QFR No - 8000886623

Defect Details

NC No.	8000886623
NC Date	12/08/2024
NC Submission Date	
Part No.	F2LG05402B
Part Name	SEAT PIPE - J1A & J1D
Supplier Name & Code	100539-N P ENTERPRISES
ETL Plant	1117-ETL K-228/9 Suspension
Defect Details	NOT AS PER SPECIFICATION-ID BURR

1. Problem Description

Defect Description	Found DF Hole ID Burr
Detection Stage	Inprocess
Problem Severity	Function
NG Quantity	4
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	3040	8880	13340	0	0	25260
Check Qty	3040	8880	13340	0	0	25260
NG Qty	5	15	10	0	0	30

Action taken on NG part

Scrap	0
Rework	30
Under Deviation	0

Containment Action
100% visual inspection of parts.

3. Process Flow

Process Flow Description
1) RM Receipt & Inspection 2) Cutting 3) Multi station Draw 4) Head Formation 5) Punching 6) Rough Grinding 7) CNC Head Turning 8) CNC Boring & Facing 9) Tapping 10) Final Grinding 11) Cleaning 12) Oiling 13) Packing 14) Dispatch

4. Process Details

Process / Operation	Head Formation
Outsource	No
Machine / Cell	Trimming Machine
Machine / Cell No.	TRM-04

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Tool	Worn out Punch Pin	It was observed that worn out Punch Pin used	X
Machine	Variation in Draw Machine	No variation in Draw Machine observed	O
Man	Operator negligency	Operator was found to be non negligent	O
Man	Inspector not following inspection sequence	Inspector observed to be following inspection sequence	O
Machine	Punch & Die misalignment	No misalignment of Punch & Die observed	O
Method	ID step NG part skipped at Final Inspection	It was observed that ID step NG part skipped at Final Inspection	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	Asper plan

7. Root Cause Analysis (Occurance)

Why 1	Step in ID NG parts
Why 2	NG parts at end of life of Head Forging Punch pin
Why 3	Worn out Head Forging Punch Pin not changed
Why 4	Head Forging Punch Pin change frequency inadequate
Why 5	Punch Pin change Frequency not adequate
Root Cause (Occurance)	Punch Pin change Frequency not adequate

Root Cause Analysis (Outflow)

Why 1	Step in ID NG parts
Why 2	Could not be detected at Final inspection
Why 3	Skipped in Gauge Sampling at Final Inspection
Why 4	
Why 5	
Root Cause (Outflow)	Skipped in Gauge Sampling at Final Inspection

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Outflow	Control Plan to be changed for 100% ID inspection	Mr Princ	16/08/2024	16/08/2024	Completed
Outflow	Quality Alert to be displayed at Final Inspection	Mr Princ	13/08/2024	13/08/2024	Completed
Occurance	Punch Pin change Frequency to be validated again and freezed	Mr Narinder	20/08/2024	20/08/2024	Completed
Occurance	Quality Alert to be displayed at Forging Station	Mr Princ	13/08/2024	13/08/2024	Completed
Occurance	Control Plan & Operation Std to be changed for new Punch Pin change frequency	Mr Princ	23/08/2024	23/08/2024	Completed
Outflow	100% inspection of ID to be done with Plug Gauge	Mr Ankush	14/08/2024	14/08/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	100% inspection with ID Plug 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)	Punch Pin Change frequency 6000 ~ 7000 1014_Occurance_Before.png
Occurance (After)	Punch Pin Change frequency 4500 ~ 5500 1014_Occurance_After.png
Outflow (Before)	Sampling done with Plug Gauge 1014_Outflow_Before.png
Outflow (After)	100% inspection done with Plug Gauge 1014_Outflow_After.png

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	J1C, J1B

12. Document Review

Documents	ControlPlan, PFMEA, WISOP
Specify Other Document	NA

13. Effectiveness Of Action

Reviewed Quantity	50
Reason for submission	1. Punch Pin change Frequency to be validated again and freeze - What is existing and new frequency? 2. Why need to change the frequency now?