

# NONCONFORMANCE MODULE PROCESS FLOW

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

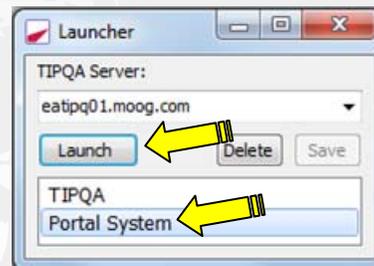
## PROCESS FLOW

## COMMENTS

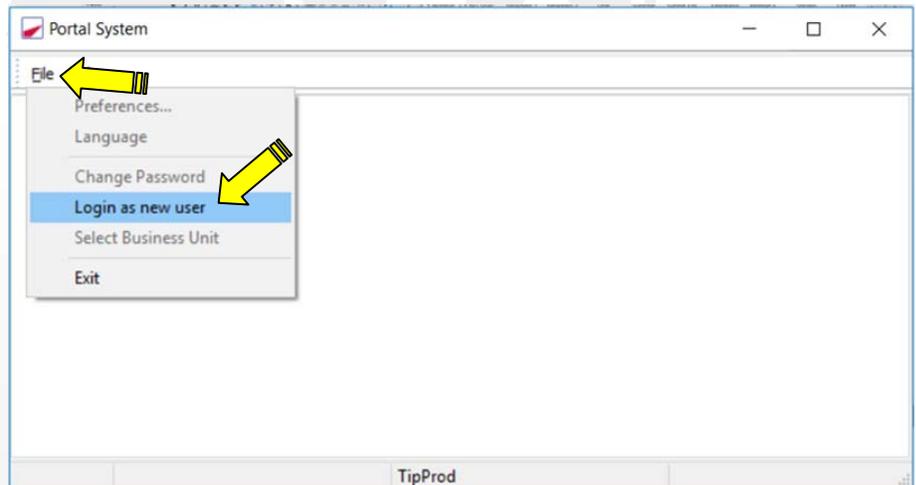
**PURPOSE:** This document illustrates the process flow and provides the specific screen shots to be encountered and detail instructions that must be followed by a Moog Supplier or Moog Buyer to request disposition of any parts that do not meet the Purchase Order and related flow-down document requirements.

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.

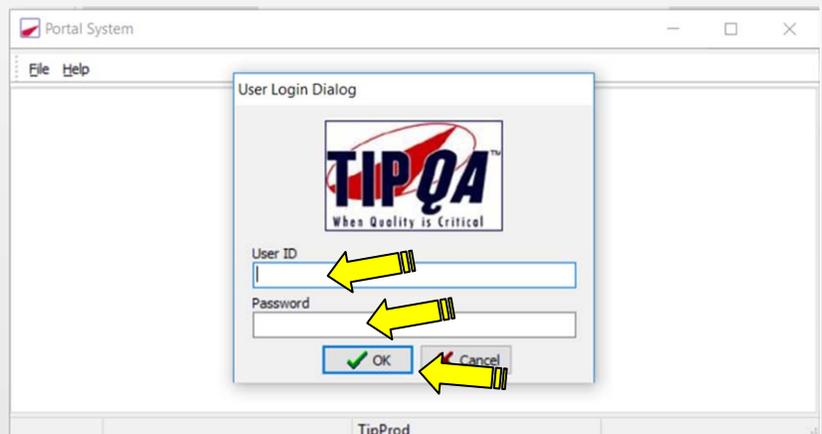
After opening the TIPQA application on your computer, select **PORTAL SYSTEM** and then press the **LAUNCH** button.



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

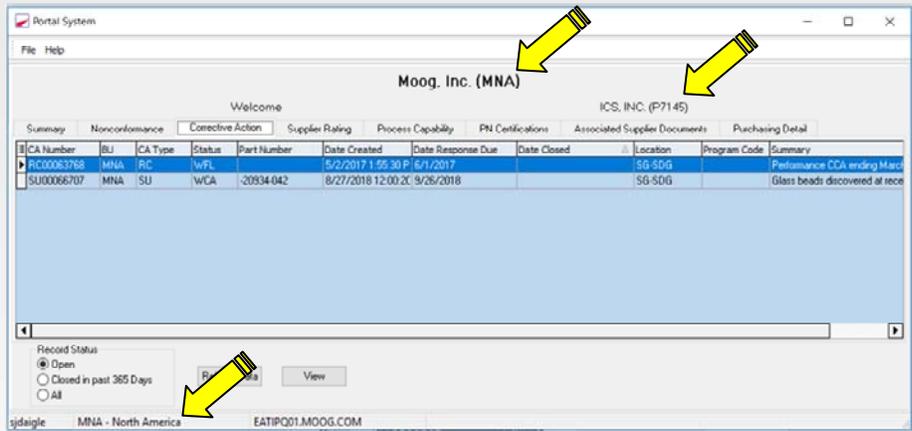


Enter your Moog supplied **USER ID & PASSWORD** and press the **OK** button.



