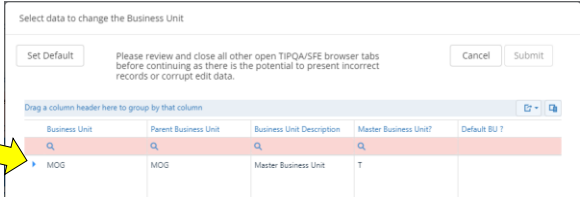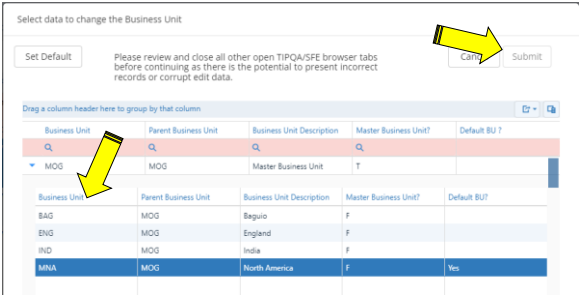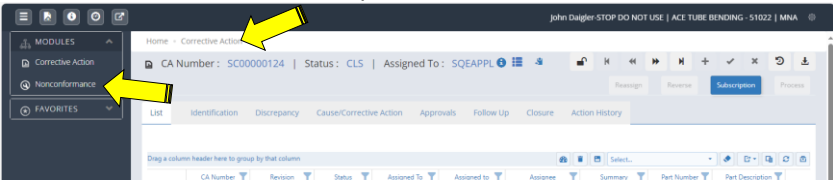| STANDARD WORK – PROCESS INSTRUCTION SHEET			
TITLE	**How to Raise a Supplier Request (SR) NC in TIPQA**	**DEPARTMENT**	**Supply Chain**
PROCESS	Supplier Request for disposition of nonconforming material identified at the supplier's location.	**TEAM COMPOSITION**	
DATE	20250115	Barbera, Kevin / Benedict, Dudley / Buchwald, Wade / Daigler, John / Feder, Darren / Howell, Mathew / Lobaugh, Timothy	
REV	1.0		
AUTHOR	John Daigler		
BASIC PROCESS DESCRIPTION	Standard Work instructions for Moog suppliers on how to raise a Supplier Deviation Request via the TIPQA Nonconformance module. SR Generation Guidelines – Based on Moog's Supplier Quality Requirements (SQR-1) Supplier Deviation Request (SR) – Suppliers shall use the electronic TIPQA SR type nonconformance, accessible through the TIPQA Supplier Portal, to request for review of nonconforming material. Nonconforming material shall not be shipped to Moog without an approved TIPQA SR type nonconformance record. In addition, all nonconforming product shipped to Moog: 1. Must be clearly identified as non-conforming product and packaged separately form the acceptable product. 2. Must be accompanied by a copy of the approved TIPQA SR nonconformance record 3. The applicable TIPQA SR number(s) must be clearly listed on the Packing Slip, Certificate of Conformance and First Article Inspection (FAI) (if applicable).		

STEP #	STEP DESCRIPTION	IMAGE / INSTRUCTIONS	FUNCTION
1	Open TIPQA	Log-in to your TIPQA account using the LOGIN ID and Password provided by Moog. ***NOTE:*** ***In the event that you are unable to access TIPQA, contact the applicable Moog Buyer for assistance.***	Author
2	Enter Password	Enter your **LOGIN ID** and **PASSWORD.** Press **SIGN IN.** Welcome to TIPQA Please sign in to your account Login Id Password Sign In DMViewer	Author
3	Select the Moog Business Unit	When your account was created, you were defaulted to a specific TIPQA Business Unit where the supplier performs the most activity. When you raise a deviation request (SR NC), you are required to	Author

