

CORRECTIVE ACTION MODULE PROCESS FLOW

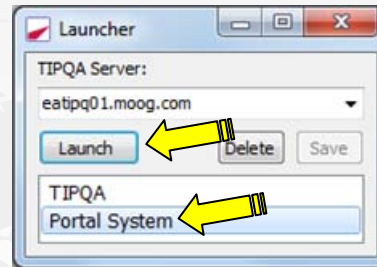
MOOG REQUEST FOR SUPPLIER CORRECTIVE ACTION

PROCESS FLOW

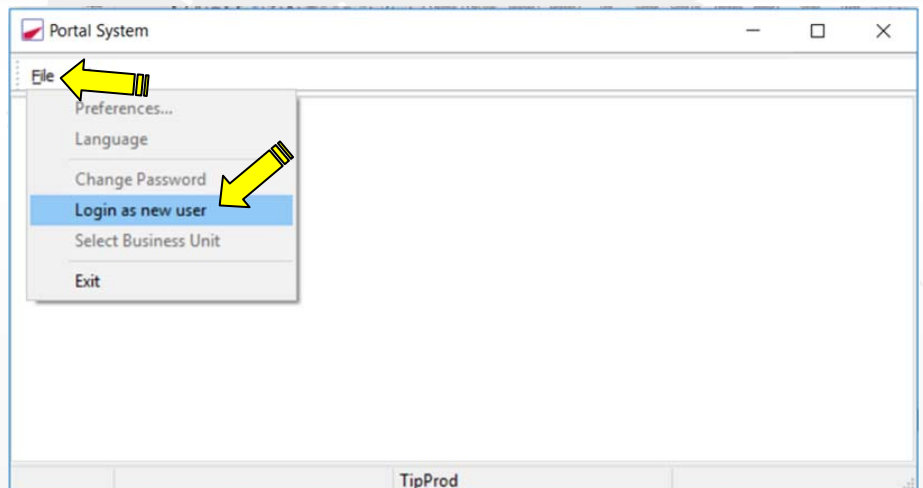
COMMENTS

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.

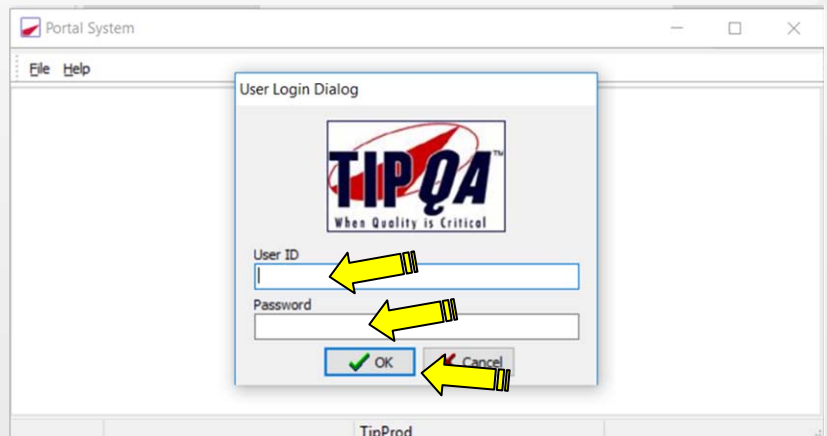
After opening the TIPQA application on your computer, select **PORTAL SYSTEM** and then press the **LAUNCH** button.



From the **PORTAL SYSTEM** screen, press the **FILE** link from the toolbar and then press the **LOGIN AS NEW USER** link.

