

STANDARD WORK – PROCESS INSTRUCTION SHEET

TITLE	How to Raise a Supplier Change Notification in TIPQA	DEPARTMENT	AG Supply Chain
SUBTITLE	Supplier Change Notification Process	TEAM COMPOSITION	
DATE	08/07/2017	John Daigler, John Tetlow, Jimmy Fitzpatrick, Katie Alvarez	
REV	1		
AUTHOR	R. McFeely		
BASIC PROCESS DESCRIPTION	Standard Work instructions for Moog suppliers on how to raise a change notification via the TIPQA Nonconformance module		
STEP #	STEP / IMAGE	INSTRUCTIONS	FUNCTION

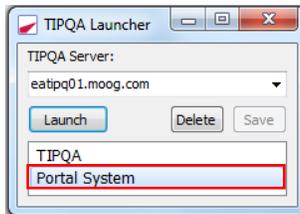
Supplier Instructions

1

Log in to TIPQA via Portal

Log-in to your TIPQA user account (provided by Moog)

Choose **Portal System**:



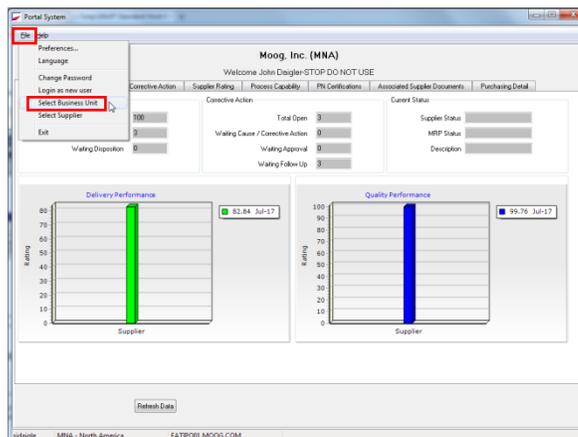
Enter your **User ID** and **Password**:



Supplier

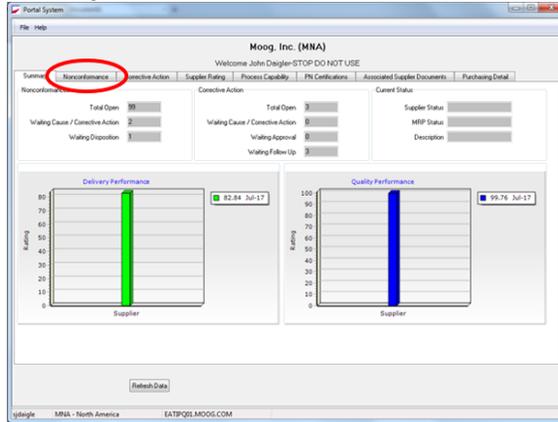
Note: If the change notification is applicable to issues/parts that affect multiple Moog sites, create the notification in the TIPQA Business Unit that best defines where the majority of the work is being provided. Changing business units can be performed in the "File>Change Business Unit" portion of the homepage.

Business Unit	Business Unit Description
BAG	Baguio
ENG	England
IND	India
MNA	North America



1 (continued)

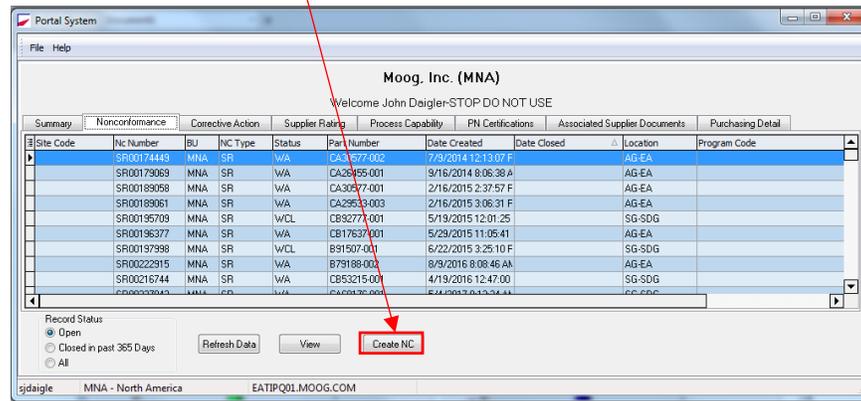
Choose the **Nonconformance** tab:



