

NONCONFORMANCE MODULE PROCESS FLOW

**SUPPLIER DEVIATION REQUEST (SR) TYPE NC
SUPPLIER CREATION OF A SR TYPE NC**

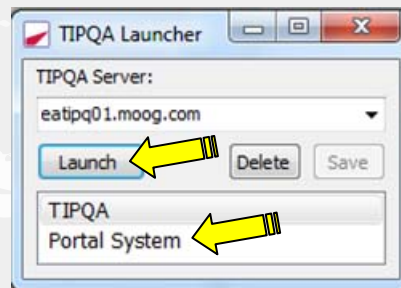
PROCESS FLOW

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 or Moog Buyer to request disposition of any parts that do not meet the Purchase Order and related flow-down document requirements.

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 your Purchase Order.

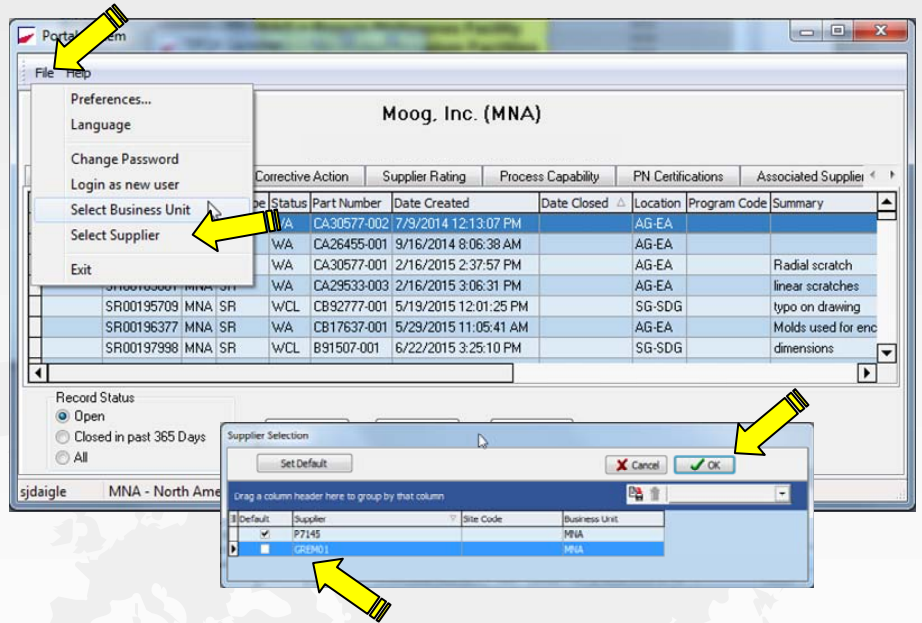


PROCESS FLOW

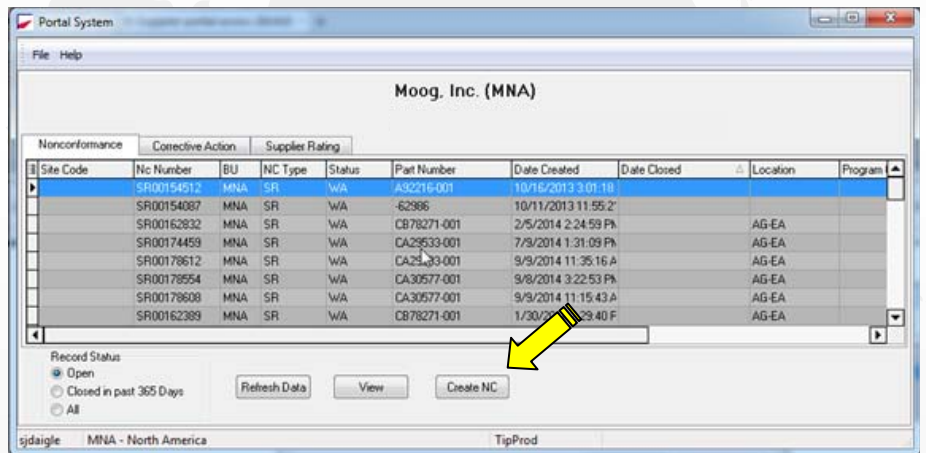
COMMENTS

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.