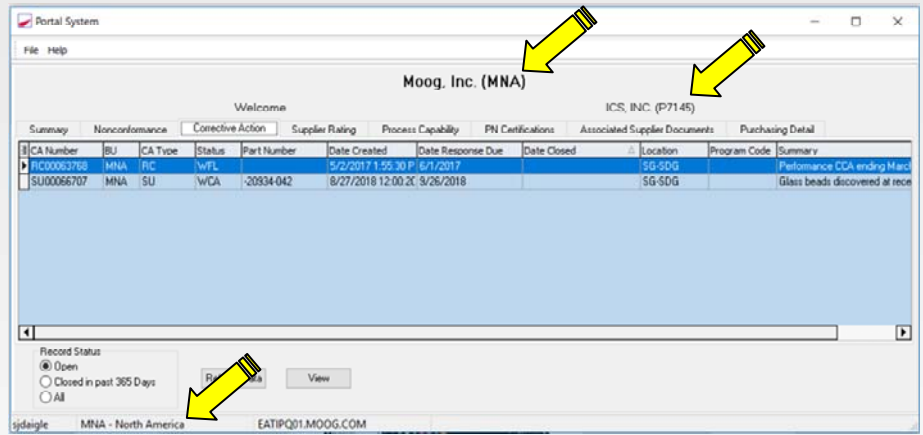


Enter your Moog supplied **USER ID & PASSWORD** and press the **OK** button.



PROCESS FLOW

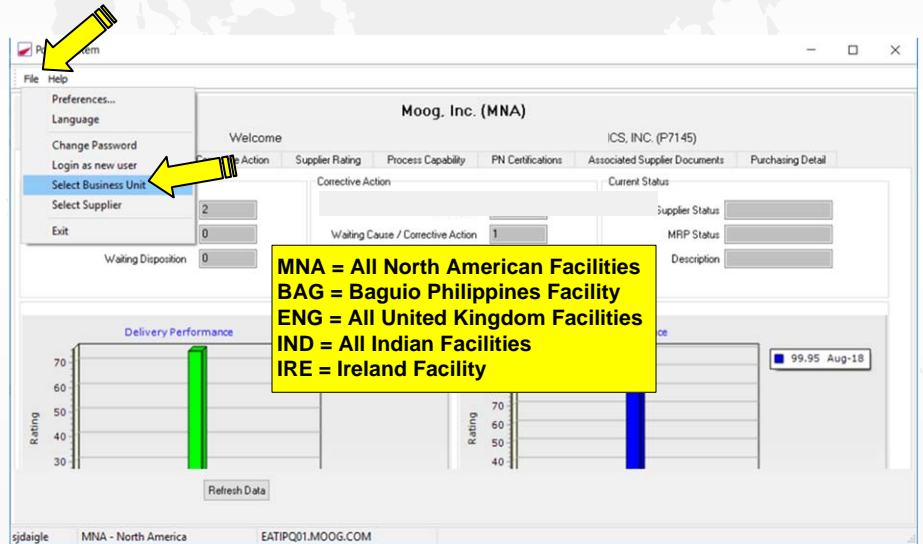
COMMENTS



- The Portal System screen will define what TIPQA Business Unit and Supplier number you have been defaulted to.
- If you do business with multiple Moog Locations across the globe, you may need to change Moog Business Unit to see records that have been assigned to you. (Instructions below)
- If your company has multiple supplier numbers at Moog, you may need to change the Supplier Number assignment to see records that have been assigned to you. (Instructions below)

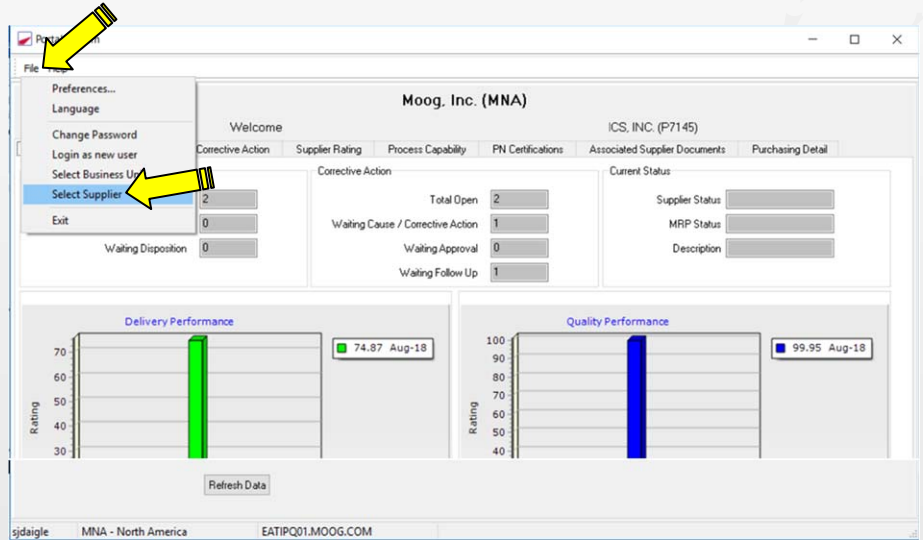
Update the **Business Unit** to reflect the location of the Moog facility defined on email notification you received.