2

Create NC

Select the 'Create NC' option

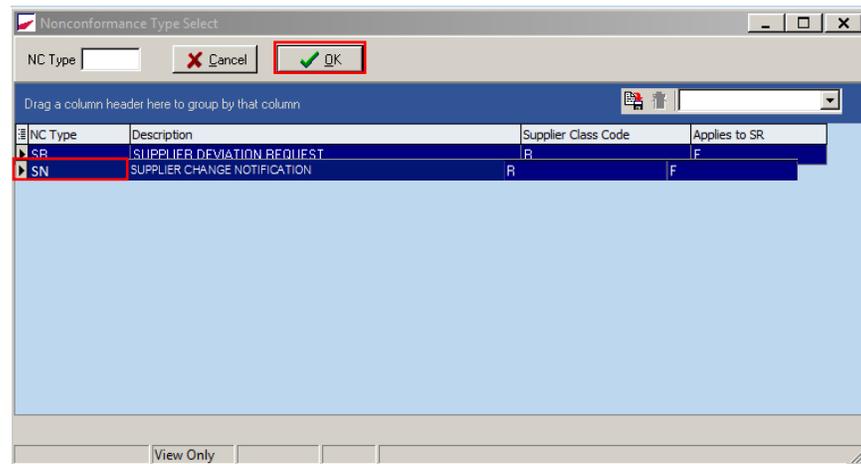


Supplier

3

Select 'Supplier Change Notification' Type NC

Select the 'SN' option for NC Type, then select



Supplier

4

Complete Identification Tab

Supplier

1. In the **Summary** field – provide a brief description of the change notification you are proposing.

Example:

Summary
XYZ Manufacturing Co ... Notification of Change - Production Relocation to Malaysia Facility

2. Select to open Location Code window.

Location Code ...

3. Select  to open list .

Find Location Code
Grid View Query
Clear OK
Location Code
Description

4. Select the Moog Location that represents the parts impacted by the change. (If the change affects multiple Moog sites, choose the one that purchases the majority of part numbers impacted by the change) then select  to confirm selection.

Example: Aircraft Group – Tewkesbury

Find Location Code
Grid View Query
AG-TEW
Cancel OK
Drag a column header here to group by that column
Location Code Description
AG-TEW AIRCRAFT GROUP - TEWKESBURY
AG-TEW AFT MKT AIRCRAFT GROUP - TEWKESBURY; A
AG-WH AIRCRAFT GROUP - WOLVERHAMPTO
AG-WH AFT MKT AIRCRAFT GROUP - WOLVERHAMPTO

5. Click on the  to save your entries.

Identification Create / <Predisposition> / <SPR> <Cause / Corrective Action> Di
Add / Remove Traceable Item Pop Up Details Templates Revisi
Audit
Summary
XYZ Manufacturing Co - Notification of Change - Production Relocation to Malaysia Facility

After you save the record, you will be routed to the **Create** tab.

5

Determine Moog Instruction for Applicable Change Category

Supplier

From the **Create** tab

Identification **Create / <Predisposition> / <SPR>** <Cause /

1. Enter '1' in the Quantity Field

Quantity

2. Select the downward arrow of the Cause Code field

Cause Code ▼

3. Select the applicable change category from the description field options, then select

Example: Production Relocation

Code	Description	Charge Supplie	Reset RI Skip	Applies to Auto	Prevent Closur	Allow CA, NC,	Business Ur
SN1	BUSINESS SYSTEM CHANGE	F	F	F	N	T	MOG
SN2	ORGANIZATION CHANGE	F	F	F	N	T	MOG
SN3	PRODUCTION RELOCATION	F	F	F	N	T	MOG
SN4	REQUIREMENT CLARIFICATION	F	F	F	N	T	MOG
SN5	DRAWING/SPECIFICATION CHANG	F	F	F	N	T	MOG
SN6	PRODUCTION PROCESS CHANGE	F	F	F	N	T	MOG
SN7	SUB-TIER SUPPLIER CHANGE	F	F	F	N	T	MOG
SN8	LOGISTICS CHANGE	F	F	F	N	T	MOG

