

CUSTOMER COMPLAINTS COUNTERMEASURES VERIFICATION 2018/19

Format no.: ISF-QA-041

MONTH- 2019/20

CUST	QARS NO	COMPONEN ET -	MODEL	Detail Of	Customer / MAP-ID /Supplier	Rank Defe (A/B/C) d Q	OCC.	N Resp.	Section	DATE OF OCCURANCE	EVIDENCE	Countermeasure / Action taken	Check Point	Targel Completion Date(A=56)=MC=10 Days	Submission of Courter	Apr-19	Sign	May-19	Sign	Jun-19	Sign J	ul-19 Sigr	Aug-19	Sign	Sep-19	Si
		ET -		Non-Confirmity	Supplier	(A/B/C) d C	ry. CY	neap.	Jeotion	OCCURANCE				Date(A=S⊕=&C=10 Days	() подкле		Jigii		oigii					Jigii	ochia	- 31
											Salan C	Rule made only line incharge gave offset in work programme.	Suplier check points			0		0		0		0	10			
											070 2 17	Work program locked only authorized persons change in program.	Suplier check points			0		0		0		0	0			
											874	Rework stopped in GSRDN .	Suplier check points			0	ż	0	· `c	Q	٦٤ 📑	0 3	0	1	r	
M31-3F	QA/18- 19/2W/CC/	G3RDN	K55G	Length Over size	HMSI	a s	1 31	MANASI	Suplier	07 04 18	1 3 My	100% check point added again at final inspection.	100% checking	16.04.18	10.04.18	0	127	.0	2	0	8	0 3	0	" L	,	
	001			0 13mm				SAN				QA flash display at all concern areas.	Suplier check points	10.04.10	10.04.10	0	12	0	-4	0	7	5 0	0	2		
												- ''	Reoccurance(Yes/No)				4	NO	20	No	1	10 5	No	3		
													If Yes (Total Prod & Rej Qty)	-		NO		700	· V	L/10	<	-		4		
													Reason For Reoccurance					-		_		-				
											THE RESERVE TO SERVE	Use of rubber Gloves in Laser marking & GRT inspection	After GRT Visual Check 100%			0		0		0		0	0			-
												Add air blow of gear part during GRT inspection	check in GRT			0		0		0		0	0			1
	QA/18-							Giridhar			KIN TO THE	Check point added in the process and final stage & awaraness given to a					n		0		0	2 0	0	0		4
HMSI-3F	19/2W/CC/ 002	Shaft Drive	KWPM	Extra Metal In side the Teeth	HMSI	c :	2 1		O : Q Gale /Shaft Line	e 23 05 1 5		concern associates	опеск вор	30.06.18	28.06.18	0	LIL	0	SHE	0	la.	O M		TO		
								San			CO. Company		Reoccurance(Yes/No)	_		No	严	No	W	NO		Vo A	No	140		
													If Yes (Total Prod & Rej Qty)	-		-		-					==			4
		_			-	-						Damaged solenoid valves are replaced by new one and one more air pip	Reason For Reoccurance		-	.,				_		_				-
											AMA	added to hot piercing die to blow off any residual burr or scales solenoid				6		_		^			A	\		
											100	valve check point added in TPM & SOP	thouse thouse and tomy is			0		0		0	1	3	6	2		
								Manohai	г			Billet cutting burr to be eliminate by monitoring cutter life .And billets to b	Ensure it	16.06.18	16.06,18	•		0		0	1	2	0	7		1
IMSI-YF	QA/ I8- 19/7W/GC/	PKS	KTFN	Raichet Teeth Damage	HMS1	¢	1 1	San/ seema	forging/accy	07.05 18	6 JA	shot blasted to ensure burr free billet till the cutter	Liisule it	10.00.10	10.00,10	0			,		12			7		
	000							san			A CHIEF OF	Before assembly the part ,ensure rachet teeth damage ,to be added in SOP	Check SOP			0	Melly	OX	40/0	0	1	0 3	0	2		
								1			THE RESERVE TO SERVE		Reoccurance(Yes/No)			No	N.	No	Ol	No 1	1	A P	NO	3		
										2	- AND		If Yes (Total Prod & Rej Qty)			-		-		-	100	-	-			
	-		_										Reason For Reoccurance					-		-		=	-	2	,	
											Spec:24,990-24,990 Obs : 24,995	1.SOP to bre made After Dressing method	SOP			0		0		0	1	O	0			
