QFR No - 8000873487

Defect Details

NC No.	8000873487
NC Date	06/05/2024
NC Submission Date	
Part No.	F2LG05302B
Part Name	SEAT PIPE - ABWB ENDURO
Supplier Name & Code	100539-N P ENTERPRISES
ETL Plant	1117-ETL K-228/9 Suspension
Defect Details	NOT AS PER SPECIFICATION-OD OVERSIZE

1. Problem Description

Defect Description	OD OVERSIZE
Detection Stage	Inprocess
Problem Severity	Fitment
NG Quantity	5
Is Defect Repeatative?	Yes
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	quality@npcindustries.in
Plant Head/CEO Email ID	anand@npcindustries.in
MD Email ID	ajay@npcindustries.in

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	640	2200	0	0	0	2840
Check Qty	640	2200	0	0	0	2840
NG Qty	5	0	0	0	0	5

Action taken on NG part

Scrap	0
Rework	5
Under Deviation	0

Containment Action
segregation done at ETL and NP End

3. Process Flow

Process Flow Description
Process Flow Description 1.0 Raw Material 2.0 Cutting 3.0 Drawing 4.0 Head Formation 5.0 Rough Grinding 6.0 Punching 7.0 CNC Head Turning 8.0 CNC Boring & Facing 9.0 Tapping 10.0 Chamfering 11.0 ID Deburring 12.0 Finish Grinding 13.0 Final Inspection 14.0 Cleaning 15.0 Oiling 16.0 Packing &Dispatch.

4. Process Details

Process / Operation	Final Grinding
Outsource	Yes
Machine / Cell	Centerless grinding
Machine / Cell No.	CG-05

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Method	skipped during inspection	After verification we observed part was skipped	X
Man	Inprocess quality inspector negligent	After verification found OK	O
Material	Dressing not done as per define freq.	After verification we found dressing done as per define feq.	O
Man	Inprocess operator negligent	after verification found ok	O
Method	Setting Part Mixed	After verification found no chance of mixing of setting part	O
Method	Operation skipped	After verification we found operation was skipped	X

6. Inspection Method Analysis (Current)

Inspection Method	Gauge
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	as per std

7. Root Cause Analysis (Occurance)

Why 1	The outer diameter is larger than the specified tolerance.
Why 2	Grinding operation is uneven
Why 3	Part could not be fully ground
Why 4	Operator skipped Grinding from Tail side
Why 5	Due to length being more operator performed 2operations simultaneously on one part (One from head side and then from tail side)
Root Cause (Occurance)	Due to length being more operator performed 2operations simultaneously on one part (One from head side and then from tail side)

Root Cause Analysis (Outflow)

Why 1	Outer Diameter over size
Why 2	Part could not detected at final inspection
Why 3	skipped in Sampling at Final Inspection
Why 4	Sampling qty was less

Why 5	
Root Cause (Outflow)	Sampling qty was less

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Outflow	Sampling qty doubled during final inspection.	Mr. Vinay	08/05/2024	07/05/2024	Completed
Occurance	Final grinding work instruction to be updated	Mr. Princ	09/05/2024	09/05/2024	Completed
Occurance	only one side operation is performed at a time, and the next operation begins once the first operation is completed during final grinding	Mr. Ankush	09/05/2024	09/05/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	Sampling qty doubled
Inspection Method	Gauge
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	updated

10. Evidance of Countermeasure

Occurance (Before)	Grind Both (tail & Head) Sides of a part simultaneously 780_Occurance_Before.jpg
Occurance (After)	only one side operation (Head side) is performed at a time, and the next operation (tail side) begins once the first operation is completed during final grinding. 780_Occurance_After.jpg
Outflow (Before)	Follow the sampling inspection method as per plan so sampling quantity was less 780_Outflow_Before.png
Outflow (After)	Sampling Qty to be doubled. 780_Outflow_After.png

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	All similar model

12. Document Review

Documents	ControlPlan, PFMEA, WISOP, JHCheckSheet, InspCheckSheet
Specify Other Document	No

13. Effectiveness Of Action

Reviewed Quantity	100
Reason for submission	OK