

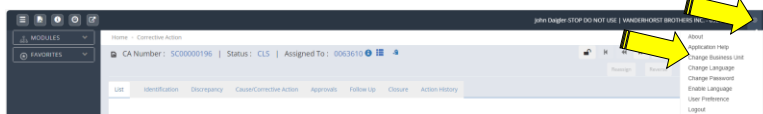

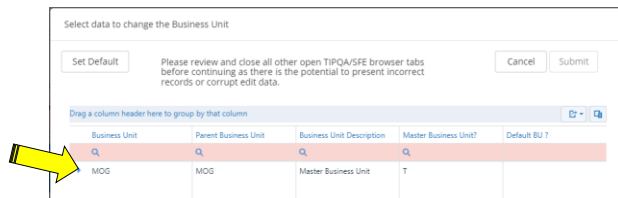


TIPQA - Supplier Corrective Action (CA) Processing SWI




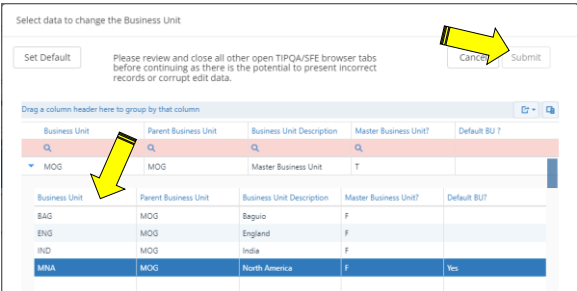
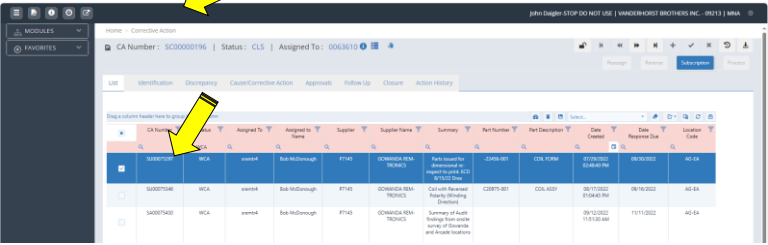

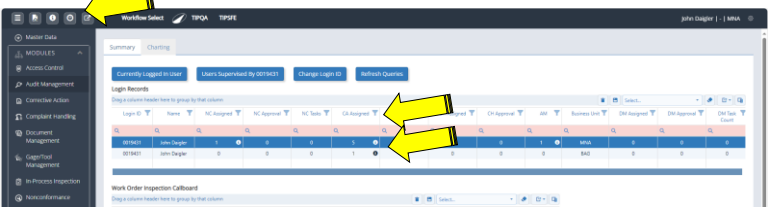
STANDARD WORK – PROCESS INSTRUCTION SHEET

