QFR No - 8000882493

Defect Details

NC No.	8000882493
NC Date	14/07/2024
NC Submission Date	
Part No.	F2FA10933M
Part Name	FORK PIPE MACHINED - J1A
Supplier Name & Code	100576-SANGKAJ BRIGHT WIRES PVT LTD
ETL Plant	1117-ETL K-228/9 Suspension
Defect Details	NOT AS PER SPECIFICATION-DU BUSH OD O/S

1. Problem Description

Defect Description	DU BUSH OD O/S
Detection Stage	Inprocess
Problem Severity	Fitment
NG Quantity	53
Is Defect Repeatative?	Yes
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	brightwire.qa@sangkaj.com
Plant Head/CEO Email ID	steel@sangkaj.com
MD Email ID	anirudh.2007@hotmail.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	3500	0	0	2500	1500	7500
Check Qty	3500	0	0	2500	1500	7500
NG Qty	53	0	0	0	0	53

Action taken on NG part

Scrap	53
Rework	0
Under Deviation	0

Containment Action
1) At ETL end verified 3500 Nos & 53 nos found not ok. 2) At SBWPL end verify 4000 nos & all part found ok. 3) For ok parts provided 100 % Verification identification marking on DU bush OD.

3. Process Flow

Process Flow Description
Receipt Of Material - Inward Inspection - CNC 1st Setup - CNC 2nd Setup - Drilling - Final Inspection - Air Cleaning - Dispatch

4. Process Details

Process / Operation	CNC 2nd Setup
Outsource	No
Machine / Cell	Machining
Machine / Cell No.	Fork Pipe Machining

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Material	Material Hardness not ok	Verified found ok	O
Machine	Wear Offset lock	Verified found not ok	X
Method	Loading & Unloading	Verified Found OK	O
Man	Operator New	Verified found not ok	X
Tool	Tool holder loose	Verified Found Ok	O
Machine	Spindle Run out	Verified found ok	O

6. Inspection Method Analysis (Current)

Inspection Method	Gauge
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	10 nos

7. Root Cause Analysis (Occurance)

Why 1	DU Bush OD Oversize
Why 2	DU Bush OD At lower side
Why 3	At the time of correction operator take offset 0.04. reading get higher size by 0.01
Why 4	Wrong offset given by operator
Why 5	Wear offset not lock in cnc machine in 0.05mm
Root Cause (Occurance)	Wear offset not lock in cnc machine in 0.05mm

Root Cause Analysis (Outflow)

Why 1	DU Bush OD Oversize
Why 2	inspection skipped by Operator
Why 3	inspection done on sampling basis.
Why 4	
Why 5	
Root Cause (Outflow)	inspection done on sampling basis.

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Outflow	`For ok parts provided 100 % Verification identification marking on DU Bush OD.	Mr. Nitin Puri	14/07/2024	14/07/2024	Completed
Occurance	Provide On job Training and awareness given to all inspectors and CNC Operator for DU Bush OD oversize & its importance	Mr. Barik & Nitin Puri	14/07/2024	14/07/2024	Completed
Occurance	Wear Offset lock by 0.03mm	Mr. Barik	15/07/2024	15/07/2024	Completed
Outflow	Display the OPL	Mr. Mukesh Rathod & Manoj Pathe	14/07/2024	14/07/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	started 100% Inspection at final inspection stage only for 10 days. after 10 days we have started the sampling basis 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)	Wear Offset lock in 0.05mm 936_Occurance_Before.jpg
Occurance (After)	Wear Offset lock in 0.01mm 936_Occurance_After.jpg
Outflow (Before)	Identification not provided after inspection 936_Outflow_Before.jpg
Outflow (After)	Identification mark provided after inspection 936_Outflow_After.xlsx

11. Horizontal Deployment

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

12. Document Review

Documents	WISOP
Specify Other Document	OPL

13. Effectiveness Of Action

Reviewed Quantity	144
Reason for submission	Why Wear offset not consider 0.010mm In future it will repeat So reverify for wear offset 0.010mm against 0.03mm