

Part Name	Oil Seal	Vehicle Model	-
Part No	F2HN00402B	Customer	Endurance Technology Ltd.,Narasapura
Drq Ref	HTA 7460	Complaint date	04.03.2023
Date	25.03.2023	Feedback from	HTA

1 Problem Awareness

Problem Scope		Problem Severity		Problem Source		
New	✓	Safety		MFG Shop	Area / Line	% defect
Existing		Regulatory		-	Incoming	500 No's (1 Box)
Reopened		Functional	✓	Supplier	Part No's	% defect
		Aesthetic				-
		Reliability		PDI	Field Complaints : Domestic / Export	
		Others				

2 PROBLEM DEFINITION (Attach Photographic details of failure, Attach Trend data, Pareto analysis, Warranty etc.)

Other Model Part (HTA 7897) Found inside the actual part corrugated box (HTA 7460)



3 CONTAINMENT ACTION / SHORT TERM ACTION

Sr	Actions Planned / taken	Implementation date	Responsibility	Break Point	% Effect
1	Available RFD Stocks were checked and ensured no wrong parts packed inside the actual part packed corrugated boxes.	04.03.2023	HTA-Mr.Karuppasamy	-	100%

4 ROOT CAUSE ANALYSIS (Attach Ishikawa diagram-Cause & Effect)

WHY ~ WHY..... ANALYSIS		
Root Cause Analysis	Failure 1 (Occurrence cause)	Failure 1 (Out flow cause)
Probable Cause	Wrongly pasted the HTA 7460- yellow identification sticker outside the box.	No cross verification of final pasting yellow sticker against the part inside the box.
1 WHY ?	Other Model Part Found inside the actual part(HTA 7460) Corrugated box	One box with Wrong Part (500 No's) inwarded to customer with actual parts
2 WHY ?	Packing operator without verifying the part no/ref taken the residual sticker and pasted.	Packing Operator not noticed the yellow sticker before dispatch
3 WHY ?	Wrongly pasted the HTA 7460- yellow identification sticker outside the box.	Wrong yellow sticker pasted outside the carton box
4 WHY ?		No cross verification of final pasting yellow sticker against the part inside the box.

PROCESS FLOW-HTA 7460

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    graph LR
      A[Molding] --> B[Deflashing]
      B --> C[Trimming]
      C --> D[Air Cleaning]
      D --> E[100% Visual Inspection]
      E --> F[100% Visual Inspection]
      F --> G[Air Cleaning]
      G --> H[Spring Loading]
      H --> I[Audit Inspection]
      I --> J[Packing (Occurrence & Outflow)]
      J --> K[Dispatch]
      style J stroke:#f00
      style K stroke:#f00
    
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5 CORRECTIVE ACTIONS / LONG TERM ACTION (Attach Photographs of actions taken)

Identified Root Cause	Corrective Actions Planned / taken	Error - Proofing	Responsibility	Date of Implementation
Wrongly pasted the HTA 7460- yellow identification sticker outside the box.	1.Retaining provided for packing operators for the ETL reported concern. 2.Final verification of material inside & outside identification will be done by shift supervisor. 3.One point lesson displayed at work station regarding the reported concern. 4.Work instruction updated with the point as supervisor will verify the parts and sticker before dispatch.	FMEA Control Plan Training Record OPL	HTA	11.03.2023
No cross verification of final pasting yellow sticker against the part inside the box.				

6 MONITORING EFFECTIVENESS OF CORRECTIVE ACTIONS (REVIEW)

Sr	Corrective Actions Taken	Target	Actual	Results of Action taken	Date of Review	Status
1	1.Retaining provided for packing operators for the ETL reported concern. 2.Final verification of material inside & outside identification will be done by shift supervisor. 3.One point lesson displayed at work station regarding the reported concern. 4.Work instruction updated with the point as supervisor will verify the parts and sticker before dispatch.	11.03.2023	11.03.2023	Effectiveness Monitoring done for next three months	14.03.2023	OK

7A PREVENTION-HORIZONTAL DEPLOYMENT (List other similar processes & products with the potential for the same defect)

Sr	Processes / Products	Corrective Actions	Error - Proofing	Responsibility	Date of Imple
1	For all parts @ final packing	Applicable	-	HTA	TBD

7B REVIEW - DOCUMENTS / SYSTEMS (Attach copies of all revised documents)

#	QMS Document	✓ if Yes	Responsibility	Planned date	Actual Date	Status
1	Control Plan - In-house Supplier	✓	HTA - QA	14.03.2023	14.03.2023	OK
2	Process sheet					
3	Process Flow Diagram					
4	PFMEA	✓	HTA - QA	14.03.2023	14.03.2023	OK
5	Acceptance Standard					
6	PM Checklist					
7	Work Instruction /Training record	✓	HTA - MFG	04.03.2023	05.03.2023	OK
8	Other -OPL	✓	HTA - QA	04.03.2023	05.03.2023	OK

8 PROBLEM CLOSURE & SIGN-OFF

PROBLEM PROGRESS SUMMARY					Closure Sign-off		
#	Phase	Start Date	Actual Date	Completion Date	Team Member Name	Function	Sign-Off
1	Problem Definition	04.03.2023	04.03.2023	04.03.2023	Mr.S.Sukumar	Director-Operations	
2	Containment Action	05.03.2023	05.03.2023	05.03.2023	Mr.S.P.Muralidharan	Director-Technical	
3	Root Cause analysis	10.03.2023	11.03.2023	11.03.2023	Mr.R.Sundar	Mfg	
4	Corrective Action	11.03.2023	11.03.2023	14.03.2023	Mr.k.Sundar	QA	
5	Solution Confirmation	14.03.2023	14.03.2023	14.03.2023	Mr.k.Ramasudharsanam	QA	
6	Closure	14.03.2023	14.03.2023	14.03.2023	Mr.C.Manikandan	QA	

Total Time required for rejected product analysis in days

(Determination of root cause, corrective action & monitoring effectiveness of implementation)

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MANAGEMENT VERIFICATION & CLOSURE

Sign						
Date						
Name						
Head	Manufacturing	QA	Marketing	Unit Head		