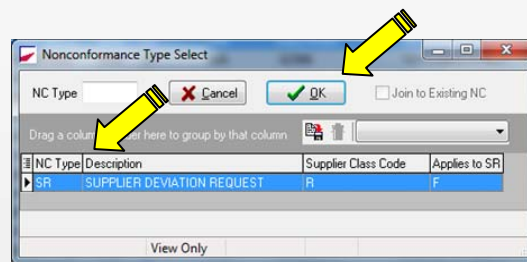
Press **SELECT SUPPLIER** to select the appropriate supplier number. Press **OK** to complete your selection.



Press the **CREATE NC** button to start the NC process.



Highlight the **SR TYPE NC** row in the **Nonconformance Type Select** Popup and press the **OK** button.



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Enter the following required pieces of Information:

- PO/Line #
- Nonconforming
- Location Code = Moog facility issuing PO
- Summary = A short description of issues

Press **POST EDIT** button to save your work

Assign Serial Numbers?
NO

Press **NO** button. You will be auto-routed to the **CREATE/<PreDisposition>/<SPR>** tab.



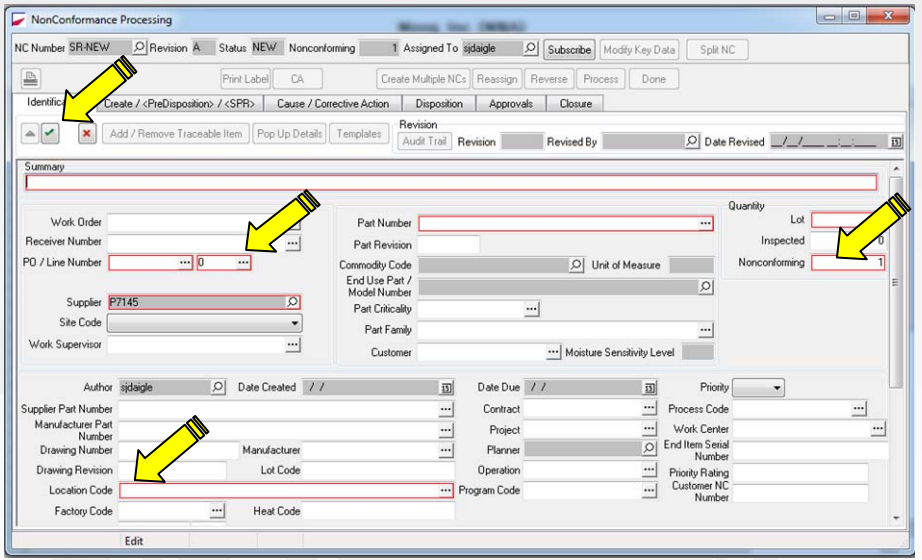
Press **YES** button.

Enter Starting and Ending serial #'s and press the **ADD** button.

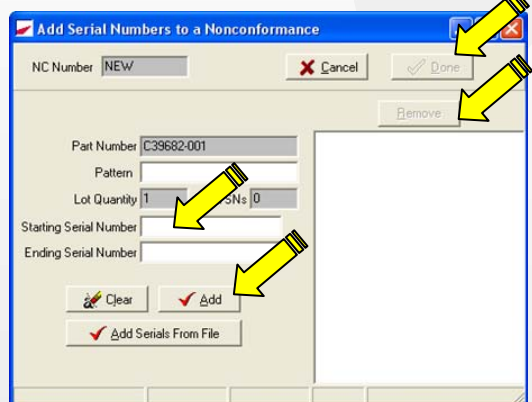
Remove unwanted serial numbers by selecting the affected serial number and pressing the **REMOVE** button.

Press **DONE**. You will be auto-routed to the **CREATE/ <PreDisposition>/ <SPR>** tab.

Press the **EDIT RECORD** button.

