



Boeing Supplier Quality Surveillance

An Introduction for Suppliers

Boeing Supplier Quality Surveillance

- **Surveillance Purpose**
- **Surveillance Overview**
 - Surveillance Tools
 - Planning
 - Performing
 - Documenting
- **Benefits**
- **Questions and Comments**

Surveillance Process

Assessment Purpose

- **Boeing uses surveillance tools at suppliers' facilities to:**
 - Help with development and improvement of the manufacturing and quality systems, and its support processes
 - Monitor and improve product quality

Surveillance Process

Assessment Purpose

- **Provide information regarding a supplier's processes and capabilities to the supplier, Boeing, its customers and regulatory agencies**
- **Boeing Supplier Quality Surveillance (SQS) tools are in addition to suppliers' Quality System Audit or Special Process (D1-4426) activities**
 - i.e. ICOP certification audits, customer 2rd party audits, etc.

Surveillance Overview

Assessment Tools

Product Assessments - PA

- Compliance focused
- Based on a specific product audit approach
- About 8 hours average to complete
- Brief one-page report noting results
- Utilizes single checklist as a tool
- Records values based on drawing requirements

Quality Process Assessments - QPA

- Compliance and Improvement
- About 16 hours average to complete
- Brief one-page report noting results
- Utilizes defined checklists as a tool
- Examples: Sub-tier Supplier Control, Corrective Action, First Article Inspection

Manufacturing Process Assessments - MPA

- Compliance and Improvement
- About 24 hours average to complete
- More detailed technical report for customers providing results/recommendations
- Utilizes defined checklists as a tool
- Examples: Hand Solder, Laminates, Hole Drilling, Mechanical Assembly



Surveillance Overview

Assessment Planning

- **Assessment Preparation – *Supplier Actions***
 - Review the checklist(s) prior to the on-site visit by the Boeing Supplier Quality Representative
 - Provide access to the relevant process documentation, training records, work instructions, process flowcharts, etc.
 - Provide any available process performance data for the processes under evaluation
 - Have knowledgeable personnel available to assist with the assessment
 - Provide contact information for the local regulatory agency representative when requested

Surveillance Overview

Assessment Conducting

■ **Performing the Assessment**

- Supplier Quality conducts an in-brief, which may be formal or informal
- Review the process or product being assessed using the checklist(s) and associated requirements
- Obtain process performance data (*Manufacturing Process Assessments (MPA) only*)
- Each process or product being assessed may be reviewed for:
 - Machine/equipment setup
 - Materials used
 - Operator knowledge
 - Inspection or measurement process
 - Data analysis and continuous improvement activities
 - Process variability, cycle time, cost reduction opportunities

Surveillance Overview

Performing the Assessment

- **Conduct an out-brief**
 - Discuss the results of the assessment
 - Review any observations, nonconformances and strengths to the process or product assessed
 - Nonconformance findings will be documented on a Supplier Evaluation Report (SER)
 - Review any hardware impacts and discuss the actions required
 - Discuss Supplier Quality or supplier actions and follow up

Surveillance Overview

Assessment Documentation

- **Assessment data packages**
 - Product Assessment
 - PA Supplier Audit Report (SAR)
 - Supplier Evaluation Report(s) (SER) as applicable
 - Quality Process Assessment
 - Assessment Summary
 - Supplier Evaluation Report(s) (SER) as applicable
 - Manufacturing Process Assessment
 - Assessment Summary
 - Supplier Evaluation Report(s) (SER) as applicable
 - Completed Requirements Matrix
 - Data Analysis

Supplier Quality Surveillance

Benefits

- **Improve partnership between Boeing and suppliers**
 - Process consulting vs. inspection
 - Proactive approach to process improvement
- **Reduce redundant surveillance at suppliers**
 - Where possible Boeing Commercial Airplanes (BCA) and Integrated Defense Systems (IDS) activities may be combined
- **Improve customer satisfaction**
 - Clearer reporting of process health by using the appropriate level of detail in assessment reports



Boeing Supplier Quality Surveillance

Questions or Comments?
Contact your Supplier Quality Representative

