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CUSTOMER COMPLAINTS COUNTERMEASURES VERIFICATION 2018/19

Format no.: ISF-QA-041

MONTH- 2019/20






Sl No	CUST	QARS NO	COMPONENT	MODEL	Detail Of Non-Conformity	Customer / MAP-ID /Supplier	Rank (A/B/C)	Defected Qty.	OCC. FREQUENCY	Resp.	Section	DATE OF OCCURRENCE	EVIDENCE	Countermeasure / Action taken	Check Point	Target Condition Date(A+B+C+10 Days)	Submission of Counter measure	Apr-19	Sign	May-19	Sign	Jun-19	Sign	Jul-19	Sign	Aug-19	Sign	Sep-19	Sign		
1	HMSI-3F	QA/18-19/2WCC/001	GSRDN	K55G	Length Over size 0.13mm	HMSI	C	1	1	MANASI SAN	Supplier	07.04.18		Rule made only line incharge gave offset in work programme. Work program locked only authorized persons change in program. Rework stopped in GSRDN . 100% check point added again at final inspection. QA flash display at all concern areas.	Supplier check points Supplier check points Supplier check points 100% checking Supplier check points Reoccurrence(Yes/No) If Yes (Total Prod & Rej Qty) Reason For Reoccurrence	16.04.18	10.04.18	0 0 0 0 0 No 1 1	Manasi	0 0 0 0 0 No 1 1	Manasi	0 0 0 0 0 No 1 1	Manasi	0 0 0 0 0 No 1 1	Manasi	0 0 0 0 0 No 1 1	Manasi	0 0 0 0 0 No 1 1	Manasi		
2	HMSI-3F	QA/18-19/2WCC/002	Shaft Drive	KWPM	Extra Metal In side the Teeth	HMSI	C	2	1	Giridhar San / Nijo San	Q Gate /Shaft Line	23.05.18		Use of rubber Gloves in Laser marking & GRT inspection Add air blow of gear part during GRT inspection Check point added in the process and final stage & awaranness given to all concern associates	After GRT Visual Check 100% check in GRT Check sop Reoccurrence(Yes/No) If Yes (Total Prod & Rej Qty) Reason For Reoccurrence	30.06.18	28.06.18	0 0 0 No 1 1 1	G	0 0 0 No 1 1 1	G	0 0 0 No 1 1 1	G	0 0 0 No 1 1 1	G	0 0 0 No 1 1 1	G	0 0 0 No 1 1 1	G		
3	HMSI-3F	QA/18-19/2WCC/003	PKS	KTFN	Rain/hel Teeth Damage	HMSI	C	1	1	Manohar San/ seema san	forging/assy	07.06.18		Damaged solenoid valves are replaced by new one and one more air pipe added to hot piercing die to blow off any residual burr or scales solenoid valve check point added in TPM & SOP Billet cutting burr to be eliminate by monitoring cutter life .And billets to be shot blasted to ensure burr free billet till the cutter Before assembly the part ,ensure rachet teeth damage ,to be added in SOP	check visual and verify it Ensure it Check SOP Reoccurrence(Yes/No) If Yes (Total Prod & Rej Qty) Reason For Reoccurrence	16.06.18	16.06.18	0 0 0 No 1 1 1	Manohar	0 0 0 No 1 1 1	Manohar	0 0 0 No 1 1 1	Manohar	0 0 0 No 1 1 1	Manohar	0 0 0 No 1 1 1	Manohar	0 0 0 No 1 1 1	Manohar		
