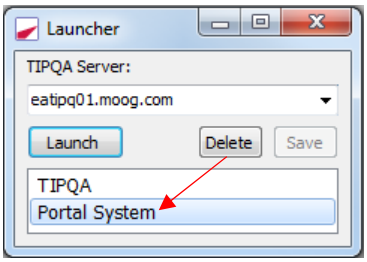
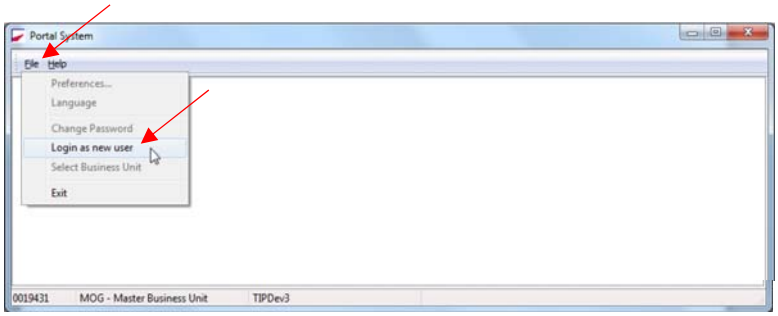
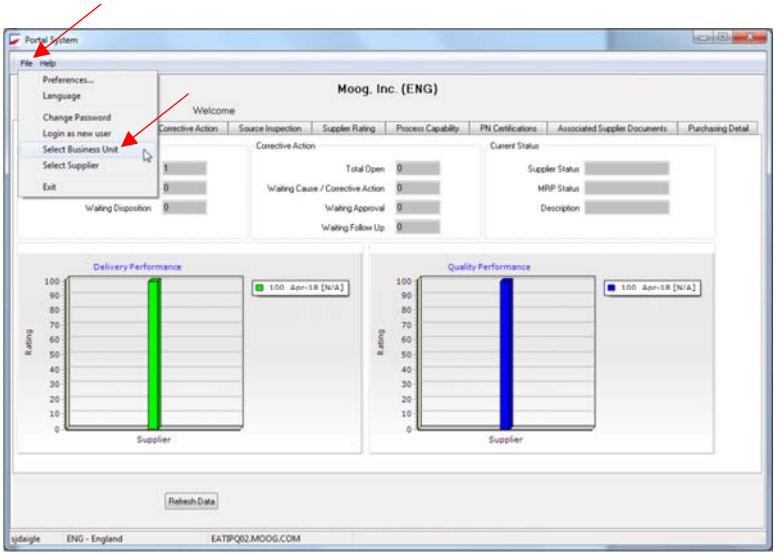
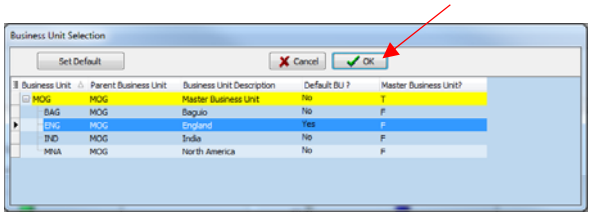
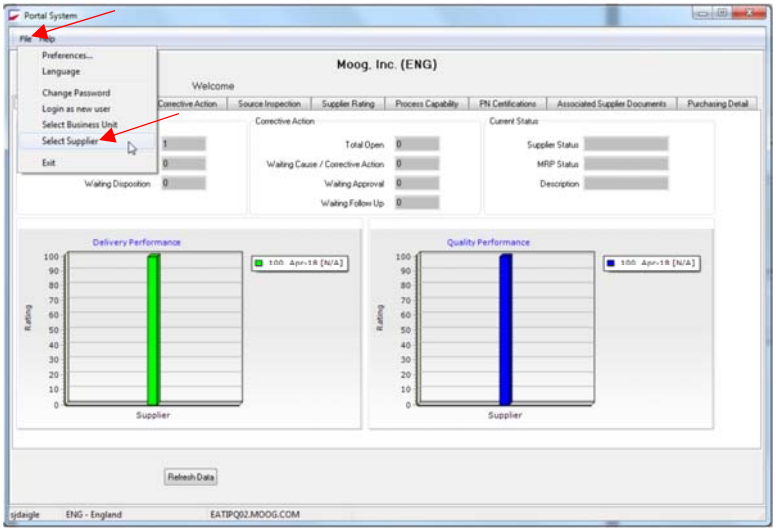
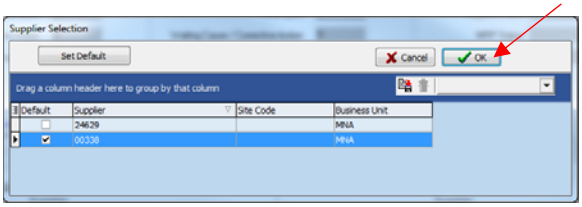
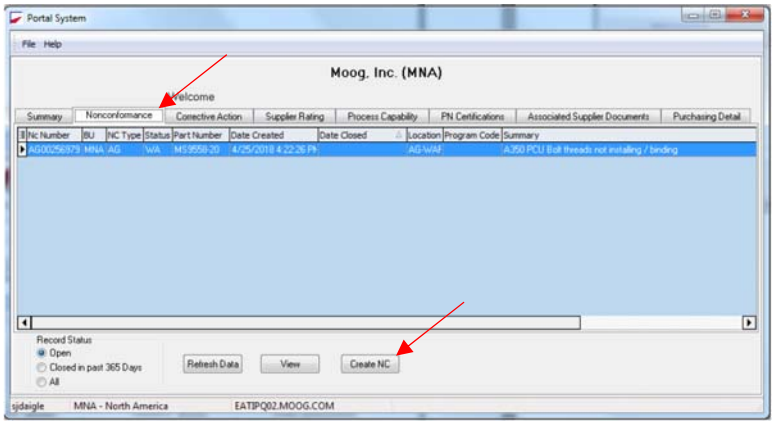
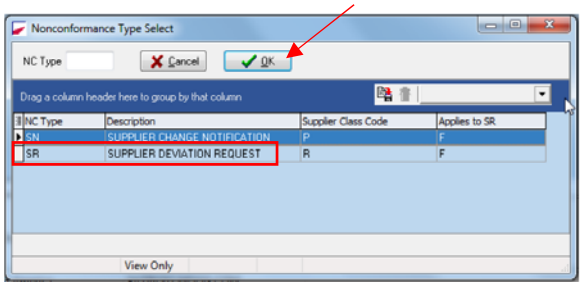
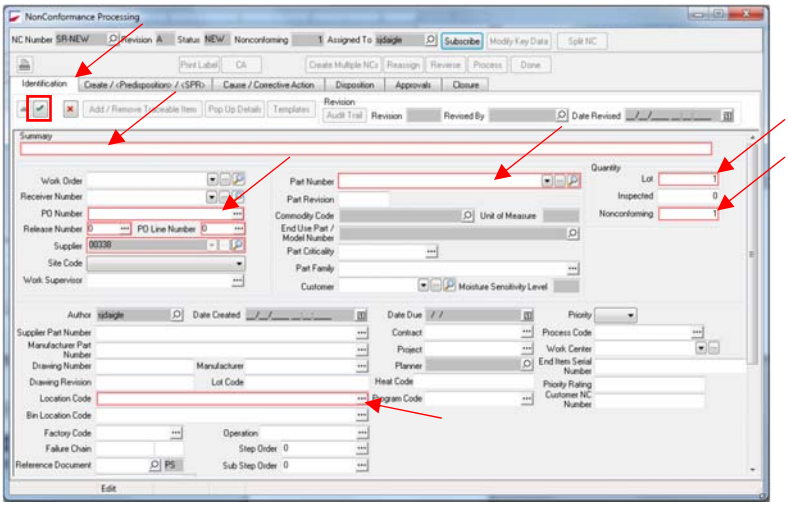
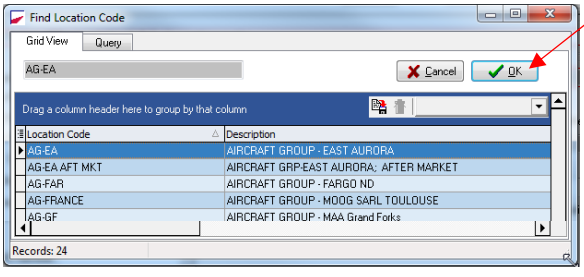
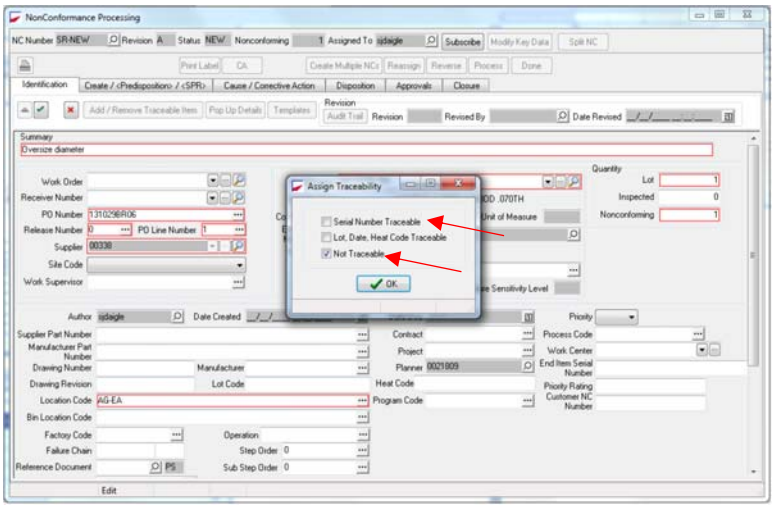
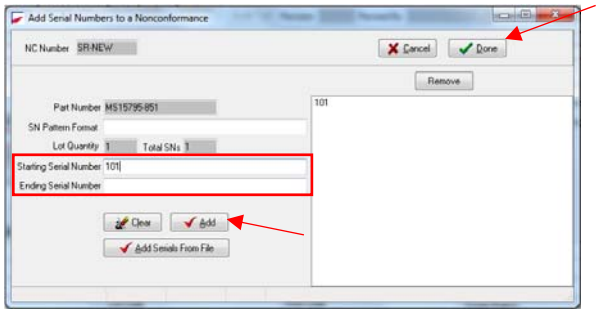
STANDARD WORK – PROCESS INSTRUCTION SHEET			
TITLE	**How to Raise a SR NC in TIP*QA***	**DEPARTMENT**	**Quality**
PROCESS	Supplier Request for disposition of nonconforming material identified at the suppliers location.	**TEAM COMPOSITION**	
