



Customer: Precision Hydraulics Private Limited

NCR No.: By Mail (19-04-2025)

Date: 19-04-2025

Part Name: 4002674 - Head

Disp. Qty: 295 Nos. (T1358)

NC Qty: 47 Nos.

ATL Part no.: A9327

### 1.) Customer Complaint

Gland Bend Issue



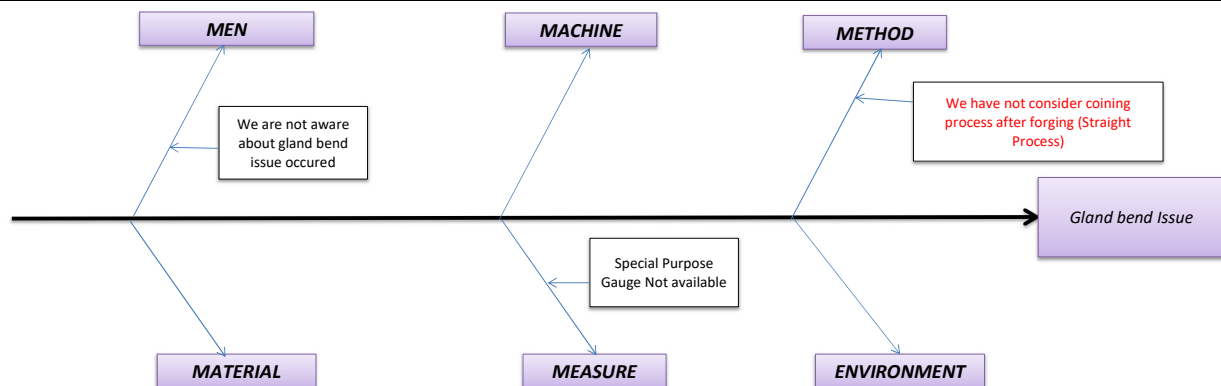
### 2.) Initial Analysis:

Where Should be non-conforming parts have been detected?	Yes	No	Reason for non-detection
1.) During Process/ Manufacture ?	Yes		Sampling inspection During process
2.) After Manufacture?	Yes		It is not checked at Final Inspection stage considering 100 % Inspection during process
3.) Prior To Dispatch?	Yes		Sampling Inspection : 5 pcs. /Lot

### 3.) Temporary Countermeasures-Immediate Action

- 1 We have started the coining process for eliminate Bend issue in which have available Forging stock at our end.
- 2 Quality Alert to be displayed at work station
- 2 100% Parts should be checked before dispatch

### 4.) Fish Bone Analysis:



### 5.) Final Analysis:

1.) Why was the non conformity made?	2.) Why Was the non conformity not detected?
Why? We have not consider coining process after forging (Straight Process)	Why? 100% Inspection not carried out at Final inspection stage
Why? We are not aware about gland bend issue occurred	Why? Special Purpose Gauge Not available
Why?	Why?

### 6.) Main Root Cause:

1. We have not consider coining process after forging (Straight Process) 2. We are not aware about gland bend issue occurred 3. Special Purpose Gauge Not available	Responsibility	Responsibility
	Mr. Bipin	Mr. Vikaram
	Department	Department
	Production	QC

### 7.) Permanent Corrective Action:

Action:	Responsibility	Target Date
1.) We have add & started the coining process for eliminate Bend issue.	Mr. Bipin	already started
2.) We will introduced the Special Purpose Gauge.	Mr. Vikaram	30-04-2025
3.) Quality alert to be displayed at work station & Awareness about complaint to be given to respective persons.	Sagar Visapara	already Implemented

### 8.) Effectiveness

Sr.no.	PO no.	Invoice no.	Invoice Date	Invoice Qty.	Remarks