												2.dressing program correction to standardization	SOP			0	X	0	3	0		0	0			
	QA/18-	SHAFT		OD Over size				LINICANI	M			3.Gauge setting Procedure Standardization to be Don traing will br given				^	7/1		3'	•	- ₁ [•	1 0	1	/	
TVSH	19/7W/CC/ 004	COMPREAR WHEEL	WEGO	Spec :24 980 24 990 Obs 24 995mm	TVSM	С	E B	LINGANI A SAN		14 06 18		to all associates	verify Gauge setting method	24.05.18	22.05.18	0	3	0	3	(0)	Me	o an	1	W.	'	
											REFERENCE IMAGE		Reoccurance(Yes/No)			NO	3	No	. ?	No	N	No B	No	0		
													If Yes (Total Prod & Rej Qty)				_		_	-		-				
													Reason For Reoccurance			-		-		-		-	-			
											[57] = 3). [input conveyor air ject blow is provided for center cleaning air blow	check point to be verify					_	0	0		_				7
											The state of the s	conditionm check point added in TPM check sheet	check point to be verify			0	1	0	3	0		0	O			
	QA/18-	QUAFT		All OD II do I o Fo				LINGANI	M			Rule to be modified considering the missing Factors like NG bin location	n Check SOP			^	5	0	3	0	11	0	0	\ \ /	1	
TVSM	19/2W/CC/ 005	CLUTCH	WEGO	All OD Under size From 0.05to0 4	TVSM	c	1) ()	A SAN	HARD LINE	20 06 18	N 101 101 10	, Accessibility Of NG bin Operator		30.06.18	24.06.18	0	20		7	A D.	all .	0	1	1/2		
													Reoccurance(Yes/No)			NO	0	NO	1	100	4	MA	NO	a		-
													If Yes (Total Prod & Rej Qty)			-							_			
	-	-			-	-			-		(2)	Air flushing mechanisum to be proveded to remove the chips completely	Reason For Reoccurance		_						-			-	-	-
											West In	from the center	check point to be verifyIN TPM			0		0	^	0		0	0			
	QA/16-	CHAFT									Transfer To	Air Flushing given below the conveyor for id cleaning of locator	check point to be verify in TPM			0	1.	0	1:	1	0	0 0	0	>		
TVSM	QA/18- 19/2W/CC/ 006	SHAFT CLUTCH	WEGO	PCD RUNOUT MORE	TVSM	С	1 1	NIJO SA	N SHAFTA	20 06 18			Reoccurance(Yes/No)	30.06.18	26.06.18	No	M	No	m	nn	1:	NO 9	NO	m	r	
											- Zara Corta		If Yes (Total Prod & Rej Qty)			140	I	100	. 1	U	(L)	-	X -	J /	1	
													Reason For Reoccurance			-		_				12	-			
												Shaving Operation Dwell time IncreseAvoid(Dwell :3,-3,+3,-3,	Check point to be verify			0		0		0		0	0	-		
												Add Final Product Leed And Profile Checking Daily Basis (All TVS part				0		, 0		_	1 1	m 0	0	J	1	
TVSM	QA/18 19/2W/CC/	SHAFT CLUTCH	WEGO	TEETH PROFILE NG	TVSM	С		NIJO SA	N SHAFT A	03 07 16	716	Nos At Final stage -1Pc/Day	Check point to be venty in LPM	13 07 18	11.07.18		0	/	A	0	1.1	NO X	2	no		
	007	CLUTCH		112-114	1			1100 0/1		11	401		Reoccurance(Yes/No)	10.07=10	11.07.10	No	(A)	No	m	NO	h.y	No	1 NO	4.5		
											1 1 1 1		If Yes (Total Prod & Rej Qty)			-	5	والسو	1/1	-			-			
				_									Reason For Reoccurance			IA	Ō.	A	8/	An.	D):	AND	10	1		
e	MPLE	EMENTED							CHECH	KED BY :-	Shivaranjan San					(8)	Moyo4	10	1/15	(8/3)	/	(AN)	- 18X			
7	PAR	RTIALLY MENTED							VERIF	TED DY :-	Ujjal sani Anoop san	79					1	100	. D	111:	1	11::- 0	Util	1 -		
_	MILL										- V		6			Tille	H	Ul	4	Ujja	4	Ujjaj	Lyja	1/		
2	NOT IMP	PLEMENTED							APPRO	OVED BY :-	Prashanth san					16.2	/	()		(90	2	0	(~)	-/		

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No	CUST	QARS NO	COMPONEN ET	MODEL	Detail Of Non-Confirmity	Customat I MAP-ID /Supplier	Rank (A/B/C)	Defecte FRI	OCC. EQUEN CY	Resp.	Section	DATE OF OCCURANCE	EVIDENCE	Countermeasure / Action taken	Check Point	Target Competor Care(A-555-5C+10/Jay	Submission of Countri (f) measure	Apr-19	Sign	May-19	Sign	Jun-19	Sign	Jul-19	Sign Au	g-19 S	Sign S	Sep-19	Sigr
