QFR No - 8000876969

Defect Details

NC No.	8000876969
NC Date	05/06/2024
NC Submission Date	
Part No.	F2FA11933B
Part Name	FORK PIPE MACHINED - J1D
Supplier Name & Code	101030-TUBE INVESTMENTS OF INDIA LTD
ETL Plant	1117-ETL K-228/9 Suspension
Defect Details	NOT AS PER SPECIFICATION-SHORT LENGTH

1. Problem Description

Defect Description	SHORT LENGTH
Detection Stage	Receipt
Problem Severity	Fitment
NG Quantity	7
Is Defect Repeatative?	Yes
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	AmitVD@tii.murugappa.com
Plant Head/CEO Email ID	guptaajay@tii.murugappa.com
MD Email ID	mukeshahuja@tii.murugappa.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	500	0	0	1000	0	1500
Check Qty	500	0	0	1000	0	1500
NG Qty	7	0	0	4	0	11

Action taken on NG part

Scrap	11
Rework	0
Under Deviation	0

Containment Action
All Stock available at ETL end & Inhouse checked for the Threading Parameter

3. Process Flow

Process Flow Description
Raw Material Inspection- Machining (Cualking & Threading)-Drilling-Oiling-Final Inspection-Dispatch

4. Process Details

Process / Operation	Machining
Outsource	No
Machine / Cell	CNC Machine Cell
Machine / Cell No.	M/c No. 22

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud

6. Inspection Method Analysis (Current)

Inspection Method	Gauge
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	20 nos

7. Root Cause Analysis (Occurance)

Why 1	Total Length Observed Undersize
Why 2	Tube end face not resting properly on Stopper Surface
Why 3	The uneven resting surface of the stopper
Why 4	During Mass production resting surface of the stopper wears out
Why 5	The current Stopper, material used was MS & Not enough which caused the stopper wear out
Root Cause (Occurance)	The current Stopper, material used was MS & Not enough which caused the stopper wear out

Root Cause Analysis (Outflow)

Why 1	Not Detected during the Final Inspection & PDIR
Why 2	Inspection on the Sampling Basis
Why 3	No Length Inspection gauge is available for the 100 % Inspection
Why 4	
Why 5	
Root Cause (Outflow)	No Length Inspection gauge is available for the 100 % Inspection

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Outflow	add new height checking gauge	dethe s s	15/06/2024	08/06/2024	Completed

Occurance	Monitoring Started for the Stopper condition Verification during the JH Maintenance which not in practice Erlier	Mr. Dethe SS	14/06/2024	08/06/2024	Completed
Occurance	The Carbide material was used for the new stopper & made Properly hard (50 to 65 HB) & to prevent loose burr from sticking to the stopper, Also Provision was made for the coolant to come out from the stopper.	Mr. Rathod KS	03/07/2024	03/07/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	Length Inspection Gauge Added for the 100 % Inspection
Inspection Method	Gauge
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	100 %

10. Evidance of Countermeasure

Occurance (Before)	The current Stopper, material used was MS & Not enough which caused the stopper to wear out 836_Occurance_Before.pdf
Occurance (After)	The Carbide material was used for the new stopper & made Properly hard (50 to 65 HB) & to prevent loose burr from sticking to the stopper, Also Provision was made for the coolant to come out from the stopper. 836_Occurance_After.pdf
Outflow (Before)	Before: No 100 % Inspection on Length Gauge 836_Outflow_Before.pdf
Outflow (After)	After: 100 % Inspection Started by Using Length Inspection Gauge 836_Outflow_After.pdf

11. Horizontal Deployment

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

12. Document Review

Documents	WISOP, JHCheckSheet
Specify Other Document	WI

13. Effectiveness Of Action

Reviewed Quantity	150
Reason for submission	1. How much stopper life earlier & now 2. WI for what purpose revised (WI not attached)