

An abstract graphic consisting of several curved, overlapping light streaks in shades of blue, white, and yellow, creating a sense of motion and energy. The streaks originate from the bottom left and curve upwards and to the right, ending near the top right of the page.

MOOG

SUPPLIER QUALITY REQUIREMENTS: SQR-1

Shaping the way our world moves™

1.0 SQR-1 Overview

1.1 Purpose - This manual defines the quality standards and expectations for all suppliers providing goods and services to Moog.

1.2 Contents, Scope, and Responsibility - The requirements herein may be modified by flow-downs on the Moog purchase order (PO). Such flow-downs may add additional requirements, or they may allow exceptions to requirements. It is critical that suppliers review the purchase order for all contractual flow-down requirements.

1.3 Order of Precedence - The order of precedence for Moog purchases is defined in the Moog Standard Terms and Conditions of Purchase, available to view and download at:
<https://www.moog.com/suppliers>.

1.4 Conformity, Safety, and Ethical Behavior – Suppliers shall:

- a) Communicate to employees and sub-tier suppliers the impact of their work on product safety and conformity as well as the importance of ethical behavior.
- b) Communicate to their employees and to their sub-tier suppliers: Products and services provided by Moog are typically used in mission critical applications where supplier product conformity can have an impact on the safety and well-being of people.
- c) Define the personnel responsible for product quality and ensure that they have the ability to stop production in order to correct quality-related issues as well as the organizational freedom and access to top management to resolve quality issues.

1.5 Applicability – The entirety of this document applies to all direct and indirect suppliers when required by Moog Purchase Order, unless otherwise stated on the PO; however, sections herein marked with **asterisks (***)** do not apply to suppliers or distributors of COTS parts.

1.6 Definitions – Definitions can be found at: <https://www.moog.com/suppliers.html>.

2.0 Quality Management System Requirements

2.1 Quality Management System Certification and Approvals – The supplier shall establish a documented Quality Management System (QMS) that addresses both Moog and applicable statutory and/or regulatory requirements and maintain a minimum QMS certification and/or process accreditation for the following (as applicable):

- a) Moog Designed Products:**
 - 1) Supplier to Moog Aircraft Groups:** AS9100
 - 2) Suppliers to Moog Space and Defense Groups:** ISO9001 or demonstrated equivalency
 - 3) Suppliers to Moog Industrial Groups:** ISO9001 or demonstrated equivalency
- b) Supplier-Owned Intellectual Property Products:**
 - 1) Suppliers to Moog Aircraft Groups:** AS9100
 - 2) Suppliers to Moog Space and Defense Groups:** ISO9001 or demonstrated equivalency
 - 3) Suppliers to Moog Industrial Groups:** ISO9001 or demonstrated equivalency
- c) Distributors & Stockists** – AS9120, ASA-100, AS9100, or ISO9001
- d) COTS and Sellable Tooling** – ISO9001
- e) Raw Material Manufacturers** – ISO9001
- f) Inspection, Testing, and Calibration Laboratories** – ISO/IEC 17025 (e.g. A2LA, NVLAP, UKAS, NABL, ANAB, etc.) or Nadcap
- g) Maintenance** – AS9100 or AS9110 or National Aviation Authority Approval Part 145
- h) Special Processors** – Nadcap, AS9100, or ISO9001
 - 1) When special processing is performed on Moog designed parts by Moog’s supplier’s sub-tiers, those sub-tiers shall be Nadcap accredited and/or Moog approved for the applicable process(es) via Moog’s Approved Special Process Suppliers list, found at <https://www.moog.com/suppliers.html>.**
 - 2) When Moog’s customer’s specifications are called out on drawings or purchase orders (e.g. BAC specifications), the seller shall use processors that are currently approved/certified by the end customer and, in that case, the processor need not also be Moog approved.**