														Incomplete operation part will not Able to clamp at next Turning stage (poka yoke Implement	Check point to be verifyIN TPM			0		0		0	- 1	0	×) 1	9	2		
		QA/18- 19/2W/	GCPD	APACH	BOSS OD	7.01				MANAS1		00.00.40		Star GCPDN Laser Marking Fixture also made OD location (i.e. Dedicated fixture can only be used)	Check point to be verify in TPM			0	à	0	1/6	0	3	Ô	3	9	2		
I	VSM	CC/ 008	N	Е	OVER SIZE	TVSM	1 C	1	1	SAN	Suplier	30.06.18	Specification 39,936-39,975 Observed:40,102		Reoccurance(Yes/No)	10.08.18	8.08.18	NO	کے	NO	200	No	3	NO	2 1	o	2	147	
		000													If Yes (Total Prod & Rej Qty)			-	20		0		3	-			2		
															Reason For Reoccurance			-			4	· ·		-	14	- "	-		
					v	3								1.LM Guide ways & slide are wear out condition add in TPM check point & sop	Check point to be verify			0		0		0		0	(\supset			
ŀ		CC/	SHAFT MAIN	KTE/K6 7F	SPLINE TIGHT	HMSI	ı C	47	1 1	NIJO SAN	SHAFT B	16.08.18	S. C.	2.Frequency set based on used, in 100% checking spline ring gauge used more than the identified Qty.	Check point to be verify	26.08.18	22.08.18	O	杨	0	And M	0	0	0	100	0 1	to.		
		009													Reoccurance(Yes/No)			NO		NO	- 1	NO	9,	NO !	1 N	70	1		
															If Yes (Total Prod & Rej Qty)			-		1			400	-	M) -	=			
															Reason For Reoccurance			-		-		-	17			-			
														1.Lifiting fixture to be Corrected and Re-use 2. Lifiting fixture retaping done properly mounted 3. Manual Air cleaning to be done after pressing 100 %	Check in machinre			0	نې	0		6		0		0			
		QA/18	0545										LOOSE BURR [CHIPS] OBSERVED IN GEAR COMP	1.In process sheet burr check point to be add	verify			0	Š	0	8	0		0		0			
1	MSI- 3F	19/2W/ CC/	GEAR	KWPM	LOOSE BURF	R HMSI	С	7	1 1	LINGANN A SAN	HARD LIN	E 17.0918	FINAL	After assembly burr visual check doing 100 % putting black marking on shaft final	Verify	27.09.18	26.09.18		8	0	Salva	0	31	\bigcirc	0	0 0	THE	•	
		010													Reoccurance(Yes/No)			NO	تر ،	No	4	No	8	No	3	10	S/ -		
															If Yes (Total Prod & Rej Qty)			-	ر.	-	3					-			
															Reason For Reoccurance			-		-		_		-		-			
Ť																	_		_						5)				
													Defective	Rule to be made MRN Clearence system based on critical process item				0		O		0		0	(
													A DE	IPG made in working condition Check point added on TPM for monitoring daily bases	Check TPM			0		0		O		0	(0			
		OA/18												SOP to be made sizemattic control setting	Check SOP			0		0		0		0	()			
ŀ	MSI- 3F	19/2W/ CC/	GEAR COMP FINAL	KWPM	LOOSE PRESS FIT	HMS	І В	1	1	LINGANN A SAN	HARD LIN	E 20.09.18	Claim Flow (8) Vol. 33.6 Ph/25 COC (flowress in 1) 8.6 Ph/16.1 (1) Claim (1) (2) Claim (1) (3) Claim (1) (4) Claim (1) (5) Claim (1) (6) Claim (1) (7) Claim (1) (8) Claim (1) (9) Claim (1) (9) Claim (1) (9) Claim (1) (1) Claim (1)	Spray Paint apply on indivisual part. And updated SOP Part flow movement to be define in SOP	Check SOP	30.09.18	8 25.09.18		nre	0	Sam	0	2		3		Mes	,	
		011												Hanlding rule to be define for key handling by authorized person. Daily base monitor NG Part counting system to be follow	check process			0	1 87	0	as a	0	3	0	4)	Ohy.		