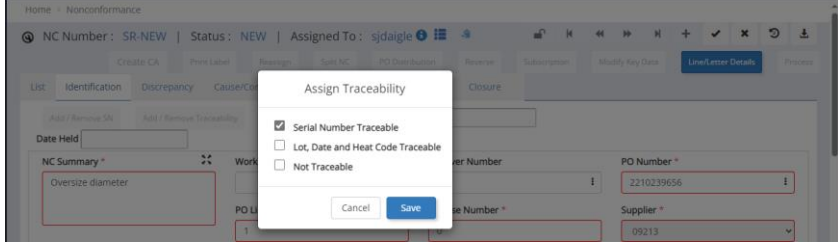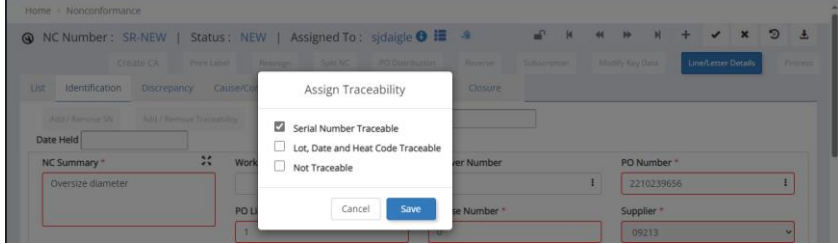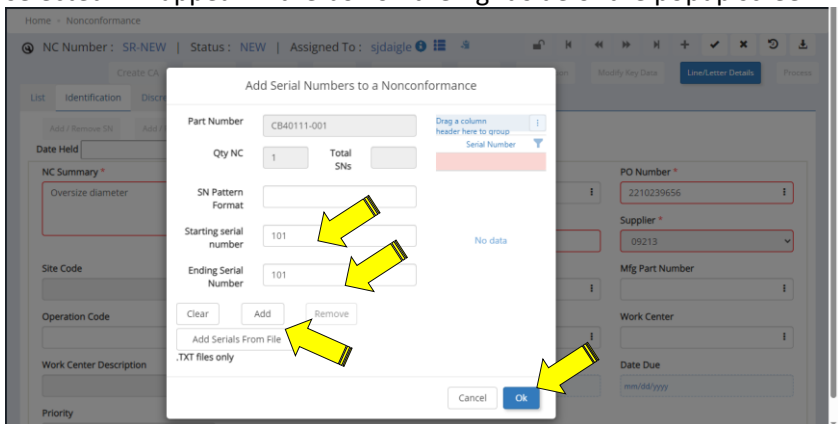**DISCLAIMER: Printed copies are for reference only.**   Form 117–73 20240916
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		change to the Moog Business Unit where the Moog Purchase Order was raised. Press the **GEAR ICON** ⚙ and then **CHANGE BUSINESS UNIT**. When the popup appears, you will only see one TIPQA Business Unit. Press the Arrow ▸ symbol on the left side of the MOG text. Additional TIPQA Business Units will appear. If the Business Unit that you require does not appear, contact the Moog Buyer linked to the PO you're trying to make a record for and request that they put in a request to get you access to the applicable Business Unit. Select the Business Unit where the record will be created in and press the **SUBMIT** button. Choose from the following options: **BAG** - purchase orders for Moog Philippines (Baguio) facility **ENG** - purchase orders for Moog United Kingdom facilities **IND** - purchase orders for Moog India facilities **IRE** - purchase orders for Moog Ireland facilities **MNA** - purchase orders for Moog North American Facilities (Chatsworth, East Aurora, Salt Lake, Torrance, etc.)	
NC INITIATION (NEW) STAGE BEGINS			
4	Launch Nonconformance Module	Once you have selected the applicable business unit, you are now ready to create a Supplier Deviation Request. <u>The TIPQA software will open in the Corrective Action Module.</u> To create or view a nonconformance record, double-click the **NONCONFORMANCE** link to open the module. 	Author

MOOG

5	Create a New NC	To create a new NC, press the **NEW** ⊞ button.	Author

To create a new NC, press the **NEW** ⊞ button.

6	Select NC type to create	After the *Select an NC Type* pop-up appears, highlight the *SR Supplier Deviation Request* NC type to create and press the **OK** button. The nonconformance is routed to the IDENTIFICATION tab after the **OK** button is pressed.	Author

After the *Select an NC Type* pop-up appears, highlight the *SR Supplier Deviation Request* NC type to create and press the **OK** [Ok] button.

The nonconformance is routed to the IDENTIFICATION tab after the **OK** button is pressed.

7	Enter Purchase Order number	Enter a valid **PO and PO Line number** using the ellipse ⋮ search function located within the PO NUMBER field. The PO information is defined on the Moog Purchase Order. After you press the **OK** button on the popup, select data fields (Part Number, Description, Revision, Commodity Code, End Use Part/Model Number, Supplier number and Lot Quantity) are auto-filled from Moog's ERP Business System.	Author

Enter a valid **PO and PO Line number** using the ellipse ⋮ search function located within the PO NUMBER field. The PO information is defined on the Moog Purchase Order.

After you press the **OK** [Ok] button on the popup, select data fields (Part Number, Description, Revision, Commodity Code, End Use Part/Model Number, Supplier number and Lot Quantity) are auto-filled from Moog's ERP Business System.