3.0 Communication & Document Control

3.1 Communication with Moog – The supplier shall:

- a) Establish and maintain user accounts in Moog's specified software application(s) and ensure that all individuals needing to communicate with Moog have the appropriate level of access and authority to meet these communication requirements. The Moog quality software tool facilitates two key processes / methods for communicating with Moog regarding notifications and supplier-initiated changes:
 - 1) Notifications (e.g. SN-type NC) are primarily used to notify Moog of changes, request Moog approval for changes, and to request requirement clarification and/or requirement concession **prior to manufacturing**. They are also used to notify Moog if/when non-conforming product has been shipped to Moog (e.g. Notice of Escape).
 - 2) Deviations (e.g. SR-type NC) are used for requesting concessions for specific manufactured non-conforming hardware identified **prior** to shipment to Moog. Each PO line item of parts shipped will require a deviation request to be submitted to Moog. Parts shall not be shipped to Moog until the supplier has received approval.
- b) Inform their Moog contact within five (5) working days regarding the following:
 - 1) Changes to third party or other party certification status, including lapse, withdrawal, or major audit findings.
 - 2) Significant change to the quality management system.
 - 3) Change in ownership or discontinuation of business activities.
 - 4) Risks that could impact the continuity of the supplier's business and/or operations.
 - 5) Risks to the supply of substances used in the production or physical make-up of products due to laws and regulations concerning the control or use of such substances.

3.2 Control of Moog Documents – Moog documents are available to view and download from the Moog global supplier portal at <https://www.moog.com/suppliers.html>

- a) The supplier shall comply with the current revision of Moog documents and specifications referenced on the Moog drawing or Moog purchase order/contract, including Long Term Agreements (LTAs) and Vendor Schedule POs. For all Military, Federal, Industry, Moog, or Moog's customer specification and standards, unless specified on the contract or purchase order, the supplier may use either the latest specification or the specification in effect at the time of the PO. Raw material is excluded as older versions of raw material specifications are backwards compatible. Moog reserves the right to request a different revision of any specification, which shall be specified on the Moog drawing or Moog purchase order.

- b) The supplier shall flow down Moog documents & specifications to sub-tier suppliers when applicable. Suppliers, including stockists and distributors, are responsible for ensuring that the applicable requirements of the purchase order are imposed on sub-tiers for raw material, components, or process services being used in the manufacture of products or services being provided.
- c) If a Moog drawing calls out an obsolete or cancelled specification, please notify Moog per 3.1 above.

3.3 Control of Moog Records***

The supplier shall control electronic and paper records related to Moog products in a manner that will allow the recovery of a readable version of any record by ensuring that:

- a) Records created by and/or retained by sub-tier suppliers are appropriately controlled in accordance with these requirements.
- b) Storage facilities provide environmental conditions to prevent deterioration or damage and to prevent loss.
- c) Quality records are retained for a minimum of 15 years, unless a longer period is specified on the purchase order, from the date of shipment and consult with Moog prior to document disposal or record destruction.
- d) Sensitive information such as design detail, proprietary information, ITAR restricted info, etc. is disposed of by irreversible destruction methods such as shredding, or “erasure”/reformatting for electronic/magnetic media. The nature of the information in the records, as well as its format, dictates the method by which it shall be destroyed.

4.0 Contract Review & Compliance Deployment

4.1 Resource Management – The supplier shall:

- a) Establish a documented procedure that identifies training needs and verifies competence of all personnel performing work directly impacting conformity to product or production process requirements.
- b) Ensure that when Acceptance Authority Media (AAM) is used, it links to the established documented training procedure, includes an authorization process, and confirms that personnel performing the associated operations are authorized, competent, and trained as required by 4.1.a.
- c) Perform eye tests every 2 years for employees performing inspection activities on Moog hardware to the following:
 - 1) Corrected visual acuity shall be, at a minimum, Snellen 20/40, Jaeger 1, or equivalent with depth perception
 - 2) Perform a one-time per person color perception test to ensure that personnel are capable of distinguishing and differentiating colors where color perception is required for product verification / inspection activities.
 - 3) Ensure that supplier’s employees failing eye tests do not perform acceptance activities of Moog hardware.
 - 4) Eye tests shall be performed by trained professionals

- 5) Maintain records for vision standards for the period that the relevant employee remains within the supplier's organization.
- d) Retain records of training and competence per Section 3.3 above.

