

Defect Details

NC No.	8000890615
NC Date	10/09/2024
NC Submission Date	
Part No.	550LG06202
Part Name	SEAT PIPE -K23A/PRFH-006
Supplier Name & Code	100538-NARINDER PARKASH AND CO
ETL Plant	1146-ETL Suspension Narasapura
Defect Details	MIX UP OTHER MODEL-NOT USING KON MODEL

1. Problem Description

Defect Description	Wrong seat pipe received not using KONF front fork model
Detection Stage	Receipt
Problem Severity	Fitment
NG Quantity	100
Is Defect Repeatative?	No
Defect Sketch / Photo	mmuyicwg5a5ntybia1zkifgc.jpg

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	10000	0	4500	5000	5000	24500
Check Qty	10000	0	4500	5000	5000	24500
NG Qty	100	0	0	0	0	100

Action taken on NG part

Scrap	0
Rework	100
Under Deviation	0

Containment Action

100% visual inspection of available material

3. Process Flow

Process Flow Description

1.RM Receipt 2. Cutting 3.Multistation Draw 4. Head Formation 5. Punching 6. Rough Grinding 7. CNC Head Turning & Chamfering 8. CNC Boring & Facing 9. Thread M8x1.25 Tapping 10. Chamfering-1 11. Chamfering-2 12. ID Deburring 13. Finish Grinding 14. Final Inspection 15. ID Cleaning 16. Oiling 17. Packing & Dispatch

4. Process Details

Process / Operation	Packing & Dispatch
Outsource	No
Machine / Cell	Packing & Dispatch Section
Machine / Cell No.	Dispatch

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Method	Mix up at final Inspection	No mix up at final observed	O
Method	No checkpoint for checking Barcode Stickers	It was observed no checkpoint available for checking Barcode stickersde Stickers	X
Method	Mix up by transport	Mix up by transport observed	X
Man	In process operator negligent .	In process operator was not found to be negligent .	O
Man	Quality Inspector negligent	Quality Inspector was not found to be negligent.	O
Method	Mix up during Packing	After verification it was observed that parts were not mixed during Packing	O
Method	Material identification missing	Material identification observed to be present	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	Mix up other model
Why 2	Other model box dispatched to Narsapura
Why 3	Wrong sticker got pasted on Packing Bag
Why 4	Sticker gets detached from Bag
Why 5	Sticker pasted on Bag instead of Tag
Root Cause (Occurance)	Sticker pasted on Bag instead of paper Tag

Root Cause Analysis (Outflow)

Why 1	Mix up other model
Why 2	Wrong sticker got pasted on Packing Bag
Why 3	Could not be detected before dispatch

Why 4	No checkpoint for checking Barcode Stickers by Transport before dispatch
Why 5	
Root Cause (Outflow)	No checkpoint for checking Barcode Stickers by Transport before dispatch

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	WI to be displayed in Dispatch Area	Mr Ankush	17/09/2024	16/09/2024	Completed
Outflow	100% inspection of Barcode Stickers before dispatch to be done	Mr Ankush	13/09/2024	13/09/2024	Completed
Outflow	Quality Alert to be displayed in Dispatch Area	Mr Princ	18/09/2024	14/09/2024	Completed
Occurance	Barcode Stickers to be pasted on Tags instead of Bags	Mr Ankush	16/09/2024	14/09/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	Checkpoint of checking Barcode Stickers 100% implemented
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)	Sticker pasted on Bag instead of paper Tag 1087_Occurance_Before.jpeg
Occurance (After)	Barcode Stickers to be pasted on Tags instead of Bags 1087_Occurance_After.jpeg
Outflow (Before)	No checkpoint for checking Barcode Stickers by Transport before dispatch. 1087_Outflow_Before.png
Outflow (After)	Quality Alert to be displayed in Dispatch Area & 100% inspection of Barcode Stickers before dispatch to be done 1087_Outflow_After.png

11. Horizontal Deployment

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

12. Document Review

Documents	ControlPlan, PMCheckSheet, PFMEA, WISOP, PackingStd, InspCheckSheet
Specify Other Document	No

13. Effectiveness Of Action

Reviewed Quantity	40000
Reason for submission	reviewed next 3 Lots no mix up issue found ok