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CUSTOMER COMPLAINTS COUNTERMEASURES VERIFICATION AND HORIZONTAL DEPLOYMENT

Format No.: ISF-QA-041

MOTHLY 2019/2020

Sl.No.	CUST.	QARS NO.	COMPONENET	MODEL	Detail Of Non-Confirmity	Customer / MAP-ID /Supplier	Rank (A/B/C)	Defected Qty.	OCC. FREQUENCY	Resp.	Section	DATE OF OCCURANCE	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
1	Honda Motor Co., Ltd. Asaka R&D Center	FF-15-007	CAMSHAFT (Casted)	.....	Crack on ground area	KMS	B	1	1	Girish san	Cam Line	17.06.2015		・Adding verification items for cycle time and quality in the production control plan. Verification is done in every event.	Control plan Verification of New Product development			O		O		O		O		O			
														・Creating an inspection standard in light of crack on camshaft at process condition change.	Control plan Verification of New Product development for MPI checking			O		O		O		O		O			
															Reoccurance(Yes/No)			No		No		No		No		No			
															If Yes (Total Prod & Rej Qty)			-		-		-		-		-			
															Reason For Reoccurance			-		-		-		-		-			
2	MAP-TH	FF-15-012	GEAR PUMP DRIVE SHAFT	.....	Noise because of remaining of unshaved area	Siam TOYOTA (MSI)	B	404 sets	1	Hubli san	Gear Line	29.07.2015		・To change the zero set position in case of deviation of Z axis position.	TOP , Middle & Bottam area lead & profile check during Setup approval & New product development			O		O		O		O		O			
														・To measure tooth profile with 98% range at set up.	TOP , Middle & Bottam area lead & profile check during Setup approval & New product development			O		O		O		O		O			
														・Measurement method of tooth profile was not appropriate to detect unshaved area.	N/A			-		-		-		-		-			
															Reoccurance(Yes/No)			No		No		No		No		No			
															If Yes (Total Prod & Rej Qty)			-		-		-		-		-			
															Reason For Reoccurance			-		-		-		-		-			
3	Honda of South Carolina Mfg., Inc.	FF-16-004	GEAR BAL DRIVEN	.....	Breakage of Balancer shaft due to NG taper position of Balancer driven gear: broken engine	KMS: Kyushu Musashi Seimitsu	A	10 sets	1	Hubli san	Gear Line	27.04.2016		・Standardizing the method to input offsetting: direct adding method ⇒ fixed amount of adding/cutting method	Program check for fixed ammount off set lock (No asses by operator)			O		O		O		O		O			
														・Revision of offsetting procedure: prohibition to change of line associate during offsetting	SOP Verification			O		O		O		O		O			
														・Retraining basic rules ・Retraining the call system ・Changing the method to measure taper height ・100% inspection with poka-yoke, go/no-go gauge	N/A			-		-		-		-		-			
															N/A			-		-		-		-		-			
															Reoccurance(Yes/No)			No		No		No		No		No			
															If Yes (Total Prod & Rej Qty)			-		-		-		-		-			
															Reason For Reoccurance			-		-		-		-		-			
4	Honda Vietnam Co.,Ltd	FF-16-008	SHAFT COMP CAM IN/EXH	...	HVN survey result (estimate): Due to induction hardening failure, surface of IN side CAM BASE was damaged and an abnormal sound was generated	MAP-IN	B	1PC	1	Girish San	Cam Line	29.10.2016	 Surface of CAM BASE IN is corrosive	Whether or not process jump occurred in the high frequency process. Please confirm work.	Visual inspection at Line (Sapreat station) availability of Visual Standared			O		O		O		O		O			
														1.100% visual inspection after grinding for industion defects and corrosion.	Visual checking			O		O		O		O		O			
														2.Induction hardening parameters found OK	Heat treartment			O		O		O		O		O			
														3.100% Visual inspection available.	Visual Check			O		O		O		O		O			
															Reoccurance(Yes/No)			No		No		No		No		No			
															If Yes (Total Prod & Rej Qty)			-		-		-		-		-			
															Reason For Reoccurance			-		-		-		-		-			

O	IMPLEMENTED	CHECKED BY :-	Shivaranjan San
△	PARTIALLY IMPLEMENTED	VERIFIED BY :-	Ujjal San
X	NOT IMPLEMENTED	APPROVED BY :-	Prashanth San