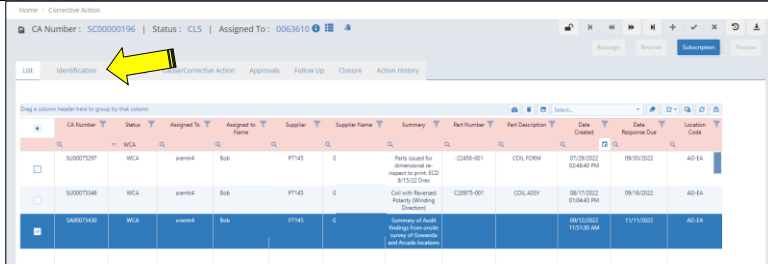
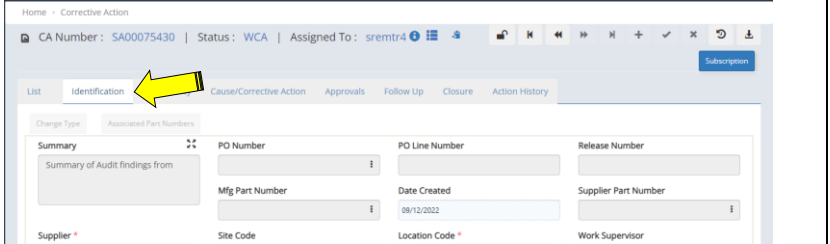
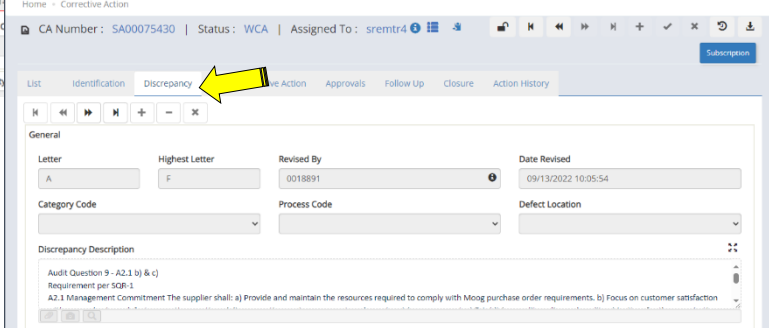
TITLE	Supplier Corrective Action	DEPARTMENT	Quality / Supply Chain
PROCESS	TIPQA Supplier CA Processing	TEAM COMPOSITION	
DATE	20250114	Barbera, Kevin / Benedict, Dudley / Buchwald, Wade / Daigler, John / Feder, Darren / Howell, Mathew / Lobaugh, Timothy	
REV	1.0		
AUTHOR	John Daigler		
BASIC PROCESS DESCRIPTION	This document illustrates the process flow and provides 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 encounter problems understanding or technical difficulty, contact the Moog Buyer identified on the Purchase Order for assistance.		
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: <i>In the event you are unable to access TIPQA, contact the applicable Moog Buyer for assistance.</i>	Supplier representative
2	Enter Login ID and password	Enter your LOGIN ID and PASSWORD . Press SIGN IN . 	Supplier representative
3	Select the applicable 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 respond to a corrective action request, you are required to change to the Moog Business Unit where the Moog corrective action request 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. 	Supplier representative

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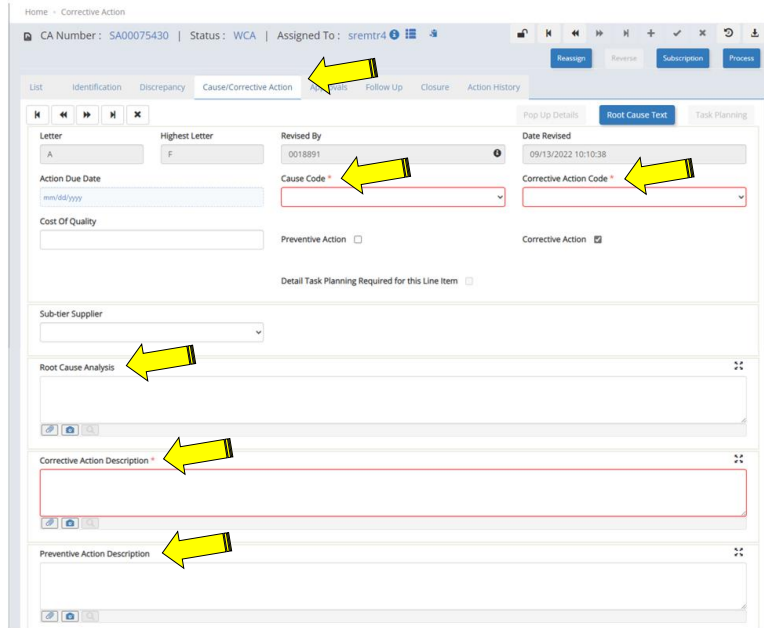
This document does not contain Technical Data or Technology as defined in the ITAR Part 120.10 or EAR Part 772