DATE	12/31/2018		
AUTHOR	J. Daigler		
BASIC PROCESS DESCRIPTION	Standard Work instructions for Moog suppliers on how to raise a Supplier Deviation Request via the TIP*QA* Nonconformance module. SR Generation Guidelines – Based on Moog's Supplier Quality Requirements (SQR-1) *Supplier Deviation Request* (SR) – Suppliers shall use the electronic TIP*QA* **SR** type nonconformance, accessible through the TIP*QA* Supplier Portal, to request for review of nonconforming material. Nonconforming material shall not be shipped to Moog without an approved TIP*QA* **SR** type nonconformance record. In addition, all nonconforming product shipped to Moog: 1. Must be clearly identified as nonconforming product and packaged separately form the acceptable product. 2. Must be accompanied by a copy of the approved TIP*QA* **SR** nonconformance record 3. The applicable TIP*QA* **SR** number(s) must be clearly listed on the Packing Slip, Certificate of Conformance and FAI (if applicable).		

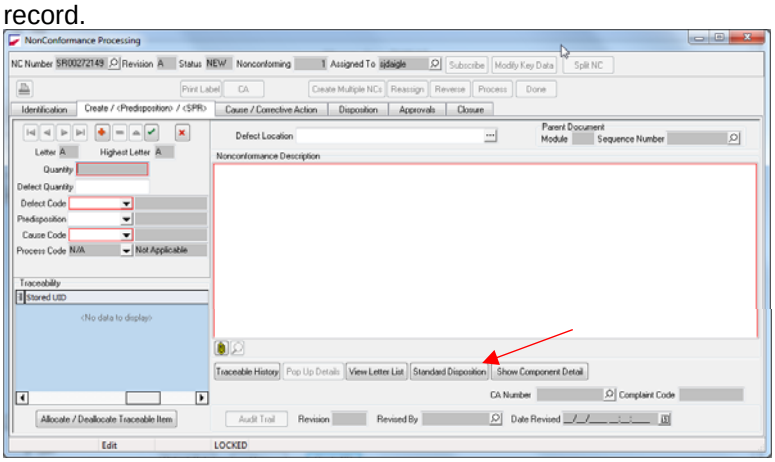
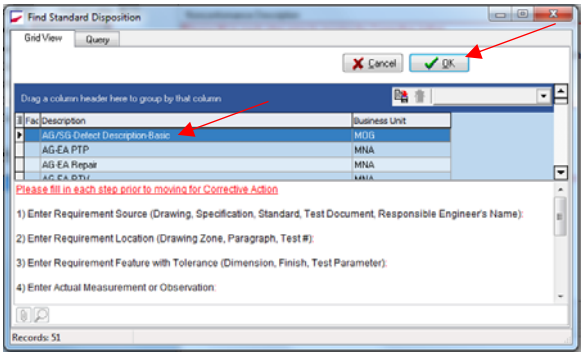
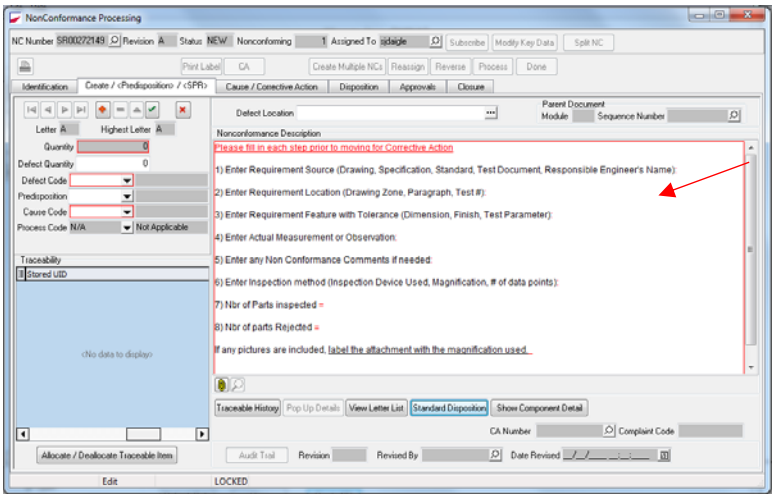
STEP #	STEP DESCRIPTION	IMAGE / INSTRUCTIONS	FUNCTION
How to create a SR NC in TIP*QA*			
1	Log into TIP*QA* via the TIP*QA* Launcher and Supplier Portal System	Log-in to your TIP*QA* account using the User ID and