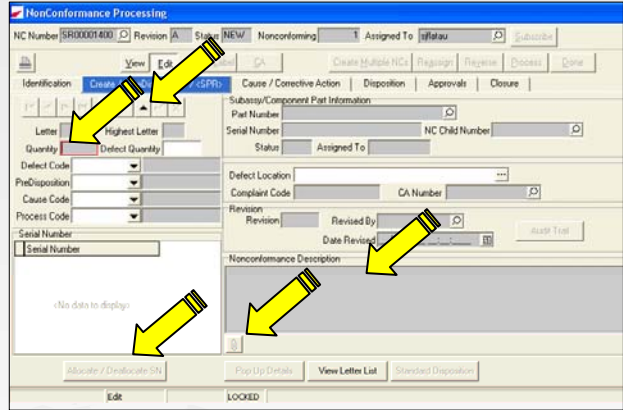
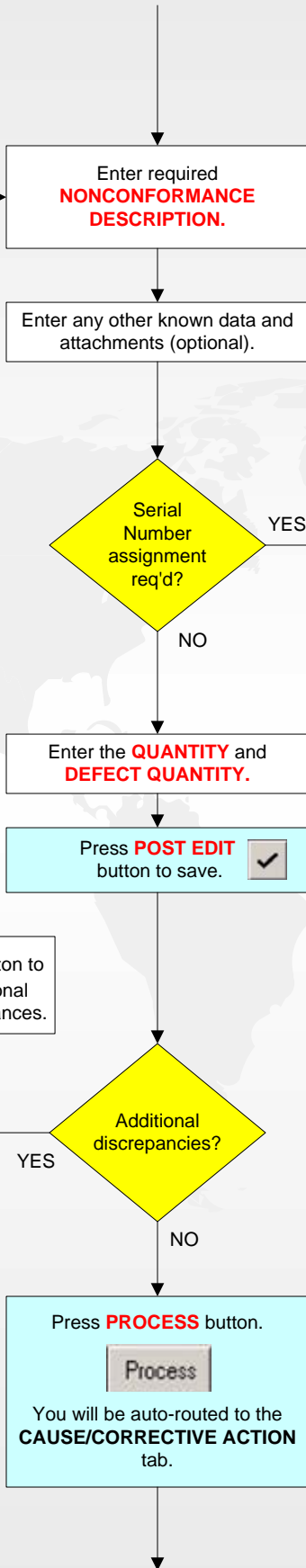


If the quantity of serial numbers is less than the lot quantity, a confirm message will appear. Add **ONLY** the serial numbers for the product being rejected.



PROCESS FLOW

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Do not attach export restricted documents.

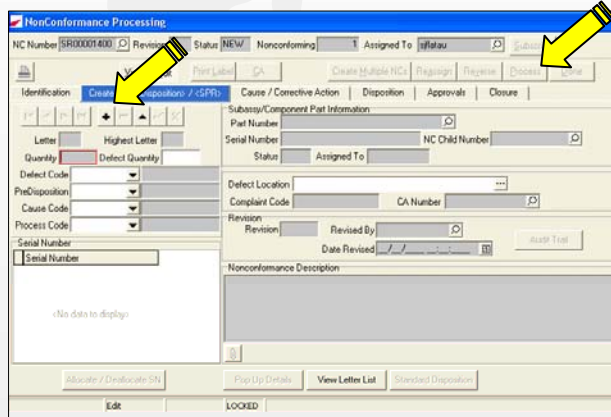
Reference page 6 of this document for instructions in creating a clear, concise, and complete nonconformance description.

Reference pages 2 & 3 of this document for serial number selection and allocation instructions.

Quantity = the number of parts for the Letter item.

Defect Quantity = the number of nonconformance occurrences for the Quantity being described.

Press + button to add additional nonconformances.

