

APPENDIX A

SUPPLIER NON-CONFORMANCE GUIDELINES

1. Non-Conformance Request - found at supplier

- (A) Initiate Request Form (Boeing Form# X32840, Supplier / Subcontractor Nonconformance Request for Material Review Board (MRB) Processing).
- (B) Initiate Corrective Action Form (Boeing Form# X32859, Supplier Corrective Action Request).

Note – Forms are available from the Boeing Procurement Agent / Buyer who can pull the forms from the Forms Library at Boeing

- (C) Suppliers may use an electronic system to relay non-conformance information to the Boeing Procurement Agent / Buyer (preferred method). The information on the request form must give clear and specific information so that this description along with the engineering drawing / specification can be readily understood by personnel reading the request form. When the form does not have adequate space to document a non-conformance, additional pages of “Microsoft Word Format” can be added to the document as needed. In addition, the supplier is required to provide all the information requested on the form except the IPT coordination.
- (D) Supplier must make all efforts to rework or replace hardware prior to submitting a request for MRB processing.

Note - The Boeing Procurement Agent / Buyer will do the IPT coordination efforts internally at Boeing.

Note - When text cannot adequately describe the non-conformance, a sketch, a high resolution photograph, or even a table should be included to clarify the discrepancy.

- (C) Supplier is required to route the MRB request to the applicable Boeing Procurement Quality Representative (PQR) for stamping prior to being sent to the Boeing Procurement Agent / Buyer. The

PQR stamp on the request signifies that the PQR is informed of all non-conformances generated at the supplier without regard to the responsibility. The PQR can hand the request back to the supplier or fax the stamped request to the supplier for processing with Boeing.

Note - Requests initiated by the supplier will not affect the Supplier's Quality Rating in the Boeing Enterprise Supplier Tool (Best). However, the quality rating will be affected if the PQR initiates the request as a result of their inspection at the facility. Repetitive conditions or excessive requests may be subject to formal corrective action in the form of a Supplier Evaluation Request (SER).

Note – MRB requests should not be used to document such things as errors in blueprints or missing certification, missing parts, incomplete parts or incomplete testing, unless otherwise directed by a Boeing Supplier Information Request (SIR).

- (D) Forward both the stamped MRB request & the Corrective Action Forms to the Procurement Agent / Buyer for processing.
- (E) Once Boeing has processed the MRB request, the Procurement Agent / Buyer will provide a copy of the Boeing Nonconformance Tag back to the supplier to process the MRB action.
- (F) When the Supplier has completed the action, a copy of the Boeing nonconformance tag and any processing documentation (repair instructions) will be provided to the PQR for validation.

2. MRB part preparation for delivery to Boeing

- (A) Parts delivered to Boeing after "Repair" or "Use-As-Is" must be documented on the PO by placing the Boeing nonconformance tag# along with a legible PQR acceptance stamp for verification that the nonconformance has been satisfied.

3. Supplier Corrective Action – supplier escapes found at Boeing

- (A) Determination of a root cause for a non-conformance and corrective action to prevent reoccurrences is the responsibility of the supplier directly under contract with Boeing. When the non-

conformance is caused by a sub-tier supplier, the Boeing contracted supplier has the responsibility to pursue the cause and corrective action process with their supplier. The supplier also needs to provide root cause and corrective action related to their facility as to how and why they did not catch the nonconformance that was made by their sub-tier prior to delivery to Boeing.

- (B) Boeing Supplier Quality will be forwarding either Boeing Form X32859, Supplier Corrective Action Request (SCAR), or Boeing Form X32860, Nonconformance Notification (Notification Only), to request the appropriate corrective action from the supplier. Completion of the SCAR form is required to document the supplier corrective actions taken.