8	Enter Required/ Optional Information	Enter the following additional required pieces of information into the fields outlined in red: • SUMMARY - A short description of the issue(s). • LOT - The total quantity on the PO issued by Moog. • NONCONFORMING - The order quantity that requires review. • LOCATION CODE - The Moog facility issuing the PO. Press the **SAVE** button ☑ to save your work.	Author
9	Assign Traceability Information	After the record is saved, the **Assign Traceability** popup will appear asking you if you wish to add traceability (Serial Number, Lot/Heat Code) information.	Author

		• If the rejected item(s) **are Not Traceable**, press the **OK** button. Go to step **12.** • If the rejected item(s) **are Traceable**, go to step **10**. 	
10	Select Traceability method	Highlight the traceability method desired and press the **SAVE** button. 	Author
11	Add Serial Number Information	When the Serial Number popup appears, enter Starting and Ending serial #'s and press the **ADD** ☐ button. The serial numbers you selected will appear in the box on the right side of the popup screen. Press **OK**. You will be auto-routed to the **DISCREPANCY** tab. **If the quantity of serial numbers added is less than the lot quantity, a confirm message will appear. Add ONLY the serial numbers for the product being rejected.**	Author
12	Enter non-conformance details	Add the first Letter Item (or discrepancy) to the record. On the DISCREPANCY tab, enter the **DEFECT** and **CAUSE CODE** required data (RED border) that best describes the cause of the nonconformance. Note: A supplier caused nonconformance should start with a Cause Code having an "S" prefix.	Author