4.2 Contract Review – The supplier shall:

- a) Conduct contract and purchase order reviews for **all** purchase orders as well as changes to purchase orders by personnel who have relevant knowledge and expertise per 4.1.a.
- b) Ensure the production, inspection, test capability, capacity, and resources are available to meet all Moog requirements.
- c) Review and comply with the requirements of drawings, specifications, SQR-1, supplementary quality clauses, packaging requirements, standard terms and conditions, and all other flow-downs referenced on the Moog purchase order.
- d) Retain documented information on the result of the reviews and notify the Moog purchasing contact of any instances where Moog requirements cannot be met **prior to production** per Section 3.1 above and Section 6.3 below.
- e) Follow a formal, documented method to ensure they are working to the correct revision of all requirements to remain in compliance with 3.2 above.

4.3 Purchasing / Subcontracting *** – The supplier shall:

- a) Purchase only from and/or subcontract to a Moog designated source when directed by Moog drawing or PO.
- b) Ensure traceability to the raw material manufacturer. For simplified compliance, raw material may be purchased pre-inspected to S275 from a Moog approved raw material supplier, listed at: <http://www.moog.com/suppliers/arms>.
- c) Manage the quality of a Moog or end-customer approved sub-tier supplier. The Supplier owns the PO to the sub-tier, so it is the supplier's responsibility to manage the sub-tier.
- d) Ensure final product verification for contracted parts is performed prior to shipment to Moog and is not delegated to sub-tiers unless formally approved by a Moog Quality representative.
- e) Ensure that required documentation has been provided with the purchased product and/or service that states the product meets all specified purchase order requirements.

4.4 Subcontractor / Sub-tier Supplier Monitoring*** – The supplier shall:

- a) Have a documented procedure for the evaluation, monitoring, and re-evaluation of subcontractor & sub-tier suppliers to verify that purchased products and/or services meet the supplier's requirements, which shall include Moog's requirements.
- b) Maintain records of the subcontractor & sub-tier verification process and supporting documentation.
- c) Monitor subcontractor & sub-tier supplier performance through delivered product quality, customer disruptions, customer returns, and delivery schedule performance.
- d) Take full responsibility for the quality of subcontractor's & sub-tier's work. The supplier shall take appropriate corrective action with poorly performing subcontractors & sub-tier suppliers.
- e) Maintain records of subcontractor & sub-tier monitoring via Section 3.3 above.

5.0 Process Quality Control

5.1 Process Control*** – The supplier shall:

- a) Maintain a traveler, router, process flow sheet, process control plan, or equivalent control mechanism that directs procedures for the control of quality and configuration through all stages of production. The aim of these documents should be to control the sources of variation of the product and process. It should promote defect prevention controls and seek to verify output at the earliest possible operation and/or step within the process.
- b) Develop inspection procedures and maintain records that include evidence of inspection for all features (e.g. First Article Inspection, acceptance test data) of products and processes supplied to Moog. These inspection procedures shall show the product has been inspected and/or tested during all stages of manufacturing, identify the individual who certified the results, and include the results of the inspections and tests.
- c) Perform visual inspection on 100% of parts for loose or hanging burrs, machining chips, handling damage, and Foreign Object Debris prior to shipment.
- d) Ensure that 100% of all features on all parts produced are in accordance with Moog requirements. This can be accomplished via the following:
 - 1) The method of inspection should be suitable and capable for each type of feature or inspection being performed. For example, measurement instruments should have 10 times the resolution of the tolerance being measured and be capable of passing a Gage R&R study commensurate with feature criticality.
 - 2) Understand and reduce variation within processes by using Statistical Process Control (SPC), control-charting techniques, and/or appropriate inspections. Suppliers using sample inspection plans remain responsible for all attributes on all parts/assemblies.
 - 3) By obtaining process capability results of 1.33 Cpk for all measurements that produce variable data to ensure a high level of conformance and justify reduced sampling, if used. Suppliers using sample inspection plans remain responsible for all attributes on all parts/assemblies.
 - 4) When automated inspection equipment is utilized, inspection programs shall be controlled, validated, and protected from unintended alteration.
- e) Ensure that calibration of measuring and test equipment used for product acceptance is performed and is traceable to established international or national measurement standards by using certified reference standards or by outsourcing calibrations to ISO/IEC 17025 (e.g. A2LA, UKAS, NVLAP, etc.) accredited calibration laboratories per section 2.1 above. Procedures for periodic calibration, certification, and maintenance of tools and equipment shall be established and followed. If measuring and/or test equipment is found to be out of calibration, then the supplier shall create and follow an action plan which shall contain, at a minimum: item identification (model, manufacturer, and serial number), found condition (including span/range and accuracy), date condition found, date of previous calibration, notification details, and any other pertinent measurement details.
- f) Ensure that parts subjected to machining, special processes, and build-to-print parts meet the workmanship standards and requirements as defined by Moog on the purchase order.

