QFR No - 8000896053

Defect Details

NC No.	8000896053
NC Date	17/10/2024
NC Submission Date	
Part No.	F2FQ00407B
Part Name	HOLDER HANDLE UPPER P/C (XF-521)
Supplier Name & Code	201092-PRANEEL INDUSTRIES
ETL Plant	1117-ETL K-228/9 Suspension
Defect Details	DENT MARK-DENT DAMAGE

1. Problem Description

Defect Description	Dent mark
Detection Stage	Receipt
Problem Severity	Aesthetic
NG Quantity	3
Is Defect Repeatative?	Yes
Defect Sketch / Photo	

Supplier Communication Details

Quality Head Email ID	quality@praneelgroup.com
Plant Head/CEO Email ID	praneelindustries@rediffmail.com
MD Email ID	anilpatil@praneelgroup.com

2. Stock Details & action taken for NG parts

Location	ETL End	Warehouse	Transit	Supplier FG	Supplier WIP	Total
Total Qty	216	0	0	0	100	316
Check Qty	216	0	0	0	100	316
NG Qty	3	0	0	0	8	11

Action taken on NG part

Scrap	11
Rework	0
Under Deviation	0

Containment Action
All material at ETL end and In-house material verify and rejected at ETL end also at in-house stage.

3. Process Flow

Process Flow Description
Raw casting inward =>Drilling =>Powder Coating=>Powder Coating inward=>VMC Machining=>De-burring=>Final Inspection=>Packing and Dispatch.

4. Process Details

Process / Operation	VMC MACHINING
Outsource	No
Machine / Cell	VMC Cell
Machine / Cell No.	VMC machine

5. Problem Analysis

Type	Possible Cause	Fact Verification	Jud
Method	Deburring not done as per work instruction given.	Verify the deburring method by operator and found inadequate.	X
Man	Final inspector not as per skill matrix.	Verify the skill matrix for final inspector and found inspector as per skill matrix.	O
Machine	Machine parameter required not as per control plan	Verify the machine parameter as clamping pressure found ok.	O
Material	Material specifications not as per drawing.	Verify the material specification with MTC and found as per drawing.	O
Tool	Required tooling for part production not as per standard.	Verify the toolings for production and found adequate.	O

6. Inspection Method Analysis (Current)

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

7. Root Cause Analysis (Occurance)

Why 1	Dent damage issue on the parts.
Why 2	Clamping pressure not as per control plan specifications.
Why 3	Part handling not done as per material handling WI.
Why 4	De-burring process not done properly as per WI.
Why 5	
Root Cause (Occurance)	De-burring process not done properly as per WI.

Root Cause Analysis (Outflow)

Why 1	Dent damage issue on the parts.
Why 2	Parts skipped by inspector during final inspection.
Why 3	During material packing dent damages done.
Why 4	Awareness not available to inspector as well as packing person for dent damage issue.
Why 5	
Root Cause (Outflow)	Awareness not available to inspector as well as packing person for dent damage issue.

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

Type	Countermeasure Details	Responsibility	Target Date	Actual Date	Status
Occurance	Training given to operator of de-burring process for de-burring should be done as per WI display.	Mr. Sudarshan Kadam	18/10/2024	18/10/2024	Completed
Outflow	Training and awareness given to final inspector as well as packing person for dent damage issue.	Mr.Yogesh Sonune	18/10/2024	18/10/2024	Completed

9. Inspection Method After Customer Complaint

Change In Inspection System	No
Change Details	---
Inspection Method	Other
Other Inspection Method	Visual Inspection
Check Point at Final Inspection	Yes
Checking Freq.	100%
Sampling	No
Sample Size	100%

10. Evidance of Countermeasure

Occurance (Before)	Operator not aware about dent damage issue on the parts. 1165_Occurance_Before.pptx
Occurance (After)	Training and awareness given to operator for de-burring on the parts. 1165_Occurance_After.pptx
Outflow (Before)	No any awareness about dent damage issue observed on the parts. 1165_Outflow_Before.pptx
Outflow (After)	Training and awareness given to final inspector for dent damage issue observed on the parts also Q alert display for the raise concern by ETL. 1165_Outflow_After.pptx

11. Horizontal Deployment

Horizontal Deployment Required	Yes
Applicable Machine / Model / Plant	Handle Holder Lower

12. Document Review

Documents	WISOP
Specify Other Document	Q-Alert

13. Effectiveness Of Action

Reviewed Quantity	50

Reason for submission	OK