

CORRECTIVE ACTION MODULE PROCESS FLOW

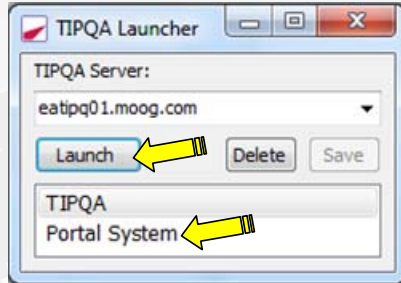
MOOG REQUEST FOR SUPPLIER CORRECTIVE ACTION

PROCESS FLOW

COMMENTS

PURPOSE: This document illustrates the process flow and provides the specific screen shots to be encountered and detail instructions that must be followed by a Moog Supplier to complete a Moog requested Supplier Corrective Action. If you have any questions in applicability or you encounter problems understanding or technical difficulty, contact the Moog Buyer identified on the Purchase Order for assistance.

Open the *TIPQA Launcher* from your computers start menu, select **PORTAL SYSTEM** and then press the **LAUNCH** button.

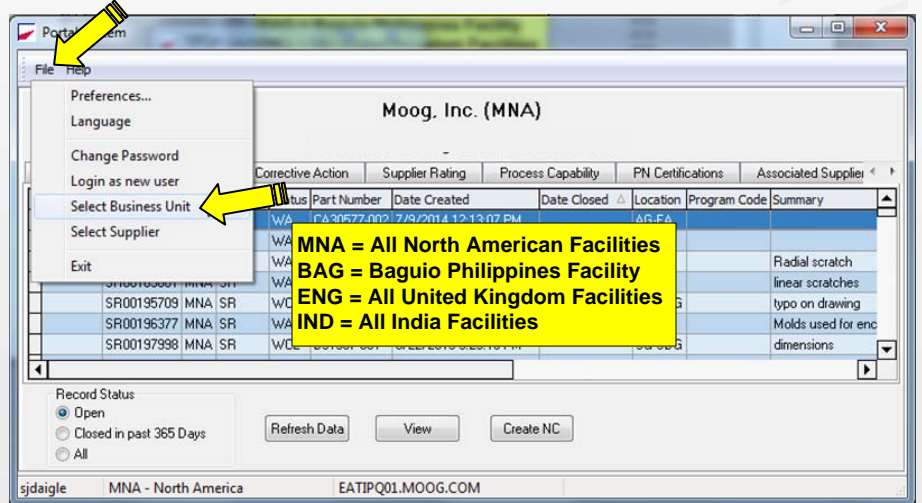


Enter your Moog supplied **USER ID** and **PASSWORD**



You will be auto-routed to the **Portal screen.**

Update the **Business Unit** to reflect the location of the Moog facility defined on the email notification you received.



