QFR No - 8000879788

Defect Details

NC No.	8000879788
NC Date	25/06/2024
NC Submission Date	
Part No.	550KH03002
Part Name	REBOUND SPRING-PRFH-006
Supplier Name & Code	101245-SAGAR SPRINGS PVT LTD
ETL Plant	1146-ETL Suspension Narasapura
Defect Details	MIX UP OTHER MODEL-NOT USING KONF MIXUP AT SAGAR END

1. Problem Description

Defect Description	Rebound spring length less and more issue ,mix up at Sagar Supplier end . not using in KONF front fork .
Detection Stage	Inprocess
Problem Severity	Fitment
NG Quantity	23
Is Defect Repeatative?	Yes
Defect Sketch / Photo	wu0olraudhmga2svshmi0aw4.gif

Supplier Communication Details

Quality Head Email ID	quality@sagarsprings.com
Plant Head/CEO Email ID	sagrarsprings@gmail.com
MD Email ID	

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	13000	0	0	5000	0	18000
Check Qty	13000	0	0	5000	0	18000
NG Qty	23	0	0	0	0	23

Action taken on NG part

Scrap	23
Rework	0
Under Deviation	0

Containment Action
Scrap

3. Process Flow

Process Flow Description
Coiling - Tempering - Grinding - Shot Peening - Tempering - Oiling - Final Inspection - Packing

4. Process Details

Process / Operation	Oiling
Outsource	No
Machine / Cell	Oiling Tray
Machine / Cell No.	Oiling

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Man	New operator	Senior operators working at all process stages	O
Method	Mix up at production line during material handling	Parts separately processes and moved to next process stage	O
Man	Untrained operator	Trained operators working at all process stages	O
Method	Mix up at Inspection table	Part wise samples collected, inspected, move samples to container and moved to oiling	O
Method	Mix up at oiling and packing	Similar looking parts being oiled & packed at same time	X

6. Inspection Method Analysis (Current)

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

7. Root Cause Analysis (Occurance)

Why 1	Mix up at oiling & packing
Why 2	Other model springs mix up during oiling
Why 3	Similar looking springs oiled and packed at same time
Why 4	similar looking springs at same location for oiling
Why 5	One oiling tray available for oiling similar looking springs
Root Cause (Occurance)	One oiling tray available for oiling similar looking springs

Root Cause Analysis (Outflow)

Why 1	Mix up of other model springs
Why 2	Mix up could not able to found during final inspection
Why 3	Mix up occurred after final inspection
Why 4	
Why 5	
Root Cause (Outflow)	Mix up occurred after final inspection

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Three oiling trays arranged to oil similar looking springs and prevent mix up	SSPL	30/06/2024	30/06/2024	Completed
Outflow	After final inspection springs will be immediately oiled, packed and moved to dispatch.	SSPL	30/06/2024	30/06/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	No
Change Details	No change
Inspection Method	Other
Other Inspection Method	Sampling inspection
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	sample pla

10. Evidance of Countermeasure

Occurance (Before)	One oiling tray available for oiling all models of rebound springs (similar looking springs) caused mix up 885_Occurance_Before.pptx
Occurance (After)	Two more oiling trays arranged to oil similar looking springs separately and prevent mix up 885_Occurance_After.pptx
Outflow (Before)	After final inspection oiling and packing as per packing plan 885_Outflow_Before.pptx
Outflow (After)	After final inspection immediately oiling, packing without delay to prevent mix up 885_Outflow_After.pptx

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	Actions applicable for all rebound springs

12. Document Review

Documents	PFMEA
Specify Other Document	OPL

13. Effectiveness Of Action

Reviewed Quantity	1000
Reason for submission	Reviewed next two lots found ok