To change Business Units, press the **FILE** link and then the **SELECT BUSINESS UNIT** link. From here, select the Business unit defined in the email you received.



Update the **Supplier number** to reflect the number defined on email notification you received.

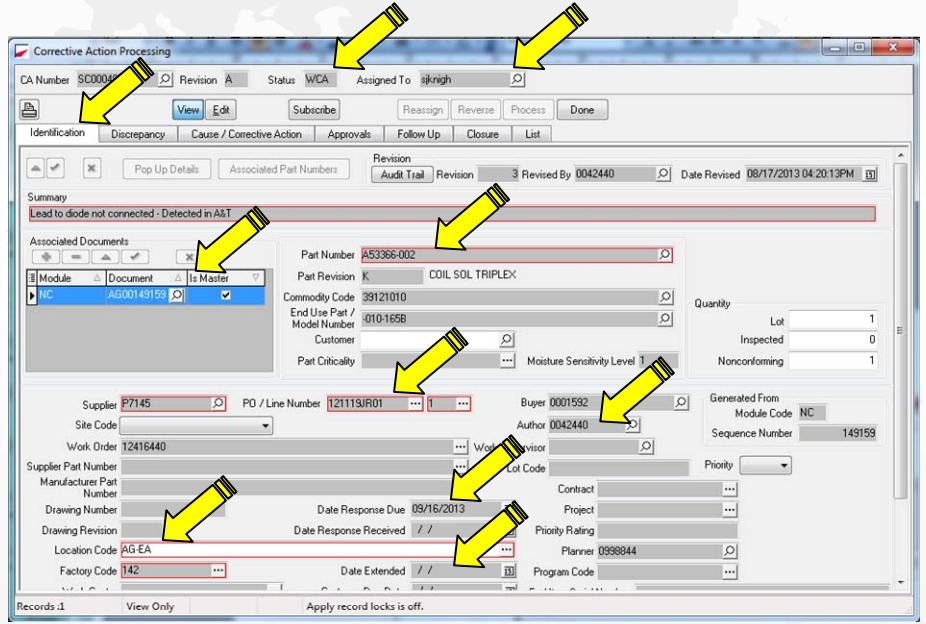
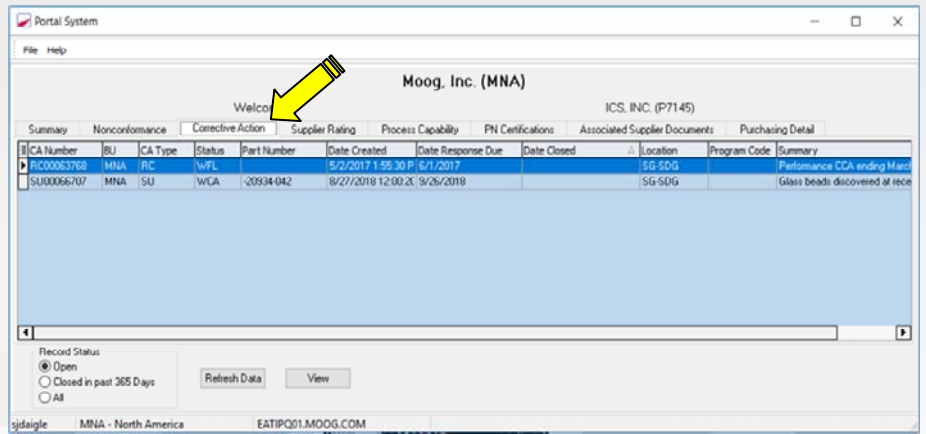
To change Supplier numbers, press the **FILE** link and then the **SELECT SUPPLIER** link. From here, select the Supplier number defined in the email you received.