**PROCESS FLOW**

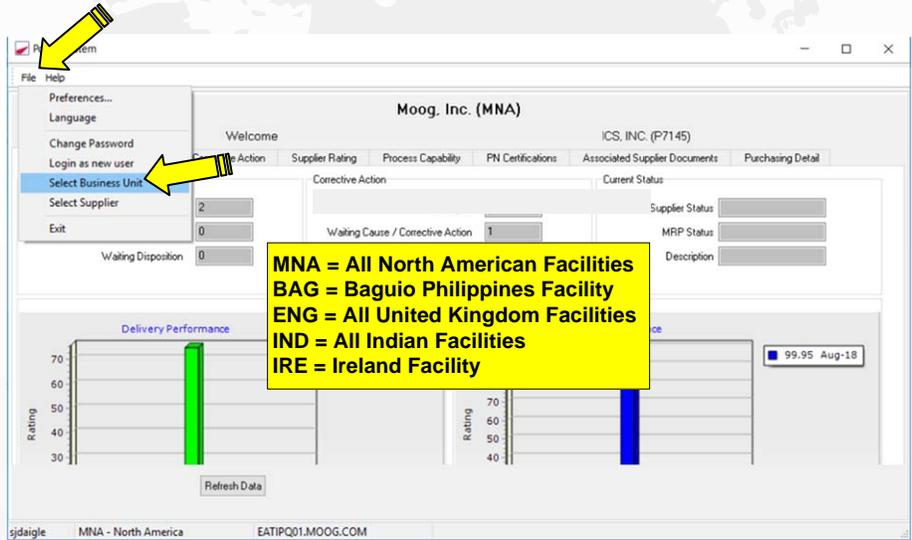
**COMMENTS**



- 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 the Moog Business Unit to create the record in the correct location and 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)

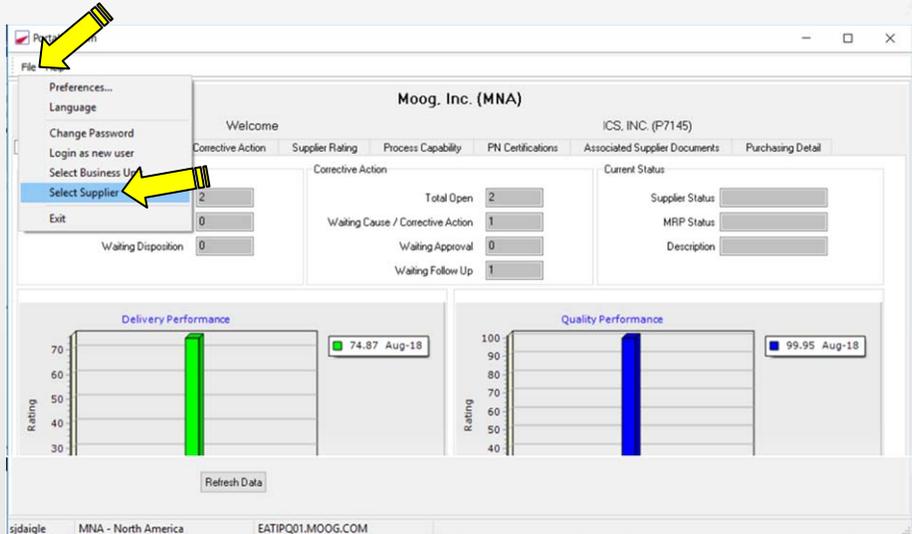
Update the **Business Unit** to reflect the location of the Moog facility that will be receiving the waver request.

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



Update the **Supplier number** to reflect the supplier number defined on the PO you are shipping against.

