

1.0 Purpose

Provides Insitu suppliers a method to request Insitu's authority to supply/ship nonconforming material (NCM), and defines how the Supplier Nonconforming Material Request (NCRM) is received, reviewed, and processed.

2.0 Scope

Applies to Suppliers and all Quality, Engineering, and Receiving Insitu personnel responsible for reviewing NCRMs. Supplier NCM is a one-time temporary variance from Insitu specifications. Insitu's approval shall be obtained before the material/product is delivered to Insitu.

3.0 Definitions

- Nonconformance – Failure to comply with requirements.
- Nonconforming Material (NCM) – Materials or products that do not meet specified requirements.

4.0 References

- FORM-01518 – Supplier Weight Tracking Form
- FORM-01537 – Supplier Nonconforming Material Request Form
- PROC-00251 – Material Inspection Process
- PROC-00254 – Control of Nonconforming Material

5.0 Responsibilities

5.1 Supplier

5.1.1 Submit completed FORM-01537 and internal supporting documentation to SupplierManagement@insitu.com

5.1.2 Hold shipment until Insitu's approval is received in writing from -Insitu SQE

5.1.3 Approved Supplier NCRMs shipment paperwork requirements:

- Approved copy of FORM-01537.
- Shipment tracker indicates material is NCM.
- Provide list of all affected serial numbers / lot IDs, when assigned.
- Submit internal supporting documentation with the corresponding approved FORM-01537.
- FORM-01518 for weight related NCRM requests.

5.1.4 Additional data required, supplier shall deliver requested documentation.

5.1.5 Rejected NCRMs the material shall not be shipped to Insitu.

5.2 **Supplier Quality**

- 5.2.1 Review NCMR for completeness.
- 5.2.2 Enter NCMR into the tracking database.
- 5.2.3 Send NCMR and supporting documentation for approval.
- 5.2.4 Track status of NCMR.
- 5.2.5 Send dispositioned NCMR to the supplier.
- 5.2.6 Close Supplier NCMR after all reviews are complete and notification has been sent.
- 5.2.7 Notify SM&P if Supplier NCMR rejection

5.3 **Design Engineering**

- 5.3.1 Review the NCMR and respond to Supplier Quality noting approval, additional data required, or rejection.
- 5.3.2 Provide justification for Use As Is and Repair determinations.

5.4 **Manufacturing Engineering / Quality Engineering**

- 5.4.1 Review the NCMR and respond to Supplier Quality noting approval, additional data required, or rejection.
- 5.4.2 Coordinate with SQ and DE for development of repair work instruction.
- 5.4.3 Coordinate with SQ and DE for development of rework work instruction if required.

5.5 **Incoming Receiving**

- 5.5.1 Identify NCMR by QC Inspection Flag on PO line and/or Supplier's NCM shipment paperwork delivered with the material.

NOTE: See paperwork requirements in section 5.1.3.

- 5.5.2 Deliver parts and all paperwork received with the material to Quality Technicians for processing.

5.6 **Quality Technicians**

- 5.6.1 Inspect NCMR and supporting documentation.
- 5.6.2 Scan the NCMR documentation received with the material and log a record in the NCM Database.
- 5.6.3 Process material according to Incoming Inspection Process per PROC-00251.

6.0 **Supplier NCMR**

6.1 **Process Steps**

- 6.1.1 Supplier performs internal NCM evaluation and determines need to request NCMR acceptance from Insitu.