4. Select

Investigation

Traceable History | Pop Up Details | View Letter List |

5. Highlight the applicable change description from the **SN NC** listing then select

Fac	Description	Business Unit
	SN NC-Business System Change	MOG
	SN NC-Drawing/Spec Change	MOG
	SN NC-Logistics Change	MOG
	SN NC-Organization Change	MOG
	SN NC-Process Change	MOG
	SN NC-Production Relocation	MOG
	SN NC-Requirement Clarificaton	MOG
	SN NC-SubTier Supplier Change	MOG

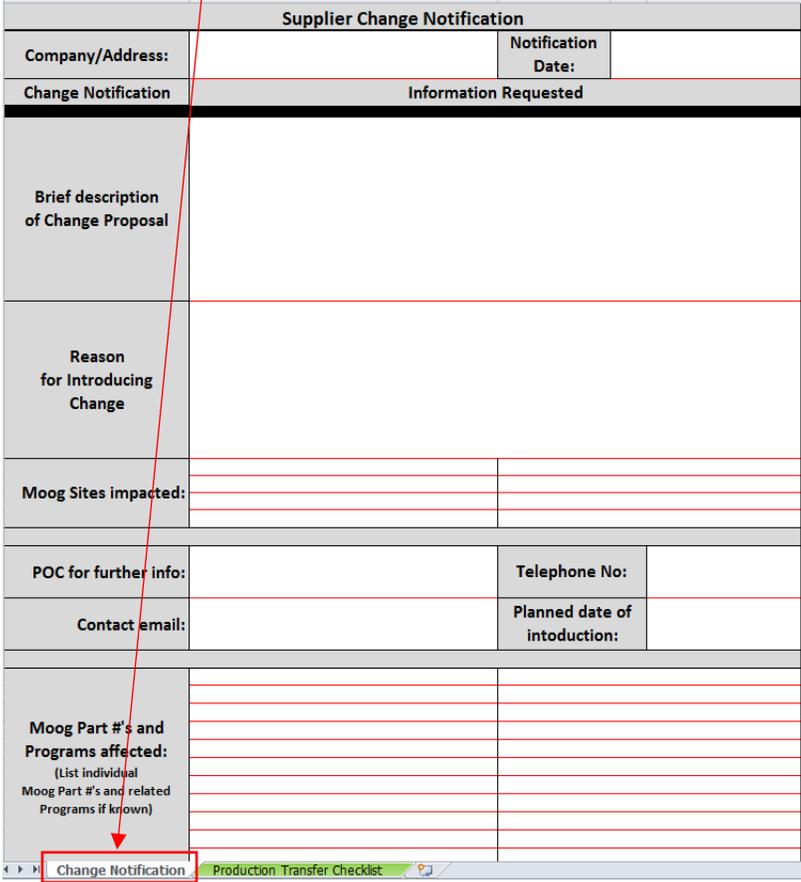
6	Complete Pre-Disposition Requirement per Moog Instruction	<p>Each change category has unique Moog requirements to complete the notification process.</p> <ol style="list-style-type: none"> 1. Follow the instruction provided in the non-conformance description box. <p>Example: Production Process Change</p> <div data-bbox="485 443 1338 863" style="border: 1px solid black; padding: 5px;"> <p>Production Relocation (Moog Attachment Below) Rev 20160415</p> <p>Please provide clear details of any proposed changes to the location of your manufacturing/production facilities in the attached Change Notification Form (including major internal factory moves).</p> <p>Please also include your responses to the Transfer Readiness Checklist contained within the same attachment (this is a requirement for Moog's approval process)</p> <p>Process:</p> <ol style="list-style-type: none"> 1. Download and SAVE a copy of the Excel attachment to your PC or Server. 2. Complete details requested in the "Change Notification" tab. 3. Complete responses in the "Production Relocation Checklist" tab. 4. Save the file as "your company name - production relocation - date". 5. Upload your completed copy into the TipQA NC (using the paperclip icon). 6. Process the change notification NC for Moog's review and approval. </div>	Supplier
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For certain change categories you may be requested to complete an Excel attachment.

