

QSR Issues – Corrective actions

Part name & Part no. K2 – Caliper Body

Model- Customer complaint :Casting Blow Hole

Physical Phenomenon : Casting Blow Hole



Part Snap

Corrective Action Details

Before



Blow Hole observed at casting surface

After



Free from blow hole at casting surface

Part Name	Model	Vendor	Defect	Actions	T. Date	Status
			<p>Customer complaint – Blow Hole observed at casting surface</p> <p>Physical Phenomenon – Blow Hole observed at casting surface.</p> <p>Why 1; Blow Hole observed at casting surface</p> <p>Why 2: Gas get entrapped</p> <p>Why 3: Gas not able to escape through air vent</p> <p>Why 4: Coating deposited at air vent pin.</p> <p>Why 5: Air vent block</p> <p>Root: Vent pin block due to Coating deposited at air vent pin while applying dye coat</p>	<p>Containment Action :-</p> <ol style="list-style-type: none"> .ETL End – Qty rejected by ETL <p>Inspection side action Supplier End:-</p> <ol style="list-style-type: none"> Q-alert Displayed. Master sample provided ETL Visual standard displayed at final inspection and Master sample provided <p>Inspection side action ETL End:-</p> <ol style="list-style-type: none"> Q Alert displayed <p>Cause Side Action :-</p> <ol style="list-style-type: none"> Vent plug should be clean everyday once On job training given to the operator 100% final inspection should done 		<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p>

HORIZONTAL DEPLOYMENT : K11 caliper body

SUSTENANCE (PREVENTIVE) ACTIONS: First Piece inspection

SYSTEM ACTIONS :-In process Inspection, Process Audit & Product Audit

Corrective Action Details

ATS-HTA

QUALITY ALERT

Serial No: QA/HTA – 0163

Part Name : K2 & K11 – Caliper Body
Customer : ETL

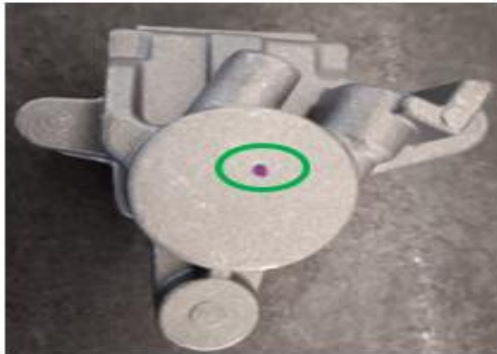
Date of Complaint : 07.08.2023
Customer Complaint : Blow Hole
Classification of Complaint : CUSTOMER COMPLIANT

Photo / Sketch

Defect Casting



OK Casting



Special Instruction

1. Check 100 % Final inspection

- Don't Despatch the casting with **Blow Hole in AsCast.**
- Should be check free from **Dent & Damage issue.**
- Should be check free from **excess flash.**
- Provide **dot mark on the top of the face area .**

Prepared by : B.Selvamuthukumaran

Approved by: S.Mani

Corrective Action Details

Before



Undercut found at riser area

After



Free from damage at casting surface

Part Name	Model	Vendor	Defect	Actions	T. Date	Status
			<p>Customer complaint – Undercut observed at riser area</p> <p>Physical Phenomenon – Undercut observed at riser area</p> <p>Why 1: Undercut observed</p> <p>Why 2: Unskilled manpower used for riser cutting</p> <p>Why 3: Training were not given to the operator</p> <p>Root: Casting not arranged in dedicated pallet</p>	<p>Containment Action :-</p> <ol style="list-style-type: none"> .ETL End – Qty rejected by ETL <p>Inspection side action Supplier End:-</p> <ol style="list-style-type: none"> Identification mark “Dot” Provided at particular area. Quality alert Displayed. ETL Visual standard displayed at final inspection and Master sample provided <p>Inspection side action ETL End:-</p> <ol style="list-style-type: none"> Q Alert displayed <p>Cause Side Action :-</p> <ol style="list-style-type: none"> On job training given to the operator 100% final inspection should done carried out as per ETL standard 		<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p>

HORIZONTAL DEPLOYMENT : K11 caliper body

SUSTENANCE (PREVENTIVE) ACTIONS: Separate Pallet has to provide

SYSTEM ACTIONS :-In process Inspection, Process Audit & Product Audit

Corrective Action Details

ATS-HTA

QUALITY ALERT

Serial No: QA/HTA – 0163

Part Name : K2 & K11 – Caliper Body
Customer : ETL

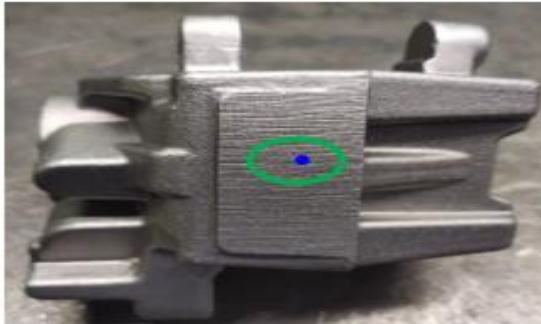
Date of Complaint : 07.08.2023
Customer Complaint : Undercut issue
Classification of Complaint : CUSTOMER COMPLIANT

Photo / Sketch

Defect Casting



OK Casting



Special Instruction

1. Check 100 % Final inspection

- Don't Despatch the casting with Undercut issue in AsCast.
- Should be check free from Dent & Damage issue.
- Should be check free from excess flash.
- Provide dot mark on the top of the face area .

Prepared by : B. Selvamuthukumar

Approved by: S.Mani