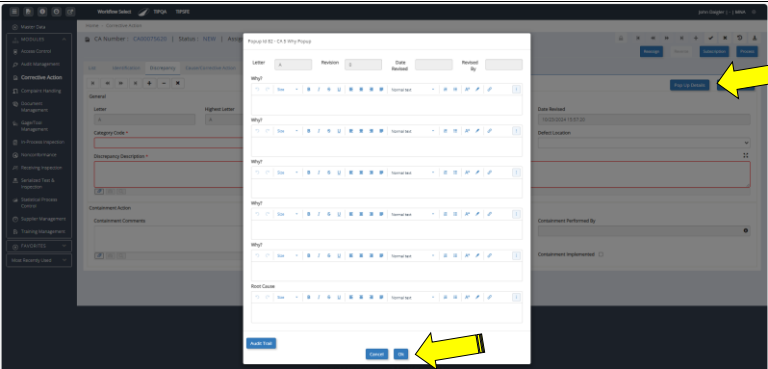
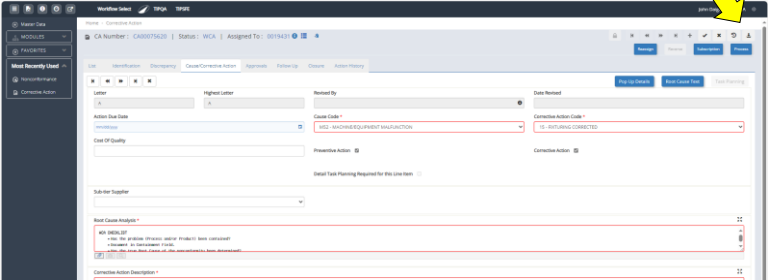
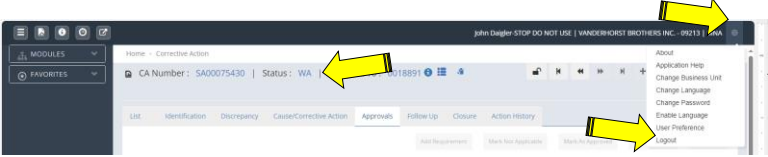
		<p>Additional TIPQA Business Units will appear. If the Business Unit that you require does not appear, contact the Moog Buyer linked to the PO you're trying to make a record for and request that they put in a request to get you access to the applicable Business Unit.</p> <p>Select the Business Unit where the record will be created in and press the SUBMIT  button.</p>  <p>Choose from the following options:</p> <ul style="list-style-type: none"> 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.) 	
4	Open Dashboard	<p>Once you have selected the applicable business unit, <u>the TIPQA software will open in the Corrective Action Module</u>. From this screen, you will see what's assigned to your specific supplier number(s). If your company has several different vendor numbers assigned, you will see records for all.</p>  <p>If you would like to see what is assigned in all TIPQA Business Units, press the Dashboard  icon.</p> 	Supplier representative
5	Select record	<p>Highlight the record that you would like to work on by double clicking on the row of the selected record. You will be routed to the IDENTIFICATION tab.</p>	Supplier representative

			
6	Review Identification & Discrepancy tab information	<p>Review the information in the Identification and Discrepancy tabs.</p>   <p>Items of interest include:</p> <ul style="list-style-type: none"> • STATUS – <ul style="list-style-type: none"> ○ WCA = Waiting Corrective Action ○ WA = Waiting Approval ○ WFL = Waiting Follow Up ○ WCL = Waiting Close ○ CLS = Closed • 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 • 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. 	Supplier representative

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		<ul style="list-style-type: none"> • FORWARD/BACK buttons. Pressing these buttons allows the movement between the various Letter items associated with the CA request. • ATTACHMENTS. If attachments are part of the request, pressing the graphic to the right of the Attachment button will open the document. 	
7	Perform RCCA analysis	<p>From the Cause/Corrective Action tab, enter the following information to define the issue to be addressed with a response:</p> <ul style="list-style-type: none"> • CAUSE CODE • CORRECTIVE ACTION CODE • ROOT CAUSE ANALYSIS • CORRECTIVE ACTION DESCRIPTION • PREVENTIVE ACTION DESCRIPTION • ATTACHMENTS (AS APPLICABLE)  <p>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.</p> <p>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.</p>	Supplier representative
8	Popup Details	<p>Depending on the CA type setup, you may be required to complete a 5 Why popup. The popup may auto display or can be accessed by pressing the POP UP DETAILS button. Press the OK button after all fields are populated. This popup is available to aid in determining the true root cause of an issue.</p>	Supplier representative

			
9	Process to WA status	<p>After the Root Cause Analysis is complete for all Letter items, press the PROCESS button to advance the record to the Waiting Approval (WA) status. The record will auto-assign back to the Moog employee sending you the C/CA request.</p>  <p><u>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 THAT THE PERSON ENTERING THE C/CA RESPONSE.</u></p>	Supplier representative
10	Closure	<p>Press the Gear icon and then Logout to exit the TIPQA database. You will be notified by Moog if the response requires further action.</p> 	Supplier representative
	COMPLETE		



Revision History

Revision Number	Date of Change	Description of Change
Original	20180920	Initial Release
1.0	20250114	Screen prints updated to reflect latest web version software configuration.