QFR No - 8000889503

## Defect Details

| | |
|---|---|
| **NC No.** | 8000889503 |
| **NC Date** | 02/09/2024 |
| **NC Submission Date** | |
| **Part No.** | F2GN11802B |
| **Part Name** | MAIN SPRING-ABWB ENDURO |
| **Supplier Name & Code** | 100952-STUMPP SCHUELE AND SOMAPPA SPR |
| **ETL Plant** | 1117-ETL K-228/9 Suspension |
| **Defect Details** | LENGTH OVERSIZE-TOTAL LENGTH OVERSIZE |

## 1. Problem Description

| | |
|---|---|
| **Defect Description** | TOTAL LENGTH OVERSIZE |
| **Detection Stage** | Inprocess |
| **Problem Severity** | Function |
| **NG Quantity** | 129 |
| **Is Defect Repeatative?** | Yes |
| **Defect Sketch / Photo** | |

## Supplier Communication Details

| | |
|---|---|
| **Quality Head Email ID** | hravikumar@ssssprings.com |
| **Plant Head/CEO Email ID** | sreenivasulu.k@ssssprings.com |
| **MD Email ID** | rln@ssssprings.com |

## 2. Stock Details & action taken for NG parts

| Location | ETL End | Warehouse | Transit | Supplier FG | Supplier WIP | Total |
|---|---|---|---|---|---|---|
| **Total Qty** | 1500 | 0 | 0 | 300 | 0 | 1800 |
| **Check Qty** | 1500 | 0 | 0 | 300 | 0 | 1800 |
| **NG Qty** | 129 | 0 | 0 | 0 | 0 | 129 |

Action taken on NG part

| | |
|---|---|
| **Scrap** | 129 |
| **Rework** | 0 |
| **Under Deviation** | 0 |

| Containment Action |
|---|
| After Receipt of Complaint 100% Parts Verify at ETL End as Well as Inhouse for Length Undersize Issue, At ETL found 129 no`s Length Undersize spring |

## 3. Process Flow

| Process Flow Description |
| --- |
| Coiling - Tempering-Grinding-Shot Peening - Setting-100% Lo Inspection-2nd Tempering-Visual Inspection-Oiling-Final Inspection-FG Storage-Packing-Dispatch |

## 4. Process Details

| | |
| --- | --- |
| **Process / Operation** | Setting / Lo Inspection |
| **Outsource** | No |
| **Machine / Cell** | FF Cell |
| **Machine / Cell No.** | 02 |

## 5. Problem Analysis

| Type | Possible Cause | Fact Verification | Jud |
| --- | --- | --- | --- |
| Man | Operator Verified only Part Name not Item Code | Operator not verified Properly Item Code | X |
| Method | At Setting (Scragging) & Length Inspection Stage Improper Set-up | Operator Set-up at Scragging Stage length as per Similar name ABWB ADJUSTABLE. instead of ABWB | X |
| Method | 100% Length Operator Set Universal Snap Gauge as Per ABWB ADJS. (E92 Parts) and Checked Length | Due to Same Name- As per ABWB ADJS. Length inspection carried (ABWB ADJS. Length is less than ABWB ) | X |

## 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** | Length Undersize Spring Observed |
| **Why 2** | At Setting (Scragging) Stage Improper Set-up |
| **Why 3** | Due to Similar name ABWB ADJUSTABLE. instead of ABWB Operator Set-up at Scragging Stage length as per ABWB Adjustable |
| **Why 4** | Operator less aware about Similar Model-As per Tag Name Mentioned only ABWB |
| **Why 5** | Due to this Length Undersize issue Happen |
| **Root Cause (Occurance)** | Due to Similar name ABWB & ABWB Adjs. Operator Set-up Scragging as per ABWB Adjs. |

## Root Cause Analysis (Outflow)

| | |
| --- | --- |
| **Why 1** | Length Undersize Spring Observed |
| **Why 2** | 100% Length Operator Set Universal Snap Gauge as Per ABWB ADJS. (E92 Parts) and Checked Length |
| **Why 3** | Due to this Length Undersize issue observed |
| **Why 4** | |
| **Why 5** | |
| **Root Cause (Outflow)** | 100% Length Operator Set Universal Snap Gauge as Per ABWB ADJS. (E92 Parts) and Checked Length- Due to Similar name |

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

| Type | Countermeasure Details | Responsibility | Target Date | Actual Date | Status |
|---|---|---|---|---|---|
| Occurance | Similar Parts Lengthwise Matrix Made and Displayed on Scragging Stage - (As well Inform to Operator to verify as per Item Code ) | Mr. Ishwar Jadhav | 05/09/2024 | 01/09/2024 | Completed |
| Occurance | Earlier Universal Gauge Set -up with Vernier Caliper, Now We have Made Spring wise Limit Sample for Length Set-up, Operator Can Compare with Respective Model | Mr. Shankar Fadat | 06/09/2024 | 06/09/2024 | Completed |

## 9. Inspection Method After Customer Complaint

| | |
|---|---|
| **Change In Inspection System** | No |
| **Change Details** | Earlier Universal Gauge Set -up with Vernier Caliper, Now We have Made Spring wise Limit Sample for Length Set-up, Operator Can Compare with Respective Model During Scragging Set-up |
| **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)** | Due to Similar name ABWB & ABWB Adjs. Operator Set-up Scragging as per ABWB Adjs.<br>1060_Occurance_Before.pdf |
| **Occurance (After)** | Similar Parts Lengthwise Matrix Made and Displayed on Scragging Stage - (As well Inform to Operator to verify as per Item Code )<br>1060_Occurance_After.pdf |
| **Outflow (Before)** | 100% Length Operator Set Universal Snap Gauge as Per ABWB ADJS. (E92 Parts) and Checked Length- Due to Similar name<br>1060_Outflow_Before.pdf |
| **Outflow (After)** | Earlier Universal Gauge Set -up with Vernier Caliper, Now We have Made Spring wise Limit Sample for Length Set-up, Operator Can Compare with Respective Model<br>1060_Outflow_After.pdf |

## 11. Horizontal Deployment

| | |
|---|---|
| **Horizontal Deployment Required** | Yes |
| **Applicable Machine / Model / Plant** | FF Cell |

## 12. Document Review

| | |
|---|---|
| **Documents** | WISOP |
| **Specify Other Document** | Limit Sample |

## 13. Effectiveness Of Action

| | |
|---|---|
| **Reviewed Quantity** | 50 |
| **Reason for submission** | ok |