4	TVSM	QA/18-19/2WCC/004	SHAFT COMPRESSOR WHEEL	WEGO	OD Over size Spec :24.990-24.990 Obs :24.995mm	TVSM	C	1	1	LINGANN A SAN	HARD LINE	14.06.18		1.SOP to be made After Dressing method 2.dressing program correction to standardization . 3.Gauge setting Procedure Standardization to be Don traing will br given to all associates	SOP SOP verify Gauge setting method Reoccurrence(Yes/No) If Yes (Total Prod & Rej Qty) Reason For Reoccurrence	24.05.18	22.05.18	0 0 0 No 1 1 1	Lingann	0 0 0 No 1 1 1	Lingann	0 0 0 No 1 1 1	Lingann	0 0 0 No 1 1 1	Lingann	0 0 0 No 1 1 1	Lingann	0 0 0 No 1 1 1	Lingann		
5	TVSM	QA/18-19/2WCC/005	SHAFT CLUTCH	WEGO	All OD Under size From 0.05 to 0.4	TVSM	C	1	1	LINGANN A SAN	HARD LINE	20.06.18		input conveyor air ject blow is provided for center cleaning air blow conditionm check point added in I PM check sheet Rule to be modified considering the missing Factors like NG bin location , Accessibility Of NG bin Operator	check point to be verify Check SOP Reoccurrence(Yes/No) If Yes (Total Prod & Rej Qty) Reason For Reoccurrence	30.06.18	24.06.18	0 0 No 1 1 1	Lingann	0 0 No 1 1 1	Lingann	0 0 No 1 1 1	Lingann	0 0 No 1 1 1	Lingann	0 0 No 1 1 1	Lingann	0 0 No 1 1 1	Lingann		
6	TVSM	QA/18-19/2WCC/006	SHAFT CLUTCH	WEGO	PCD RUNOUT MORE	TVSM	C	1	1	NIJO SAN	SHAFT A	20.06.18		Air flushing mechanism to be provided to remove the chips completely from the center Air Flushing given below the conveyor for id cleaning of locator	check point to be verify IN TPM check point to be verify in TPM Reoccurrence(Yes/No) If Yes (Total Prod & Rej Qty) Reason For Reoccurrence	30.06.18	26.06.18	0 0 No 1 1 1	Nijo	0 0 No 1 1 1	Nijo	0 0 No 1 1 1	Nijo	0 0 No 1 1 1	Nijo	0 0 No 1 1 1	Nijo	0 0 No 1 1 1	Nijo		
7	TVSM	QA/18-19/2WCC/007	SHAFT CLUTCH	WEGO	TEETH PROFILE NG	TVSM	C	1	1	NIJO SAN	SHAFT A	03.07.18		Shaving Operation Dwell time Increase/Avoid(Dwell :3,-3,+3,-3, Add Final Product Lead And Profile Checking Daily Basis (All TVS part Nos At Final stage -1Pc/Day	Check point to be verify Check point to be verify in I PM Reoccurrence(Yes/No) If Yes (Total Prod & Rej Qty) Reason For Reoccurrence	13.07.18	11.07.18	0 0 No 1 1 1	Nijo	0 0 No 1 1 1	Nijo	0 0 No 1 1 1	Nijo	0 0 No 1 1 1	Nijo	0 0 No 1 1 1	Nijo	0 0 No 1 1 1	Nijo		
													CHECKED BY :-		Shivaranjan San													VERIFIED BY :-		Ujjal san/ Anoop san	
													APPROVED BY :-		Prashanth san																

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8	TVSM	QA/18-19/2W/CC/008	GCPD N	APACHE	BOSS OD OVER SIZE	TVSM	C	1	1	MANASI SAN	Supplier	30.06.18		Incomplete operation part will not Able to clamp at next Turning stage . (poka yoke Implement) Star GCPDN Laser Marking Fixture also made OD location (i.e. Dedicated fixture can only be used)	Check point to be verify IN TPM Check point to be verify in TPM Reoccurrence(Yes/No) If Yes (Total Prod & Rej Qty) Reason For Reoccurrence	10.08.18	8.08.18	0 0 NO 1 1	Manan	0 1 NO 1	Manan	0 0 NO 1	Manan	0 0 NO 1	Manan						
