40/74

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1651

① When a failure in ~~leak~~ test observed in Thermal Battery As per AS9100D clause no 8.7

① How many leak leak failures are identified in TORI e Segregation to be carried e based
- Non conformity Product with Red table and registed in non conformity Product register ~~es~~ included date, which batch and which operator. e notify to Management, Supplier
QC responsibility
② ~~Take necessary actions for correctness and~~ Non conformity meeting is to be conduct and.
→ Investigate ~~for~~ ~~correctio~~ e verify the inspection reports e Inspection process to be carried as per work Instructions and Quality Plans and observe the Parameters Process Test results are met as per Specification or not - CFT Team
→ All Non conforming Product whether it can be used after rework or scrap to be decided for corrective
→ If rework done cross check the Product and verify for the results
→ If not possible dispose after approval taken from Management
→ Root cause to be done by Fish bone diagram, 5 why and FMEA. After Identify the root cause implent the corrective actions by cross functional team. — QC, PRD & D&D
→ Implent the corrective actions - WI welding Parameters - Inspection methods, WI changed / operator not skilled. Training.
→ effectiveness to be cross checked and after implementation
→ If need WI, QP to be revised e issued
WI No: WI/PRD/09 → All above responsibility by QC, PRD, D&D
→ All revised Procedures, WI, Inspection methods to be updated and released and implemented.

6

(2) Clause 8.1.4 → When a counterfeit entered into Production. The Product not meeting specifications & failure observed in Product.

(a) Purchase and QC is responsible to Prevent Counterfeit

- Before release PO the Purchase Dept will cross check the Supplier for any risk associated for supply material & vendor assessment, capability, skilled manpower.

Where Counterfeit observed - Hold the Production, the material. QC will cross check all suspected counterfeit parts and should follow Total Lot and any observed Parts are identified in Store stock and used in Product are to be segregated and cross check the inspection reports and inform to Store Prod and Management. Investigation to be carried for verification of inspection records for meeting Specs are not and inform to Supplier also. observed Parts are to be reworked or dispose. Root cause analysis to be carried for reason to enter Counterfeit Part and analysed causes to be implemented.

- Purchase dept will ensure the Supplier followed as per the Controls implemented at Supplier end and cross check the Supplier reports where they brought and process carried.

→ To Prevent Counterfeit Purchase material from authorized manufacturer, authorized distributors or approved Source verification methods also to be revised to Prevent

- Supplier audits to be carried after Periodically

(c) If counterfeit parts observed after supply to customer, recall all the Products and if Possible recall to be carried or dispose the Product

All steps carried to be recorded and documented. - revised the Spec QP, drawings, inspection methods

- Non conformity report to be raised and corrective action report to be documented

(1) - failure in tensile test in observed
- Non conformity observed in a Thermal battery

(2)

(3) (a) As per MSDS of chemicals, the work instructions for handling of chemical, Storage of Chemicals & Hazardous to be incorporated and implemented. Safety Precautions to be taken as per MSDS and take approvals from goverment for Hazardous materials. risk assesments to be carried for Hazardous.

(b) Communicate the changes to suppliers Through Purchase Order terms & conditions & to customes Through the mail

(c) - DED will issue the Specifications with Safety Precautions
- Purchs will issue the conditions to supplier for transport & to store for Proper Storage.
- DED will issue the WI to Prod & QC

(d) Specifications, work instructions, Handling of materials Storage of materials & Update the environmental conditions of materials

(e) re verification to be carried for handling & Storage. as per MSDS for following ornot for Stores & production & Storage.

(4) Customer complaints - Marketing clause 8.2.1, 8.5.2, 10.2

(a) QC department is responsible to address the complaint and

steps - When Complaint received from customer to BD

BD will register the Complaint in customer complaint register and

- forward to QC & DEP, PRD for further actions

- CFT team conduct meeting to analyse the complaint to take correction and corrective actions.

- After reviewing the complaint, intimate to TOP Management

- The responsibility is QC, PRD & DED.

- check the test reports, - raw materials, - In process, finished goods & meet the all parameters as per spec or not

⇒ Check the discharge corners & In Process Process parameters followed if not Identify, Analyse the Complaint by fish bone diagram, FMEA, 5 why methods

⇒ Take actions & recall the lot for rework / disposing

- after revising the causes of Non Conformity.

- If any human factors effected give training & effective resp evaluation to be carried. If any changes required in WI, QP, Spec, Process parameters - change the documents as per control of change procedure to prevent Potential Non conformance.

- necessary documents - customer complaint register, customer Complaint corrective action report, Any changed documents for corrective actions QC is responsible.

5

6

(a) Responsible dept – QC & Purchase

The steps for material defect

1. Quarantine the defect boten to prevent to enter into Production
2. Record the results in the record and document
3. Non conforming report to be prepared.
4. Root cause analysis to be carried.
5. Check inventory levels to if an alternate material available.
6. estimate the delay of production to replace the material
7. Coordinate with supplier to immediate replace material
8. Communicate to to production team

(b) 1. review the incoming Inspection records
2. Conduct 3rd party Tests to previously used by Check supplier Batch NOs & certificate of analysis (CA
3. earlier production record

(c) 1. follow the Specifications to clear the materials.
2. increase sample size, Change Inspection methods
3. supplier audits to be carried periodically.
4. Third Party Inspections to be carried.
5. vendor Performance to be carried.

5 (a) responsible dept Purchase, [redacted], [redacted], Stores

Clause : 8.4.2

(b) Identify the new vendor for manufacturing the critical material

(1) Assess the vendor for capability, Equipment, QMS, Testing process, financial status and documents,

(2) Identify the risks associated.

(3) Supplier evaluation & for Quality & performance, documents assessment

(4) supplier registration to be done, release P.O for sample lot

(5) sample supply

(6) Inspection of supply material

(7) supply material use in Product

(8) After verify the Product test & environmental test approve the vendor by using vendor Audit form. If the score of supplier is accepted. above the vendor for supply. If the score is near to accept score the supplier to be conditionally allowed. If the score below conditional below score reject score. In conditional approve re visit the supplier the corrections intimated by organization.

(9) After approved the Supplier update in Approved supplier list.

clause : 8.4.2

4x1

7. (a) Search for new vendor for alternate material &
(b) Compare the analysis report and material properties to specification sheet and if not any deviation observed in report, identified alternate content need send to 3rd party testing also for recommend.

(b) ① Chemical and mechanical performance testing material
② Prototype testing of material used,
③ Environmental tests using alternate materials
④ risks associated to materials & mitigation plan taken

(c) → Proper communication to customer regarding materials delay & inform to customers for material change before after approval taken from customer use material in product. using.
Qualification tests results submission
to customer for re-verification, & testing

4

(d) ① Inspection sampling to be increased, 3rd party tests to be carried
② FMEA analysis to be carried for potential risks-effects
③ ensure the regulatory compliance.
④ for initial FCA sample size to be increased.
⑤ another supplier to be developed. for critical components at least two supplier to be approved.

Multiple answers

(1) — a ✓
(2) — d ✓
(3) c ✓
(4) a ✓

3