Password provided by Moog. NOTE: In the event that you are unable to access TIP*QA*, contact the applicable Moog Buyer for assistance.  Press ***FILE*** and then ***LOGIN AS NEW USER***. 	Supplier

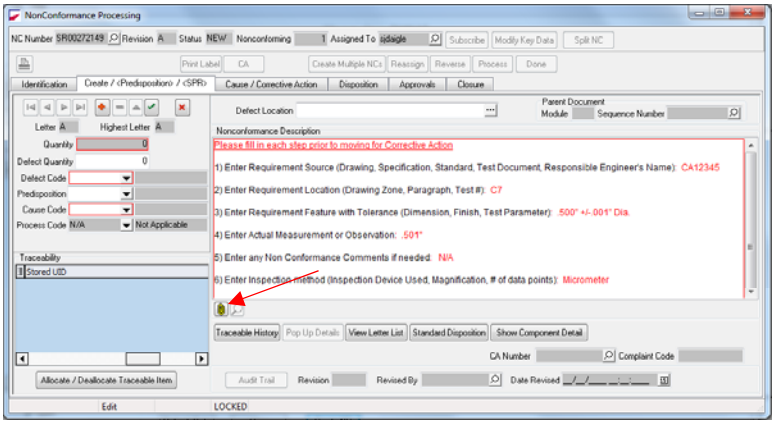
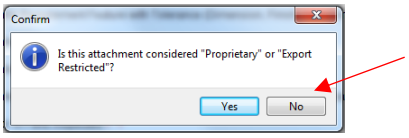
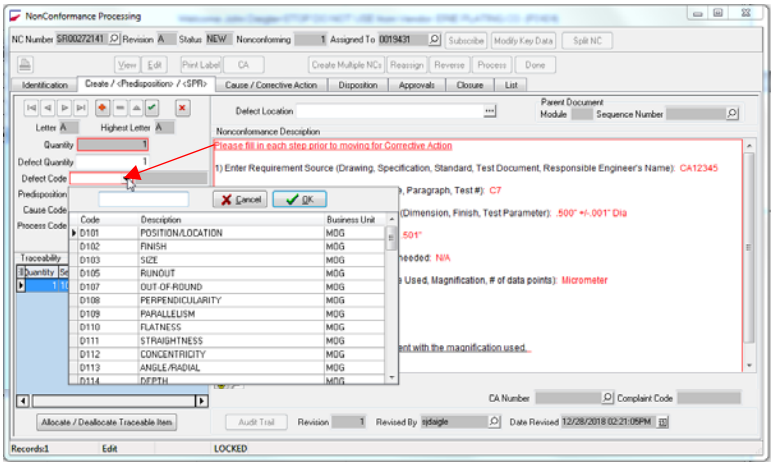
			
2	Select the Moog Business Unit	Select the Moog Business Unit where the Purchase Order was raised. Press ***FILE*** and then ***SELECT BUSINESS UNIT***. Choose from the following options: **BAG -** purchase orders for Moog Philippines (Baguio) facility **ENG -** purchase orders for Moog United Kingdom 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…)   Click OK after you make your selection.	Supplier

