QFR No - 8000886629

Defect Details

NC No.	8000886629
NC Date	12/08/2024
NC Submission Date	
Part No.	F2DZ04603B
Part Name	FORK BOLT J1A & J1D
Supplier Name & Code	100106-SHARP ENGINEERS.
ETL Plant	1117-ETL K-228/9 Suspension
Defect Details	NOT AS PER SPECIFICATION-FORGING DENT

1. Problem Description

Defect Description	FORGING DENT
Detection Stage	Receipt
Problem Severity	Aesthetic
NG Quantity	1
Is Defect Repeatative?	No
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	quality@sharp-engineers.com
Plant Head/CEO Email ID	kurund.ma@sharp-engineers.com
MD Email ID	urkhandelwal@sharp-engineers.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	400	0	0	300	0	700
Check Qty	400	0	0	300	0	700
NG Qty	1	0	0	0	0	1

Action taken on NG part

Scrap	1
Rework	0
Under Deviation	0

Containment Action
Segregated all pipeline material at ETL end and Sharp end

3. Process Flow

Process Flow Description
RM incoming-Parting and drilling-Milling-CNC 1st-Deburring-CNC 2nd-Finish Drilling--Tapping-Plating-Final Inspection-PDIR-Packing and forwarding

4. Process Details

Process / Operation	RM incoming
Outsource	Yes
Machine / Cell	NA
Machine / Cell No.	NA

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Method	Part not clamp properly	Clamping done properly	O
Tool	Tool make grade change	Tool found as per specification	O
Material	Hardness variation	Found ok	O
Material	Material in damage condition	One bar found in damage condition in same lot	X
Man	Unskill manpower	Skill manpower deployed	O
Material	Material Grade change	Grade found ok	O
Method	SOP not followed	SOP available on stage	O
Method	Fixture Not clean Properly	Fixture found clean	O
Man	Manpower change	Manpower deployed ase per skill matrix	O
Tool	Tool not change at defined frequency	Change at defined frequency	O
Man	Inspector Change	Inspector change coz regular inspector in on leave for one day	X

6. Inspection Method Analysis (Current)

Inspection Method	Other
Other Inspection Method	Visual
Check Point at Final Inspection	Yes
Checking Freq.	Sampling
Sampling	No
Sample Size	5 nos per

7. Root Cause Analysis (Occurance)

Why 1	Deep Line mark
Why 2	Deep line mark on collar
Why 3	Deep line mark on RM
Why 4	
Why 5	
Root Cause (Occurance)	Deep line mark on RM

Root Cause Analysis (Outflow)

Why 1	Deep Line mark

Why 2	skip from inspection
Why 3	Inspector changed
Why 4	
Why 5	
Root Cause (Outflow)	Inspector changed

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	started 100% inspection at supplier end with white colour identification mark and same verification at Incoming Stage	Yogesh Chavan	22/08/2024	22/08/2024	Completed
Outflow	on job training given to inspector also, started inspector initials tag along with bins	Omkar Bhange	20/08/2024	20/08/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	RM verification started at incoming stage.
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)	5 nos bar per lot 1021_Occurance_Before.jpeg
Occurance (After)	100% checking started with white colour identification before dispatch at supplier end also verification at incoming stage. 1021_Occurance_After.jpeg
Outflow (Before)	100% inspection but without inspectors tag 1021_Outflow_Before.jpeg
Outflow (After)	on job training given to inspector also, started inspector initials tag along with bins 1021_Outflow_After.jpeg

11. Horizontal Deployment

Horizontal Deployment Required	No
Applicable Machine / Model / Plant	NA

12. Document Review

Documents	ControlPlan, PFMEA, WISOP
Specify Other Document	NA

13. Effectiveness Of Action

Reviewed Quantity	50
Reason for submission	Occurrence side route cause can do better and action only inspection is not sufficient need preventive action to avoid re-occurrence. Outflow side inspector change is related to 4M which is not addressed in 4M analysis and also not declared about 4M change