PROCESS FLOW

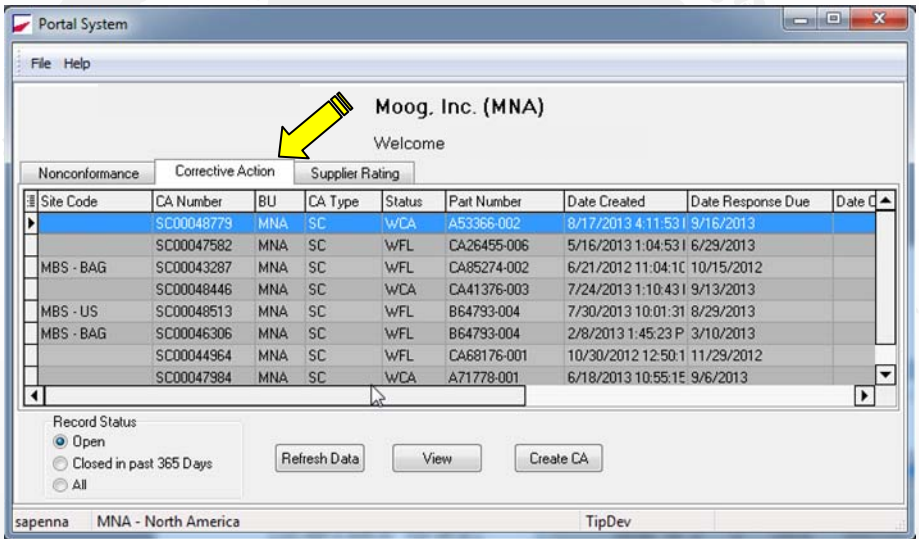
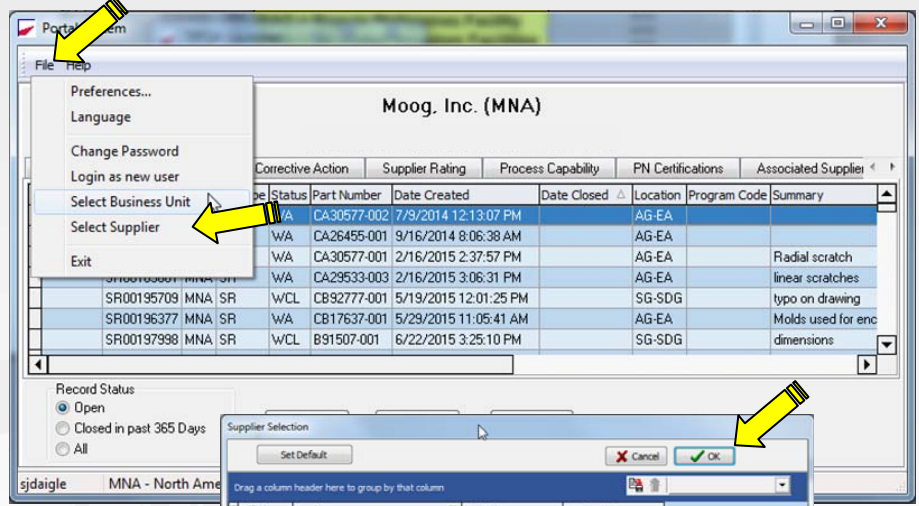
COMMENTS

If your personnel TIPQA Login ID is linked to multiple Moog Supplier numbers, you may need to change between these supplier numbers to see the applicable records you're trying to access.

Press **SELECT SUPPLIER** to select the appropriate supplier number. Press **OK** to complete your selection.

Press the **CORRECTIVE ACTION** tab to view action requests assigned.

Double Click on the **CA Number** you wish to work on. Your will be autorouted to that document in the **IDENTIFICATION** tab.