PROCESS FLOW



COMMENTS

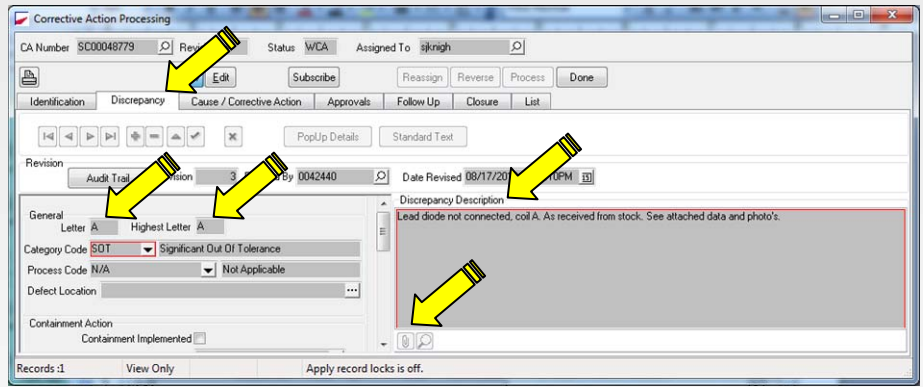
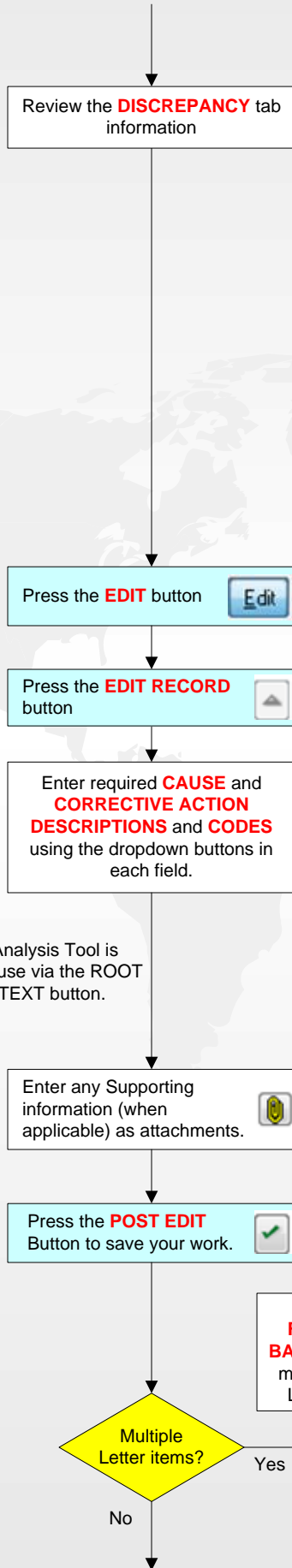


Review the CA request. Items of interest include:



- **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.

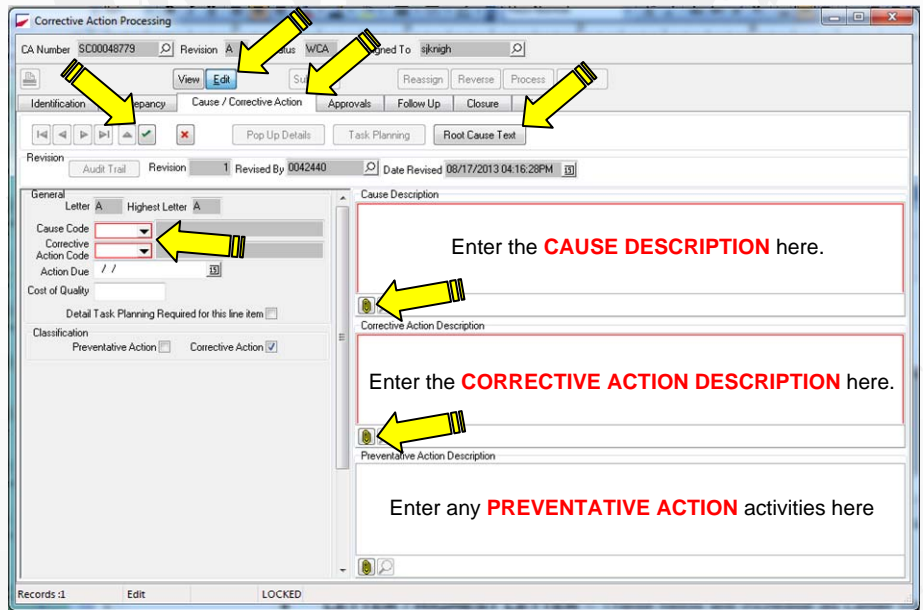
PROCESS FLOW

COMMENTS



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.
-  - These are the **FORWARD/BACK** buttons. Pressing these buttons allows the movement between the various Letter items associated with the CA request.
-  - 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.



