

Defect Details

NC No.	8000886625
NC Date	12/08/2024
NC Submission Date	
Part No.	F2DZ07203B
Part Name	FORK BOLT (K-9207) Ni+Cr Plated
Supplier Name & Code	100539-N P ENTERPRISES
ETL Plant	1117-ETL K-228/9 Suspension
Defect Details	NOT AS PER SPECIFICATION-RUSTY

1. Problem Description

Defect Description	Rusty - Not as per specification
Detection Stage	Receipt
Problem Severity	Aesthetic
NG Quantity	77
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	750	1800	0	0	0	2550
Check Qty	750	1800	0	0	0	2550
NG Qty	77	13	0	0	0	90

Action taken on NG part

Scrap	0
Rework	90
Under Deviation	0

Containment Action

100% visual inspection of available qty.

3. Process Flow

Process Flow Description

1-Raw Material Receipt 2- Cutting & Forging 1st 3-Annealing 4-Phosphating 5-Forging - 2nd 6-CNC1st 7-CNC 2nd 8-Thread Rolling 9-Drilling 10-Buffering 11-Head Polishing 12-Plating 13-Final Inspection 14-Packing & Dispatch

4. Process Details

Process / Operation	Plating
Outsource	Yes
Machine / Cell	Plating Set Up
Machine / Cell No.	Plating Tank

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Man	Operator unaware about process	Operator found to be aware about the process	O
Method	Incoming material for plating rusty	Incoming material for Plating observed to be rusty	X
Man	Plating operator negligent	Operator found to be not negligent	O
Material	Material not as per drawing	Material observed as per drawing	O
Method	NG part could not be detected at final inspection	It was observed that NG part skipped final inspection	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	Incoming material for Plating observed to be rusty
Why 2	Rusted material received by Plating Supplier
Why 3	Parts became rusted during transit
Why 4	Parts not dipped in RPO before dispatch
Why 5	
Root Cause (Occurance)	Parts not dipped in RPO before dispatch

Root Cause Analysis (Outflow)

Why 1	NG parts could not be detected at Final Inspection
Why 2	NG parts got skipped at Final Inspection
Why 3	No rust observed at the time of dispatch
Why 4	Curing time not given to parts before dispatch
Why 5	
Root Cause (Outflow)	Curing time not given to parts before dispatch

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Quality Alert to be displayed at Final Dispatch Station at NP Nabha	Mr Thakur	12/08/2024	12/08/2024	Completed
Occurance	Parts to be dipped in RPO before disptach to Plating Supplier	Mr Thakur	27/08/2024	26/08/2024	Completed
Occurance	WI for RPO dipping of parts to be displayed at Final Dispatch Station	Mr Thakur	27/08/2024	26/08/2024	Completed
Outflow	Curing time of 24 hrs to be given to parts before dispatch	Mr Ganesh	22/08/2024	22/08/2024	Completed
Outflow	Quality Alert to be displayed at M/s Zumtara	Mr Ganesh	13/08/2024	13/08/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	No
Change Details	NA
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)	Parts not dipped with RPO before dispatch 1016_Occurance_Before.jpg
Occurance (After)	Parts dipped with RPO before dispatch 1016_Occurance_After.jpg
Outflow (Before)	100% inspection but no marking 1016_Outflow_Before.jpg
Outflow (After)	100% marking after inspection 1016_Outflow_After.jpg

11. Horizontal Deployment

Horizontal Deployment Required	No
Applicable Machine / Model / Plant	NA

12. Document Review

Documents	ControlPlan, PFMEA, WISOP, ProcessFlowChart
Specify Other Document	NA

13. Effectiveness Of Action

Reviewed Quantity	50
Reason for submission	ok