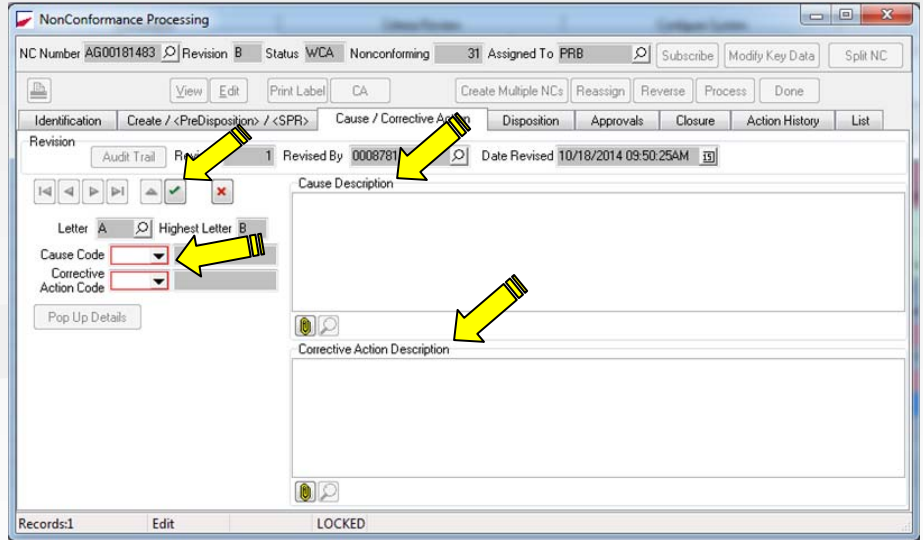
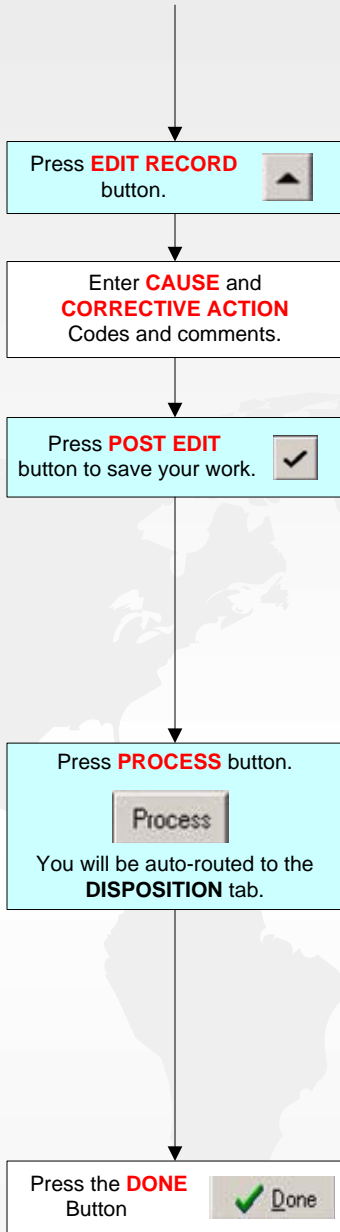


The LETTER and HIGHEST LETTER entries will increase as LETTER items are added.

The NC STATUS will change to the WAITING CAUSE/CORRECTIVE ACTION (WCA) status after the PROCESS button is pressed.

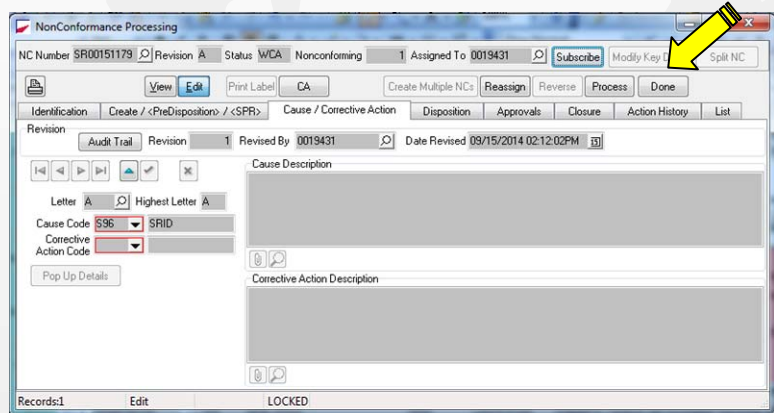
PROCESS FLOW

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EXPECTATIONS:
Moog expects the Root Cause of the problem be identified and that actions be taken to define and eliminate the cause of a detected nonconformity or other undesirable situation in an effective and timely manner. Corrective Action may involve short-term and long-term actions.

After you press the PROCESS button, the NC will be automatically reassigned to the Moog Buyer associated with the purchase order you created the NC against. The selected individual will be sent an e-mail notifying them of the assignment.



