QFR No - 8000880725

Defect Details

NC No.	8000880725
NC Date	02/07/2024
NC Submission Date	
Part No.	F2FA10933M
Part Name	FORK PIPE MACHINED - J1A
Supplier Name & Code	101030-TUBE INVESTMENTS OF INDIA LTD
ETL Plant	1117-ETL K-228/9 Suspension
Defect Details	NOT AS PER SPECIFICATION-SHORT LENGTH

1. Problem Description

Defect Description	SHORT LENGTH
Detection Stage	Inprocess
Problem Severity	Fitment
NG Quantity	12
Is Defect Repeatative?	Yes
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	AmitVD@tii.murugappa.com
Plant Head/CEO Email ID	guptaajay@tii.murugappa.com
MD Email ID	mukeshahuja@tii.murugappa.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	2000	0	0	0	1500	3500
Check Qty	2000	0	0	0	1500	3500
NG Qty	12	0	0	0	12	24

Action taken on NG part

Scrap	12
Rework	0
Under Deviation	0

Containment Action
All Stock available at ETL end & Inhouse checked for the Threading Parameter

3. Process Flow

Process Flow Description
Raw Material Inspection- Machining (Cualking & Threading)-Drilling-Oiling-Final Inspection-Dispatch

4. Process Details

Process / Operation	Machining
Outsource	No
Machine / Cell	CNC Machine Cell
Machine / Cell No.	Machine No.22/23 &14

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Method	No Inspection for Length Parameter	Inspection on the Sampling Basis	X
Machine	Stopper Condtion Not OK	The uneven resting surface of the stopper	X

6. Inspection Method Analysis (Current)

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

7. Root Cause Analysis (Occurance)

Why 1	Total Length Observed Undersize
Why 2	Tube end face not resting properly on Stopper Surface
Why 3	The uneven resting surface of the stopper
Why 4	During Mass production resting surface of the stopper wears out
Why 5	The current Stopper, material used was MS & Not enough which caused the stopper wear out
Root Cause (Occurance)	The current Stopper, material used was MS & Not enough which caused the stopper wear out

Root Cause Analysis (Outflow)

Why 1	Not Detected during the Final Inspection & PDIR Why 2
Why 2	Inspection on the Sampling Basis
Why 3	No Length Inspection gauge is available for the 100 % Inspection
Why 4	
Why 5	
Root Cause (Outflow)	No Length Inspection gauge is available for the 100 % Inspection

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status

Occurance	The Carbide material was used for the new stopper & made Properly hard ?50 to 65 HB ? & to prevent loose burr from sticking to the stopper, Also Provision was made for the coolant to come out from the stopper.	Mr. Rathod KS	03/07/2024	03/07/2024	Completed
Outflow	Length Gauge added for the 100% Inspection	Mr. Dethe SS	03/07/2024	03/07/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	Length Inspection Gauge Added for the 100 % Inspection
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 current Stopper, material used was MS & Not enough which caused the stopper to wear out 901_Occurance_Before.pdf
Occurance (After)	The Carbide material was used for the new stopper & made Properly hard ?50 to 65 HB ? & to prevent loose burr from sticking to the stopper, Also Provision was made for the coolant to come out from the stopper. 901_Occurance_After.pdf
Outflow (Before)	Before: No 100 % Inspection on Length Gauge 901_Outflow_Before.pdf
Outflow (After)	After: 100 % Inspection Started by Using Length Inspection Gauge 901_Outflow_After.pdf

11. Horizontal Deployment

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

12. Document Review

Documents	WISOP, InspCheckSheet
Specify Other Document	WI

13. Effectiveness Of Action

Reviewed Quantity	120
Reason for submission	Ok