- g) Assume full responsibility for conformance of all products shipped to Moog. The acceptance by Moog of supplier product shall not serve as evidence of effective control of quality by the supplier and shall not absolve the supplier of responsibility to furnish acceptable products or preclude subsequent rejection by Moog customers.

5.2 Internal Product Audit***

- a) The supplier shall perform planned product audits to verify product conforms to all applicable requirements, including drawings, specifications, purchase order requirements, and regulatory obligations before delivery.
- b) Product audits shall include verification of product characteristics, documentation, traceability, and configuration.
- c) Audits shall be conducted at a frequency based on risk and product complexity, and by personnel independent of production where practical.
- d) Records of audits, results, and any resulting corrective actions shall be maintained and made available upon request. Nonconformances identified shall be addressed through the supplier's corrective action process.

5.3 Operational Management – The supplier shall abide by the following key process restrictions/requirements, which apply unless otherwise directed by the drawing or Moog purchase order:

- a) **Glass Beads** are prohibited from use in processing or manufacturing of Moog designed parts. Requests for exemption/deviation shall be submitted to Moog for approval for each specific part number. Suppliers using glass beads in their normal processing are required to have an effective method of segregation to prevent contamination of Moog hardware.
- b) **Shelf-life Governed Items**, such as end-use adhesives, compounds, and elastomers shall have 75% or greater storage life remaining upon receipt at Moog. Elastomer's shelf life shall be based on AS5316. The supplier shall identify on the shipped paperwork the manufacturer's name, compound trade name, batch number, cure date, expiry date, specific gravity range, and QPL approval status, as applicable by Moog print, for each lot received.
- c) **Electronic Components** (e.g., transistors, integrated circuits, connectors) ordered to military specifications must have the component manufacturer and lot / date code for each component identified on the shipping paperwork.
- d) **Electrical Discharge Machining (EDM)** is prohibited for Moog-designed parts unless explicitly permitted by a drawing note or by written authorization following formal approval from Moog Engineering. Suppliers performing EDM shall comply with the testing and data submission requirements of EPS54649. A notification per 3.1.a.1 above and a part/feature-specific EDM Operation Data Sheet shall be submitted for Moog Engineering approval. Once approved, the Data Sheet constitutes a frozen process, and any changes require formal Moog approval. Requests for exemption or deviation must be submitted to Moog for each specific part number and/or feature in accordance with Section 3.1.
- e) **Electrostatic Discharge Protection** – Devices designated by the drawing as static sensitive, or otherwise applying static sensitive technology, must be properly handled, packaged, and labeled in conformance with ANSI/ESD S20.20 and/or IEC 61340-5-1.

5.4 Quality and Delivery Performance – The supplier shall:

- a) Monitor quality and delivery performance using key performance indicators and ensure that quality and delivery performance targets are achieved.
- b) Utilize the Moog scorecard, when provided by Moog, as a key performance indicator.
- c) Take appropriate corrective action when quality or delivery performance is not or will not be achieved.