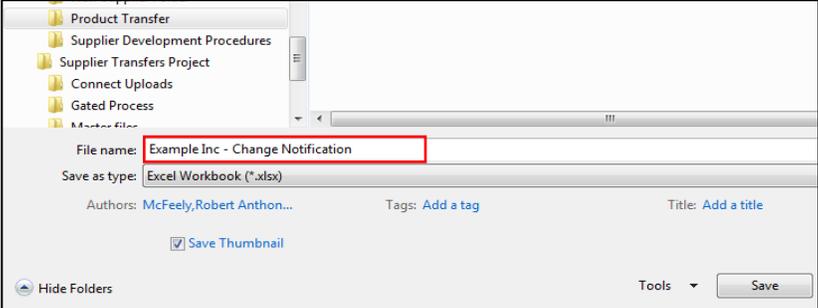
This is so Moog can share the information with our customers if required, and also assign appropriate resources and risk management criteria to the change process.

The following Instruction represents the additional requirement of completing the Excel attachment, using a Production Relocation change notification for example.

7	Open Change Notification Attachment	<p>Select the  icon to open the change notification form attachment.</p> <div data-bbox="485 1461 1297 1770" style="border: 1px solid black; padding: 5px;"> <p>Nonconformance Description</p> <p>Production Relocation (Moog Attachment Below)</p> <p>Please provide clear details of any proposed changes to the location of your manufacturing/production facilities (including major internal factory moves) in the attached Change Notification Form, including your responses to the Transfer Readiness Checklist (this is a requirement for our approval process)</p> <ol style="list-style-type: none"> 1. Download and SAVE a copy of the attachment to your PC or Server 2. Complete the Change Notification Form. 3. Attach the completed copy prior to submitting the notification NC </div>	Supplier
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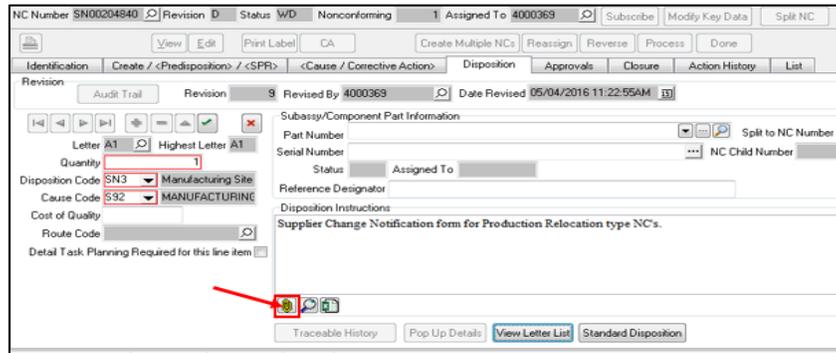
<p>8</p>	<p>Open File to Add required Change Information</p>	<p>Navigate to the 'Change Notification' tab within the Excel form</p> 	<p>Supplier</p>				
<p>9</p>	<p>Populate Header Data</p>	<p>Enter your company name, and location</p> <table border="1" data-bbox="487 1333 1250 1409"> <tr> <td>Company/Address:</td> <td>Example Manufacturing - Newberg, Oregon</td> </tr> </table> <p>Enter today's date as Notification Date in (dd/mm/yy) format</p> <table border="1" data-bbox="495 1491 898 1558"> <tr> <td>Notification Date:</td> <td>12/01/2016</td> </tr> </table>	Company/Address:	Example Manufacturing - Newberg, Oregon	Notification Date:	12/01/2016	<p>Supplier</p>
Company/Address:	Example Manufacturing - Newberg, Oregon						
Notification Date:	12/01/2016						