			9												Reoccurance(Yes/No)			No	17	NO	2	No		No	1	40			
															If Yes (Total Prod & Rej Qty)			-	ی	_		_		-		P			
															Reason For Reoccurance			-						-		_			
														A suite Has been Provided on Machine By which one by one Part gone in input no changes of Drop Down	Supplier Check Point			0		0		0		O		0			
													The state of the s	A safefy Plate (Poka -Yoke) Has been Provided on Machine Near water tank so that thre is no chance to piece fall down into water & get Quench	Supplier Check Point			0		0		0		0		\bigcirc	2		
ŀ	MSI- 3F	19/200/	SHAFT	KTE	FLANGE	HMS	SI C	1	1	SEEMA SAN	ACCVI DO	QA 03.1018		100% MPI Will be done for one Month	Supplier Check Point	09 40 4	8 13.10.1	. 0	25	0	4	. 0	-31	0	8	0	B		
	3F	CC/ 012	CAM	ME	BROKEN	I IIVIO	,, 0	1	'	/MANASI SAN	7001/K	kr VJ IV I		Training & Awaraness Has been given to the concern Persaon about the issue	Assy & Final Inspection	VO. IV. I	0 13 10 1	0	3	6	gui	0	2	0	Sold Sold Sold Sold Sold Sold Sold Sold	0 3	2 /		
													CRACK		Reoccurance(Yes/No)			NO	2	No	2	No		NO	2	NO.			
															If Yes (Total Prod & Rej Qty)			-		-	<	-	_						
															Reason For Reoccurance	2 10		-		7		_				_			
	0	IMPLEN	MENTED								CHEC	KED BY :-	Shivaranjan San					8/2	22/04	8/2	1/2/100	do	~	(8)	6	RE	ě		
	7		TIALLY MENTED								VERIF	TED BY :-	Ujjal san/ Anoop san					ujje		ly	ial	Ujj	a) 10	L UÜ	al U	Hal	1		
		N	OT								40000	WED DV	Prashanth san					00		d		26	71 ~	001	1	1/			



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QARS NO	COMPONEN	MODEL	Detail Of Non-Confirmity	MAP-ID /Supplier	(A/B/C) d Qt	y. CY	Resp.	Sectio	DATE OF OCCURANCE	EVIDENCE	Countermeasure / Action taken	Check Point	Target Completion Date(4:595-9/C=13 Says	Submission of Counter Tealisure	Apr-19	Sign	May-19	Sign	Jun-19	Sign .	ul-19 S	ign Aug-19	Sign	Sep-19	9 Sig
											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)	CHECK ON MACHINE			0		0		O		0	0			
											PAST DATA UCL & LCL TO BE CALCULATE AND CHANGE THE X BAR, R CHART TO CHANGE THE CONTROL LIMIT IN SHEET	VERIFY			0		0		0		0	0			
											INPROCESS QUALITY PERSON TO BE ENSURE DAILY BASES	VERIFY			0		0		0		0	0			
							8			Commence of the	RING GUAGE CHECKING FREQUNECY TO BE FIX EVERY 30 NOS IN PROCESS SHEFT & FOLLOW IN MASS PRODUCTION IN DAILY BASES.	CHECK & VERIFY			0	86	0		0		0	0			
QA/18- 19/2W/CC/	SHAFT DRIVE	KWPM	Dua 20 O OAMMO OVER SIZE	HMSI	30 Z			HARD LIN	09 01 19	3	MASTER TO BE PROVIDED FOR LINE GAUGE & Q GATE CROSS CHECK CO RELATION IN CENTER PLACE .	CROSS CHECK	19.01.19	20.01.19	0	3	0	8	0	1		/ 0			
