QFR No - 8000889502

Defect Details

NC No.	8000889502
NC Date	02/09/2024
NC Submission Date	
Part No.	550PH00412
Part Name	VALVE RETAINER
Supplier Name & Code	101255-MAHAVIR INDUSTRIES
ETL Plant	1117-ETL K-228/9 Suspension
Defect Details	NOT AS PER SPECIFICATION-CUT MARK

1. Problem Description

Defect Description	Grinding damage
Detection Stage	Inprocess
Problem Severity	Function
NG Quantity	3
Is Defect Repeatative?	Yes
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	quality@mahavirind.co.in
Plant Head/CEO Email ID	planthead@mahavirind.co.in
MD Email ID	

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	750	0	0	0	1800	2550
Check Qty	750	0	0	0	1800	2550
NG Qty	3	0	0	0	0	3

Action taken on NG part

Scrap	3
Rework	0
Under Deviation	0

Containment Action
All Suspected Material Segregation at Customer End

3. Process Flow

Process Flow Description
RM Inward - Store- Parting on Traub Machine - CNC counter boring and facing - OD Grinding- plating-- Final Inspection - Dispatch

4. Process Details

Process / Operation	OD Grinding
Outsource	No
Machine / Cell	CLG Grinding Section
Machine / Cell No.	CLG-5

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Method	Process &Inspection Method Wrong	Process Method Ok But Inspection Method After OD Grinding visual frequency Very Low	X
Man	Unskilled operator	As per Skilled Matrix Operator is Skilled	O
Material	Hard And other grade Material Use	Hardness 80-94 HRB and as per required grade CEW-3 Material Use.	O
Tool	Wrong Grinding Wheel Use and work Rest blade	As Per Store Record Ok CUMI Make Grinding Wheel Use.But Work Rest Blade Thickness Not Ok	X
Machine	Machine Condition Not oK or RPM over	Machine Condition ok But Control Wheel RPM was 35--45	O

6. Inspection Method Analysis (Current)

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

7. Root Cause Analysis (Occurance)

Why 1	NOT AS PER SPECIFICATION-CUT MARK
Why 2	As per part diameter size Work Rest Blade Not use
Why 3	Part Damage During part feeding on OD Grinding Process.
Why 4	Part Not Proper Rest on work rest blade during OD Grinding process On Grinding Machine
Why 5	Work Rest Blade Thickness was Under size Instead of Required Thickness .
Root Cause (Occurance)	Work Rest Blade Thickness was Under size

Root Cause Analysis (Outflow)

Why 1	NOT AS PER SPECIFICATION-CUT MARK
Why 2	Final Inspection stage Not Detect During Visual sampling Inspection
Why 3	After OD Grinding Process & Final Inspection stage visual frequency Very Low
Why 4	
Why 5	

Root Cause (Outflow)	After OD Grinding Process & Final Inspection stage visual frequency Very Low

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Outflow	Sampling Frequency Increase 100% per 500nos Bag Instead Of 20/500nos& After Visual Inspection Tick Marks On OD at Final Stage.	Quality Head	20/09/2024	21/09/2024	Completed
Occurance	Work Rest blade Thickness Increase 20insted Of 10mm	Production Head	04/10/2024	03/10/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	Previously, the price was 20 nos per bag; now it is 100% per bag. Inspection
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)	Work Rest Blade Thickness was Under size 1059_Occurance_Before.jpg
Occurance (After)	Work Rest blade Thickness Increase 20mm instead of 10mm 1059_Occurance_After.jpg
Outflow (Before)	After OD Grinding Process & Final Inspection stage visual frequency Very Low 1059_Outflow_Before.docx
Outflow (After)	Sampling Frequency Increase 100% per 500nos Bag Instead Of 20/500nos& After Visual Inspection Tick Marks On OD at Final Stage. 1059_Outflow_After.docx

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	All Valve Retainers models

12. Document Review

Documents	ControlPlan, PFMEA, InspCheckSheet
Specify Other Document	No

13. Effectiveness Of Action

Reviewed Quantity	50
Reason for submission	OK