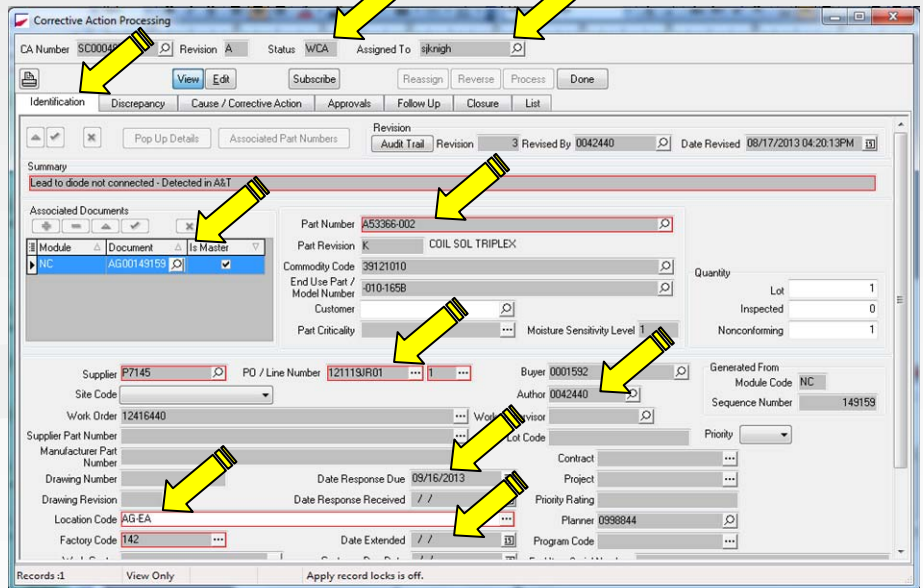
PROCESS FLOW

Review the **IDENTIFICATION** tab information

Press the **DISCREPANCY** tab to review the information there.

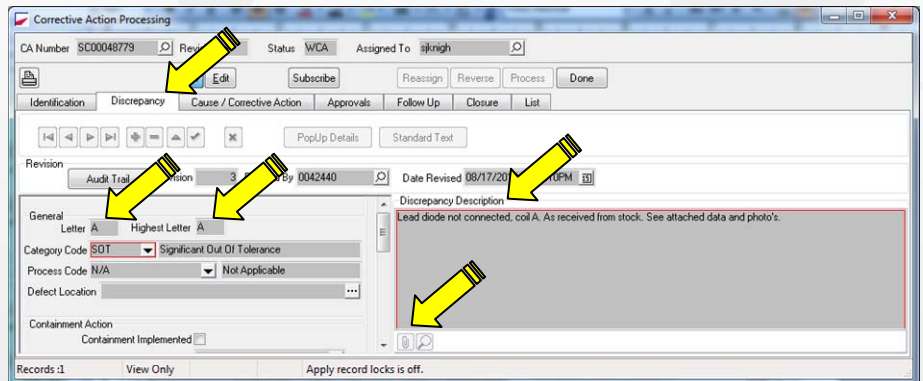
Review the **DISCREPANCY** tab information

COMMENTS



Review the CA request. Items of interest include:

- **STATUS** – WCA = Waiting Corrective Action
WA = Waiting Approval
WFL = Waiting Follow Up
WCL = Waiting Close
CLS = Closed
- **ASSOCIATED DOCUMENTS** – Nonconformance Module document(s) which caused the creation of the Corrective Action Request.
- This is the **SPYGLASS** button. Pressing this icon will show information pertinent to that field such as names and phone/email numbers.
- **AUTHOR** – This is the person initiating the CA request.
- **PART NUMBER** – Linked to PO / Line number via Moog's ERP system.
- **PO / LINE NUMBER** – The document the discrepant material was received against.
- **LOCATION CODE** – The Moog Division issuing the request.
- **DATE RESPONSE DUE** – The latest date Moog expects a response from the supplier.
- **DATE EXTENDED** – The new date Moog approved for receipt of a C/CA response.

