

DATE: _____

Investigation:	WO-28874/1, CP304199, LOT#0052794, 1 out of 50 was found to be undersize Length
Investigation Team	
Category (FI-QOP-85-03):	
Root Cause:	Determination made based on review of inputs, machine, inspection technique, and speaking with those that have direct impact on the final product. The equipment for the Host Monitor (cutter control box) cutting the scrap length at 9.87 proceeded onto the conveyor and was able to fall onto the passing tray. Which made it into final packaging because the part didn't stand out from all the other passing parts that met the customer requirement for length at 30.15. QC did the final packaging and followed all AQL requirements for length 1.0 so only 50pcs out of 4000 needed to be inspected. There is nothing in place to detect undersized parts without doing a complete 100% inspection.
Containment:	On May 7, 2015 we received the suspect product which included the under length sample and Total quantity of 3,600pcs for LOT#0052794. May 21, 2015 Completed a 100% sorting all returned bags with sequence #001,002,004,005,006,007,008,009,010.
Correction:	On May 21, 2015 completed a 100% sorting on all returned bags with sequence #001,002,004,005,006,007,008,009,010. May 22, 2015 Expedited the return of the product to the customer.
Corrective Action:	My recommendation is to have the QA manager assign the responsibilities of adding the new cutting code to all WO and BOM
Preventive Action:	I recommend that we change the scrap cut length to stand out 6" pass the required dimension so it would be set at 36.00". Tested this by changing the cutting length 6" above requirement and not only does the part show that it doesn't meet customer spec for length but you can't finalize the packaging process due to the fact that the part doesn't allow you to close the bag.
Closure:	
5 Why -1:	Host Monitor-(Cutter Control Box) is set-up for (code) scrap length at 9.87". The production for customer requirement length code is set at 30.15"
5 Why -2:	Because the Zumbac laser gauge is set-up to meet measurement requirements for geometrical dimension sizes, like lengths, width, height, and angles which are continuously displayed on a monitor. The Zumbac decides if the product passes or fails. In the event that a parameter is failing a required dimension it communicates to the Host Monitor to start cutting the product at the scrap code measurement.
5 Why -3:	So that the failing part can proceed onto the conveyor line and fall into the scrap bucket. While the operator makes adjustments to stabilize the out of control specifications.
5 Why -4:	So when the adjustments are made to bring the product back into meeting customer specification the Zumbac will communicate to the Host Monitor (cutter control box) that the line is producing passing parts and will start cutting at the production code length . These parts will continue onto the conveyor belt and be blown off on to a tray.
5 Why -5:	Operator takes final product and picks up the parts to make sure there are no short length parts to be packaged into the final shipping process.

CUSTOMER NAME:

CA-0000XXX