9	HMSI-3F	QA/18-19/2W/CC/009	SHAFT MAIN	KTE/K6 7F	SPLINE TIGHT	HMSI	C	47	1	NIJO SAN	SHAFT B	16.08.18		1.LM Guide ways & slide are wear out condition add in TPM check point & sop 2.Frequency set based on used, in 100% checking spline ring gauge used more than the identified Qty.	Check point to be verify Check point to be verify Reoccurrence(Yes/No) If Yes (Total Prod & Rej Qty) Reason For Reoccurrence	26.08.18	22.08.18	0 0 NO 1	fy	0 NO 1	fy	0 NO 1	fy	0 NO 1	fy						
10	HMSI-3F	QA/18-19/2W/CC/010	GEAR COMP FINAL	KWPM	LOOSE BURR	HMSI	C	7	1	LINGANN A SAN	HARD LINE	17.09.18		1.Lifting fixture to be Corrected and Re-use 2. Lifting fixture retaping done properly mounted 3. Manual Air cleaning to be done after pressing 100 % 1.In process sheet burr check point to be add 2.After assembly burr visual check doing 100 % putting black marking on shaft final	Check in machine verify Verify Reoccurrence(Yes/No) If Yes (Total Prod & Rej Qty) Reason For Reoccurrence	27.09.18	26.09.18	0 0 0 NO 1	Lingann	0 0 0 NO 1	Lingann	0 0 0 NO 1	NO	0 0 0 NO 1	NO	0 0 0 NO 1	NO				
11	HMSI-3F	QA/18-19/2W/CC/011	GEAR COMP FINAL	KWPM	LOOSE PRESS FIT	HMSI	B	1	1	LINGANN A SAN	HARD LINE	20.09.18		Rule to be made MRN Clearance system based on critical process item IPG made in working condition Check point added on TPM for monitoring daily bases SOP to be made sizemattic control setting 1.Spray Paint apply on individual part. And updated SOP 2. Part flow movement to be define in SOP 1.Hanlding rule to be define for key handling by authorized person. 2.Daily base monitor NG Part counting system to be follow	check process Check TPM Check SOP Check SOP check process Reoccurrence(Yes/No) If Yes (Total Prod & Rej Qty) Reason For Reoccurrence	30.09.18	25.09.18	0 0 0 0 0 NO 1	Lingann	0 0 0 0 0 NO 1	Lingann	0 0 0 0 0 NO 1	NO	0 0 0 0 0 NO 1	NO	0 0 0 0 0 NO 1	NO				
12	HMSI-3F	QA/18-19/2W/CC/012	SHAFT COMP CAM	KTE	FLANGE BROKEN	HMSI	C	1	1	SEEMA SAN /MANASI SAN	ASSY/ RQA	03.10.18		A suite Has been Provided on Machine By which one by one Part gone in input no changes of Drop Down A safely Plate (Poka -Yoke) Has been Provided on Machine Near water tank so that there is no chance to piece fall down into water & get Quench 100% MPI Will be done for one Month Training & Awaranness Has been given to the concern Persaon about the issue	Supplier Check Point Supplier Check Point Supplier Check Point Assy & Final Inspection Reoccurrence(Yes/No) If Yes (Total Prod & Rej Qty) Reason For Reoccurrence	08.10.18	13.10.18	0 0 0 0 NO 1	Manan	0 0 0 0 NO 1	Manan	0 0 0 0 NO 1	Manan	0 0 0 0 NO 1	Manan						
													CHECKED BY :-		Shivaranjan San																
													VERIFIED BY :-		Ujjal san/ Anoop san																
