

Defect Details

NC No.	8000879500
NC Date	22/06/2024
NC Submission Date	
Part No.	550LG06202
Part Name	SEAT PIPE -K23A/PRFH-006
Supplier Name & Code	100538-NARINDER PARKASH AND CO
ETL Plant	1146-ETL Suspension Narasapura
Defect Details	DIMN.O/SIZE.-TOTAL LENGTH MORE

1. Problem Description

Defect Description	KONF FF seat pipe total length more issue
Detection Stage	Inprocess
Problem Severity	Fitment
NG Quantity	1
Is Defect Repeatative?	No
Defect Sketch / Photo	i2z4kjrrzalkbmbwopa4sgmv.gif

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	5000	0	0	6000	2000	13000
Check Qty	5000	0	0	6000	2000	13000
NG Qty	1	0	0	0	0	1

Action taken on NG part

Scrap	1
Rework	0
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	Cleaning operation
Outsource	No
Machine / Cell	Brush Cleaning Machine
Machine / Cell No.	BC-02

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Method	Wrong identification tag	After verification we found correct identification tag found	O
Method	Packing Method Inadequate	After verification we found packing method was inadequate for prevent the mixup.	X
Method	No checkpoint available	After verification we found no checkpoint available at packing	X
Method	Material mix-up during transit form one station to another station.	After verification we found material was not mixed during transit	O
Man	Packing persons were untrained	After verification we found packing persons were trained	O
Man	Quality Inspector Negligence	Verified and found OK. No linkage with defect	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	100 %

7. Root Cause Analysis (Occurance)

Why 1	Total length variation found in seatpipe .
Why 2	Other model mix-up found with PRFH seat pipe.
Why 3	Other model was mixed during the packing stage.
Why 4	Other model pieces were remaining in the oil tray during packing.
Why 5	All pieces from the oiled holding tray bin were directly emptied onto the tray at one time.
Root Cause (Occurance)	All pieces from the oiled holding tray bin were directly emptied onto the tray at one time.

Root Cause Analysis (Outflow)

Why 1	Total length variation found in seatpipe .
Why 2	Other model mix-up could not be detected .
Why 3	Other model mixed at packing station after final inspection .
Why 4	No checkpoint is available at packing station.
Why 5	

Root Cause (Outflow)

No checkpoint is available at packing station.

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Q-alert to be displayed at packing station.	Mr. Princ	23/06/2024	24/06/2024	Completed
Occurance	Parts should be picked for packing directly from the Oiling holding tray.	Mr. Ankush	29/06/2024	25/06/2024	Completed
Outflow	Inspection of 5 pieces for model mix-up starts every hour at the packing stage.	Mr. Ankush	25/06/2024	22/06/2024	Completed
Outflow	The Packing Work Instruction (WI) should be updated, implemented, and followed.	Mr. Vinay	27/06/2024	24/06/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	New inspection check point added at packing stage
Inspection Method	Other
Other Inspection Method	Visual
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	5 pcs/ Hr

10. Evidance of Countermeasure

Occurance (Before)	All pieces from the oiled holding tray bin were directly emptied onto the tray at one time. 880_Occurance_Before.jpeg
Occurance (After)	Parts should be picked for packing directly from the Oiling holding tray. 880_Occurance_After.jpeg
Outflow (Before)	No checkpoint is available at packing station. 880_Outflow_Before.jpg
Outflow (After)	The Packing Work Instruction (WI) should be updated, implemented, and followed and inspection checkpoint no. 5 updated. 880_Outflow_After.jpg

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	all similar model

12. Document Review

Documents	ControlPlan, PFMEA, WISOP
Specify Other Document	No

13. Effectiveness Of Action

Reviewed Quantity

5000

Reason for submission

Reviewed next two lots found ok