10	Provide Description of Change Proposal	<p>Provide brief 'headline' description of the change being introduced (This can be accompanied by a formal letter)</p> <table border="1" data-bbox="483 237 1344 506"> <tr> <td data-bbox="483 237 686 506">Brief description of Change Proposal</td> <td data-bbox="686 237 1344 506">Per the attached formal letter, this notification is to inform you that Example Manufacturing is relocating its Manufacturing Facility and Repair Station from Newberg Industrial Park to a larger, upgraded facility in Oregon Business Park. The new facility is located less than fifteen miles away from our current location and this move will not affect our continued business operations and quality of service. The relocation will be project managed by James Frankle, our Operations Transition Lead.</td> </tr> </table>	Brief description of Change Proposal	Per the attached formal letter, this notification is to inform you that Example Manufacturing is relocating its Manufacturing Facility and Repair Station from Newberg Industrial Park to a larger, upgraded facility in Oregon Business Park. The new facility is located less than fifteen miles away from our current location and this move will not affect our continued business operations and quality of service. The relocation will be project managed by James Frankle, our Operations Transition Lead.	Supplier											
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11	Provide Reason for Introducing Change	<p>Provide a brief description of the reason for introducing this change</p> <table border="1" data-bbox="483 655 1344 884"> <tr> <td data-bbox="483 655 686 884">Reason for Introducing Change</td> <td data-bbox="686 655 1344 884">This move supports our sales growth strategy and coincides with the forthcoming termination of the lease on our current building.</td> </tr> </table>	Reason for Introducing Change	This move supports our sales growth strategy and coincides with the forthcoming termination of the lease on our current building.	Supplier											
Reason for Introducing Change	This move supports our sales growth strategy and coincides with the forthcoming termination of the lease on our current building.															
12	Identify Moog Sites Impacted	<p>Select from the provided drop-down menu all applicable Moog sites that are affected by the proposed change (Design/Purchasing Authority)</p> <table border="1" data-bbox="483 1056 1344 1131"> <tr> <td data-bbox="483 1056 686 1131" rowspan="3">Moog Sites impacted:</td> <td data-bbox="686 1056 1019 1077">Torrance</td> <td data-bbox="1019 1056 1344 1077"></td> </tr> <tr> <td data-bbox="686 1077 1019 1098">East Aurora</td> <td data-bbox="1019 1077 1344 1098"></td> </tr> <tr> <td data-bbox="686 1098 1019 1131"></td> <td data-bbox="1019 1098 1344 1131"></td> </tr> </table>	Moog Sites impacted:	Torrance		East Aurora				Supplier						
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	East Aurora															
13	Provide Contact Details	<p>Enter your supplier contact details for Moog follow-up</p> <table border="1" data-bbox="483 1209 1344 1327"> <tr> <td data-bbox="483 1209 686 1272">POC for further info:</td> <td data-bbox="686 1209 1019 1272">James Frankle</td> <td data-bbox="1019 1209 1182 1272">Telephone No:</td> <td data-bbox="1182 1209 1344 1272">(541) 123-4567</td> </tr> <tr> <td data-bbox="483 1272 686 1327">Contact email:</td> <td colspan="3" data-bbox="686 1272 1344 1327">james.frankle@example.com</td> </tr> </table>	POC for further info:	James Frankle	Telephone No:	(541) 123-4567	Contact email:	james.frankle@example.com			Supplier					
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Contact email:	james.frankle@example.com															
14	Provide Date of Introduction	<p>Enter the planned date of introduction for the change</p> <table border="1" data-bbox="483 1415 867 1484"> <tr> <td data-bbox="483 1415 672 1484">Planned date of introduction:</td> <td data-bbox="672 1415 867 1484">01/12/2016</td> </tr> </table> <p>Note! Under 3 months' notice of a significant method change or production relocation may not be acceptable time for Moog to assess all risks adequately and provide approval</p>	Planned date of introduction:	01/12/2016	Supplier											
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15	Provide Part Numbers Impacted	<p>List Moog Part numbers affected by the planned change</p> <table border="1" data-bbox="516 1686 1308 1833"> <tr> <td data-bbox="516 1686 703 1833" rowspan="6">Moog Part #'s and Programs affected: (List individual Moog Part #'s and related Programs if known)</td> <td data-bbox="703 1686 1008 1707">CA432156-001</td> <td data-bbox="1008 1686 1308 1707"></td> </tr> <tr> <td data-bbox="703 1707 1008 1728">CA448653-001</td> <td data-bbox="1008 1707 1308 1728"></td> </tr> <tr> <td data-bbox="703 1728 1008 1749">CB226543-001</td> <td data-bbox="1008 1728 1308 1749"></td> </tr> <tr> <td data-bbox="703 1749 1008 1770">CB226543-002</td> <td data-bbox="1008 1749 1308 1770"></td> </tr> <tr> <td data-bbox="703 1770 1008 1791">4321232-003-002</td> <td data-bbox="1008 1770 1308 1791"></td> </tr> <tr> <td data-bbox="703 1791 1008 1833"></td> <td data-bbox="1008 1791 1308 1833"></td> </tr> </table>	Moog Part #'s and Programs affected: (List individual Moog Part #'s and related Programs if known)	CA432156-001		CA448653-001		CB226543-001		CB226543-002		4321232-003-002				Supplier
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	CB226543-001															
	CB226543-002															
	4321232-003-002															
		<p>For production method changes, production transfers and key sub-tier changes Moog request the completion of an additional Checklist.</p>														