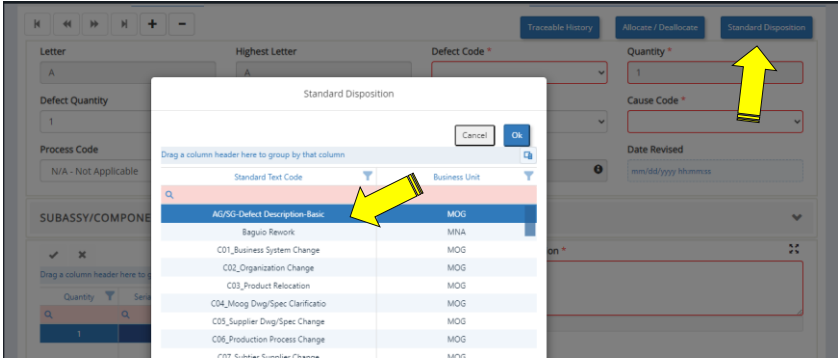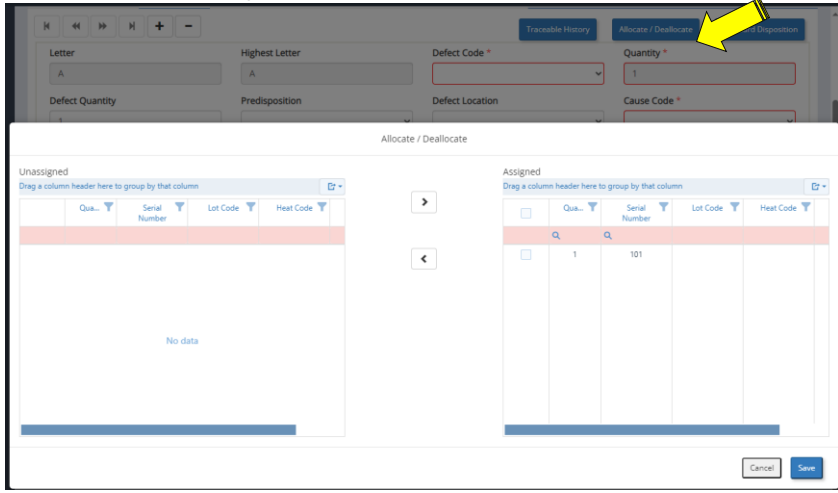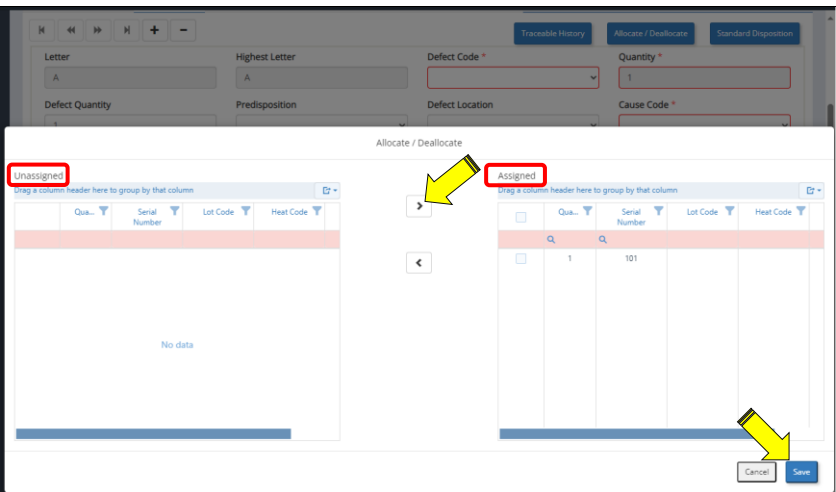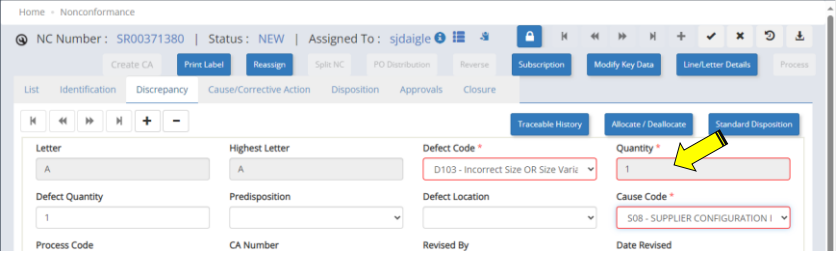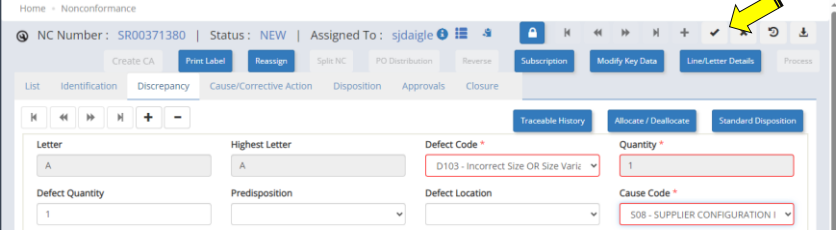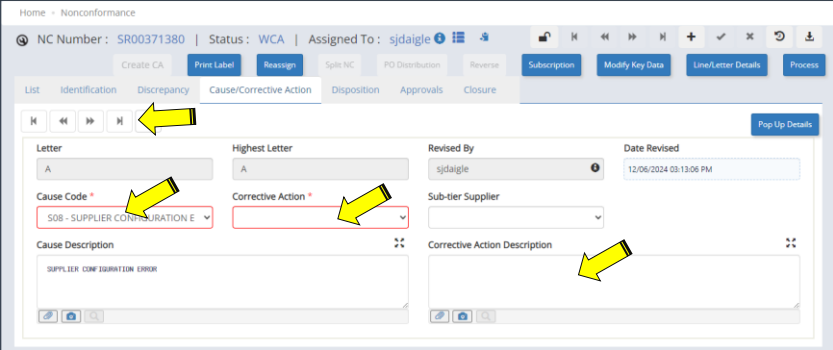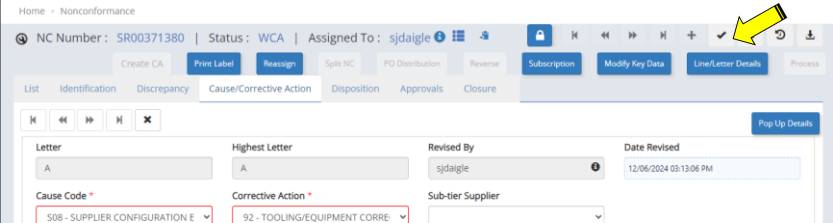| 13 | Entering non-conformance description | On the DISCREPANCY tab, enter the **NONCONFORMANCE DESCRIPTION** required data (RED border) that best describes the cause of the nonconformance.

There is a **Standard Disposition** [Standard Disposition] button located at the bottom of the Create tab that can be used to import templates for standard nonconformance descriptions.   Load the Standard Disposition template named *AG/SG Defect Description Basic*.