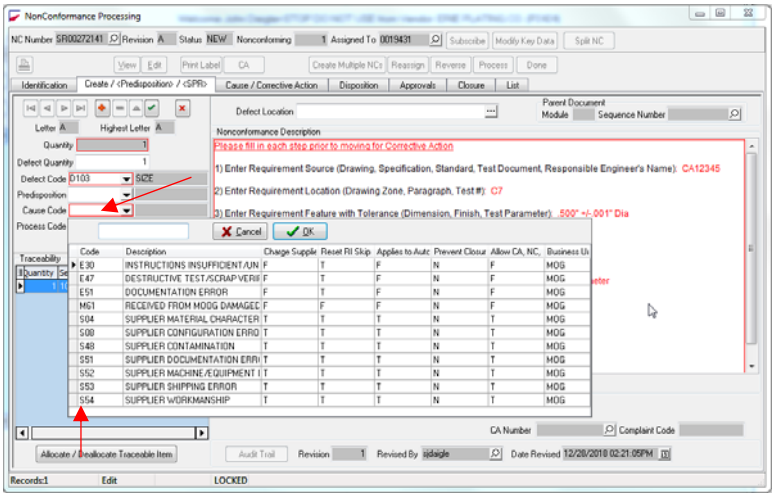
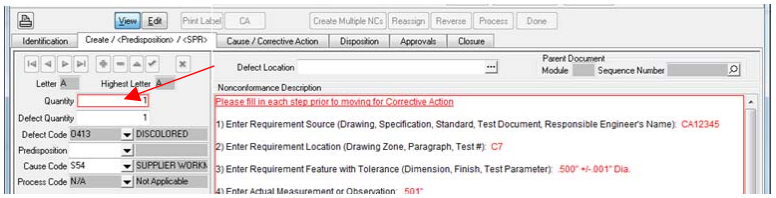
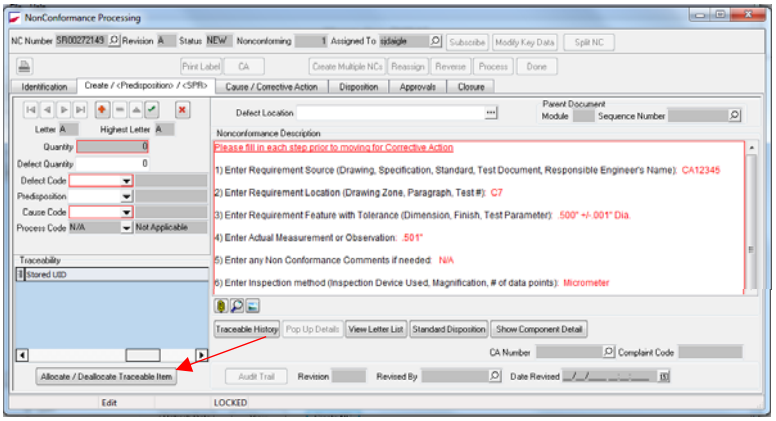
3	Select the Supplier Number	If the company you work for has multiple vendor numbers assigned to it, your specific TIP*QA* account may allow you to select between these different vendor numbers. If your account is set up in this manner, you will need to select the applicable vendor number to create the SR NC record and to see records for this vendor number. Press ***FILE*** and then ***SELECT SUPPLIER***. Select the Business Unit where the Purchase Order was raised.   Click  after you make your selection.	
