QFR No - 8000868441

## Defect Details

| | |
|---|---|
| **NC No.** | 8000868441 |
| **NC Date** | 22/03/2024 |
| **NC Submission Date** | |
| **Part No.** | F20502107B |
| **Part Name** | UNDER BKT.ASSY. - B104D FF |
| **Supplier Name & Code** | 100061-BAJAJSONS LIMITED |
| **ETL Plant** | 1117-ETL K-228/9 Suspension |
| **Defect Details** | NOT AS PER SPECIFICATION-DIA. 28.02 28.053 FOUND UNDERSIZE |

## 1. Problem Description

| | |
|---|---|
| **Defect Description** | 28.02/ 28.053 FOUND UNDERSIZE |
| **Detection Stage** | Inprocess |
| **Problem Severity** | Fitment |
| **NG Quantity** | 1 |
| **Is Defect Repeatative?** | No |
| **Defect Sketch / Photo** | |

## Supplier Communication Details

| | |
|---|---|
| **Quality Head Email ID** | kasingh@bajajsons.com |
| **Plant Head/CEO Email ID** | crbansal@bajajsons.com |
| **MD Email ID** | sanjay.bajaj@bajajsons.com |

## 2. Stock Details & action taken for NG parts

| Location | ETL End | Warehouse | Transit | Supplier FG | Supplier WIP | Total |
|---|---|---|---|---|---|---|
| **Total Qty** | 600 | 1652 | 148 | 80 | 104 | 2584 |
| **Check Qty** | 600 | 1652 | 0 | 80 | 104 | 2436 |
| **NG Qty** | 1 | 0 | 0 | 0 | 0 | 1 |

Action taken on NG part

| | |
|---|---|
| **Scrap** | 1 |
| **Rework** | 0 |
| **Under Deviation** | 0 |

| Containment Action |
|---|
| Remaining material to be verify on date 28.03.2024 & marking started on fitting dia after inspection. |

## 3. Process Flow

| Process Flow Description |
|---|
| RAW MATL. INSPECTION - PIPE CUTTING - I.D. DEBURRING-FLARING - STEP TURNING - I.D.COUNTERING - THREAD ROLLING M25X1.0-6g - ````GRINDING (PIPE FITTING SIDE)````— - GRINDING (PIPE THREAD SIDE) - TO ASSY. - PRESS FITTING OF U/BKT. & STEM STEERING - MIG WELDING - SLITTING(L/R) - CHAMFERING AT SLITTING(L/R) - COUNTER AT HOLE DIA 6.80-COUNTER AT HOLE DIA 8.50 - DEBURRING AT MACHINING AREA - CARBON CLEANING - PHASPHATING & POWDER COATING -BORE OPENING-2 TAPPING M6 X1 -6H -TAPPING M8X1.25 -6H(L&R) -STRAIGHTENING(//LISM INSPECTION )-DIE PASSOUT M25- FINAL INSPECTION -PRE DISPATCH INSPECTION -PACKING AND DISPATCH |

## 4. Process Details

| | |
|---|---|
| **Process / Operation** | Shaft Grinding |
| **Outsource** | No |
| **Machine / Cell** | CGM |
| **Machine / Cell No.** | 01 |

## 5. Problem Analysis

| Type | Possible Cause | Fact Verification | Jud |
|---|---|---|---|
| Man | Unskilled manpower | Skilled manpower deployed at inspection | O |
| Material | Hardness more in part | During verification found material hardness is ok | O |
| Method | Setting Part Mixup during Machine setting | During verification found that operator is putting setting part at wrong place | X |

## 6. Inspection Method Analysis (Current)

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

## 7. Root Cause Analysis (Occurance)

| | |
|---|---|
| **Why 1** | Fitting dia 28.0 under size part skipped |
| **Why 2** | NG part mix-up in ok material |
| **Why 3** | Due to rejected part not kept separately as per decided place |
| **Why 4** | Negligence of machine operator |
| **Why 5** | |
| **Root Cause (Occurance)** | Operator Negligence |

## Root Cause Analysis (Outflow)

| | |
|---|---|
| **Why 1** | NG part skipped from final inspection & reached at customer end |
| **Why 2** | NG part mix-up in ok material |
| **Why 3** | Mix-up in ok material due to no marking on NG part |
| **Why 4** | No marking on NG part due to negligence of checker |
| **Why 5** | |
| **Root Cause (Outflow)** | No marking on NG part due to negligence of checker |

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

| Type | Countermeasure Details | Responsibility | Target Date | Actual Date | Status |
|---|---|---|---|---|---|
| Occurance | OPL made & awareness given to machine operators to avoid setting part mix-up | Vijay Singh | 28/03/2024 | | Completed |
| Outflow | Awareness given to checkers for NG part handling | IRFAN | 28/03/2024 | | Completed |
| Outflow | Awareness given to checkers for NG part handling | Irfan Ahmed | 26/03/2024 | | Completed |

## 9. Inspection Method After Customer Complaint

| | |
|---|---|
| **Change In Inspection System** | Yes |
| **Change Details** | After dia inspection White paint marking started on dia 28.0 at final inspection stage |
| **Inspection Method** | Gauge |
| **Other Inspection Method** | |
| **Check Point at Final Inspection** | Yes |
| **Checking Freq.** | 100% |
| **Sampling** | No |
| **Sample Size** | NO |

## 10. Evidance of Countermeasure

| | |
|---|---|
| **Occurance (Before)** | SETTING PART MIXUP IN OK MATERIAL DUE TO PART KEPT AT WRONG PLACE<br>726_Occurance_Before.png |
| **Occurance (After)** | SETTING REJECTED PART AT OK PLACE AND ALSO LOCK AND PROVISION ADDED AT WORK STATION<br>726_Occurance_After.png |
| **Outflow (Before)** | REJECTED PART WITHOUT IDENTIFICATION AT WRONG PLACE<br>726_Outflow_Before.png |
| **Outflow (After)** | REJECTED PART KAPT AT OK PLACE AND OPL DISPLAYED AT FINAL INSPECTION STAGE FOR CHECKER AWARENESS<br>726_Outflow_After.png |

## 11. Horizontal Deployment

| | |
|---|---|
| **Horizontal Deployment Required** | Yes |
| **Applicable Machine / Model / Plant** | CGM-01 K-19 ,K-1 UPGRADE,CAL-115 BSL U-III |

## 12. Document Review

| | |
|---|---|
| **Documents** | PFMEA |
| **Specify Other Document** | NO |

## 13. Effectiveness Of Action

| | |
|---|---|
| **Reviewed Quantity** | 175 |
| **Reason for submission** | OK |