QFR No - 8000877824

Defect Details

NC No.	8000877824
NC Date	11/06/2024
NC Submission Date	
Part No.	F2LG07702B
Part Name	SEAT PIPE - J1C2 FF
Supplier Name & Code	100539-N P ENTERPRISES
ETL Plant	1117-ETL K-228/9 Suspension
Defect Details	NOT AS PER SPECIFICATION-GROOVE DIA. OVERSIZE

1. Problem Description

Defect Description	GROOVE DIA. OVERSIZE
Detection Stage	Inprocess
Problem Severity	Fitment
NG Quantity	13
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	960	14000	0	0	0	14960
Check Qty	960	14000	0	0	0	14960
NG Qty	13	0	0	0	0	13

Action taken on NG part

Scrap	0
Rework	13
Under Deviation	0

Containment Action
segregate all material at both 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	CNC Head Turning
Outsource	No
Machine / Cell	CNC
Machine / Cell No.	BC-CNC-21

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Man	Operator unaware	Operator found to be aware about the process	O
Man	Negligence of quality inspector at in process	Quality inspector found to be non negligent .	O
Tool	Damage of Grooving Insert	It was verified and observed that Grooving Insert got damaged which resulted in width becoming under	X
Tool	Forging dia over	Forging dia observed to be correct. No linkage with defect observed	O
Machine	Wrong program selection	It was verified that correct program was selected for machining.	O
Method	NG part skipped at Final inspection	It was verified and observed that parts skipped during sampling at final inspection	X
Method	Improper clamping of insert	It was observed that clamping of insert is proper	O

6. Inspection Method Analysis (Current)

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

7. Root Cause Analysis (Occurance)

Why 1	Groove width undersize
Why 2	Step observed
Why 3	Grooving Insert got damaged
Why 4	Part could not be clamped properly
Why 5	Rough Grinding dia down due to Rough Grinding Setting parts mixed
Root Cause (Occurance)	Rough Grinding dia down due to Rough Grinding Setting parts mixed

Root Cause Analysis (Outflow)

Why 1	Groove width undersize
Why 2	Could not be detected at Final Inspection
Why 3	Skipped in Sampling inspection

Why 4	
Why 5	
Root Cause (Outflow)	Skipped in Sampling inspection

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Quality alert to be displayed at CNC station	Mr. Princ	12/06/2024	11/06/2024	Completed
Outflow	Quality alert to be displayed at final inspection station	Mr. Princ	12/06/2024	11/06/2024	Completed
Outflow	Min level 3 operator will be allowed to operate CNC Head Turning Machine	Mr. Harwinder	14/06/2024	13/06/2024	Completed
Outflow	100% inspection with Slip Gauge to be done before dispatch	Mr. Ankush	13/06/2024	12/06/2024	Completed
Occurance	Rough Grinding setting parts to be quarantined in Lock & Key Bin by Quality Inspector himself	Mr. Ankush	13/06/2024	12/06/2024	Completed
Outflow	Training to be provided to all CNC operators for abnormal sound and checking insert manually	Mr. Harwinder	14/06/2024	13/06/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	100% inspection with Slip Gauge to be done before dispatch
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)	Open redbin used for rejection pcs at rough grinder 845_Occurance_Before.jpeg
Occurance (After)	Locked Redbin implemented at rough grinder 845_Occurance_After.jpeg
Outflow (Before)	use sampling method for inspection at final Q gate 845_Outflow_Before.png
Outflow (After)	100 % inspection to be started with slip gauge and Q alert to be displayed at final Q gate. 845_Outflow_After.jpg

11. Horizontal Deployment

Horizontal Deployment Required	No
Applicable Machine / Model / Plant	Similar model

12. Document Review

Documents	ControlPlan, PFMEA, InspCheckSheet
Specify Other Document	No

13. Effectiveness Of Action

Reviewed Quantity	100
Reason for submission	OK