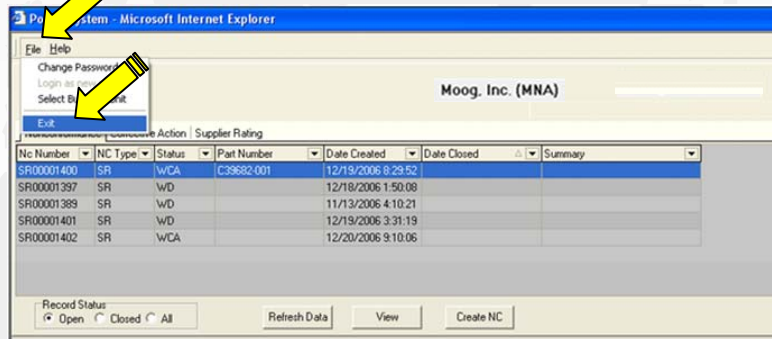
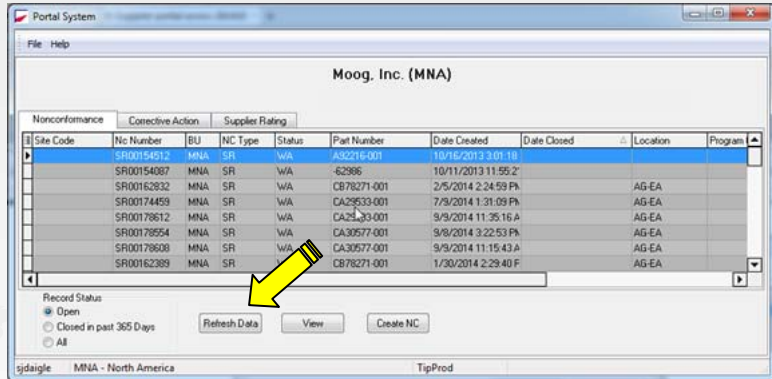
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After the **DONE** button is pressed, you will be returned to the Welcome Screen. If you press the **REFRESH DATA** button, the document just created will appear.

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

Press the **SIGN Out** button to exit the Supplier Portal



This completes the process and instructions for creating a Supplier Deviation Request. You can monitor the progress of the request that you made through the portal as with any other NC or CA that has your Supplier Number on it. You will be notified via e-mail when a disposition has been made.

Your primary contact for this process is the Moog Buyer. If you have any questions, contact your Moog Buyer for assistance.

CREATING A CLEAR, CONCISE, AND COMPLETE NONCONFORMANCE DESCRIPTION

The need to create a clear, concise, and complete nonconformance description is vital to those who are required to disposition, approve, and process discrepant parts.

You, as the Author of the Nonconformance (NC) Report are tasked to enter this description in the report.

A good rule of thumb when documenting your nonconformance description is to enter what the characteristic / feature is, what the requirement/ specification is, what the part reads/measures, and the spot on the drawing/procedure where the feature can be located (when applicable).

An example of this is as follows:

- Enter the characteristic or feature, which is discrepant. This can be an O.D. size, a surface finish, flatness, performance test, or any similar feature.

Dia

- Enter the specific requirement or specification the feature should be.

2.045" +.0002" -.0000"

- Enter the actual measured results for the characteristic or feature.

Checks/Measures 2.0473"

- Enter the location on the drawing or procedure location that the requirement is specified.

Zone/Location E-6

- If the nonconformance you are entering is the result of a sample inspection, state the quantity of the parts found nonconforming and the quantity sampled.

1 of 5 piece sample

- If the nonconformance cannot be adequately defined in words, add pictures as attachments.

An accurate description greatly reduces engineering review time and prevents errors in the disposition process.

It is important to remember that the nonconformance may be sent to an engineer in another Moog division somewhere across the globe for disposition. The nonconformance may also be sent to a supplier for part processing or corrective action so be clear, concise, and complete in your description.

Examples of both Good and Bad Nonconformance Descriptions are shown at right:

| Nonconformance Description |
|---|
| Zone E-6 dia.2.0475+.0002-.0000 ck's 2.0473 |

Good

| Nonconformance Description |
|--|
| Per drawing note 2, heat treat to Rc 37-42 per CDP3273, parts are 42-44. |

Good

| Nonconformance Description |
|---|
| 1 of 5 piece sample checks u/s .001 (.768) on .771 +/- .002 dia. zone G3. |

Good

| Nonconformance Description |
|--|
| Test #3, Low Speed Friction: Nominal Running Current $\leq 3.5A$ Avg EXT measures 3.8A |

Good

| Nonconformance Description |
|----------------------------|
| bad ballscrew |

Bad - What's bad? No specification or actual values defined.

| Nonconformance Description |
|----------------------------|
| See SRID attached. |

Bad – A summary of the SRID should be documented.

| Nonconformance Description |
|----------------------------------|
| Insulation on wires not to print |

Bad – What's not to print about it? No specification or actual values defined.

| Nonconformance Description |
|---|
| ballscrew fails low speed friction and 4.2 stability tests. |

Bad – Two nonconformance's on one Letter item and no specification or actual values defined.