8D NO **8D - PROBLEM RESOLUTION REPORT** Hi-Tech Arai Pvt Ltd CC/23/03/04 Part Name Oil Seal Vehicle Model Part No F2HN00402B Customer Endurance Technology Itd.,Narasapura HTA 7460 04.03.2023 Complaint date Drg Ref 25.03.2023 Feedback from HTA Date

1 Problem Awareness

P	roblem Scope	Probler	m Severity
Name		Safety	
New	~	Regulatory	
F. d. H		Functional	·
Existing		Aesthetic	
Reopened		Reliability	
		Others	

Problem Source			
MFG Shop	Area / Line	% defect	
-	Incoming	500 No's (1 Box)	
Supplier	Part No's	% defec	
	-	-	
PDI Field Complaints : Domestic / Export			
-	-		

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)

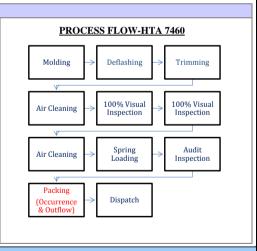


3 CONTAINMENT ACTION / SHORT TERM ACTION

Sr	Actions Planned / taken	Implementa tion date	Responsibility	Break Point	% Effect
	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.



5 CORRECTIVE ACTIONS / LONG TERM ACTION (Attach Photographs of actions taken)

Identified Root Cause	Corrective Actions Planned / taken	Error - Proofing	Responsibility	Date of Implement ation
Wrongly pasted the HTA 7460- yellow identification sticker outside the box.	Retraining provided for packing operators for the ETL reported concern.	5.5.		
No cross verification of final pasting yellow sticker against the part inside the box.	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	НТА	11.03.2023

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8D - PROBLEM RESOLUTION REPORT

8D NO CC/23/03/04

MONITORING EFFECTIVENESS OF CORRECTIVE ACTIONS (REVIEW)

Sr	Corrective Actions Taken	Target	Actual	Results of Action taken	Date of Review	Status
1	1.Retraining 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	ОК

7A PREVENTION-HORIZONTEL 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	√	HTA - QA	14.03.2023	14.03.2023	OK
	- Supplier					
2	Process sheet					
3	Process Flow Diagram					
4	PFMEA	√	HTA - QA	14.03.2023	14.03.2023	ОК
5	Acceptance Standard					
6	PM Checklist					
7	Work Instruction /Training record	√	HTA - MFG	04.03.2023	05.03.2023	ОК
8	Other -OPL	√	HTA - QA	04.03.2023	05.03.2023	ОК

8 PROBLEM CLOSURE & SIGN-OFF

	PROBLEM PROGRESS SUMMARY							
#	Phase	Start Date	Actual Date	Completion Date				
1	Problem Definition	04.03.2023	04.03.2023	04.03.2023				
2	Containment Action	05.03.2023	05.03.2023	05.03.2023				
3	Root Cause analysis	10.03.2023	11.03.2023	11.03.2023				
4	Corrective Action	11.03.2023	11.03.2023	14.03.2023				
5	Solution Confirmation	14.03.2023	14.03.2023	14.03.2023				
6	Closure	14.03.2023	14.03.2023	14.03.2023				

Closure Sign-off				
Team Member Name	Sign-Off			
Mr.S.Sukumar	Director-Operations			
Mr.S.P.Muralidharan	Director-Technical			
Mr.R.Sundar	Mfg			
Mr.K.Sundar	QA			
Mr.k.Ramasudharsanam	QA			
Mr.C.Manikandan	QA			

Total Time required for rejected	d product analysis in days
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 $(Determination\ of\ root\ cause,\ corrective\ action\ \&\ monitoring\ effectiveness\ of\ implementation)$

	MANAGEMENT VERIFICATION & CLOSURE						
Sign							
Date							
Name							
Head	Manufacturing	QA	Marketing	Unit Head			

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