013	SINE		VVIIII OVEN OIZE				SAN				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.	CHECK & VERIFY			0	ingan	0	(, tem	0	B		21	The state of the s	/	
											PART CYLINDERCITY CHECK TO BE FOLLOW DAILY BASES 1 PART BASED CYLINDERCITY OK QA JUDGMENT	CHECK LOT CONTOL & REPORT			0		0		0		0	0			
												Reoccurance(Yes/No)			NO		NO		No		W	NO			
												If Yes (Total Prod & Rej Qty)			~		-		=		n.	-			
												Reason For Reoccurance			-				(I)		=	_			
											Sop has to be make for machine axis and part center line truing	Check in sop			0	4	0		0		0	0			
										NG NG	Master truing check point to be added in equipment check sheet once in month	verify it			0	3	0	3	0		0 %	0			
											Program no and work offset number has to be display in respective line.	Check Program			0	(3	0	31	0	3	0	30	9	/	
08/18											1/day checking inspection started in CMM.	Check the Reports			0		0	0	0	(2)	0	0	3	>	
19/2W/CC/ 014	SHAFT COMP CAM	KWPG	Decomp Moment Less Due to Abnormal Noise	HMSI	C 9	1	GIRISH SA	IN CAMILIN	28 01 2019		Check point added in final inspection SOP. Awareness given all final inspection to the arm- comp movement fully opened.	Verify the SOP	08.02.19	06.02.19	0	3	0		0		0	0	3		
										4, 12		Reoccurance(Yes/No)			No	3	No		NO		NO	NO			
												If Yes (Total Prod & Rej Qty)			_	,	_		-		~	_			
												Reason For Reoccurance			_	ļ.	-		-			_			
IMPLE	MENTED							୍ର	ECKED BY >	Shivaranjan San					(3)	104	80	21/05	Q?	N	80	(g)	1		
PARTIALLY	MPLEMENTED							VI	RIFIED BY :-	Ujjal san/ Anoop san					moved of	1	1, ,	0	with	1		A win	1		
															The state of	7	M	ey	ulle	4	Mic	1 3) /	,	
	QA/18- 19/ZW/CC/ 013	QA/IB SHAFT	QA/IB- 19/2W/CC/ 013 DRIVE KWPM OA/IB- 19/2W/CC/ 014 COMP CAM- KWPG	OA/18- 19/2W/CC/ 013 SHAFT DRIVE KWPM Dua 20 0 04MM OVER SIZE OA/18- 19/2W/CC/ 014 COMP CAM- KWPG Decomp Moment Less Due to Abnormal Notes	QA/18- 19/2W/CC/ 013 SHAFT KWPM 0-04MM OVER SIZE HMSI 013 Decomp Moment Less 19/2W/CC/ 014 Due to Abnormal Noise HMSI IMPLEMENTED.	OA/18- 19/2WCC/ 013 SHAFT KWPM 0 DMM OVER SIZE HMSI © 7 19/2WCC/ 014 SHAFT KWPG Decomp Moment Less Due to Abnormal Noise HMSI C S IMPLEMENTED:	OATIB- 1927WCC2 013 OATIB- 1927WCC2 014 OATIB- 1927WCC2 015 OATIB- 1927WCC2 016 OATIB- 1927WCC2 017 OATIB- 1927WCC2 017 OATIB- 1927WCC2 018 OATIB- 19	OA/18- 1927/WCC/ 013 DRIVE RWPM Da 20 1 LINGANN/ SAN SAN OA/18- 1927/WCC/ OIA COMP CAM- NWPG Decomp Moment Less Due to Abnormal Notice HMSI C 9 1 GIRISH SA	OA/18- 1927/WCC/ 013 SHAFT KWPM 05MM OVER SIZE HMSI C 7 1 LINGANNA HARD LINE 1927/WCC/ 014 Decomp Moment Less Due to Rocomal Noise