QFR No - 8000878522

Defect Details

NC No.	8000878522
NC Date	15/06/2024
NC Submission Date	
Part No.	520HL00202
Part Name	OIL LOCK COLLAR
Supplier Name & Code	101255-MAHAVIR INDUSTRIES
ETL Plant	1146-ETL Suspension Narasapura
Defect Details	DIAMETER OVER SIZE-OD OVER SIZE

1. Problem Description

Defect Description	OIL LOCK COLLAR OD MORE ISSUE
Detection Stage	Inprocess
Problem Severity	Fitment
NG Quantity	635
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	planthead@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	4800	3200	0	0	0	8000
Check Qty	4800	3200	0	0	0	8000
NG Qty	635	0	0	0	0	635

Action taken on NG part

Scrap	0
Rework	635
Under Deviation	0

Containment Action
All Suspected Material Segregation at customer End .

3. Process Flow

Process Flow Description
Rm Inward- store- Parting on Traub Machine - ID Chamfer - OD Grinding - Plating - Final Inspection- Dispatch

4. Process Details

Process / Operation	OD Grinding -
Outsource	No
Machine / Cell	Centerless Grinding
Machine / Cell No.	CLG-7

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Material	Hard Material	Hardness observed 78-84 HRB	X
Tool	Wrong Grade Grinding Wheel Use	The control wheel and grinding wheel were of the correct grade and size.	X
Man	Unskilled Centerless Grinding Operator.	New Operator	O
Machine	Machine Condition Not Ok	The control wheel slide locking screw is not properly locking.	O
Method	Machining Process and Inspection Method Wrong.	"The OD grinding process method and inspection method are acceptable	X

6. Inspection Method Analysis (Current)

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

7. Root Cause Analysis (Occurance)

Why 1	DIAMETER OVER SIZE-OD OVER SIZE
Why 2	After dressing the control wheel, the operator did not properly tighten the slide
Why 3	The control wheel slide locking screw thread is worn.
Why 4	The operator is not aware of the side effects of the sliding locking screw
Why 5	New operator.
Root Cause (Occurance)	The control wheel slide locking screw thread is worn.

Root Cause Analysis (Outflow)

Why 1	DIAMETER OVER SIZE-OD OVER SIZE
Why 2	Defected parts Not Detect On Final inspection Stage.
Why 3	New Final Inspector
Why 4	
Why 5	
Root Cause (Outflow)	New Final Inspector

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Centerless Grinding Machine maintenance was done as per the PM schedule	Production And maintenance head	18/06/2024	18/06/2024	Completed
Outflow	Training for the operator and work instructions are displayed on the CLG machine.	Quality Head	19/06/2024	19/06/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	An additional snap gauge is provided on the CLG grinding machine.
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 control wheel slide locking screw thread is worn. 872_Occurance_Before.docx
Occurance (After)	Centerless Grinding Machine maintenance was done as per the PM schedule 872_Occurance_After.docx
Outflow (Before)	New Final Inspector r 872_Outflow_Before.docx
Outflow (After)	Training for the operator and work instructions are displayed on the CLG machine. 872_Outflow_After.docx

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	All Oil Lock Collar

12. Document Review

Documents	ControlPlan, PFMEA, WISOP
Specify Other Document	OJT

13. Effectiveness Of Action

Reviewed Quantity	5000
Reason for submission	Reviewed next two lots found ok