5.5 Foreign Object Debris***

- a) The supplier shall establish, implement, and maintain a Foreign Object Debris (FOD) control program to prevent, detect, and eliminate FOD throughout all manufacturing, assembly, packaging, and shipping processes. The program must be appropriate to the complexity of the product and the potential risk FOD poses to product integrity, safety, and performance.
- b) Compliance to AS9146 is required for all Moog Aircraft Group suppliers. Compliance to AS9146 or NAS-412 is not mandatory for all other Moog suppliers; however, suppliers are encouraged to use it as a guideline to strengthen their FOD control programs.

5.6 Storage, Identification, and Traceability – The supplier shall:

- a) Provide secure storage facilities for products, equipment, tools, and materials which prevent deterioration and damage.
- b) Ensure that individual articles, materials, and lots are always identified and segregated from all other articles, materials, and lots. Ensure segregation of serviceable product, equipment, tools, and material from unserviceable product, equipment, tools, and material.
- c) Ensure records for articles indicate the part number, revision level, lot number, and if applicable, the serial number and associated detailed information.
- d) Ensure records for materials indicate type, applicable serial numbers, lot numbers, heat numbers, batch, date code, cure date, etc.
- e) Be able to identify any materials or articles furnished by Moog for outside operations by the Moog supplied lot, batch, or serial number. This number must be recorded on all applicable supplier paperwork, such as certificates of conformance and as-built records. In cases where multiple lots of Moog supplied components are utilized, the assembly level must be segregated by those lot numbers to maintain distinct traceability. In cases where supplier documents cannot accommodate the listing of Moog supplied material, a separate listing with those details is acceptable.

5.7 Preservation, Packaging, and Delivery – The supplier shall:

- a) Comply with the freight, preservation, and packaging guidelines stipulated by Operating Group and/or Region at the Moog global supplier portal at <https://www.moog.com/suppliers>.
- b) Ensure that the packaging and preservation is adequate to protect the products during transportation, handling, and storage. In general, packaging containers shall be appropriate for the size, weight, and fragility of the products being packed and shall ensure there is no metal-to-metal or part-to-part contact of finished features.

- c) Ensure that preservation methods will allow storage without degradation or corrosion for a minimum of 12 months from the date of receipt. Ensure any preservation material will not leak or leach out of the container during shipment or storage.
- d) Not use preservatives that congeal over time and/or are difficult to clean.
- e) Use part separation dividers or unitized packing to prevent part-to-part contact or packaging damage.
- f) Ensure that different manufacturing lots of the same part number are not mixed within a package. Each manufacturing lot shall be clearly identified and segregated into separate packages.
- g) Ensure that packaging labels contain the following information: Date of shipment, purchase order number, part number, serial number (if applicable), and quantity in both numerical and barcode format. The preferred format is 2D barcode; however, 3 of 9 format is acceptable.
- h) Label fragile packages as such.
- i) Clearly mark the shelf life / expiration date on the packaging and the shipping paperwork for material with shelf-life requirements.
- j) Ensure that all chemicals are accompanied by a relevant Safety Data Sheet (SDS) with each shipment.
- k) Clearly label each inner container with the lot information when combining individual lot packages into a single outer container. If this combination is done, then lots must be individually listed on a shipping list as separate items.

5.8 Release of Products and Services - Release documents may include, but are not limited to, the following: Certificate of Conformance (CofC), First Article Inspection Report (FAIR), Production Part Approval Process (PPAP) documentation, and Airworthiness Release Certificate. The supplier shall:

- a) Provide separate release documentation for each delivery to Moog.
- b) Ensure that release documentation is written in the English language, refers to a single purchase order/delivery, is legible and protected from damage and deterioration, and is attached to the outside of secondary packaging (where appropriate).
- c) Provide a Certificate of Conformance to Moog, containing the following information as a minimum:
 - 1) Unique, traceable document number
 - 2) Moog part number and drawing revision
 - 3) Military, Federal, or Industry specification number and revision (if applicable)
 - 4) Purchase Order number and line item
 - 5) Quantity of products
 - 6) Serial numbers (if applicable)
 - 7) Work order number (if applicable)
 - 8) Date Shipped
 - 9) Supplier's name
 - 10) Supplier's address
 - 11) Authorized acceptance authority stamp or signature