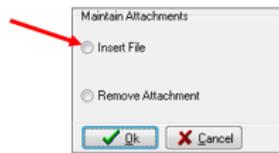
<p>16</p>	<p>Populate Checklist</p>	<p>The checklists are based on Aerospace recommended practices and will help both parties establish a common understanding in the level of both project management and risk mitigation considered, to ensure there is no unplanned disruption to product supply.</p> <p>1. Navigate to the Checklist tab (example for Production Transfers)</p>  <p>2. Complete the provided checklist with responses that best reflect the current status of the project management for the change, providing additional comments to support your responses.</p> <table border="1" data-bbox="483 598 1341 1234"> <thead> <tr> <th colspan="6">PRODUCTION TRANSFER CHECKLIST</th> </tr> <tr> <th rowspan="2">No</th> <th rowspan="2">Subject</th> <th rowspan="2">Requirement</th> <th colspan="3">Completed</th> <th rowspan="2">Supplier Comment</th> </tr> <tr> <th>Yes</th> <th>In-Process</th> <th>N/A</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Contract Review</td> <td>The supplier shall conduct a review of all customer, government, regulatory and contractual requirements associated with the transfer of Moog product. The review shall require consideration of flow-down requirements, including but not limited to SQR-1, Moog T&C's, LTA and any supplemental (S) clauses. If applicable, the supplier shall conform with regard to any restrictions to the transfer of manufacturing operations at the supplier and sub tier level i.e. for Safety Critical/Frozen Processes The contract review, and any resulting actions, shall be documented with regards to plans for address any conflicts found in requirements.</td> <td>Yes</td> <td></td> <td></td> <td></td> </tr> <tr> <td>2</td> <td>Customer Audit</td> <td>The supplier shall make provisions for Moog to perform on-site assessments and audit of transfer activities upon request.</td> <td></td> <td>In-Process</td> <td></td> <td>Moog to advise on site assessment and/or audit requirements</td> </tr> <tr> <td>3</td> <td>Project Team</td> <td>The supplier shall provide a document detailing the responsible transfer lead and all key, cross-functional support team members with roles and responsibilities for both the sending and receiving sites.</td> <td></td> <td>In-Process</td> <td></td> <td>Transfer Project Lead assigned, support team to be established</td> </tr> </tbody> </table>	PRODUCTION TRANSFER CHECKLIST						No	Subject	Requirement	Completed			Supplier Comment	Yes	In-Process	N/A	1	Contract Review	The supplier shall conduct a review of all customer, government, regulatory and contractual requirements associated with the transfer of Moog product. The review shall require consideration of flow-down requirements, including but not limited to SQR-1, Moog T&C's, LTA and any supplemental (S) clauses. If applicable, the supplier shall conform with regard to any restrictions to the transfer of manufacturing operations at the supplier and sub tier level i.e. for Safety Critical/Frozen Processes The contract review, and any resulting actions, shall be documented with regards to plans for address any conflicts found in requirements.	Yes				2	Customer Audit	The supplier shall make provisions for Moog to perform on-site assessments and audit of transfer activities upon request.		In-Process		Moog to advise on site assessment and/or audit requirements	3	Project Team	The supplier shall provide a document detailing the responsible transfer lead and all key, cross-functional support team members with roles and responsibilities for both the sending and receiving sites.		In-Process		Transfer Project Lead assigned, support team to be established	<p>Supplier</p>
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<p>17</p>	<p>Save Completed File to Local PC or Server</p>	<p>Save the file to your PC or server, re-naming as "[supplier name] Change Notification.xls"</p> 	<p>Supplier</p>																																					