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13	HMSI-3F	QA/18-19/2WCC/013	SHAFT DRIVE	KWPM	Dia 20 0.04MM OVER SIZE	HMSI	C	7	1	LINGANNA SAN	HARD LINE	09.01.19		DIA CONTROL UNDER STAND BY OPERATOR X - R CHART CONTROL SHEET FOLLOW DAILY 5 PART IN CONTROL CHART (SHIFT A - 2 PARTS , SHIFT B - 2 PARTS & SHIFT C - 1 PART) PAST DATA UCL & LCL TO BE CALCULATE AND CHANGE THE X BAR, R CHART TO CHANGE THE CONTROL LIMIT IN SHEET INPROCESS QUALITY PERSON TO BE ENSURE DAILY BASES RING GUAGE CHECKING FREQUENCY TO BE FIX EVERY 30 NOS IN PROCESS SHEET & FOLLOW IN MASS PRODUCTION IN DAILY BASES. MASTER TO BE PROVIDED FOR LINE GAUGE & Q GATE CROSS CHECK CO RELATION IN CENTER PLACE . 1) PRODUCTION ARG AIR JET POSITIONIS REFFERED FROM TOP 4 MM DOWN PART DIAMETER REFFERING 2) Q GATE ARG AIR JET POSITION REFFERED FROM BOTTOM TO 4MM TOP PART DIAMETER REFFERING . PART CYLINDER CITY CHECK TO BE FOLLOW DAILY BASES 1 PART BASED CYLINDER CITY OK QA JUDGMENT	CHECK ON MACHINE VERIFY VERIFY CHECK & VERIFY CROSS CHECK CHECK & VERIFY CHECK LOT CONTOL & REPORT Reoccurrence(Yes/No) If Yes (Total Prod & Rej Qty) Reason For Reoccurrence	19.01.19	20.01.19	0		0		0		0		0		0		0		0		0		0		0		0	
14	HMSI-3F	QA/18-19/2WCC/014	SHAFT COMP CAM	KWPG	Decomp Moment Less Due to Abnormal Noise	HMSI	C	9	1	GIRISH SAN	CAM LINE	28.01.2019		Sop has to be make for machine axis and part center line truing Master truing check point to be added in equipment check sheet once in month Program no and work offset number has to be display in respective line. 1/day checking inspection started in CMM. Check point added in final inspection SOP. Awareness given all final inspection to the arm- comp movement fully opened.	Check in sop verify it Check Program Check the Reports Verify the SOP Reoccurrence(Yes/No) If Yes (Total Prod & Rej Qty) Reason For Reoccurrence	08.02.19	06.02.19	0		0		0		0		0		0		0		0		0		0		0			
0		IMPLEMENTED																																							
		PARTIALLY IMPLEMENTED																																							
		NOT IMPLEMENTED																																							



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1	HMSI-3F	QA/19-20/2W/CC / 001	Gear Counter	KWPM	Nicks Found on Teeth (Dent OnTeeth)	MAP-ID	C	6	1	Ramesh Babu/ Giridhar	Gear A/ Q Gate	08-04-2019		Part to Parts Touches Jig Has Scraped from Line. Jig Nos and Seperator Life monitoring Started / Awareness Given to All Associate On Job Training and awareness for Associates Monthly IZIWARU (Poisson) Test-At GRT Inspection	Damage Seperator not to use Update Life Monitoring Shet Associate Awareness about the Issue Intergation with Inspector Test Report Reoccurrence(Yes/No) If Yes (Total Prod & Rej Qty) Reason For Reoccurrence	13.04.19	10.04.19	.	.	0	.	0	.	0	.	0	.	0	.	0	.								
O IMPLEMENTED															-										.														
PARTIALLY IMPLEMENTED															-										.														
X NOT IMPLEMENTED															-										.														
CHECKED BY :-												Shivaranjan San		-												.													
VERIFIED BY :-												Ujjal san/ Anoop san		-												.													
APPROVED BY :-												Prashanth san		-												.													