4	Select the Nonconformance tab from the Portal Dashboard and Create SR NC	Once you have selected the applicable business unit and vendor number, you are now ready to create a Supplier Deviation Request. On Supplier portal page, select the NONCONFORMANCE tab.  Click  to start the Supplier Deviation Request process.	Supplier

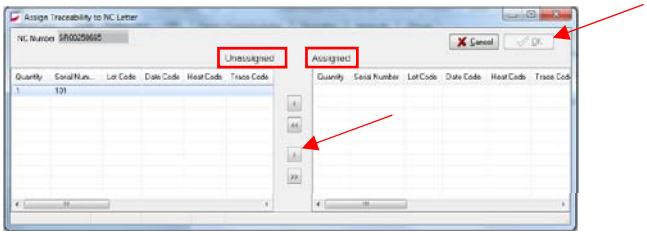
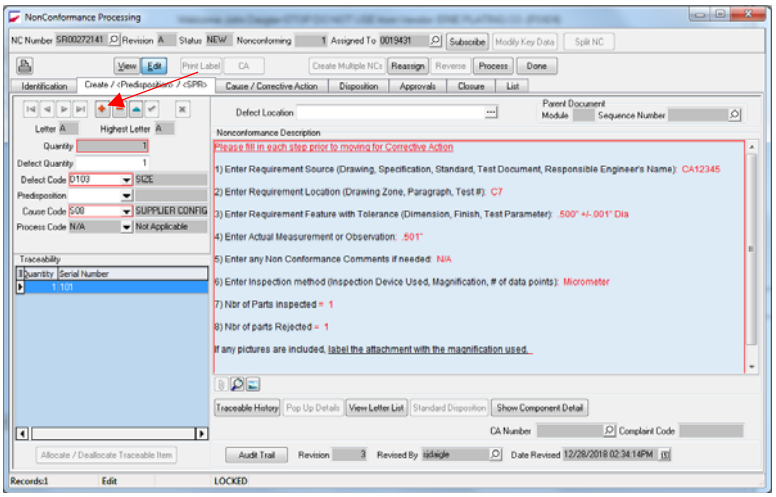
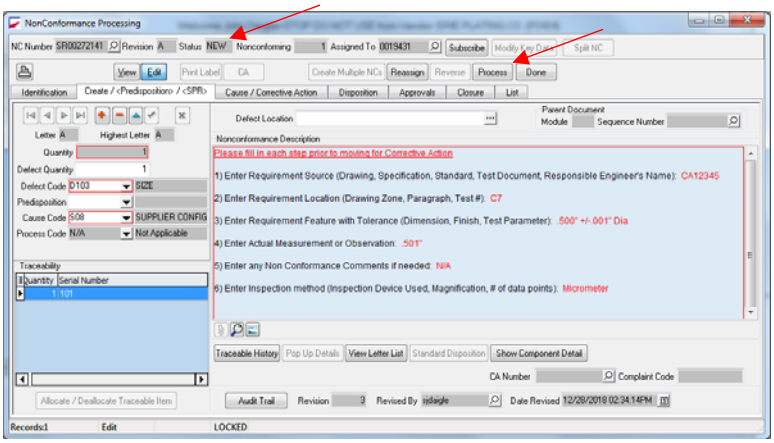
4 (cont)		Select the ***SR - Supplier Deviation Request*** nonconformance type.  Click OK after you make your selection.	
5	Enter SR NC Details	The Nonconformance Module will open and route you to the ***IDENTIFICATION*** tab. Enter the following required pieces of information into the fields outlined in red: • SUMMARY - A short description of the issue(s). • PO/LINE NUMBER - The order that requires deviation review. • PART NUMBER - The part number on the PO issued by Moog. • 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. Use the Ellipse ··· button to see a list of Moog facilities.   Click OK after you make your selection. Click ✓ to save your entries.	Supplier

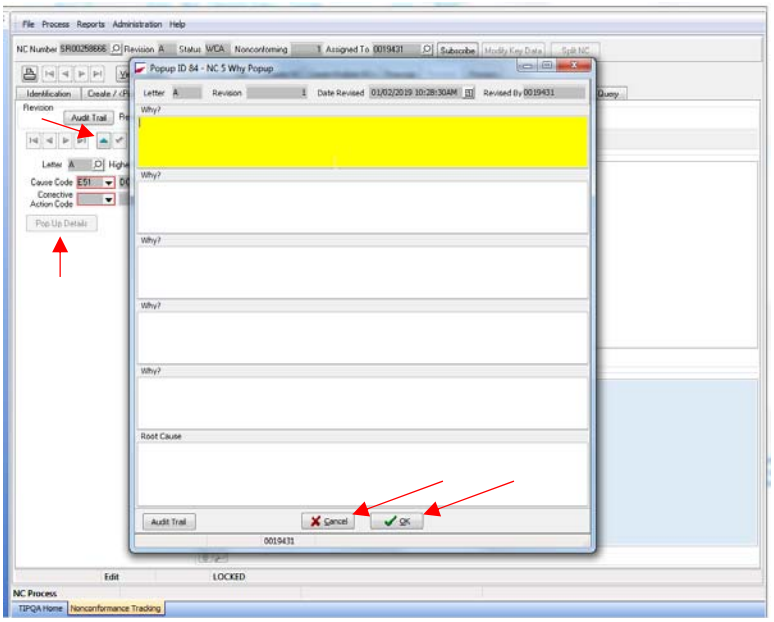
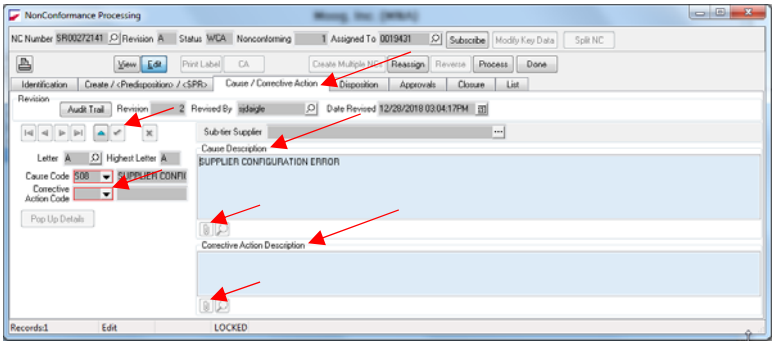
6	Assign serial number(s) (if applicable)	After saving your entries, a popup will appear asking if the rejected parts are serial number traceable. If the answer is **NO**, select the *NOT TRACEABLE* checkbox and then press the OK button. Go to step # 7. If the answer is **YES**, select the *SERIAL NUMBER TRACEABLE* checkbox and then press the OK button.  Enter the starting and ending serial numbers into the appropriate fields and press the ***ADD*** Add button. After all numbers are added, press the ***DONE*** Button.  After you press ***DONE***, you will be routed to the ***CREATE/ PREDISPOSITION / SPR*** tab.	