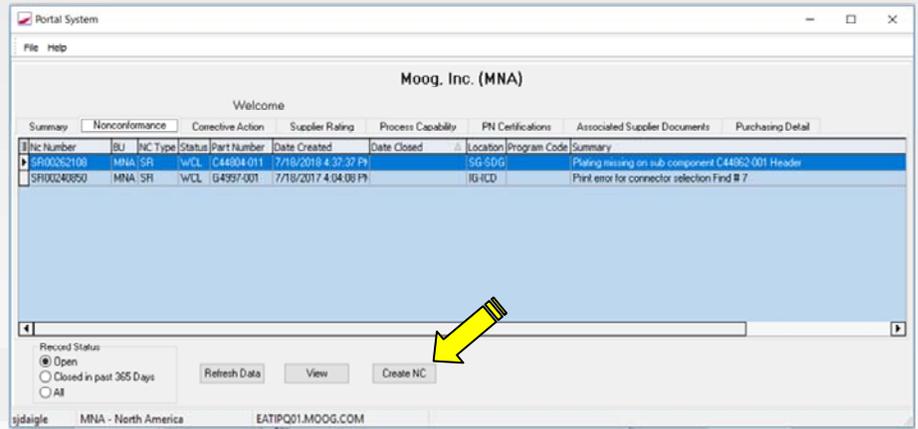
To change Supplier numbers, press the **FILE** link and then the **SELECT SUPPLIER** link. From here, select the Supplier number defined on the P.O.



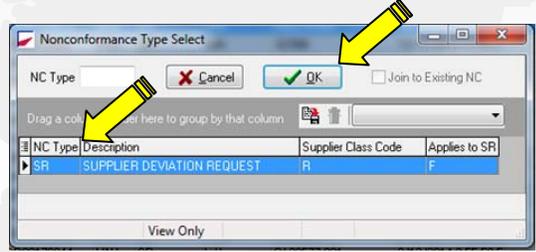
**PROCESS FLOW**

**COMMENTS**

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

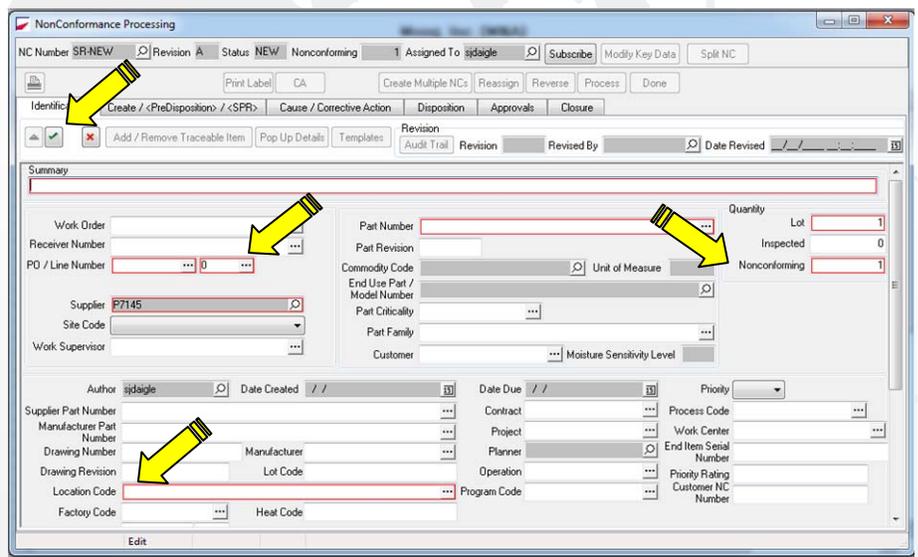


Highlight the **SR TYPE NC** row in the **Nonconformance Type Select** Popup and press the **OK** button.



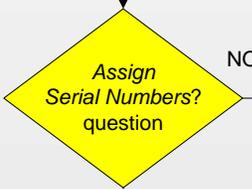
Enter the following required pieces of Information (outlined in Red):

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



Use the Ellipse button to see available options.

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



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



**PROCESS FLOW**

**COMMENTS**

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.

Enter required Nonconformance information outlined in red.

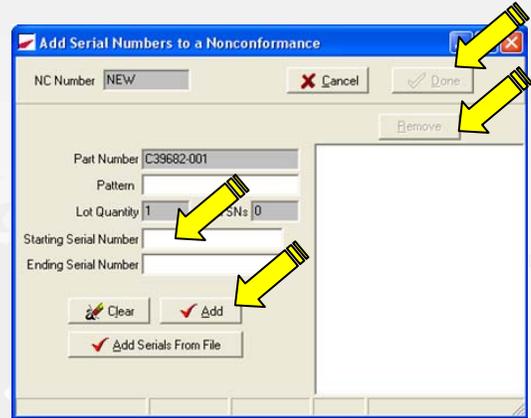
- Quantity
- Defect Code
- Cause Code
- Nonconformance Description

Press the **Standard Disposition** button to select the template called **AG/SG-DEFECT DESCRIPTION-BASIC**. The template will be imported into the Nonconformance Description field. Answer the questions to define the nonconformance.

