QFR No - 8000892985

Defect Details

NC No.	8000892985
NC Date	25/09/2024
NC Submission Date	
Part No.	F1LG00902B
Part Name	SEAT PIPE -K86A
Supplier Name & Code	100538-NARINDER PARKASH AND CO
ETL Plant	1136-ETL Suspension Sanand
Defect Details	BROKEN-HEAD SIDE SEAT PIPE BROKEN

1. Problem Description

Defect Description	Crack from head side
Detection Stage	Receipt
Problem Severity	Safety
NG Quantity	1
Is Defect Repeatative?	No
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	10000	15000	20000	15000	10000	70000
Check Qty	10000	15000	20000	15000	10000	70000
NG Qty	1	0	0	0	0	1

Action taken on NG part

Scrap	1
Rework	0
Under Deviation	0

Containment Action
100% inspection of available material.

3. Process Flow

Process Flow Description
1) Cutting 2) Draw 3) Head Formation 4) Punching 5) Rough Grinding 6) CNC Head Turning 7) CNC Boring & Facing 8) Tapping 9) Chamfering 10) Final Grinding 11) Final Inspection 12) Cleaning 13) Oiling 14) Packing & Dispatch

4. Process Details

Process / Operation	CNC Head Turning
Outsource	No
Machine / Cell	CNC
Machine / Cell No.	CNC Section

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Method	Head formation pin depth more	It was observed that Head Formation Pin Depth is OK	O
Method	Part with less wall thickness near groove skipped Final `Q` Gate during inspection	It was observed that part having less wall thickness near groove skipped Final `Q` Gate	X
Machine	Stroke variation	No Stroke variation observed	O
Material	Hardness more	Material Hardness observed 45HRB which is observed to be within range	O
Method	Setting part got mixed	It was observed that setting part got mixed	X

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	Head Broken part
Why 2	Crack on part
Why 3	Wall thickness got less
Why 4	Extra machining done
Why 5	Setting part
Root Cause (Occurance)	Setting part

Root Cause Analysis (Outflow)

Why 1	Head Broken part
Why 2	Could not be detected at final inspection
Why 3	Skipped at Final `Q` Gate
Why 4	Skipped in Groove dia sampling inspection
Why 5	Groove dia sampling qty less

Root Cause (Outflow)	Groove dia Sampling Qty less

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Outflow	100% inspection of Groove dia to be done	Mr Toti	02/10/2024	02/10/2024	Completed
Occurance	Proper disposal of setting parts to be ensured before starting new shift	Mr Harwinder	30/09/2024	30/09/2024	Completed
Occurance	Open Red Bin to be replaced with lock & key Red Bin	Mr Harwinder	30/09/2024	30/09/2024	Completed
Occurance	WI to be displayed at Work Station	Mr Princ	01/10/2024	01/10/2024	Completed
Outflow	Quality Alert to be displayed at "Q" Gate	Mr Princ	25/09/2024	25/09/2024	Completed
Occurance	Quality Alert to be displayed at CNC Section	Mr Princ	25/09/2024	25/09/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	Yes
Change Details	100% inspection of Groove Dia
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)	Open red bin was used. 1113_Occurance_Before.jpg
Occurance (After)	Open Red Bin to be replaced with lock & key Red Bin. 1113_Occurance_After.jpg
Outflow (Before)	Sampling inspection was followed for Groove dia. 1113_Outflow_Before.png
Outflow (After)	100% inspection of Groove dia is started at final inspection. 1113_Outflow_After.png

11. Horizontal Deployment

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

12. Document Review

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

13. Effectiveness Of Action

Reviewed Quantity	5
Reason for submission	HEAD SIDE SEAT PIPE BROKEN