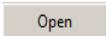
Attach the populated Change Notification form:

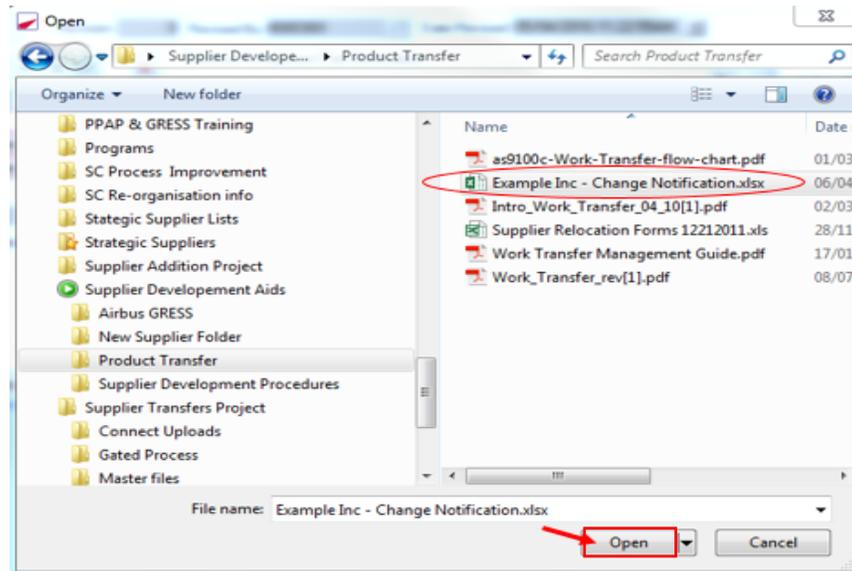
1. Click on  icon



2. Select 'Insert File' option



3. Navigate to where you stored your completed form, select file and click on 



18

Upload Completed File to TIPQA

Supplier

19

Verify File Upload and Attach Additional Information if Applicable

File should now appear in TIPQA as an additional attachment

Supplier

If applicable repeat step 18 to attach any other supporting materials i.e. formal letter of notification, overview presentation etc.

20

Remove Blank Template

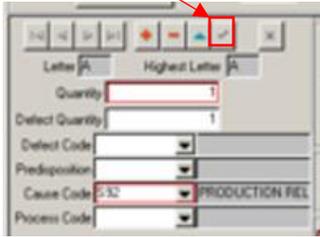
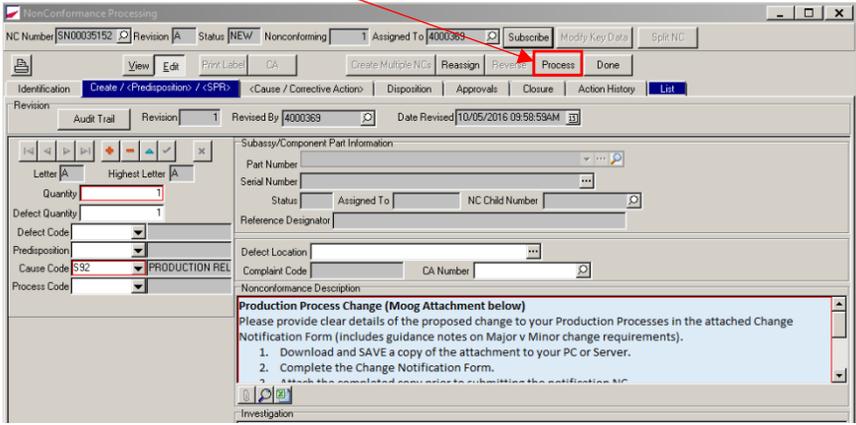
Remove the blank template:

