

Defect Details

NC No.	8000878520
NC Date	15/06/2024
NC Submission Date	
Part No.	F2PH00902B
Part Name	VALVE RETAINER (C101B)
Supplier Name & Code	101255-MAHAVIR INDUSTRIES
ETL Plant	1146-ETL Suspension Narasapura
Defect Details	RUSTY-

1. Problem Description

Defect Description	VALVE RETAINER RUST ISSUE
Detection Stage	Inprocess
Problem Severity	Aesthetic
NG Quantity	1004
Is Defect Repeatative?	Yes
Defect Sketch / Photo	bhpnhqxb2aqiqeo31315nure.gif

Supplier Communication Details

Quality Head Email ID	quality@mahavirind.co.in
Plant Head/CEO Email ID	production@mahavirind.co.in
MD Email ID	

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	3200	1200	0	0	0	4400
Check Qty	3200	0	0	0	0	3200
NG Qty	1004	0	0	0	0	1004

Action taken on NG part

Scrap	0
Rework	1004
Under Deviation	0

Containment Action

All Material Segregation at Customer End

3. Process Flow

Process Flow Description

RM inward - store - Parting - Semi finish Inward - CNC (Counter ID Machining) - OD Grinding- Plating - Final Inspection - Packing - Dispatch - Transport-warehouse

4. Process Details

Process / Operation	Packing
Outsource	No
Machine / Cell	Packing Area
Machine / Cell No.	Final Packing Area

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Machine	n incorrect curing machine was used for the plating drying process	During Curing Process The correct drying machine was used.	O
Method	During Finish Good material Handling at Narsapura Warehouse	n the warehouse, the bag became weak during the handling of the finished material, and due to the ba	X
Man	skilled manpower of warehouse	Regular man power of ware house	O
Tool	Manual handling	In the warehouse, finished material is placed on the floor and dragged to the location	X
Material	Without Process Material Mix With finish Material	After defect analysis, the material was found to be fully plated	O

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	Visual

7. Root Cause Analysis (Occurance)

Why 1	RUSTY-
Why 2	The warehouse ground floor was rough
Why 3	Finished goods were handled without a trolley
Why 4	The packing bag was torn during the handling of finished goods
Why 5	
Root Cause (Occurance)	Finished goods were handled without a trolley

Root Cause Analysis (Outflow)

Why 1	RUSTY-
Why 2	There is no awareness among the warehouse-deputed manpower regarding the handling of finished goods.
Why 3	There are no material handling work instructions displayed in the warehouse area
Why 4	
Why 5	

Root Cause (Outflow)

There are no material handling work instructions displayed in the warehouse area.

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Outflow	Display work instructions in the warehouse at the finished goods loading and unloading area.	Quality Head And Warehouse Incharge.	06/09/2024	09/09/2024	Completed
Occurance	Trolley Arrange At Ware House	Warehouse Owner	09/09/2024	10/09/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	Inspect the material condition and packing condition during the handover to the customer from the warehouse
Inspection Method	Other
Other Inspection Method	Visual
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	100%

10. Evidence of Countermeasure

Occurance (Before)	Finished goods were handled without a trolley 871_Occurance_Before.docx
Occurance (After)	Trolley Arrange At Ware House 871_Occurance_After.jpg
Outflow (Before)	There are no material handling work instructions displayed in the warehouse area. 871_Outflow_Before.docx
Outflow (After)	Display work instructions in the warehouse at the finished goods loading and unloading area. 871_Outflow_After.jpg

11. Horizontal Deployment

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

12. Document Review

Documents	PFMEA, WISOP
Specify Other Document	No

13. Effectiveness Of Action

Reviewed Quantity	20000
--------------------------	-------

Reason for submission

verified after received 4 lots found ok