- 12) Compliance statement:** The CofC shall also include confirmation of compliance with all PO requirements, including drawings, specifications, SQR-1, and all supplementary clauses. For parts returned by Moog to the supplier, the CofC for the reshipment must contain the debit memo number/NC number, a summary of work performed, and the rework order number. If applicable, the CofC shall also include a statement that the part was replaced or if no fault was found, evidence proving the disposition.
- d) Provide additional release documentation when applicable:**
- 1) First Article and First Article Inspection Reports**
 - 2) Production Part Approval Process (PPAP) documentation**
 - 3) Deviation permit number (e.g. SR-type NC, Notification Number, SRID).**
 - 4) Concession permit number (e.g. SN-type NC, Notification Number).**
- e) Maintain records of released documentation per 3.3 above.**

6.0 Change Management, Non-Conformances, and Corrective Actions

6.1 Control of Work Transfers & Process Changes*** – The supplier shall not make any change in materials or design details that would affect the goods or any component parts thereof regarding part number identification, physical or functional interchangeability, or repair and overhaul procedures and processes or material changes that affect these procedures, without written approval by Moog Engineering via Moog Purchasing Contact. If such approval is granted, all part numbers and the originals of all drawings and data shall be revised accordingly. The supplier shall:

- a) Establish a documented procedure for the control of work transfer & process changes to plan, control, and verify the conformity to specified requirements before, during, and after the change. The procedure shall contain (but not be limited to):**
- 1) Formal notification to Moog before any change commences, per 3.1 above.**
 - 2) Risk assessment and mitigation.**
 - 3) Transfer/Change plan – including the transfer plan, details regarding the quality plan, and process validation methods.**
 - 4) Demonstration of capacity and process capability in the new area to protect customer quality and delivery.**
 - 5) Demonstration that generation of buffer stocks are built into load and capacity plans to protect customer delivery when applicable.**
- b) Proceed with the work transfer or process change only when a response has been received from their Moog purchasing contact and compliance with the stipulated requirements has been achieved.**
- c) Ensure that delivery performance is protected prior to any work transfer or process change.**
- d) Complete and submit the necessary forms and qualifying information, including First Article Inspection Report (FAIR) to Moog.**
- e) Maintain records of work transfers and process changes.**

6.2 Control of Reworked Product – The supplier shall:

- a) Ensure that instruction for rework, including reverification and inspection requirements, are accessible to and utilized by the appropriate personnel.
- b) Maintain records of reworked product(s) per 3.3 above.

6.3 Deviations and Concessions – The supplier shall:

- a) Ensure that written authorization has been granted by Moog prior to the shipment of product which does not conform to specified requirements.
 - 1) Notifications** (e.g. SN-type NCs) used to request concessions to requirements shall be generated and submitted to Moog during contract review and prior to acceptance of the purchase order and manufacture of parts. Notifications may also be used for clarification of the applicability or relevance of general and quality system requirements.
 - 2) Deviations** (e.g. SR-type NCs) are used for requesting concessions for non-conforming hardware. Suppliers must not ship nonconforming product to Moog without an approved Deviation Request. The single exception to this rule is an open deviation request dispositioned by Moog as “Route to MRB”.
- b) Ensure the quantity of parts on a Deviation Request matches the quantity of parts on the purchase order. If the full quantity of parts is not deviant, contact your Moog representative for further clarification, detail, and direction.
- c) Ensure the Deviation or Concession permit number is included in the release documentation submitted with product shipment(s) to Moog. This must be clearly listed on one or more of the following items: the packing slip, CofC, FAIR (if applicable), or include a copy of Moog approved Deviation or Concession Request with paperwork.
- d) Ensure that nonconforming product shipped to Moog is clearly identified as nonconforming product and packaged separately from conforming product, if applicable.
- e) Maintain records of deviation permits/concessions per 3.3 above.

