QFR No - 8000886624

Defect Details

NC No.	8000886624
NC Date	12/08/2024
NC Submission Date	
Part No.	F2LG07102B
Part Name	SEAT PIPE - J1D
Supplier Name & Code	100539-N P ENTERPRISES
ETL Plant	1117-ETL K-228/9 Suspension
Defect Details	NOT AS PER SPECIFICATION-DF HOLE BURR

1. Problem Description

Defect Description	Found DF Hole Burr
Detection Stage	Inprocess
Problem Severity	Function
NG Quantity	2
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	45000	0	0	0	45960
Check Qty	960	45000	0	0	0	45960
NG Qty	2	20	0	0	0	22

Action taken on NG part

Scrap	0
Rework	22
Under Deviation	0

Containment Action
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) Deburring & Final Inspection 12) Cleaning 13) Oiling 14) Packing 15) Dispatch

3. Process Flow

Process Flow Description
Deburring & Final Inspection

4. Process Details

Process / Operation	Deburring
Outsource	No
Machine / Cell	Manual
Machine / Cell No.	Manual

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Tool	Wrong tool use	Correct tool was not used	X
Tool	Worn out gauge	Worn out gauge should not be used	O
Material	Setting parts mixed with Ok Pices	Setting pcs mixing not allowed with Ok pcs	O
Man	Inspection or checking skipped	Inspection was done as per fixed frequency in control plan	O
Man	Operator not followed process sequence	Operator was not strictly follow process sequence	X

6. Inspection Method Analysis (Current)

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

7. Root Cause Analysis (Occurance)

Why 1	DF hole burr found in seatpipe
Why 2	Burr not removed during the deburring operation
Why 3	Deburring tool was not removed the burr effectively
Why 4	Tool was not the correct size needed for the specific geometry of the ID .
Why 5	There were no specific guidelines or standards for tool selection for deburring.
Root Cause (Occurance)	There were no specific guidelines or standards for tool selection for deburring.

Root Cause Analysis (Outflow)

Why 1	DF hole burr found in seatpipe
Why 2	Could not be detected at Final inspection
Why 3	Inspectors was skipping the burr inspection
Why 4	Inspector was followed the sampling method with plug gauge
Why 5	Sampling quantity was inadequate for burr in hole.
Root Cause (Outflow)	Sampling quantity was inadequate for burr in hole.

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Gauge selection tool for deburring operation to be made and displayed at Q-gate.	Mr. Vinay	19/08/2024	15/08/2024	Completed
Occurance	Q-Alert to be displayed at final Q-gate	Mr. Princ	13/08/2024	12/08/2024	Completed
Outflow	Burr in DF hole check point to be added in eye sequence chart with 100% visual Inspection.	Mr. Vinay	19/08/2024	16/08/2024	Completed
Occurance	Train inspectors on the importance of thorough inspections and the impact of skipped points on quality.	Mr. Gurpreet Singh	15/08/2024	15/08/2024	Completed
Outflow	Q-Alert to be displayed at final Q-gate	Mr. Princ	13/08/2024	12/08/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	100 % visual Inspection of burr in hole .
Inspection Method	Other
Other Inspection Method	Visual
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	100%

10. Evidance of Countermeasure

Occurance (Before)	no specific guidelines or standards available for tool selection for deburring 1015_Occurance_Before.png
Occurance (After)	Gauge selection tool for deburring operation to be made and displayed at Q-gate. 1015_Occurance_After.jpg
Outflow (Before)	Only DF hole availability check point was available in eye sequence chart and Burr and Size checked with sampling method by Pin plug gauge. 1015_Outflow_Before.png
Outflow (After)	Burr in DF hole check point to be added in eye sequence chart with 100% visual Inspection. 1015_Outflow_After.jpg

11. Horizontal Deployment

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

12. Document Review

Documents	ControlPlan, PFMEA, WISOP, JHCheckSheet, InspCheckSheet
Specify Other Document	NO

13. Effectiveness Of Action

Reviewed Quantity	50
Reason for submission	OK