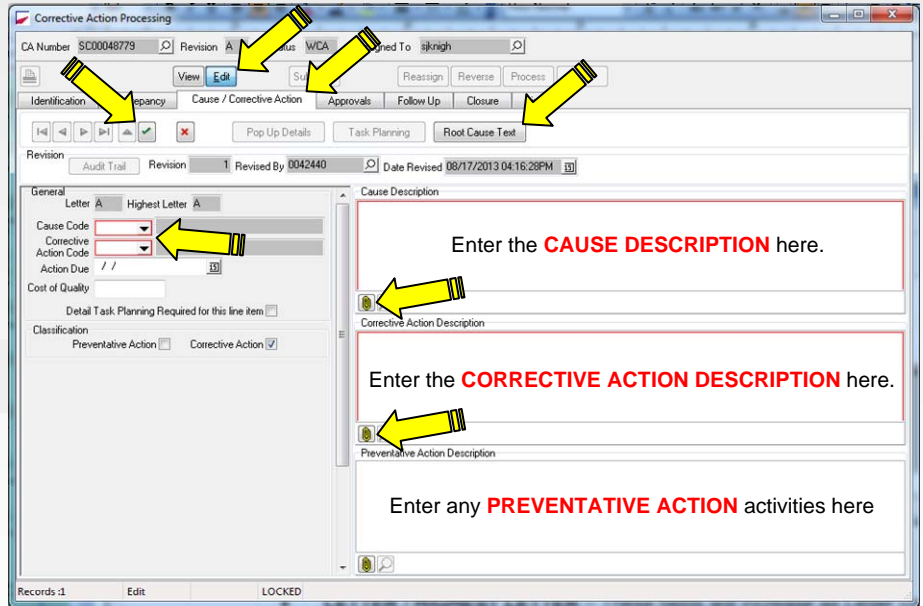
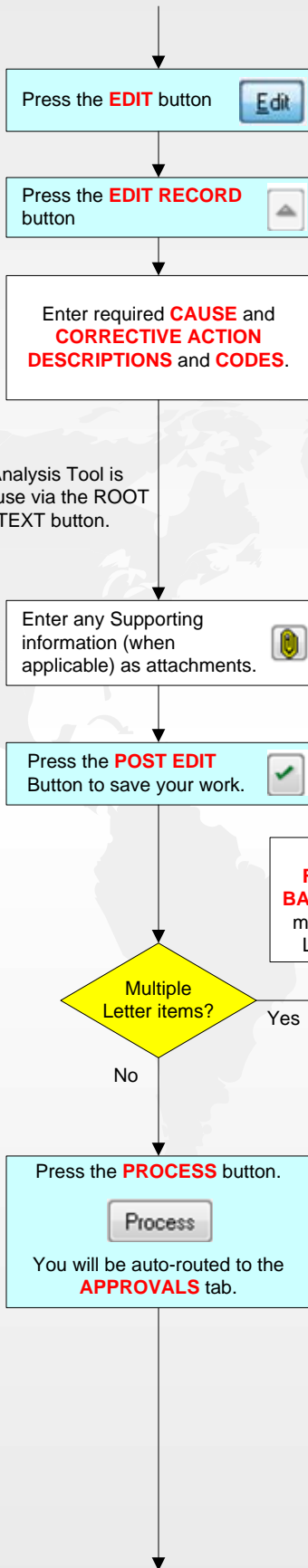


Review the CA request. Items of interest include:

- **DISCREPANCY DESCRIPTION** – The reason for the CA request.
- **LETTER / HIGHEST LETTER** – These fields will increase as Letter (or line items) items are added. The more Letters, the more discrepancies are being reported.
- **FORWARD/BACK** buttons - These are the **FORWARD/BACK** buttons. Pressing these buttons allows the movement between the various Letter items associated with the CA request.
- **ATTACHMENT** button - This is the **ATTACHMENT** button. If attachments are part of the request, pressing the graphic to the right of the Attachment button will open the document.