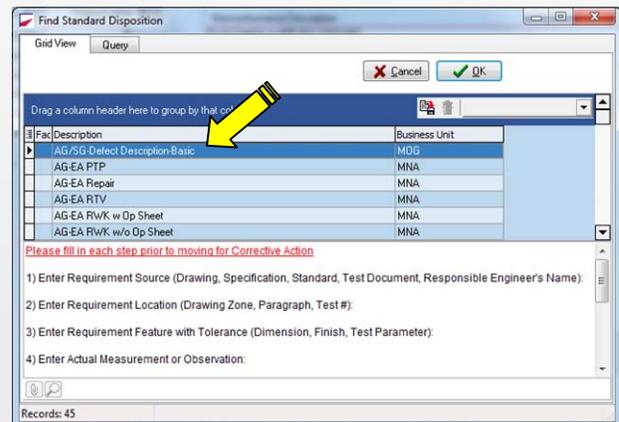
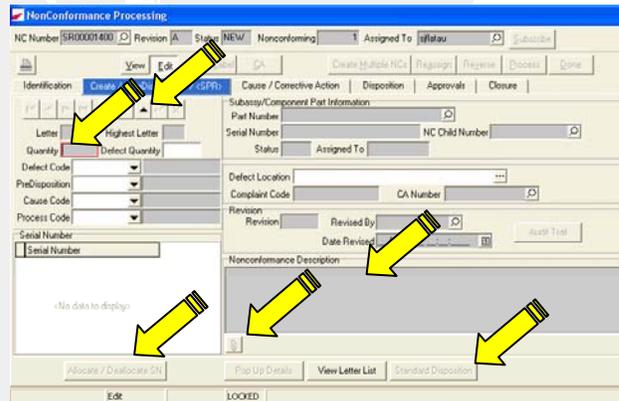
Enter any other known data and attachments (optional).

Press **+** button to add additional nonconformances.

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.

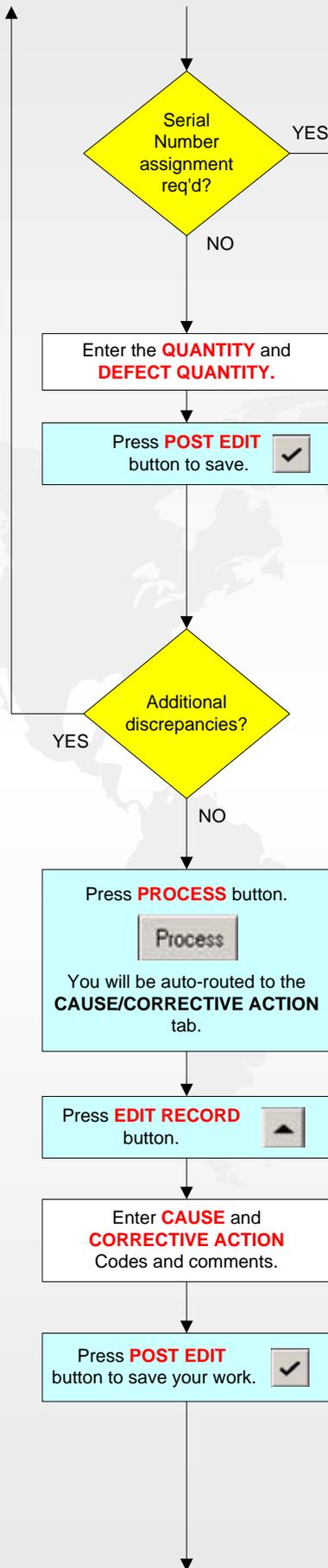


Do not attach export restricted documents.



**PROCESS FLOW**

**COMMENTS**



Press the **ALLOCATE/ DEALLOCATE SN** button.

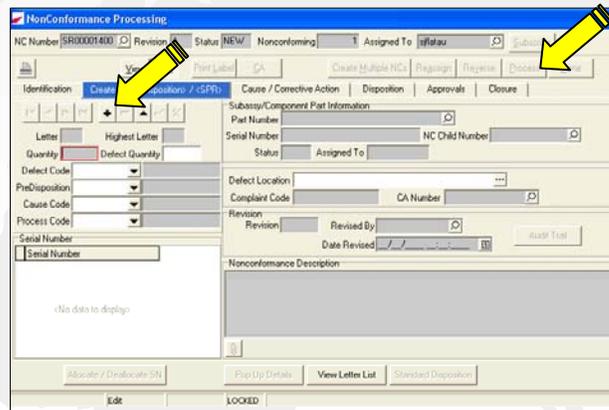
Reference pages 2 & 3 of this document for serial number selection and allocation instructions.