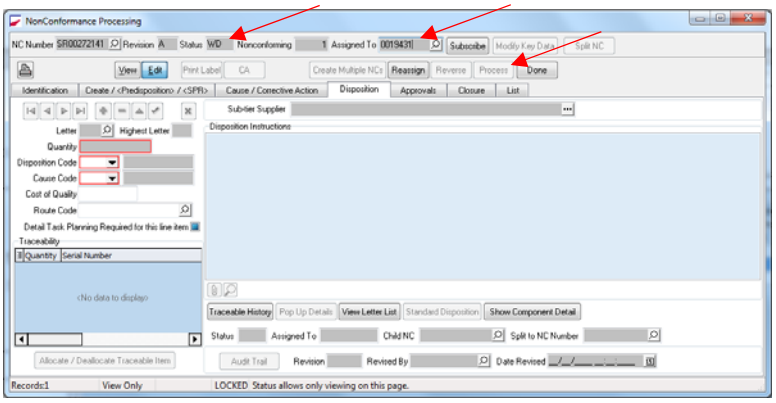
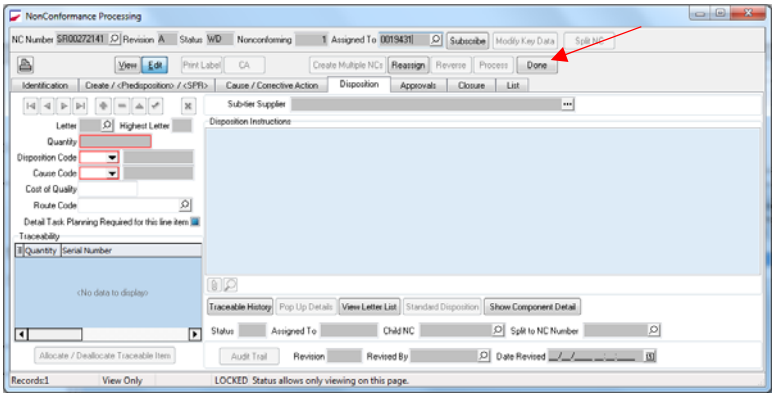
7	Adding the Nonconformance Description Template	Press the ***STANDARD DISPOSITION*** button at the bottom of the ***CREATE*** tab to insert a nonconformance description template into the record.  When the *Find Standard Disposition* popup appears, select the ***AG/SG Defect Disposition-Basic*** template.  Click OK. The template will populate in the ***NONCONFORMANCE DESCRIPTION*** field. Answer each of the questions populated in the Nonconformance Description field. Ensure all eight (8) questions are completed. Failure to complete all entries may cause the record to be rejected by Moog. 	Supplier

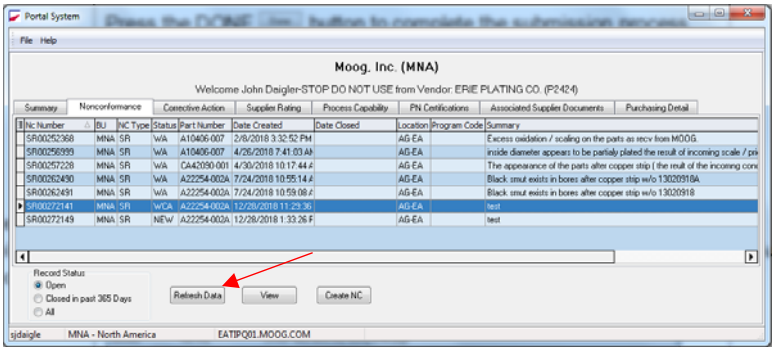
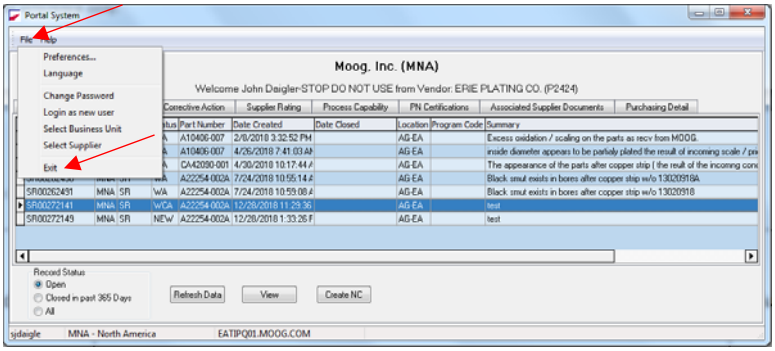
8	Adding Attachments	The software allows the addition of attachments to the record. This allows for documentation of nonconformances like dents/scratches (with scaling), discoloration, pitting's, stains or packaging that are not easily described. Attachments can also include inspection results and/or email communications that were done between the supplier and Moog.  Press the ***Attachment*** icon. Select ***Insert File*** and click the ***OK*** button. Search for the file to be attached and press the ***Open*** button. When the ***CONFIRM*** popup appears, answer ***Yes*** or ***No*** to identify if the attachment is *Proprietary* or *Export Restricted*.  Your attachment will appear to the right of the ***Attachment*** icon.	Supplier
9	Entering Defect and Cause Codes	Select the appropriate ***DEFECT CODE,*** from the dropdown list, that best describes the nonconformance. 	Supplier

9 (cont)		Select the ***CAUSE CODE,*** from the dropdown list, that best describes the cause of the nonconformance. Note: A supplier caused nonconformance should start with a Cause Code having an "S" prefix. 	
10	Allocate serial numbers (when applicable)	If serial numbers <u>were not</u> allocated to the NC record, enter the nonconforming quantity in the QUANTITY field.  QUANTITY = the number of parts for the Letter item DEFECT QUANTITY = the number of nonconformance occurrences for the Quantity being described. If serial numbers <u>were</u> allocated to the NC record, allocate (assign) the serial number(s) to the nonconformance description using the ***Allocate/Deallocate Traceable Item*** Allocate / Deallocate Traceable Item button. 	Supplier

