Machine / Cell	HPDC
Machine / Cell No.	PDC

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Method	Claw Broken During Transit from CDC to Aurangabad	02 Nos. found Claw Broken at Godown Aurangabad after transit	O

6. Inspection Method Analysis (Current)

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

7. Root Cause Analysis (Occurance)

Why 1	Claw Broken observed at Customer End
Why 2	Claw Broken of the Part during Transit
Why 3	Bottom Part Could not bear the heavy jerk during Transit
Why 4	Mis handling by Transporter
Why 5	Not Proper Stacking inside the vehicle.
Root Cause (Occurance)	All 4 Bundles (125 Nos.) did not having the Corrugated sheet duly covered with bubble sheet to resist the jerk during transit .

Root Cause Analysis (Outflow)

Why 1	Could not Checked by Local Representative at Godown ; Aurangabad during material transfer fro Corrugated Box to Plastic Bins
Why 2	No such type issue observed at Godown.
Why 3	
Why 4	
Why 5	
Root Cause (Outflow)	Visual Inspection skipped during Material Transfer from Corrugated Boxes to Plastic Bins.

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
	PP Box Cartons development is in process , We will				

Occurance	send you o1 PP Box to ETL with next lot on dated 03-04-2024	Naveen Kumar	03/04/2024	17/04/2024	Completed
Occurance	After Approval of PP Box , We will start supply in PP Box.	Naveen Kumar	20/04/2024	17/04/2024	Completed
Occurance	Modified Packaging in PP Cartons in place of Corrugated Box	Mr. Naveen Kumar & Mr. Sushil (ETL)	10/04/2024	17/04/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	No
Change Details	No Change
Inspection Method	Other
Other Inspection Method	Visual Inspection
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	100 %

10. Evidence of Countermeasure

Occurance (Before)	There was no Corrugated sheet at the Top & Bottom of the Carton 685_Occurance_Before.jpeg
Occurance (After)	PP Cartons development under process , Sample photo attached herewith for your review & approval 685_Occurance_After.jpg
Outflow (Before)	No Inspection of the Bundles during material Transfer from PP box to Plastic Bins. 685_Outflow_Before.png
Outflow (After)	100% Inspection of the Bundles (Specially Top & Bottom Pcs of the Bundle) 685_Outflow_After.png

11. Horizontal Deployment

Horizontal Deployment Required	No
Applicable Machine / Model / Plant	1132

12. Document Review

Documents	PackingStd
Specify Other Document	Packing standard rev

13. Effectiveness Of Action

Reviewed Quantity	20000
Reason for submission	OK Material Received in PP Box