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S/No	CUST	Q/MS No	COMPONENT	MODEL	Detail Of Non-Conformity	Customer / MAP-ID / Supplier	Rank (A/B/C)	Defects d Qty	OCC. FREQUENCY	Resp.	Section	DATE OF OCCURRENCE	EVIDENCE	Countermeasure / Action taken	Check Point	Target Completion Date(A=5/B=8/C=10 Days)	Submission of Counter measure	Apr-19	Sign	May-19	Sign	Jun-19	Sign	Jul-19	Sign	Aug-19	Sign	Sep-19	Sign
2	QA/19-202/WCC /002	GEAR	PKS	KTEN	RATCHET DAMAGE FOUND IN KTEN -PKS	MAP-ID BAWAL	C	1	1	SEEMA /MANASI SAN	ASSY/BAWAL FORGING	13.06.19		DIE SET AREA PROPER CLEANING TO DONE BEFORE LOADING OF EACH NEW DIE WITHOUT FAILURE.	NA	22.06.19	20.06.19	-		-		-		-		-		-	
														TRAINING GIVEN TO FORGING OPERATORS ABOUT CLEANING OF DIE SET AREA ON DAILY BASIS.	NA			-		-		-		-					
														TRAINING GIVEN TO ALL OPERATORS REGARDING RATCHET DAMAGE ISSUE. ✓	NA			-		-		-		-					
														ADD CHECK POINTS AT ASSY STATION AND AWARENESS GIVEN TO THE ASSY ASSOCIATE ✓	TO BE CHECK I& VERIFY THE SOP			-		-		-		-					
														Reoccurrence(Yes/No)	-				-		-		-		NO				
														If Yes (Total Prod & Rej Qty)	-				-		-		-		11				
														Reason For Reoccurrence	-				-		-		-		11				
3	QA/19-202/WCC /003	SHAFT	MAIN	KTE	KTE 3M CIRCLIP GROOVE MISS	MAP-ID	B	1	1	NIJO SAN / SEEMA SANGIRIDH AR SAN	SHAFT B/Q GATE / ASSY	26.06.2019		AUTO UNLOADING OF ABNORMAL PART BY GANTRY(FEASIBILITY) ✗	TO BE CHECK FEASIBILITY	02.07.2019	31.07.2019	-		-		-		-		-		-	
														LOGIC CHANGE FOR CHIP CONVEYOR OVER LOAD ISSUE AND POWER BACKUP(CYCLE SHOULD STOP AFTER	ALARM LIST & PART CONDITION			-		-		-		-					
														TOOL TRAILS WITH NEW CHIP BREAKER GEOMETRY	TO BE CHECK INSERT TYPES			-		-		-		-					
														MODIFY THE J-TOOL TO OPERATE SINGLE TOOL FOR TWO ACTIVITIES.	CHECK & VERIFY			-		-		-		-					
														J TOOL CHECKING NORMAL AND ABNORMAL CONDITION ADDED IN SOP.	CHECK & VERIFY THE SOP			-		-		-		-					
														DETECTION IN SCANNING TO BE IMPLEMENT ✗	TO BE CHECK FEASIBILITY			-		-		-		-					
														Reoccurrence(Yes/No)	-				-		-		-		NO				
4	QA/19-202/WCC /004	SHAFT	MAIN	K67F	PLUG IMPROPER PRESS IN MAIN SHAFT	MAP-ID	C	1	1	SEEMA SAN	ASSY	08.07.2019		100% DEPTH CHECK BYPLUG FIT PUNCH BUTTING ON PART SURFACE AFTER PLUG FITTING TILL ->(PERMANENT C/M TARGET DATE)	TO BE CHECK & VERIFY	17.07.2019	14.07.2019	-		-		-		-		-		-	
														CORRECT M/C CYLINDER BY THE HELP OF MAINTAINCE.	TO BE CHECK & VERIFY			-		-		-		-					
														HYDRAULIC OIL LEVEL CHECKPOINT TO BE ADDED IN TPM	TO BE CHECK & VERIFY			-		-		-		-					
														REJECTION BIN PROVIDED FOR KEEPING ALARAM NG PART	TO BE CHECK & VERIFY			-		-		-		-					
														GAUGE MODIFICATION TO BE DONE IN ROLL TESTING JIG-1 ✓	TO BE CHECK & VERIFY			-		-		-		-					
														Reoccurrence(Yes/No)	-				-		-		-		NO				
														If Yes (Total Prod & Rej Qty)	-				-		-		-		11				
Reason For Re-occurrence	-		-		-		-		11																				
O IMPLEMENTED											CHECKED BY :-	Shivaranjan San			-		-		-		-		-		-				
Δ PARTIALLY IMPLEMENTED											VERIFIED BY :-	Ujjal san/ Anoop san			-		-		-		-		-		-				
X NOT IMPLEMENTED											APPROVED BY :-	Prashanth san			-		-		-		-		-		-				