6.4 Control of Nonconforming Product – The supplier shall:

- a) Establish a method of detection and feedback of product nonconformance and process noncompliance.
- b) Contain nonconformances by segregating (or identifying and controlling) the product or process to prevent unintended use or delivery. Only product that conforms to specified requirements shall be shipped to Moog unless approved by Moog.
- c) Obtain written authorization prior to shipment for products under Moog design control with dispositions of Use-As-Is or Repair.
- d) Understand that Moog does not grant Material Review Board (MRB) Authority to suppliers for Moog designed parts, unless granted in writing by Moog Engineering.
- e) Reinspect or retest any reworked parts prior to shipment to Moog.
- f) Notice of Escape - Notify Moog within 24 hours of discovering **any** nonconformance that exists or is suspected of existing on hardware that has been shipped to Moog. Supplier shall pursue an acknowledgement from Moog that the notification has been received. This notification shall include the following information at a minimum:

- 1) Affected part number(s), process(es), and names.
 - 2) Description of the nonconforming condition and the affected requirement.
 - 3) Quantities, dates, Purchase Orders, and destination(s) of delivered shipments.
 - 4) Lots, batch numbers, serial numbers, or date codes as applicable of the affected lot(s).
- g) Stop shipment of product when notified of nonconformance by Moog until appropriate containment and corrective action has been completed.
 - h) Clearly and permanently mark (or establish alternative controls to prevent use) product dispositioned for scrap until physically rendered unusable.
 - i) Maintain records related to the control of non-conforming product per 3.3 above.

6.5 Corrective Action – The supplier shall:

- a) Perform structured problem-solving activities to establish root cause(s) of nonconformances.
- b) Take appropriate corrective action(s) to eliminate the cause of nonconformances.
- c) Verify that a permanent fix has prevented any further nonconformances.
- d) Flow down corrective action requirements to subcontractors/sub-tier suppliers when applicable.
- e) Take corrective action whenever a deviation request has been submitted to Moog.
- f) Take verifiable correction action whenever a discrepancy has been identified to the supplier by Moog via Supplier Discrepancy Notice (SDN) or email.
- g) Respond promptly and effectively to corrective actions issued by Moog. Expectations and best practices for CA responses are available at the Moog supplier portal: <https://www.moog.com/suppliers>. When issued a major corrective action response, the supplier shall conduct a root cause investigation, problem solve, and follow a corrective and preventative action plan using a form 8D (AS13000) or 9S(ARP9136) problem solving approach. Suppliers shall submit their responses and supporting, verifiable objective evidence through the Moog quality software tool system using their own 8D/9S format or the Moog format available via Moog Supplier Quality.
- h) Develop Corrective Actions:
 - 1) **Within 48 hours of detection:**
 - Define and submit containment plan to prevent further escapes
 - Perform an initial look-across and notify Moog if additional Moog product could be impacted
 - 2) **Within 30 days of detection:**
 - Define and submit a root cause and corrective action plan including:
 - Process Root Cause – Define why the escape happened, drilling down to process failure
 - Detection Root Cause – Define why the nonconformance escaped detection
 - Immediate Corrective Action(s) – Immediate actions taken to correct the root cause(s) of the specific escape
 - Corrective Action Implementation Plan – Plan with milestones detailing how all correction actions will be implemented

3) Within 60 days of detection:

- Evidence of Corrective Action Implementation
 - Preventative Action plan with milestone dates
 - Perform a look-across to other similar parts or processes and notify Moog if additional Moog product will be impacted
- i) Understand that repeated failure to promptly and effectively contain nonconformances and address underlying root causes will result in escalation, including but not limited to:
- 1) Moog or 3rd party source inspection and audits of supplier's products and processes. These will be done at supplier's expense.
 - 2) Participation by the supplier in Moog's supplier improvement and recovery process.
 - 3) Suspension, disapproval, and removal from the Moog Approved Suppliers List.
 - 4) Moog to issue formal notification to certifying/auditing body.
- j) Maintain records of corrective actions per 3.3 above.