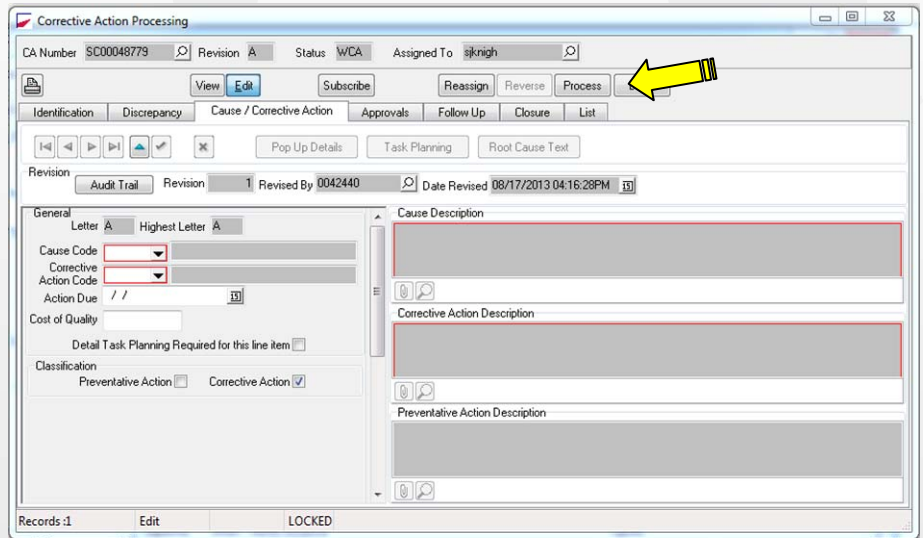
PROCESS FLOW

COMMENTS



EXPECTATIONS: Moog expects that the Root Cause of the problem be identified and that actions be taken to define and eliminate the cause of a detected nonconformity or undesirable condition in an effective and timely manner. Corrective Actions may involve short-term and long-term actions. Responses provided may be reviewed and approved by a Corrective Action Board (CAB) prior to acceptance, depending on the Moog division issuing the request.

Responses to Moog are due by the date defined in the IDENTIFICATION tab. If extensions to this date are desired, contact the Moog employee issuing you the request. This person is identified on the email notice you received notifying you of the CA request. The new Moog approved date for receipt of the C/CA response will appear in the IDENTIFICATION tab under DATE EXTENDED.

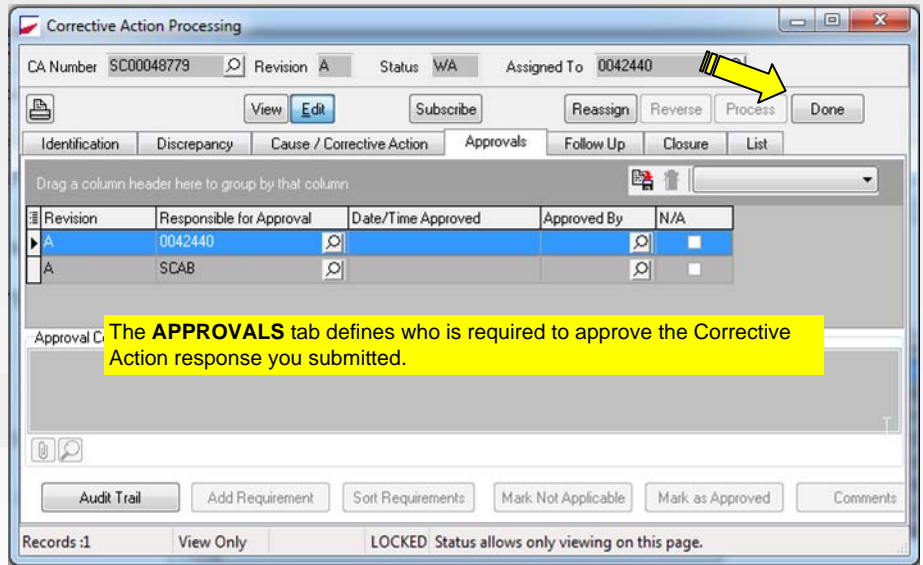


FAILURE TO PRESS THE PROCESS BUTTON WILL RESULT IN THE CA RESPONSE NOT BEING SUBMITTED TO MOOG. BEFORE YOU LEAVE THE TIPQA DATABASE, THE RECORD MUST BE IN THE WAITING APPROVAL (WA) STATUS AND THE ASSIGNED TO FIELD MUST HAVE AN ASSIGNMENT OF SOMEONE OTHER THAT THE PERSON ENTERING THE C/CA RESPONSE.