10 (cont'd)	Allocate serial numbers (when applicable)	An Assign Traceability popup will appear. Highlight the serial numbers you want to assign to the Letter item and move it from *Unassigned* to *Assigned* using the ***Move*** button.  Click OK after you make your allocation.	Supplier
11	Add additional LETTER items (when applicable)	If you have more than one defect type to record, press the ***Insert Record*** button to add a new Letter item to the nonconformance record. You will be required to repeat steps 7–10 of this instruction. 	
12	Process to next record status	After all nonconformances are documented in the ***CREATE*** tab, press the ***Process*** button to move from the ***NEW*** status to the ***WCA*** (Waiting Corrective Action) status. 	Supplier

13	Complete the Cause/Corrective Action Tab	Press the ***Edit Record*** button on the ***Cause/Corrective Action*** tab. 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*** button after all entries are input. You can return to the popup to update the response by pressing the ***Pop Up Details*** button. If you choose to not use the popup, press the ***Cancel*** button.   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.	Supplier

13 (cont)		Update the ***Corrective Action Code*** field from the dropdown list. Click ✔ to save your entries. **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.**	
14	Process to next record status	After all Cause/Corrective Action comments are documented, for all Letter items, in the ***CAUSE/CORRECTIVE ACTION*** tab, press the ***Process*** Process button to move from the ***WCA*** (Waiting Corrective Action) to the **WD** (Waiting Disposition) status. The ***STATUS*** field will show ***WD*** (Waiting Disposition) and the record will auto-assign to the Moog Buyer associated to the Purchase Order number entered in the ***IDENTIFICATION*** tab. 	Supplier
15	Complete the submission process	Press the ***Done*** Done button to complete the submission process. 	Supplier

15 (Cont)		After you press the ***DONE*** Done button, you will be returned to the TIP*QA* Welcome Screen. Press the ***Refresh Data*** Refresh Data button and the record you just created and submitted will be displayed there. 	
16	Exit the database	Press ***FILE*** and then ***EXIT*** to leave the TIP*QA* database. You will be notified by Moog after the record has been reviewed and dispositioned. 	Supplier