HMSI C 9 1 GIRISH SAN CAM LINE	OATIS- 197/WCC7 013 SHAFT 197/WCC7 013 SHAFT 197/WCC7 197 SHAFT 197/WCC7 197 SHAFT 197/WCC7 198 SHAFT 197/WCC7 SHAFT 197	DATE INVACCO CAMP CALL. NAME DECRET NAME AND DECRET NAME AND DECRET NAME AND C 2 I GIRISH SAM CAMUNE 2001 2019 DECRET NAME AND DECRET NAME AND DECRET NAME AND C 2 I GIRISH SAM CAMUNE 2001 2019 DECRET NAME AND DECRET NAME AND DECRET NAME AND C 2 I GIRISH SAM CAMUNE 2001 2019 DECRET NAME AND DECRET	DIA CONTROL UNDER STAND BY OPERATOR X. R. CHART CONTROL CHEET FOLLOW MAILY SPART IN CONTROL CHART CONTROL CHART SHIFT 1.2 PARTS, SHIFT 1.2 PARTS, SHIFT 1.2 PARTS SHIFT 1.2 PA	DIA CONTROL UNDER STAND BY OPERATOR X - R CHART (CHECK ON MACHINE STAND BY OPERATOR X - R CHART (CHECK ON MACHINE STAND BY OPERATOR X - R CHART (CHECK ON MACHINE STAND BY OPERATOR X - R CHART (CHECK ON MACHINE STAND BY OPERATOR X - R CHART (CHECK ON MACHINE STAND BY OPERATOR X - R CHART (CHECK DOWNED THE X PARTS BASINE C - PART) BASE DATA US. & LC. TO BE CALCULATE AND CHANCE THE X VCRIEV VCRIEV STAND BY OPERATOR X - R CHART (CHECK BY SHORE DAILY SASSS VCRIEV STAND BY OPERATOR X - R CHART (CHECK BY SHORE DAILY SASSS VCRIEV STAND BY OPERATOR X - R CHECK BY SHORE DAILY SASSS VCRIEV STAND SHORE THE CHECK BY SHORE DAILY SASSS SHEET A FOLLOW IN MASS PRODUCTION IN DIALY SASS SHEET A FOLLOW IN MASS PRODUCTION IN DIALY SASS SHEET A FOLLOW IN MASS PRODUCTION IN DIALY SHORE SHORE DAILY SASS SHEET A FOLLOW IN MASS PRODUCTION IN DIALY SHORE SHORE DAILY SASS SHEET A FOLLOW IN MASS PRODUCTION IN DIALY SHORE SHORE DAILY SASS SHEET A FOLLOW IN MASS PRODUCTION IN DIALY SHORE SHORE SHORE DAILY SASS SHEET A FOLLOW IN MASS PRODUCTION IN DIALY SHORE SH	DIA CONTROL UNDER STAND BY OPERATOR X - R CHART COMING. SHEET TO LOVE DAILY S PRAT TO COMING. SHEET COMING. SHEET TO CONTROL SHEET COMING. S	DIA CONTROL UNDER STAND BY OPERATION X: A CHART CONTROL UNDER STAND BY OPERATION X: A CHART CONTROL UNDER STAND BY OPERATION X: A CHART CONTROL SPEET FOLLOW DAILY & PART IN CONTROL CHART PART DATA FULL A LIC TO BE CALCULAR SPEET OF A CHART PART DATA FULL A LIC TO BE CALCULAR SPEET OF A CHART PART DATA FULL A LIC TO BE CALCULAR SPEET OF A CHART PART DATA FULL A LIC TO BE CALCULAR SPEET OF A CHART PART DATA FULL A LIC TO BE CALCULAR SPEET OF A CHART PART DATA FULL A LIC TO BE CALCULAR SPEET OF A CHART PART DATA FULL A LIC TO BE CALCULAR SPEET OF A CHART PART DATA FULL A LIC TO BE CALCULAR SPEET OF A CHART PART DATA FULL A LIC TO BE CALCULAR SPEET OF A CHART PART DATA FULL A LIC TO BE CALCULAR SPEET OF A CHART PART DATA FULL A LIC TO BE CALCULAR SPEET OF A CHART PART DATA FULL A LIC TO BE CALCULAR SPEET OF A CHART PART DATA FULL AND A CHART TO CHART OF A CHART PART DATA FULL AND A CHART TO CHART OF A CHART PART DATA FULL AND A CHART TO CHART OF A CHART PART DATA FULL AND A CHART TO CHART OF A CHART PART DATA FULL AND A CHART PART DATA	DA COUTROL LURIES TIME OF CONTROL S. 