

PROBLEM STATEMENT



Qualitative Study - Example #2

A steel tubes manufacturing company engage to producing round steel tubes for various industrial applications. The manufacturing has a lab facility for testing tubes manually. Usually, testing engineer test the tubes for identify defect by water test method. The company facing issues with insufficient testing method for test the tubes.

Case Study

Process : Quality inspection for tubes

Current Status: Testing Tubes with water test method

GAP: Some defective tubes are found after completion of quality tests.

Ideal

Ideally, the defective tubes should be zero percentage at after the quality testing at next process.

Reality

At the tube marking process, some defective tubes are coming, some with minor defect 0.5%.

Consequences

Whenever any defective tube found at marking process, entire process being disturb. Most of customer receiving defective tubes about average 0.2% with every delivery. Company losing reputation, and number of complaints are increasing about 1% every month.

Problem statement

The company does not have sufficient system to detect the tubes with more precise and accurately. The manual testing process have some limitations, and possibilities of mistakes during operation.

Proposal

The quality assurance & management team are working on the establish sufficient system such eddy current testing machine to test the tubes more precise and accurately.