QFR No - 8000868409

Defect Details

NC No.	8000868409
NC Date	22/03/2024
NC Submission Date	
Part No.	F2GN12502B
Part Name	MAIN SPRING J1A & J1D
Supplier Name & Code	100180-BHALLA TECHTRAN INDUSTRIES LIM
ETL Plant	1117-ETL K-228/9 Suspension
Defect Details	NOT AS PER SPECIFICATION-PARELLELISM MORE

1. Problem Description

Defect Description	PARELLELISM MORE
Detection Stage	Inprocess
Problem Severity	Function
NG Quantity	91
Is Defect Repeatative?	Yes
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	sunilaggarwal.btl@gmail.com
Plant Head/CEO Email ID	plant1@btlsprings.com
MD Email ID	amitbhalla.btl@gmail.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	2000	4500	4000	2000	0	12500
Check Qty	2000	4500	0	2000	0	8500
NG Qty	91	60	0	0	0	151

Action taken on NG part

Scrap	0
Rework	151
Under Deviation	0

Containment Action
Check the all material lying at ETL end and warehouse as well as inhouse

3. Process Flow

Process Flow Description
RM Receipt & Inspection Coiling Stress relieving 1st End Grinding Shot Peening Stress relieving 2nd Scragging Final Inspection Packing & Dispatch

4. Process Details

Process / Operation	End Grinding
Outsource	No
Machine / Cell	CNC Grinding
Machine / Cell No.	WNJ Grinding m/c

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Material	Wrong material grade used	Verify and found OK as per Drg.	O
Method	Grinding wheel dressing not as per decided freq.	Check wheel dressing record as per decided freq.	O
Tool	Grinding plate as per requirement	Found old grinding plate with hole size more	X
Man	New/Untrained operator	Verify operator skill matrix and found OK	O
Method	Grinding wheel alignment not ok	Check wheel alignment with block	O
Machine	Grinding feed more in programming	Verify and found OK	O

6. Inspection Method Analysis (Current)

Inspection Method	Instrument
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	05 Nos/Lot

7. Root Cause Analysis (Occurance)

Why 1	Parallelism out of specification
Why 2	End grinding was in taper
Why 3	More clearance in grinding plate hole w.r.t. spring OD
Why 4	Old grinding plate used with hole size more
Why 5	No identification on grinding plate
Root Cause (Occurance)	Old grinding plate with hole size more used during grinding operation due to no identification on grinding plates

Root Cause Analysis (Outflow)

Why 1	Parallelism out of specification
Why 2	Not detect during PDI
Why 3	Sampling Inspection
Why 4	As per decided freq.
Why 5	
Root Cause (Outflow)	Defected parts not detect during PDI inspection due to sampling inspection

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Identify the grinding plates with No. and monthly validation started	Rajesh Choudhary	28/03/2024	28/03/2024	Completed
Occurance	Grinding plate hole size check point added in setup approval and in process inspection check sheet and verified by Q.C.	Rajesh Choudhary	27/03/2024	28/03/2024	Completed
Occurance	Separate racks made for storage of grinding plates with proper identification	Saudagar Prasad	28/03/2024	28/03/2024	Completed
Outflow	Sampling freq. increased in PDI stage (05 nos from each crates in place of 05 nos/lot)	Rajesh Choudhary	27/03/2024	28/03/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	Checking freq. increased in PDI stage
Inspection Method	Instrument
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	05 Nos/Bin

10. Evidance of Countermeasure

Occurance (Before)	Unidentified grinding plate 725_Occurance_Before.jpg
Occurance (After)	OPL displayed and provide training to all concerned 725_Occurance_After.pdf
Outflow (Before)	Less sampling freq. 725_Outflow_Before.xls
Outflow (After)	Sampling freq. increased and revised control plan 725_Outflow_After.xls

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	All main spring in grinding operation

12. Document Review

Documents	ControlPlan, PFMEA, WISOP, InspCheckSheet
Specify Other Document	OPL

13. Effectiveness Of Action

Reviewed Quantity	240
Reason for submission	Found ok