QFR No - 8000882626

Defect Details

NC No.	8000882626
NC Date	15/07/2024
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-DU BUSH OD O/S

1. Problem Description

Defect Description	DU BUSH OD O/S
Detection Stage	Receipt
Problem Severity	Safety
NG Quantity	32
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	600	0	0	0	0	600
Check Qty	600	0	0	0	0	600
NG Qty	32	0	0	0	0	32

Action taken on NG part

Scrap	32
Rework	0
Under Deviation	0

Containment Action
All Stock available at ETL end & Inhouse checked for the DU Bush OD 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

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Machine	The Feed Value Not OK	the feed Value of turning was over defined up to 0.18 Inch/Min	X
Method	Due to not get detected by the operator during the inspection by define frequency.	Due to sampling basis inspection carried out for 1 Nos. after 30 Nos.	X

6. Inspection Method Analysis (Current)

Inspection Method	Gauge
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	1 Nos./30

7. Root Cause Analysis (Occurance)

Why 1	DU Bush OD oversize
Why 2	DU Bush OD oversize
Why 3	On the machine, the feed of turning was found to be higher.
Why 4	The feed Value of turning was over-defined up to 0.18 Inch/Min
Why 5	
Root Cause (Occurance)	The feed Value of turning was over-defined up to 0.18 Inch/Min

Root Cause Analysis (Outflow)

Why 1	DU Bush OD oversize
Why 2	Due to not get detected by the operator during the inspection by define frequency.
Why 3	Due to sampling basis inspection carried out for 26 Nos. after 500 Nos.
Why 4	
Why 5	
Root Cause (Outflow)	Due to sampling basis inspection carried out for 1 Nos. after 30 Nos.

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Outflow	Before the Complaint Machining stage, the inspection frequency was set as Sampling Plan 26/500 Nos., which is not adequate for detection. DU bush OD Parameter Inspection frequency revised & Doubled by 52/500 Nos.	Mr. Dethe SS	23/07/2024	23/07/2024	Completed
Occurance	After Validation feed Value of turning was defined as 0.16 inch/Min instead of 0.18 Inch/Min	Mr. Rathod	23/07/2024	23/07/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	Before the Complaint Machining stage, the inspection frequency was set as Sampling Plan 26/500 Nos., which is not adequate for detection. DU bush OD Parameter Inspection frequency revised & Doubled by 52/500 Nos.
Inspection Method	Gauge
Other Inspection Method	
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	52 Nos/500

10. Evidance of Countermeasure

Occurance (Before)	The feed Value of turning was over-defined up to 0.18 Inch/Min 935_Occurance_Before.pdf
Occurance (After)	After Validation feed Value of turning was defined as 0.16 inch/Min instead of 0.18 Inch/Min 935_Occurance_After.pdf
Outflow (Before)	Before the Complaint Machining stage, the inspection frequency was set as Sampling Plan 26/500 Nos., which is not adequate for detection 935_Outflow_Before.pdf
Outflow (After)	DU bush OD Parameter Inspection frequency revised & Doubled by 52/500 Nos. 935_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	Sampling Plan

13. Effectiveness Of Action

Reviewed Quantity	144
Reason for submission	ok