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	CUSTOMER COMPLAINTS COUNTERMEASURES VERIFICATION 2019/20 OURS HO COMPONEN MODEL Detail Of Non-Confirmity Model of Currently Marked of Course Resp. Section DATE OF OCCURANCE EVIDENCE Countermeasure / Action taken Check Point September of Countermeasure / Action taken															M	IONTH-	Format no.: ISF-Q/						
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Х	NOT IMP	LEMENTED						AF	PROVED BY		Prashanth san					_	04			4	, ,	()	/	

Format no.: ISF-QA-041 **CUSTOMER COMPLAINTS COUNTERMEASURES VERIFICATION 2019/20** MONTH-2019/20 EVIDENCE Countermeasure / Action taken **Check Point** DIE SET AREA PROPER CLEANING TO DONE BEFORE LOADING OF NA TRAINING GIVEN TO FORGING OPERATORS ABOUT CLEANING OF NA DIE SET AREA ON DAILY BASIS. TRAINING GIVEN TO ALL OPERATORS REGARDING RATCHET RATCHET KTEN DAMAGE FOUND IN KTEN -PKS 22.06.19 20.06.19 ADD CHECK POINTS AT ASSY STATION AND AWARENESS GIVEN TO TO BE CHECK I& VERIFY THE SOP 0 NO Reoccurance(Yes/No) If Yes (Total Prod & Rej Qly) Reason For Reoccurance AUTO UNLOADING OF ABNORMAL PART BY GANTRY(FEASIBILITY) , TO BE CHECK FEASIBILITY LOGIC CHANGE FOR CHIP CONVEYOR OVER LOAD ISSUE AND ALARM LIST & PART CONDITION 0 POWER BACKUP(CYCLE SHOULD STOP AFTER TOOL TRAILS WITH NEW CHIP BREAKER GEOMETRY TO BE CHECK INSERT TYPES 0 MODIFY THE J-TOOL TO OPERATE SINGLE TOOL FOR TWO CHECK & VERIFY 0 ACTIVITIES. MAP-ID ! B 1 02.07.2019 31.07.2019 J TOOL CHECKING NORMAL AND ABNORMAL CONDITION ADDED GROOVE MISS SAN/GIRIDH GATE / ASSY CHECK & VERIFY THE SOP 0 IN SOP. DETECTION IN SCANNING TO BE IMPLEMENT - * TO BE CHECK FEASIBILITY Reoccurance(Yes/No) No If Yes (Total Prod & Rej Qty) -Reason For Reoccurance 100% DEPTH CHECK BYPLUG FIT PUNCH BUTTING ON PART TO BE CHECK & VERIFY 0 SURFACE AFTER PLUG FITTING TILL ->(PERMANENT C/M TARGET DATE) 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 PLUG IMPROPER PRESS IN MAIN MAP-ID SEEMA SAN ASSY 08.07.2019 17.07.2019 14.07.2019 GAUGE MODIFICATION TO BE DONE IN ROLL TESTING JIG-1 TO BE CHECK & VERIFY Reoccurance(Yes/No) NO If Yes (Total Prod & Rej Qty) Reason For Re-occurance CHECKED BY :-Shivaranjan San △ PARTIALLY IMPLEMENTED VERIFIED BY :-Ujjal san/ Anoop san X NOT IMPLEMENTED APPROVED BY :-Prashanth san