QFR No - 8000883655

Defect Details

NC No.	8000883655
NC Date	22/07/2024
NC Submission Date	
Part No.	B2BK02403O
Part Name	CALIPER BODY-RAW K2 REAR (MODEL-B20013)
Supplier Name & Code	101180-MAULI CAST TECH PVT. LTD
ETL Plant	1120-ETL K-226/2 Disc Brakes
Defect Details	BLOW HOLES-BH,PH, DENT & DAMAGEDON A CLASS AREA

1. Problem Description

Defect Description	BLOW HOLES-BH,PH, DENT & DAMAGEDON A CLASS AREA
Detection Stage	Inprocess
Problem Severity	Aesthetic
NG Quantity	138
Is Defect Repeatative?	No
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	quality@maulicasttech.com
Plant Head/CEO Email ID	planthead@maulicasttech.com
MD Email ID	shrikant.shelke@maulimetal.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	7101	0	0	336	1724	9161
Check Qty	7101	0	0	336	1724	9161
NG Qty	138	0	0	6	32	176

Action taken on NG part

Scrap	7
Rework	31
Under Deviation	0

Containment Action
All remaining parts are being segregated at customer end. And in-house FG also all parts are rechecked & confirmed OK before dispatch.

3. Process Flow

Process Flow Description
1.Raw material received-->2.Incoming Inspection-->3.Storage-->4.Ingot Melting-->5.N2 Degassing Process-->6.Transfer to GDC Production-->7.Decoring-->8.Gate/Raiser Cutting-->9.Buffing-->10.Fettling-->11.Heat Treatment-->12.Shot Blasting--> 13.Engraving/Marking-->14.Final Inspection-->15.Packing & Move to FG-->16.PDIR Inspection-->17.Dispatch.

4. Process Details

Process / Operation	At Post operation stage during cutting & fetlling.
Outsource	No
Machine / Cell	N/A
Machine / Cell No.	N/A

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Man	Semi skilled manpower, Less awareness about part handling process.	Operator has changed,Less awareness of part handling process.	X
Tool	Use of improper tool.	Not using standard tools.	X
Method	Metal to metal contact,Using non-standard bins, shortage of bins.	Part to part contact found,No standard bins for part handling,No sufficient bins for part movement.	X

6. Inspection Method Analysis (Current)

Inspection Method	Other
Other Inspection Method	Visual inspection
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	Every lot

7. Root Cause Analysis (Occurance)

Why 1	Metal to metal contact during every operation.
Why 2	Due to not using standard bins.
Why 3	Due to some bins are got damaged.
Why 4	Due to put over load in bins.
Why 5	Due to lack of standard bins.
Root Cause (Occurance)	Due to lack of standard & dedicated bins for part handling in every process. And operators are semi skilled.

Root Cause Analysis (Outflow)

Why 1	Avoid metal to metal contact during every operation.
Why 2	To be use standard bins for part handling.
Why 3	Don`t to be use damaged bins for carrying the parts.
Why 4	Put the parts in bins as per defined qty.
Why 5	To procure standard bins for proper part handling.
Root Cause (Outflow)	Need to procure standard bins for every process & operations. And OJT need to provide all semi skilled operators.

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Now procured standard bins for part handling. And training has given to semi skilled operators.	Mr.Somesh Rout & Debanand Mohapatra	14/08/2024		Completed
Outflow	Standard bins are provided for part handling & operators training	Mr.Somesh Rout & Debanand Mohapatra	14/08/2024		Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	Q gate inspection activity has started before heat treatment process.
Inspection Method	Other
Other Inspection Method	Visual Inspection
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	Every lot

10. Evidance of Countermeasure

Occurance (Before)	No standard & dedicated bins are there at post operation stage for part handling process. 961_Occurance_Before.jpeg
Occurance (After)	Now standard & dedicated bins are procured for part handling. 961_Occurance_After.jpeg
Outflow (Before)	Operators are not fully aware about the customer requirement. 961_Outflow_Before.jpeg
Outflow (After)	Now provided training & awareness to operators about customer requirement. 961_Outflow_After.jpeg

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	Applicable to all rear caliper model family.

12. Document Review

Documents	WISOP, AuditCheckSheet, ProcessFlowChart, PackingStd, InspCheckSheet
Specify Other Document	N/A

13. Effectiveness Of Action

Reviewed Quantity	300
Reason for submission	Material handling improved.