

Defect Details

NC No.	8000889511
NC Date	02/09/2024
NC Submission Date	
Part No.	F2LG05402B
Part Name	SEAT PIPE - J1A & J1D
Supplier Name & Code	100539-N P ENTERPRISES
ETL Plant	1117-ETL K-228/9 Suspension
Defect Details	NOT AS PER SPECIFICATION-ID UNDERSIZE

1. Problem Description

Defect Description	ID UNDERSIZE
Detection Stage	Inprocess
Problem Severity	Fitment
NG Quantity	5
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	2000	50000	10000	1000	0	63000
Check Qty	2000	50000	10000	1000	0	63000
NG Qty	5	2	0	0	0	7

Action taken on NG part

Scrap	7
Rework	0
Under Deviation	0

Containment Action

segregate all material at both end .

3. Process Flow

Process Flow Description

Process Flow Description 1.0 Raw Material 2.0 Cutting 3.0 Drawing 4.0 Head Formation 5.0 Rough Grinding 6.0 Punching 7.0 CNC Head Turning 8.0 CNC Boring & Facing 9.0 Tapping 10.0 Chamfering 11.0 ID Deburring 12.0 Finish Grinding 13.0 Final Inspection 14.0 Cleaning 15.0 Oiling 16.0 Packing & Dispatch.

4. Process Details

Process / Operation	Final Inspection
Outsource	No
Machine / Cell	Manual
Machine / Cell No.	Q-gate no-3

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Method	Low Lux Level	After verification we observed Lux level as per standard.	O
Method	5S not Maintain	5'S should be maintained in shop.	O
Material	Wrong part mixed	After verification we found there are high chance of mixing	X
Man	Inspector negligency during in process	After verification inspector observed to be negligent.	X
Material	Identification missing on packing box / trolley / Bin	After verification we found Identification available	O

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	The Shank ID part under-sized
Why 2	wrong model part remain in the process after the model change
Why 3	Previous model parts were not removed during the model change
Why 4	Model change inspection process not followed correctly
Why 5	model change procedure poorly enforced
Root Cause (Occurance)	model change procedure poorly enforced

Root Cause Analysis (Outflow)

Why 1	Shank ID under-size part found.
Why 2	Wrong model mix during inspection.
Why 3	Other model part did not get removed after the model change.
Why 4	Few pieces were not detected during the model change inspection because they were hidden in the station corner.
Why 5	Some space was available between the bin and gauge/equipment on Q-gate working floor/surface.
Root Cause (Outflow)	Some space was available between the bin and gauge/equipment on Q-gate working floor/surface.

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	all bins to be fitted tightly and properly positioned to prevent parts from being misplaced.	Mr. Ankush	12/09/2024	06/09/2024	Completed
Occurance	Training to be given to inspectors at the workstation to reinforce proper inspection instruction.	Mr. Vinay Tiwari	07/09/2024	06/09/2024	Completed
Occurance	Design and install a custom tray for inspection parts at the Q-gate. Ensure bins are placed outside the tray.	Mr. Ankush	12/09/2024	06/09/2024	Completed
Outflow	Display a Quality Alert at the Q-gate station	Mr. Princ	02/09/2024	06/09/2024	Completed
Outflow	Establish a real-time supervision person to oversee model change processes and ensure that procedures are followed correctly.	Mr. Vinay Tiwari	04/09/2024	04/09/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	No
Change Details	Design and install a custom tray for inspection parts at the Q-gate. Ensure bins are placed outside the tray.
Inspection Method	Other
Other Inspection Method	Visual
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	100%

10. Evidence of Countermeasure

Occurance (Before)	Some space was available between the bin and gauge/equipment on Q-gate working floor/surface. 1066_Occurance_Before.jpg
Occurance (After)	Design and install a custom tray for inspection parts at the Q-gate. Ensure bins are placed outside the tray. 1066_Occurance_After.jpg
Outflow (Before)	real-time supervision person was not available to oversee model change processes 1066_Outflow_Before.png
Outflow (After)	Display a Quality Alert at the Q-gate station & Establish a real-time supervision person to oversee model change processes 1066_Outflow_After.jpg

11. Horizontal Deployment

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

12. Document Review

Documents	WISOP, JHCheckSheet
Specify Other Document	No

13. Effectiveness Of Action

Reviewed Quantity	50
Reason for submission	OK