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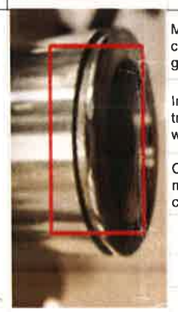
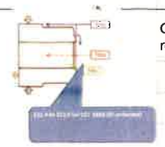
5	JPN market	FF-16-009	SHAFT,CAM	...	Noise generation due to surface roughness of IN side CAM	MAP-VN	B	1PC	1	Girish San	Cam Line	07.12.2016		When high-frequency process equipment abnormality, please confirm whether it is to do NG treatment during the processing in progress.	Visual inspection at Line (Sapreat station) availability of Visual Standared			O		O		O		O		O			
														1.Monthly verify the program with the standred program. 2.Re educated the persons working at the Station.	Gemba check regarding inspection method as process sheet			O		O		O		O		O			
															Reoccurance(Yes/No)			NO		NO		NO		NO		NO			
															If Yes (Total Prod & Rej Qty)			-		-		-		-		-			
															Reason For Reoccurance			-		-		-		-		-			
6	MAP-MI	FF-17-002	DIFF COMP／GEAR, DIFF SIDE	...	Tooth breakage with Side Gear	MAP -MI	B	1PC	1	Manohar San	Hot Forging	19.06.2017		1. ・Prohibiting from pushing back bar material. (Issued SOP for a saw blade breakage.)	SOP Verification for Cut Bilit Metioned			O		O		O		O		O		O	
														2.When the bar material is intact: Feeding for one billet and cut it. → Scrapping it into a NG bucket.	NG Parts Keep In the NG Bin			O		O		O		O		O			
															Reoccurance(Yes/No)			NO		NO		NO		NO		NO			
															If Yes (Total Prod & Rej Qty)			-		-		-		-		-			
															Reason For Reoccurance			-		-		-		-		-			
7	MAP-TH	FF-17-003	SHAFT COUNTER	...	Burrs' remaining on oil hole	MAP-TH	B	163	1	Nijo San/Suresh San	Shaft Line/Deburring	28.07.2017		When high-frequency process equipment abnormality, please confirm whether it is to do NG treatment during the processing in progress.	100% Gauge passes After Deburring			O		O		O		O		O			
														1.Monthly verify the program with the standred program. 2.Re educated the persons working at the Station.	N/A			O		O		O		O		O			
															Reoccurance(Yes/No)			NO		NO		NO		NO		NO			
															If Yes (Total Prod & Rej Qty)			-		-		-		-		-			
															Reason For Reoccurance			-		-		-		-		-			
8	Assembling processes At SUZUKI	FF-17-007	SHAFT ASSY, COUNTER 24103-28H30	K67F/KTEP	Chipped on shaft edge of circlip groove cutting and rising area	KWS	C	4	1	Nijo San	SHAFT LINE	13.01.18		Make a assembly guide jig to protect circlip groove (Protect it using assy guide jig by assembly A zone.)	Parts Cover Before Circlip Assemble			O		O		O		O		O			
														Implement re-education of "Abnormal treatment rule" and it shall be reported when operator detected abnormal error.	Visual Check Point			O		O		O		O		O			
														Consider installation of inspection machine to be able to detect chipping/crack by picture.				-		-		-		-		-			
															Reoccurance(Yes/No)			NO		NO		NO		NO		NO			
															If Yes (Total Prod & Rej Qty)			-		-		-		-		-			
															Reason For Reoccurance			-		-		-		-		-			
9	HDMC Hearing test with final inspection QA machine	FF-17-009	GEAR COMP, PLANETARY/PINION A,PINION B 23500-5T0-0000 /23541-5T0-3000, 23542-5T0-3000		Noise	MAP-IN	C	14	1	HUBLI SAN	Gear Line	25.01.2018		Outflow : Creation/Training of flow of reworked parts standard	Rework Flow			O		O		O		O		O			
															Reoccurance(Yes/No)			NO		NO		NO		NO		NO			
															If Yes (Total Prod & Rej Qty)			-		-		-		-		-			
															Reason For Reoccurance			-		-		-		-		-			
10	HGT	FF-17-011	CAMSHAFT IN 14110-6C1-A000		Abnormal wear on burr of thrust surface	Akemi1	C	1	1	Girish san	Cam Line	26.09.2017		The burr was small and it was impossible to detect by visual inspection.	Visual Check Point			O		O		O		O		O			
														To remove burr completely, add a thrust lapping machine to the current finishing line.	Visual Check Point			O		O		O		O		O			
															Reoccurance(Yes/No)			NO		NO		NO		NO		NO			
															If Yes (Total Prod & Rej Qty)			-		-		-		-		-			
															Reason For Reoccurance			-		-		-		-		-			

