QFR No - 8000886620

Defect Details

NC No.	8000886620
NC Date	12/08/2024
NC Submission Date	
Part No.	F2LG05302B
Part Name	SEAT PIPE - ABWB ENDURO
Supplier Name & Code	100539-N P ENTERPRISES
ETL Plant	1117-ETL K-228/9 Suspension
Defect Details	NOT AS PER SPECIFICATION-OD OVER SIZE

1. Problem Description

Defect Description	NOT AS PER SPECIFICATION-OD OVER SIZE
Detection Stage	Inprocess
Problem Severity	Fitment
NG Quantity	20
Is Defect Repeatative?	Yes
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	quality@npcindustries.in
Plant Head/CEO Email ID	anand@npcindustries.in
MD Email ID	ajay@npcindustries.in

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	960	3500	0	0	0	4460
Check Qty	960	3500	0	0	0	4460
NG Qty	20	50	0	0	0	70

Action taken on NG part

Scrap	0
Rework	70
Under Deviation	0

Containment Action
100% inspection of Seat Pipes with fitment part

3. Process Flow

Process Flow Description
Process Flow Description 1.0 Raw Material 2.0 Cutting 3.0 Drawing 4.0 Head Formation 5.0 Rough Grinding 6.0 Punching 7.0 CNC Head Turning 8.0 CNC Boring & Facing 9.0 Tapping 10.0 Chamfering 11.0 ID Deburring 12.0 Finish Grinding 13.0 Final Inspection 14.0 Cleaning 15.0 Oiling 16.0 Packing &Dispatch.

4. Process Details

Process / Operation	Finish Grinding
Outsource	No
Machine / Cell	Centerless Grinding Machine
Machine / Cell No.	Grinding Section

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Tool	Grinding wheel wearout	During defect simulation part made with wearout grinding wheel stem OD found oversize.	X
Material	Material Hardness more	Material hardness found to be within limits	O
Man	In Process Operator Negligent	In process operator was not found to be negligent .	O
Tool	Wrong measuring instrument used	As per Control Plan instrument is used for inspection.	O
Method	Low lux level	Lux level is within specified limit,920Lux.	O
Method	Inspection method inadequate	During Gemba visit we found Inspection method inadequate	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	As per std

7. Root Cause Analysis (Occurance)

Why 1	Stem OD Oversize
Why 2	Taper in OD
Why 3	Grinding Wheel wear out
Why 4	Grinding Wheel Dressing frequency inadequate
Why 5	
Root Cause (Occurance)	Grinding Wheel Dressing frequency inadequate

Root Cause Analysis (Outflow)

Why 1	Stem OD Oversize
Why 2	Defected part was Skipped at final inspection
Why 3	Could not be detected at final inspection
Why 4	Sampling qty was less
Why 5	

Root Cause (Outflow)	Sampling qty was less

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Training to be given to operators for prevent from this type of defect.	Mr. Gurpreet Singh	15/08/2024	14/08/2024	Completed
Outflow	Q-alert to be displayed at Final Q-gate.	Mr. Princ	13/08/2024	12/08/2024	Completed
Occurance	Q-alert to be displayed at final Grinding station.	Mr. Princ	13/08/2024	12/08/2024	Completed
Outflow	100% Inspection of stem OD to be done with Plain Ring Gauge .	Mr. Vinay Tiwari	20/08/2024	19/08/2024	Completed
Occurance	Dressing frequency of Grinding Wheel to be revised after proper validation (Before -125 pc to After validation-100pc) and to be followed strictly.	Mr. Ankush	20/08/2024	16/08/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	100% Inspection of stem OD to be started with Plain Ring Gauge .
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)	Before Grinding dressing frequency was 125 pc 1011_Occurance_Before.jpg
Occurance (After)	After Grinding dressing frequency is 100 pcs 1011_Occurance_After.jpg
Outflow (Before)	Sampling Inspection of stem OD was done with micrometer. 1011_Outflow_Before.png
Outflow (After)	100% Inspection of stem OD to be started with Plain Ring Gauge . 1011_Outflow_After.jpg

11. Horizontal Deployment

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

12. Document Review

Documents	ControlPlan, PFMEA, WISOP, InspCheckSheet
Specify Other Document	No

13. Effectiveness Of Action

Reviewed Quantity	50
Reason for submission	OK