 | Author |

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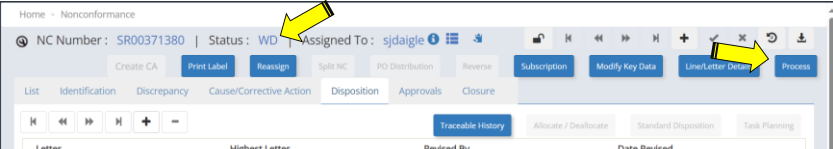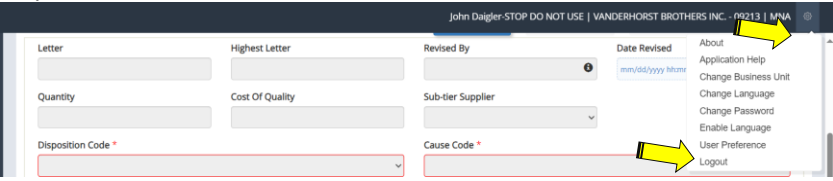
		Answer each of the questions populated in the Nonconformance Description field. <u>Ensure all eight (8) questions are completed. Failure to complete all entries may cause the record to be rejected by Moog.</u> The software allows the addition of attachments to the record. This allows for documentation of nonconformances like dents/scratches, discoloration, pitting's, stains or packaging that are not easily described. Attachments can also include inspection results and/or email communications that were done between the supplier and Moog. Your attachment will appear to the right of the Attachment 📎 icon. Do not attach export restricted documents.	
14	Traceability	• If the record was created <u>with</u> a Traceable Number assignment required, go to step **15**. • If the record was created <u>without</u> Traceable Number assignment required, go to step **17**.	Author
15	Allocate Serial Number(s)	Press the **ALLOCATE/DEALLOCATE** [Allocate / Deallocate] button. 	Author
16	Assign Serial number(s)	Highlight Serial Number(s) identified for the nonconformance in the *Unassigned* column, assign it using the move (**>**) button to the *Assigned* column, and press the **SAVE** button. The **QUANTITY** field in the **CREATE** tab will autofill with the quantity of serial numbers selected.	Author

Assign only the serial numbers that are linked to that particular NC Letter item.

You will be returned to the **Discrepancy** tab. Go to step # **18.**

17	Enter Letter Item quantities	Enter the **QUANTITY** that is linked to that particular NC Letter item.	Author
18	Save	Press the **SAVE** ☑ button to save your work.	Author
19	Multiple non-conformances ?	Many times, parts will have more than one nonconformance issue (ex. Size, Length, damage, etc…). When this occurs, you will want to document each condition separately so they can be evaluated and dispositioned independently. To do this, you will need to create a new Letter item. Do you have more than one issue with the part(s)? **Yes** – Go to step # **20.** **No** – Go to step # **22.**	Author
20	Add letter item(s)	Press the **+** button to add additional nonconformances. **The LETTER and HIGHEST LETTER entries will increase as new LETTER items are added.**	Author

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		Return to step # **12** to add addition Create tab information.	
21	Process record Forward to next status	Press **PROCESS** [Process] button. You will be auto-routed to the **CAUSE/CORRECTIVE ACTION** tab. The NC record status will change from NEW to WCA (Waiting Corrective Action).	Author
NEW STATUS ENDS. WAITING CAUSE/CORRECTIVE ACTION (WCA) STATUS BEGINS			
22	Define Root Cause	The NC 5 Why Popup will auto-display after the Edit Record button is pressed. It is currently optional to complete, but its use is recommended to determine Root Cause. If you choose to use the popup, enter responses into each field and press the **OK** [Ok] button after all entries are input. You can return to the popup to update the response by pressing the *Pop Up Details* [Pop Up Details] button.	Author

23	Define C/CA	Enter the following descriptions and codes <u>for each Letter item</u>. Use the change ⏮ ◀◀ ▶▶ ⏭ buttons to move between Letter Items. Update the **Cause Description** field with Root Cause findings. Possible analysis tools to determine Root Cause include: 5 Why analysis, Fishbone Diagrams, Affinity diagrams, etc… Update the **Corrective Action Description** field. Indicate the details of the action so this nonconformance will not repeat in next lots. For corrective action plans, indicate date of completion for follow-up purposes. Attach evidence of corrective action that was done using the Attachment icon **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.	Author
24	Save	Press **SAVE** ☑ button after completing each C/CA response.	Author
25	Complete submission Process	After all Cause/Corrective Action comments are documented, for all Letter items, in the CAUSE/CORRECTIVE ACTION tab, press the **Process** button to move from the WCA (Waiting Corrective Action) to the WD (Waiting Disposition) status. You will be auto-routed to the **DISPOSITION** tab. The STATUS field will show WD (Waiting Disposition) and the record will auto-assign to the Moog Buyer associated with the Purchase Order number entered in the IDENTIFICATION tab.	Author

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		Press the gear ⚙ icon and then **Logout** to leave the TIPQA database. You will be notified by Moog after the record has been reviewed and dispositioned.	
	COMPLETE		

Revision History

Revision Number	Date of Change	Description of Change
Original	20181231	Initial Release
1.0	20250115	Screen prints updated to reflect latest web version software configuration. Initial release in the Standard Work Instructions Repository.