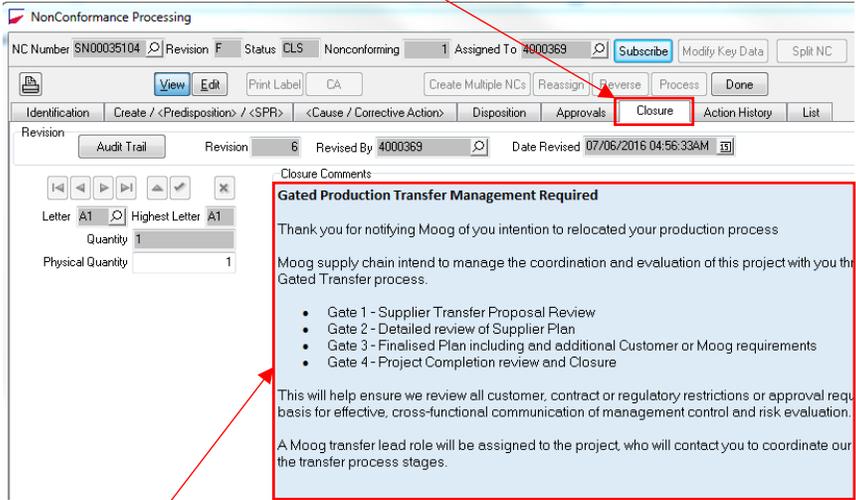
1. Click on icon

2. Select 'Remove Attachment' and click

and Choose click Production Relocation file

Supplier

<p>21</p>	<p>Process Tip Record</p>	<p>1. Select the  button to save the record</p>  <p>2. Select  to move the TIPQA change notification to Moog's administrator who will re-assign to your Commodity Lead for review and acknowledgement.</p>  <p>Dependent on the level of risk associated with the change introduction, as perceived by Moog, we may request further detail or requirements prior to full acceptance and approval of the change.</p>	<p>Supplier</p>
<p>22</p>	<p>Moog Review & Approval Process</p>	<p>Moog will review the change notification via the TIPQA disposition and approval process. Any further information or approval requirements, if applicable, will be either requested directly, or recorded on the Tip SN-NC Closure tab, for your review following closure notification.</p>	<p>Moog</p>
<p>23</p>	<p>Closure Notification</p>	<p>Following the SN-NC closure you will receive the following e-mail notification</p> <p>THIS IS A COMPUTER GENERATED EMAIL. PLEASE DO NOT RESPOND, MAILBOX IS NOT MONITORED. Respond to the person following the "By" in the message below.</p> <p>NC document SN00035104 at status CLS was assigned to 4000369 (Rob McFeely - rmcfeely@moog.com) by 4000369 (Rob McFeely - rmcfeely@moog.com) on 6/17/2016 5:57:17 AM with the following comments: You have subscribed to Nonconformance Document SN00035104. It has been processed to Status CLS. Please take action as required. http://eatipq01?module=NC&recno=SN00035104&bu=ENG</p> <p>Confidentiality Notice: This electronic mail transmission is intended for the use of the individual or entity to which it is addressed and may contain confidential and/or proprietary information belonging to the sender. If you are not the intended recipient, you are hereby notified that any disclosure, use, copying, distribution, or the taking of any action in reliance on the contents of this information is strictly prohibited. If you have received this transmission in error, please notify the sender immediately by e-mail and delete the original message. Thank you for your cooperation.</p>	<p>Supplier</p>

<p>23 (continued)</p>	<p>Closure Notification</p>	<p>Open the SN-NC in TIPQA, and navigate to the 'Closure' tab</p>  <p>Moog notes and any further instruction will be captured in the Closure Comments field for your reference.</p> <p>The Moog Buyer remains the normal contact for any questions/ comments regarding this process or the content entered into a specific SN NC.</p>	<p>Supplier</p>
	<p>COMPLETE</p>		