

QSR Issues – Corrective actions

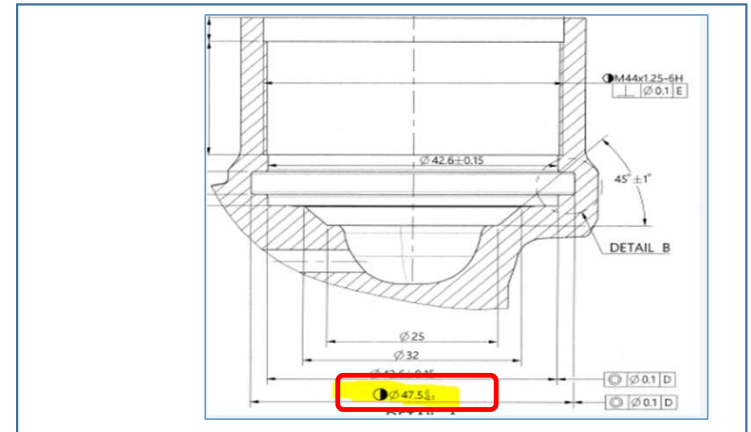
Part name & Part no. CANISTER -K10-P/C (S2BY01807B)

Model- Customer complaint :DEPTH U/SIZE.-ID FITMENT NOT OK DIA-47.5 -0.1 OBSERVED-47.0 MM.

Physical Phenomenon : Groove ID spec. 47.5 -0.1 observed 47.10 Under Size by 0.4mm.



Part Snap

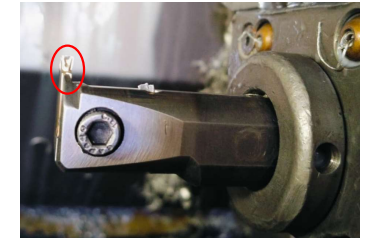
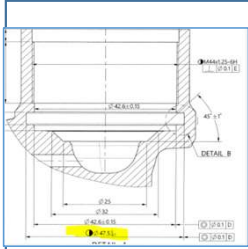


Drawing Snap

Corrective Action Details 98765-

Before

After



DEPTH U/SIZE.-ID
FITMENT NOT OK DIA-47.5
-0.1 OBSERVED-47.0 MM

Groove ID spec. 47.5 -0.1
observed 47.10 Under Size by
0.4mm.

Insert wear out in running
conditions.

Groove ID spec. 47.5 -0.1
observed 47.45 OK –
Observed within
specification.

100% gauges
inspection Dot marking
started.

New insert changed and tool
change frequency revised.

Part Name	Model	Vendor	Defect	Actions	T. Date	Status
CANISTER - K10-P/C (S2BY01807B)	CANIST ER - K10-P/C	MCTPL	<p>Customer complaint – DEPTH U/SIZE.-ID FITMENT NOT OK DIA-47.5 -0.1 OBSERVED-47.0 MM.</p> <p>Physical Phenomenon – Groove ID spec. 47.5 -0.1 observed 47.10 Under Size by 0.4mm.</p> <p>Why 1: Groove ID under size by 0.4mm. Why 2: Due to Insert wear out. Why 3: Wear out in running condition and Insert not change before wear out. Why 4 : Not detect in regular production. Why-5:-Because insert wear before a as per decided tool life..</p> <p>Root Cause: Insert wear before a as per decided tool life.</p>	<p>Containment Action :-</p> <ol style="list-style-type: none"> .ETL End – 113 Qty rejected by ETL and Found 286 nos OK . Available stock at Supplier end verified for Dim 47.5 whole lot qty -370. Awareness given to all concern person with Q alert. <p>Inspection side action Supplier End (MCTPL):-</p> <ol style="list-style-type: none"> Provided vernier & 100% inspection started at final inspection stage. Available stock at Supplier end verified for Dim 47.5 whole lot qty -370. 100% dot marking started at inside near groove. <p>Inspection side action ETL End:-</p> <ol style="list-style-type: none"> Segregation completed at ETL End – 113 Qty rejected by ETL and Found 286 nos OK . Q Alert displayed. <p>Cause Side Action:-</p> <ol style="list-style-type: none"> New insert changed and setup completed. After changing insert ,Tool life monitoring started and insert life to be fixed (Now insert to be changed after 3000 no's). New insert to be procured for maintaining min max stock. 	28.12.2024	Completed
				28.12.2024	Completed	
				28.12.2024	Completed	
				29.12.2024	Completed	
				28.12.2024	Completed	
				27.12.2024	Completed	
				27.12.2024	Completed	
				27.12.2024	Completed	
02.01.2025	Completed					
05.01.2025	Completed					
HORIZONTAL DEPLOYMENT : NA			SUSTENANCE (PREVENTIVE) ACTIONS 1.Tool life sheet monitoring daily 2.Check sheet Layer Audit .		SYSTEM ACTIONS :-In process Inspection, Process Audit & Product Audit	

Evidences

Supplier End Evidences



New insert with maintaining min max stock



100% inspection at final inspection stage with Dot marking

Supplier Check point added in process, Hourly inspection & setup inspection reports.



Certified lot identification mark details.

Quality alert

Before insert life is 4000 no's.

Now insert life fixed-3000 no's
Reduced tool life after customer complaints.