QFR No - 8000874401

Defect Details

NC No.	8000874401
NC Date	15/05/2024
NC Submission Date	
Part No.	S2HT03607B
Part Name	OUTER SPRING POWDER COATED
Supplier Name & Code	100186-SAGAR SPRINGS PRIVATE LIMITED
ETL Plant	1143-ETL Suspension Halol, Vadodara
Defect Details	POWDER COATING NOT OK-POWDER COATING NOT OK

1. Problem Description

Defect Description	Heavy powder coating defect
Detection Stage	Inprocess
Problem Severity	Aesthetic
NG Quantity	2
Is Defect Repeatative?	No
Defect Sketch / Photo	smnodm11zr4stedlcpv3uset.jpg

Supplier Communication Details

Quality Head Email ID	quality@sagarsprings.com
Plant Head/CEO Email ID	ajai.singh@sagarsprings.com
MD Email ID	sagar@sagarsprings.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	4080	0	0	2000	0	6080
Check Qty	4080	0	0	2000	0	6080
NG Qty	2	0	0	0	0	2

Action taken on NG part

Scrap	2
Rework	0
Under Deviation	0

Containment Action
100% inspection check ETL Halol plant

3. Process Flow

Process Flow Description
coiling. tempring ,grinding, shot peening, 2nd tempring, scragging, checking &correction, powdercoating

4. Process Details

Process / Operation	Powder coating
Outsource	No
Machine / Cell	Powder coating
Machine / Cell No.	Powder coating

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Material	Deffective powder not get stick properly	Powder get well stick with spring, check spring after coating	O
Man	Painter intervention in spring path after coating	Barricade is presence and except painter no body is entering in booth while coating	O
Method	Spring not hange properly	Spring hanged are incorrect postion and inclination observed	X

6. Inspection Method Analysis (Current)

Inspection Method	Other
Other Inspection Method	Visual
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	NO

7. Root Cause Analysis (Occurance)

Why 1	Powder coating not ok
Why 2	The spring had collapsed from the wall of the booth or oven
Why 3	Due to Some hooks were not strong enough to hold the spring
Why 4	Due to excessive use of hooks
Why 5	
Root Cause (Occurance)	Due to excessive use of hooks hence spring had collapsed from the wall of the booth or oven.

Root Cause Analysis (Outflow)

Why 1	Powder coating not ok spring move to customer end.
Why 2	Not ok part put with ok part on final inspection table.
Why 3	Due to rejection bin away from the table.
Why 4	
Why 5	
Root Cause (Outflow)	Not ok part put with ok part on final inspection table by final inspector.

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Outflow	On job training given to inspector for the same.	RGM / HKR - QA	17/05/2024	17/05/2024	Completed
Occurance	The frequency for using the hook will be determined	supervisor	27/05/2024	19/05/2024	Completed
Outflow	Closed mouth rejection bin will be provided on each final inspection table.	Supervisor	27/05/2024	19/05/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	No
Change Details	Closed mouth rejection bin (Lock & Key) will be provided on each final inspection table.
Inspection Method	Other
Other Inspection Method	Visual inspection
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	NO

10. Evidance of Countermeasure

Occurance (Before)	How often to use the hook was not determined in work instraction 803_Occurance_Before.pdf
Occurance (After)	Decided to Use the hook only 3 times only update work instraction. 803_Occurance_After.pdf
Outflow (Before)	open mouth rejection bin away from final inspection table 803_Outflow_Before.jpg
Outflow (After)	Closed mouth Rejection bin privided on each final inspection tabel so operater rejected part not mixup with ok part. 803_Outflow_After.jpg

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	all powder coated springs

12. Document Review

Documents	WISOP
Specify Other Document	no

13. Effectiveness Of Action

Reviewed Quantity	
Reason for submission	