Highlight Serial Number identified for the nonconformance Letter item, assign it (>), and press **OK** button.

**Quantity** = the number of parts for the Letter item.

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

Press **POST EDIT** button to save.



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

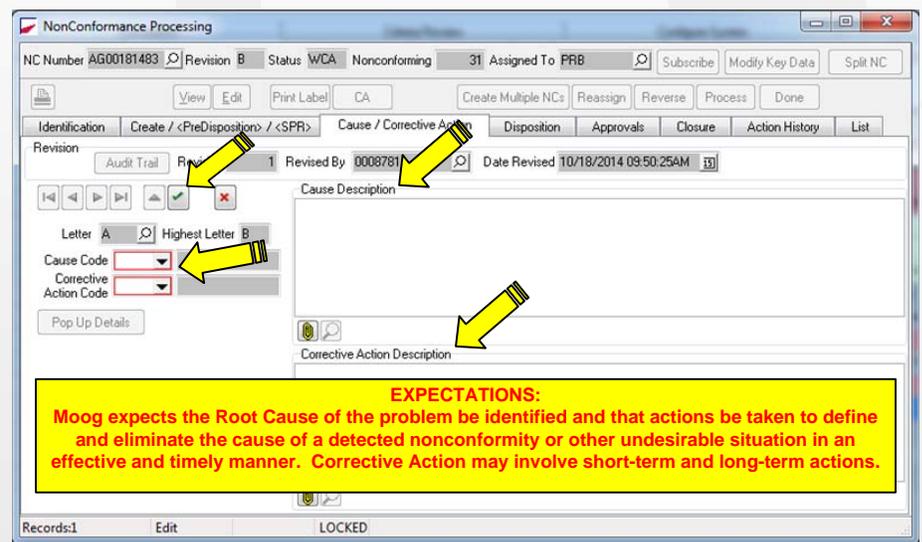
Additional discrepancies? YES NO

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

Press **PROCESS** button.   
 You will be auto-routed to the **CAUSE/CORRECTIVE ACTION** tab.

Press **EDIT RECORD** button.

Enter **CAUSE** and **CORRECTIVE ACTION** Codes and comments.



**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.

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

**PROCESS FLOW**

**COMMENTS**

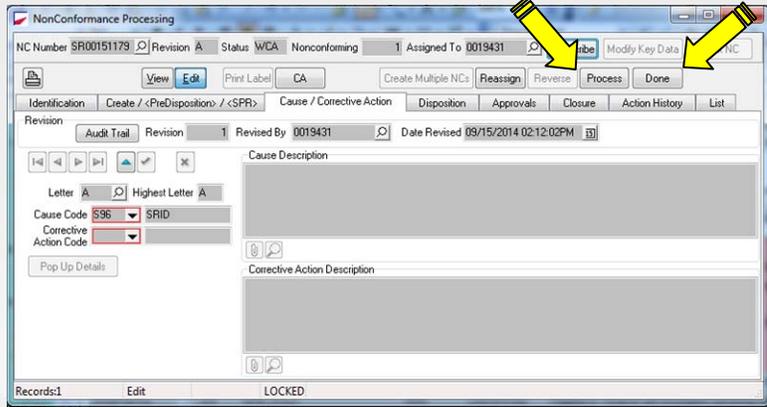
Press **PROCESS** button.  
  
You will be auto-routed to the **DISPOSITION** tab.

Press the **DONE** Button  

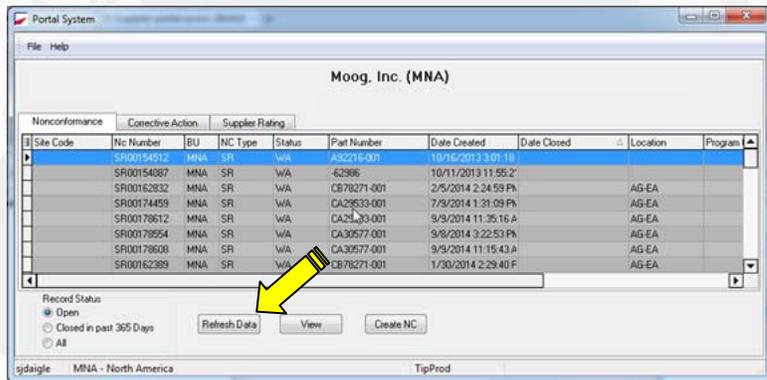

After the **DONE** button is pressed, you will be returned to the Welcome Screen. If you press the **REFRESH DATA** button, the document just created will appear.

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

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



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.



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.