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.

PROCESS FLOW

COMMENTS

Press the **PROCESS** button.

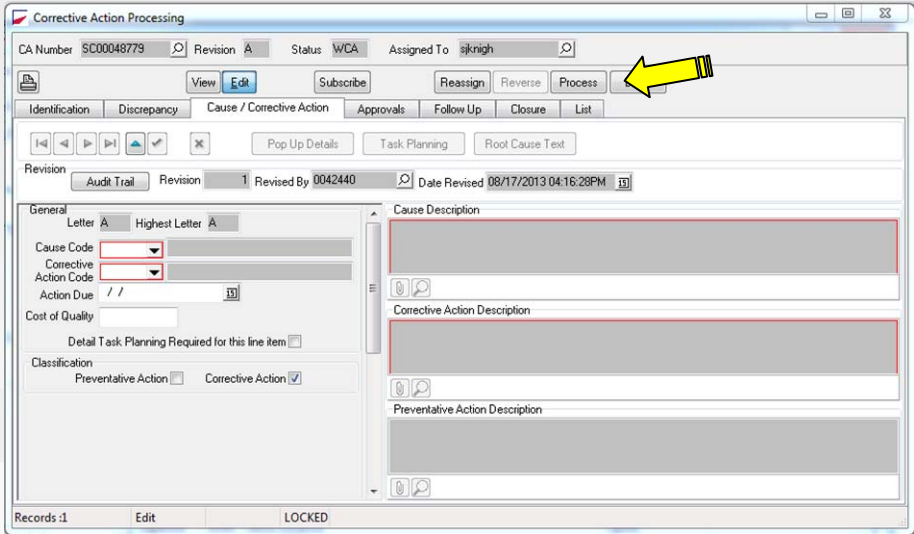
Process

You will be auto-routed to the **APPROVALS** tab.

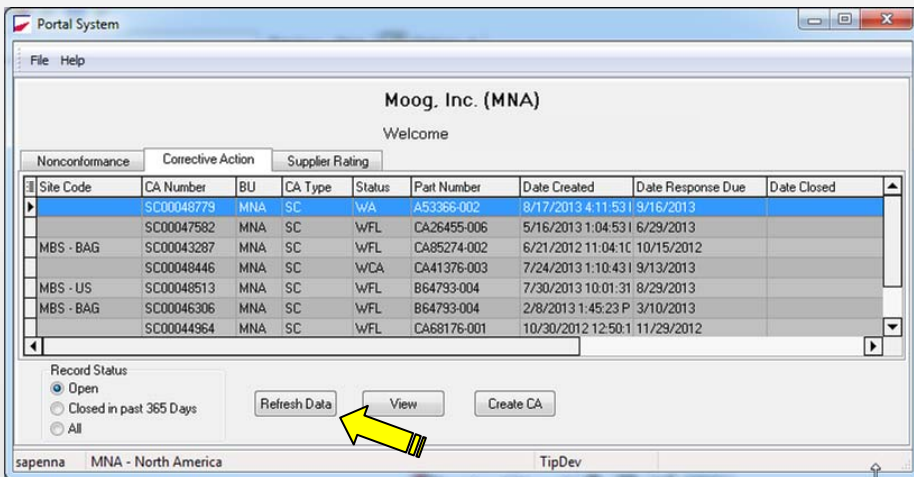
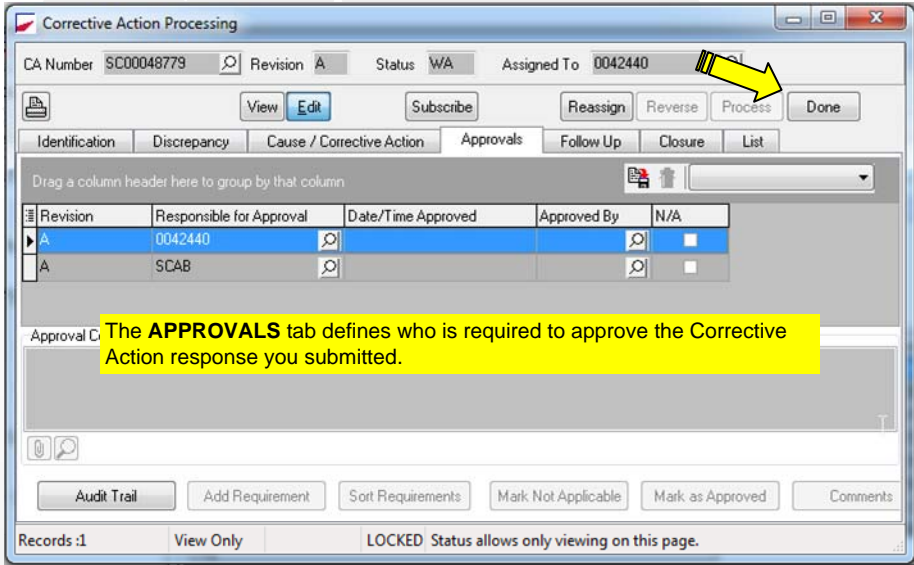
Press the **DONE** button.

