QFR No - 8000868405

Defect Details

NC No.	8000868405
NC Date	22/03/2024
NC Submission Date	
Part No.	F2DZ03112B
Part Name	FORK BOLT
Supplier Name & Code	101263-SINGLA PRECISION SCREWS
ETL Plant	1117-ETL K-228/9 Suspension
Defect Details	DAMAGES-DENT DAMEGE, BUFFING STEP/ MARK

1. Problem Description

Defect Description	Buffing mark/ step
Detection Stage	Inprocess
Problem Severity	Aesthetic
NG Quantity	66
Is Defect Repeatative?	No
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	quality@singlaprecision.com
Plant Head/CEO Email ID	quality@singlaprecision.com
MD Email ID	aditya@singlaprecision.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	2000	0	0	0	0	2000
Check Qty	2000	0	0	0	0	2000
NG Qty	66	0	0	0	0	66

Action taken on NG part

Scrap	66
Rework	0
Under Deviation	0

Containment Action
Stocks check 100% at our end

3. Process Flow

Process Flow Description
RAW MATERIAL +PART OFF +FORGING +CNC IST +CNC 2ND +ROLLING +SURFACE TREATMENT+FINAL INSP+PACKING

4. Process Details

Process / Operation	SURFACE TREATMENTS
Outsource	No
Machine / Cell	PLATING
Machine / Cell No.	PLATING

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Tool	N/A	N/A	O
Machine	TOOL MAY BE LOOSE	VALIDATED AND FOUND OK	O
Material	RM SIZE AND GRADE NOT OK	VALIDATED AND FOUND OK	O
Method	INSPECTION METHOD NOT EFFECTIVE	VALIDATED AND FOUND LUX LEVEL NOT PROPERLY IN FINAL STAGE TABLE	X
Man	MISHANDLING OF MATERIAL	DURING PLATING AFTER MATERIAL NOT HANDLING PLASTIC BIN	X

6. Inspection Method Analysis (Current)

Inspection Method	Other
Other Inspection Method	SAMPLING
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	ACC. PLAN

7. Root Cause Analysis (Occurance)

Why 1	DAMAGES-DENT
Why 2	Some pic fell from bins during transportation
Why 3	Piece were packed in loose condition
Why 4	Packing Standard was not effective
Why 5	
Root Cause (Occurance)	Process material handling was not effective so parts handling to iron bin in touch with each other and some parts fell during to plating and got dent damages on the surface of fork bolt.

Root Cause Analysis (Outflow)

Why 1	Defective part was not detected at final inspection
Why 2	Sampling Plan was not effective
Why 3	Magnifying glass not use final inspection table
Why 4	So NG part skipped from inspection
Why 5	NG part dispatched to customer
Root Cause (Outflow)	1. 2.Defected part not detected as checking frequency 10 piece per tray at final inspection

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Material Handling bin change only All process use plastic bin	Ganesh maurya	26/03/2024	29/03/2024	Completed
Outflow	Magnifying glass use	Ganesh Maurya	26/03/2024	29/03/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	100% Part visual checked in final inspection
Inspection Method	Other
Other Inspection Method	Magnifying glass use
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	no

10. Evidance of Countermeasure

Occurance (Before)	Material handling iron bin 722_Occurance_Before.xlsx
Occurance (After)	Material Handling plastic bin 722_Occurance_After.xlsx
Outflow (Before)	Magnifying glass not use for visual inspection 722_Outflow_Before.xlsx
Outflow (After)	100% Magnifying glass use for visual inspection 722_Outflow_After.xlsx

11. Horizontal Deployment

Horizontal Deployment Required	No
Applicable Machine / Model / Plant	ALL MACHING PROCESS

12. Document Review

Documents	InspCheckSheet
Specify Other Document	Magnifying glass use

13. Effectiveness Of Action

Reviewed Quantity	150
Reason for submission	ok