

Defect Details

NC No.	8000865072
NC Date	29/02/2024
NC Submission Date	
Part No.	S2AB00512B
Part Name	ADJUSTER PLATED
Supplier Name & Code	100782-NICE STEEL INDUSTRIES
ETL Plant	1143-ETL Suspension Halol, Vadodara
Defect Details	PLATING NOT OK-PLATING PEEL OFF

1. Problem Description

Defect Description	Plating Peel off found in adjuster
Detection Stage	Receipt
Problem Severity	Aesthetic
NG Quantity	7
Is Defect Repeatative?	Yes
Defect Sketch / Photo	3iism10gioq3mxwcs2srfye1.jpg

Supplier Communication Details

Quality Head Email ID	ppc.nice@batragroup.biz
Plant Head/CEO Email ID	ho.nice@batragroup.biz
MD Email ID	hitesh@batragroup.biz

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	1000	1000	2000	2000	1000	7000
Check Qty	1000	1000	2000	2000	1000	7000
NG Qty	1	1	0	2	0	4

Action taken on NG part

Scrap	4
Rework	0
Under Deviation	0

Containment Action

All material segregated

3. Process Flow

Process Flow Description

10 RECEIVING INSPECTION 20 STORAGE 30 BLANKING 40 1st BENDING (`U` BENDING) 50 FINAL BENDING (ROUNDING) 60 MIG WELDING 70 FLAIRING 80 ID SIZING 90 SIDE GRINDING 100 BROACHING 110 SINGLE GROOVE MATCHING 120 HEAD GRINDING 130 OUTSIDE MOVEMENT FOR PLATING 140 STORAGE & RQC INSP. OF PLATED MATERIAL 150 FINAL INSPECTION 160 PACKING & DISPATCH TO CUSTOMER

4. Process Details

Process / Operation	Plating
Outsource	Yes
Machine / Cell	Semi Nickle drug out process
Machine / Cell No.	Semi Nickle drug out

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Method	Semi bright drug out water level low	Water level checked and found	X
Method	Process was not followed	All process checked and found implementedd	O
Machine	Low capacity tank	Semi bright drug out level was low	X
Tool	Wrong jig/ hanger used	Hanger checked and found ok	O
Man	Unskilled manpower	Skilled manpower available and skill matrix verified	O
Material	Wrong chemical used	All chemical checked as per TDS data sheet and found OK	O

6. Inspection Method Analysis (Current)

Inspection Method	Other
Other Inspection Method	File test
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	5 pcs each

7. Root Cause Analysis (Occurance)

Why 1	Peel off
Why 2	Part peel off from bright layer
Why 3	Bright layer was not bond on part
Why 4	Semi bright layer was oxidize
Why 5	Part was not completely in the DM water during semi bright drug out due to Semi Bright drug out water level was low
Root Cause (Occurance)	Part was not completely in the DM water during semi bright drug out due to Semi Bright drug out water level was low

Root Cause Analysis (Outflow)

Why 1	Defective part passed at customer end
Why 2	Defective part not detected
Why 3	Later peel-off problem generated in part
Why 4	
Why 5	

Root Cause (Outflow)

Later peel-off problem generated in part

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Outflow	Training provided to all	Veekay	10/03/2024	20/03/2024	Completed
Occurance	Semi Bright drug out water level increased	Veekay	12/03/2024	20/03/2024	Completed
Outflow	File test frequency revised	Veekay	06/03/2024	20/03/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	File test frequency revised .
Inspection Method	Other
Other Inspection Method	File test frequency
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	20 per lot

10. Evidence of Countermeasure

Occurance (Before)	Water level was low at semi bright drug out 693_Occurance_Before.pptx
Occurance (After)	Water level increased at semi bright drug out 693_Occurance_After.pdf
Outflow (Before)	File test done in 5 pcs each lot 693_Outflow_Before.png
Outflow (After)	File test done 20 pcs each lot 693_Outflow_After.png

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	Adjuster HF delux

12. Document Review

Documents	ControlPlan, PFMEA
Specify Other Document	OPL

13. Effectiveness Of Action

Reviewed Quantity	100
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