Done

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.

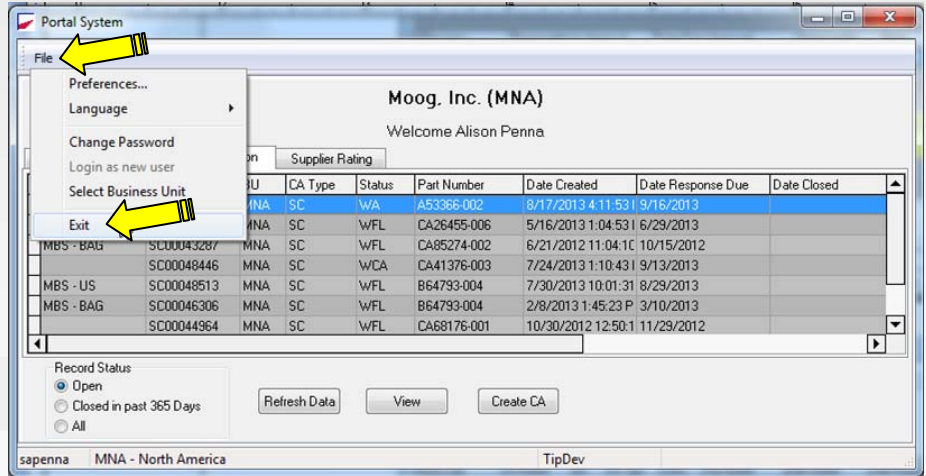
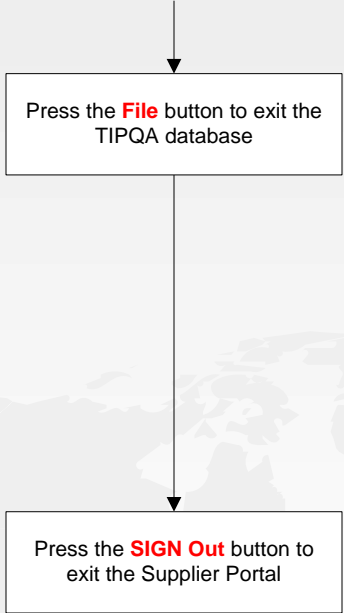


FAILURE TO PRESS THE PROCESS BUTTON WILL RESULT IN THE CA RESPONSE NOT BEING SUBMITTED TO MOOG. BEFORE YOU LEAVE THE TIPQA DATABASE, THE RECORD MUST BE IN THE WAITING APPROVAL (WA) STATUS AND THE ASSIGNED TO FIELD MUST HAVE AN ASSIGNMENT OF SOMEONE OTHER THAN THE PERSON ENTERING THE C/CA RESPONSE.



PROCESS FLOW

COMMENTS





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:		Why?		
<input type="checkbox"/> Reject at Rec Insp	<input type="checkbox"/> Documentation	2nd Why		
<input type="checkbox"/> In-Process Reject	<input type="checkbox"/> Field Return			
<input type="checkbox"/> Tooling				
Problem Description:		Why?		
		3rd Why		
Containment Action		Why?		
Date: xx/xx/xx		4th Why		
Immediate Corrective Action:		Why?		
Date: xx/xx/xx		5th Why		
Long Term Corrective Action:				
Date: xx/xx/xx		Root Cause:		