QFR No - 8000884338

Defect Details

NC No.	8000884338
NC Date	26/07/2024
NC Submission Date	
Part No.	520HL00202
Part Name	OIL LOCK COLLAR
Supplier Name & Code	100176-GKN SINTER METALS PRIVATE LIMI
ETL Plant	1117-ETL K-228/9 Suspension
Defect Details	NOT AS PER SPECIFICATION-CRACK

1. Problem Description

Defect Description	Crack
Detection Stage	Inprocess
Problem Severity	Safety
NG Quantity	1
Is Defect Repeatative?	Yes
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	Rajendra.Sethiya@gknpm.com
Plant Head/CEO Email ID	Pratik.Dharangaonkar@gknpm.com
MD Email ID	Rajesh.Mirani@gknpm.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	7642	8000	0	0	0	15642
Check Qty	7642	8000	0	0	0	15642
NG Qty	1	0	0	0	0	1

Action taken on NG part

Scrap	1
Rework	0
Under Deviation	0

Containment Action
Quality Alert raised at In process area. Awareness training given to all concerned stakeholders . All stock is under hold for verification

3. Process Flow

Process Flow Description
Mixing-Forming-Sintering-steam treatment -PDI to Post FG

4. Process Details

Process / Operation	Forming
Outsource	No
Machine / Cell	Small Segemnt
Machine / Cell No.	Plant 1

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Man	New Opeartor	Operator Skill Matrix verified	O
Method	Part fallen on Rotary table due to conveyor height Mismatch	Past History of Concerned batch verified observed Excess gap creating Impact on OD	X
Material	Wrong Mix	MTR	O

6. Inspection Method Analysis (Current)

Inspection Method	Other
Other Inspection Method	Sampling Inspection
Check Point at Final Inspection	No
Checking Freq.	Sampling
Sampling	No
Sample Size	5

7. Root Cause Analysis (Occurance)

Why 1	Crack Generated on OD During forming process
Why 2	Impact Generated on Part OD on Rotary table during TRansferring From conveyor
Why 3	Excess gap between rotary table & conveyor chute End
Why 4	No checkpoint to verify gap
Why 5	
Root Cause (Occurance)	Excess gap between Rotary table & Conveyor chute end resulted into excess impact on Part OD

Root Cause Analysis (Outflow)

Why 1	Crack parts outflown to ETL
Why 2	Crack parts not detected during Inspection
Why 3	Inspection frequency not adequate
Why 4	Inspection done on sampling basis
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
Occurance	Glide path provided between Rotary table & Conveyor Clearence to avoid impact	Rohan G	30/07/2024	30/07/2024	Completed
Outflow	Inspection Frequency revised from 5 Parts/4 hour to 5 Parts/ 1hour	Rohan G	30/07/2024	30/07/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	Inspection Frequency revised from 5 Parts/8 hour to 5 parts/ 1 hour
Inspection Method	Other
Other Inspection Method	Visual
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	10 Nos

10. Evidance of Countermeasure

Occurance (Before)	Excess gap on Rotary table 978_Occurance_Before.pptx
Occurance (After)	Gap eliminated to avoid stuck up issue 978_Occurance_After.pptx
Outflow (Before)	Before Inspection frequency 5 Parts/8 hour 978_Outflow_Before.pdf
Outflow (After)	After Inspection Frequency 5 Parts/ 1 Hour 978_Outflow_After.pdf

11. Horizontal Deployment

Horizontal Deployment Required	No
Applicable Machine / Model / Plant	NA

12. Document Review

Documents	ControlPlan, PFMEA
Specify Other Document	NA

13. Effectiveness Of Action

Reviewed Quantity	50
Reason for submission	OK