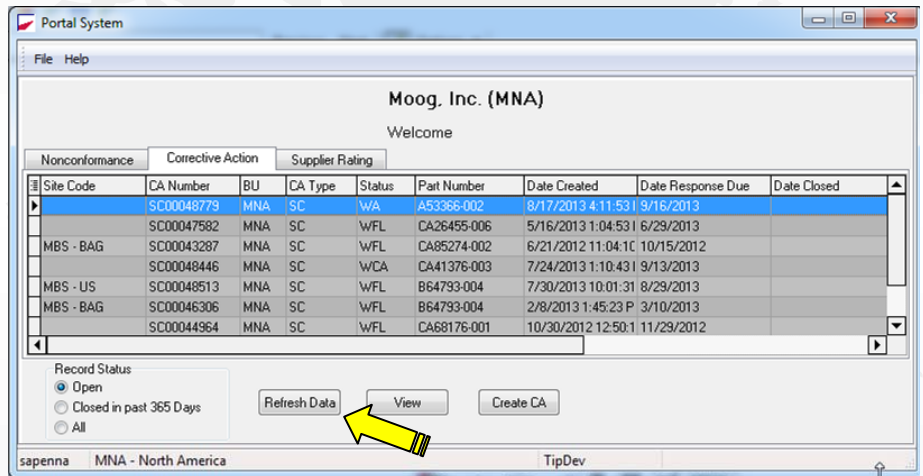
PROCESS FLOW

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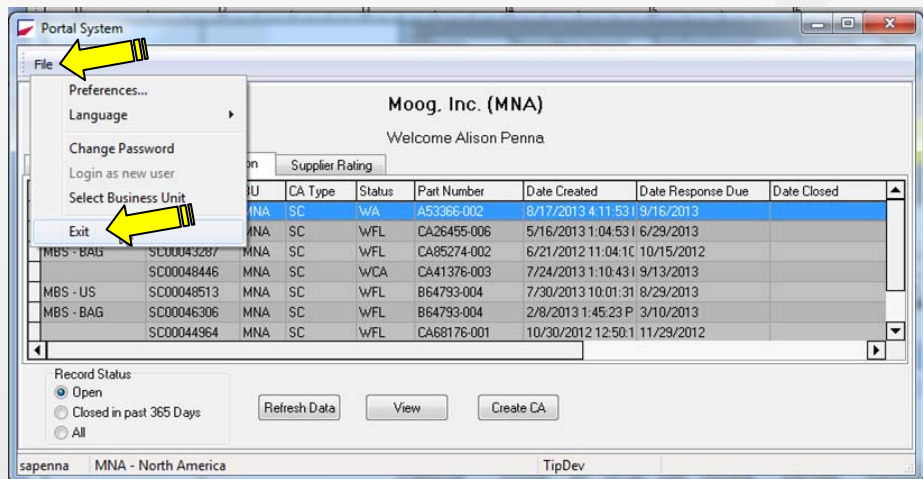
Press the **DONE** button.



After the **DONE** button is pressed, you will be returned to the Portal System Welcome Screen. The record you just modified should appear. If not, press the **REFRESH DATA** button.



Press the **File** button to exit the TIPQA database



PROCESS FLOW

COMMENTS

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Press the **SIGN OUT** button to exit the Supplier Portal.





5 WHY PROBLEM SOLVING

Identification:		5 Why Analysis		Why did this happen?
Date:	Area/Location:			Why?
Originator:	Part #:			1st Why
Team:	WO/PO #:			
	Supplier #:			
	Customer:			
Problem Category:				
<input type="checkbox"/> Reject at Rec Insp	<input type="checkbox"/> Documentation			
<input type="checkbox"/> In-Process Reject	<input type="checkbox"/> Field Return			
<input type="checkbox"/> Tooling				
Problem Description:				Why?
				2nd Why
Containment Action		Date: xx/xx/xx		
				Why?
				3rd Why
Immediate Corrective Action:		Date: xx/xx/xx		
				Why?
				4th Why
Long Term Corrective Action:		Date: xx/xx/xx		
				Why?
				5th Why
Root Cause:				