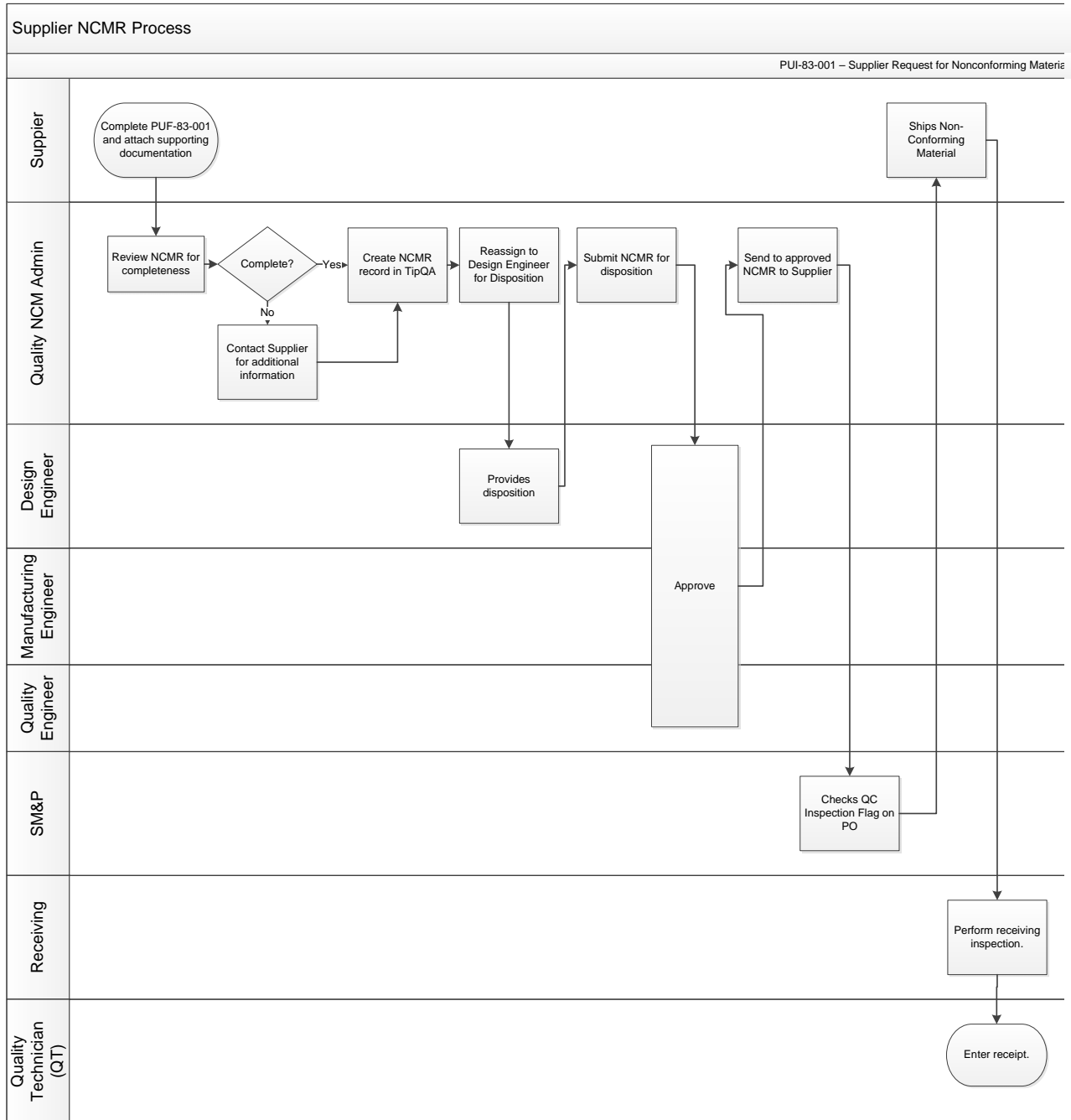
- 6.1.2 Supplier completes a FORM-01537 and submits with supporting documentation to Supplier Quality for processing to SupplierManagement@insitu.com.
- The final disposition shall be determined by Insitu before the supplier ships or takes action on the material.
- 6.1.3 Supplier shall identify the specific variance to Insitu specification(s) and submit the supporting documentation with a completed FORM-01537. Supporting documents include but are not limited to:
- Functional Product Specifications and Marked Up Drawings.
 - Test results, product measurements, material certificate of conformity.
 - FORM-01518 for any weight related requests.
 - Historical records or other technical data as appropriate.
- 6.1.4 Supplier Quality reviews the incoming NCMR for completeness and supporting documentation.
- If request is incomplete, supplier is notified and request status is pending until the information is received from the supplier.
 - If request is complete, the request is entered into the NCMR database, assigned an tracking ID number, and submitted for approval.

Required Approvals
Manufacturing Engineer
Quality Engineering
Design Engineer

- 6.1.5 Request customer approval in accordance with PROC-00254. The number assigned by the NCM Administrator will be used to track the variance request.
- 6.1.6 Approvers review the NCMR and notify SM&P NCM Administrator of approval, additional data required, or rejection.
- 6.1.7 Rejections shall include the reason for rejection.
- Rework...
 - Use As Is shall include justification.
 - Repair shall include justification and repair instructions
- 6.1.8 Supplier Quality notifies the supplier of the final disposition.
- If approved, supplier attaches a copy of the approved FORM-01537 and supporting documentation to the shipment and indicates on the shipment tracker that the delivery is NCM.
 - If rejected, the material shall not be delivered to Insitu. The material shall be dispositioned per Insitu's instructions by the supplier.
 - If additional data is required, Supplier Quality notifies the supplier that additional documentation / information is required to process the request.

- 6.1.9 The final disposition shall be determined by Insitu before the supplier ships or takes action on the material.
- 6.1.10 Incoming Receiving performs incoming receiving and forwards the material and all NCM paperwork to Quality Technicians for processing.
- 6.1.11 Quality Technician receives the material and performs a receipt and reviews the material and NCMR documentation to ensure Insitu's final disposition has been properly implemented.
 - If acceptable, the material and paperwork are accepted and the material is returned to inventory.
 - If an issue is found, process the material according the PROC-00254.

7.0 Process Flowchart



8.0 **Revision History**

Revision History		
Rev	Description	Revised By
1	Initial release.	Audrey Dickenson, Patti Sherwin, Duane Purcell
2	Aligned NCMR process/form to AS9131. Updated process owner.	Audrey Dickenson, Doc Control
3	Updated Process Map. Updated QAI-82-002 to QAP-82-002 (document number change); updated formatting. Updated rev number, formatting, and logo to "A Boeing Company" logo. Replaced references to PUF-83-001 with QAF-00605 (same form, new document number).	Document Mgmt., Larisa Schreffler
4	Administrative change: Updated QAF-00121 reference to QAF-00605.	Document Mgmt.
5	Updated rev number. SD tagged. SmartDocs reference tags applied; all metadata and ownership updated and verified during DMS migration.	Document Mgmt.
6	Administrative change to refresh document numbers per new DMS system.	Document Management