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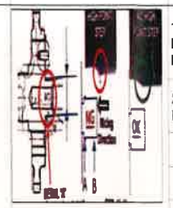
11	HCIL	FF-17-013	COUNTER SHAFT 23221-5GT-3001		φ 40 polishing section - Noises due to chatter	Aikitec (s upplier)	B	65	1	Linganna san	Hard line /cam line	10.05.2017		Grinding process - Replacement of motor of the wheel shaft and management of vibration (1 time / month)	NA			-		-		-		-		-		
														Optimization of polishing conditions. (The rotation speeds of the main shaft and the polishing wheel are not synchronized.)	Check machine condition		27.03.18	0	Del	0	Del	0	Del	0	Del	0	Del		
														Setting of FFT analysis threshold	CHECK FFT REPORT			0		0		0		0		0			
															Reoccurance(Yes/No)			NO		NO		NO		NO		NO			
															If Yes (Total Prod & Rej Qty)			-		-		-		-		-			
															Reason For Reoccurance			-		-		-		-		-			
12	HCIL GNU-ASSEMBLY LINE,	QARS 4W/18-19/001	CAM Shaft 2CD IN 14110-RNY-E002	.....	During assy. Sprocket did not fit	MAP-ID BWL (4W)	B	6	1	GIRISHSAN / LINGANNA SAN	CAM LINE/HARD LINE	04.06.2018		1) FILLER GAUGE PROVIDED ON MACHINE FOR SETTING 1.0 MM GAP BETWEEN DIA ø54	Point Added in sop	.....	-	0		0		0		0		0			
														2) GAP SETTING PROCEDURE DEFINED IN JOURNAL GRINDING OPS.	Point Added in sop			0	Del	0	Del	0	Del	0	Del	0	Del		
															Reoccurance(Yes/No)			NO		NO		NO		NO		NO			
															If Yes (Total Prod & Rej Qty)			-		-		-		-		-			
															Reason For Reoccurance			-		-		-		-		-			
13	MSI	FF-18-002	BEARING ASSEMBLED PARTS		Noise generation due to adhesion of foreign matter	MSI	C	...	...	GIRIDHAR SAN	Q- GATE	08-11-2017		Prohibition of use of diamond files	Point Added in sop		-	0		0		0		0		0			
															Reoccurance(Yes/No)			NO	Gs	NO	Gs	NO	Gs	NO	Gs	NO	Gs		
															If Yes (Total Prod & Rej Qty)			-		-		-		-		-			
															Reason For Reoccurance			-		-		-		-		-			
14	BMW (ENGINE ASSY)	FF-18-003	ASSY Gear box(Black)	.....	Circlip rattling large (deformation)	MAP-TH	B	206	1	SEEMA SAN	ASSY	05-09-2018		① It is confirmed that there is no rattling after attachment fitting of the circlip ···· Yes / No	To be Check	.....	-	0		0		0		0		0			
														② That the jig is manufactured with the proper dimensions (JIS B 2804) ,	To be Check & Verify it			0	Sm	0		0	Sm	0	Sm	0			
														③ Verification that the circlip is not deformed during jig manufacture ···· Yes / No	To be Check			0		0	Sm	0		0		0			
															Reoccurance(Yes/No)			NO		NO		NO		NO		NO			
															If Yes (Total Prod & Rej Qty)			-		-		-		-		-			
															Reason For Reoccurance			-		-		-		-		-			
15	MAP-TH	...	MAIN SHAFT ASSY	K33/K67/KTE	Circlip out of place	Market	...	1	1	NIJO SAN	Turning/ SHAFT B	15.05.2018		Not machining/processing area where DWG not allowing	Process Sheet and Set up Approval Sheet Comparision		-	0		0		0		0		0			
														Machining program is controlled & can not be changed without authority	Change point Controlled By PCJS (ME)			0		0		0		0		0			
														Circlip assy jig is prepared based on design standard	Circlip Assy Jig Drawing			0	Sm	0	Sm	0	Sm	0	Sm	0			
														Dia 16.85 groove process tool change from groove tool to OD Tool	Verify the Tool for the dia 16.85mm			0		0		0		0		0			
															Reoccurance(Yes/No)			NO		NO		NO		NO		NO			
															If Yes (Total Prod & Rej Qty)			-		-		-		-		-			
															Reason For Reoccurance			-		-		-		-		-			

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