

Landing Systems

Title: Supplier - Quality Notification – Entry Support	Doc#: LS-SBU-SQM-SPL001
Functional Group: Supplier Quality	Revision: 00

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1. PURPOSE/SCOPE

This document provides guidance to suppliers on submission of a Quality Notification document to Collins Landing Gear facility for disposition of non conforming product.

2. RESPONSIBILITIES

2.1. Supplier: Notifies Collins of non conforming product at point of detection of defective parts via submittal of a Quality Notification. Submission of QN to Collins via accurately populated submission/continuation forms per guidance in this document. A detailed Corrective action may be requested following review of the QN submission.

2.2. MRB Quality/Coordinator: Review of information, notify Supplier of any turnbacks, MRB requests for information and enter QN into Collins ERP system.

2.3. MRB Engineering: Review Quality Notification and provide disposition.

2.4. Supply Chain – Buyer: Interface with supplier and MRB teams to ensure QN submission, requests for additional information/clarification and MRB disposition(s) are provided in a timely manner to support delivery requirements. Provides updates to supplier on the current status of QN via interrogation of tasking within ERP system.

2.5. Supplier Quality Management: Review Turnback Data and Corrective Action Requests to drive improvements in quality of submission and reduction in QN submissions.

3. REFERENCES/FORMS

- LS-SBU-A001-SQM
- LG DIV SQA FORM 2963
- LG DIV SQA FORM 4486

4. DEFINITIONS/ACRONYMS/ABBREVIATION

- MRB – Material Review Board
- QN – Quality Notification

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5. QN DOCUMENT SUBMISSION

5.1. Process

5.1.1 Non-conforming product requiring LS disposition per LS-SBU-A001-SQM shall utilize LG DIV SQA FORM 2963 for initial communication of the non-conformity

5.1.2 Refer to Section 5.2 for guidance on preparation of Form 2963 for discrepancies

5.1.3 Naming Convention – Initial Submission:
Supplier Name_QN_SupplierNCR#_Part Number_LS Purchasing Site
Ex: ABCInc_QN_123452_161Wxxxx-11_OAK

5.1.4 Upon electronic receipt of your QN Submission form, LS will enter the data within Collins' ERP and a unique QN number will be generated.

5.1.5 *If required to resend the initial entry form again (prior QN number generation), due to errors, duplication, or any rejection from the receiving site, supplier shall add the revision level to the end of the naming convention, starting with Rev A, and so on for subsequent revisions.*
Ex: ABCInc_QN_123452_161Wxxxx-11_OAK_RevANaming Convention – Initial Submission:
Supplier Name_QN_Supplier NCR#_Part Number_LS Purchasing Site
Ex: ABCInc_QN_123452_161Wxxxx-11_OAK

5.1.6 *QN update entries (Reconvene, Requests for more information, Proof of Mutilation) **after QN number has been generated** shall use Form LG DIV SQA FORM 4486 and be named accordingly. See Section 5.1.6 and on.*

5.1.7 LS will communicate the corresponding QN number back to you referencing the original e-mail distribution listing you sent per the respective form.

5.1.8 Naming Convention – QN Update Entries:
Supplier Name_QNRecon_QN#_Part Number_LS Purchasing Site

Ex: Reconvene: ABCInc_QNRecon_256412_161Wxxxx-11_OAK
Additional Information: ABCInc_AdditionalInfo_256412_161Wxxxx-11_OAK
Proof of Mutilation: ABCInc_ProofofMutilation_256412_161Wxxxx-11_OAK

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If required to resend this reconvene entry form **again**, due to errors, duplication, or any rejection from the receiving site, you shall add the revision level to the end of the naming*

- 5.1.9 Once a Collins Quality Notification number is assigned, Additional Information, Continuity, Clarification requests are to be handled via LG DIV SQA FORM 4486 in response to MRB request/disposition submitted to supplier via MoveIT MFT.
- 5.1.10 Form 4486 requests that prior to submission all questions are answered, specifically that all requested disposition information including evidence and sign-offs where required are provided within the attachments section.
- 5.1.11 All submissions initial or continuations shall be posted to MoveIT MFT to the respective folder under 'ToUTAS' (New Submission, Reconvene, or Proof of Mutilation respectively).
- 5.1.12 Submission files stay on the MoveIT MFT portal for a maximum of 7 days during which a folder administrator will access and download them.
- 5.1.13 To avoid duplication and ensure quicker turnaround, do NOT resubmit the same form/dataset to MoveIT unless requested by Collins MRB teams.
- 5.1.14 Status of a QN submittal may be received by reaching out to the Supplier Chain (Buyer) or SQM focal.
- 5.1.15 LS will correspond with disposition results via posting a response/copy of QN to the supplier's MoveIT MFT folder.
- 5.1.16 The QN Report is the quality record and will contain LS Quality and MRB authorization.
- 5.1.17 **The QN report shall be the quality record**, signed, stamped and approved by the supplier, at all the designated disposition steps, submitted with the finished product.

5.2. Preparation of QN Form 2963

- 5.2.1 Opening either **FORM 2963 or 4486** for the first time will require enabling macros on your computer and as read only, no password required.
- 5.2.2 LG DIV SQA FORM 2963 shall be used to Identify and report non conformances against product at a supplier facility/sub-tier (undelivered to Collins Landing Systems). Where a suspect non conformance cannot be confirmed, reach out to your assigned Supplier Quality Management focal for guidance.
- 5.2.3 The form is structured in 2 sections.
 - Rows 2-20: QN Submission Sheet Header
 - Rows 21 onwards: Issue Description.
- 5.2.4 Upon completion of form, use the prescribed naming convention to title the file.

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5.2.5 See below guidance on populating LG DIV FORM 2963.xls:

Line	QN Fields	Entry Support
1		Title block. No entry required.
2	Collins Quality Notification #	this is to be filled in by Collins personnel upon issuing Quality Notification number
3	Vendor Name:	Enter your company name. (The organization to whom the Collins purchase order was issued to)
4	Vendor Number on PO	Enter your vendor number. It is on the Collins Purchase Order
5	Collins LS Procurement Site	Select the purchase order Collins Landing Systems site from the drop-down box.
6	Vendor's Manufacturing Control # (Router, traveler, etc. #)	Enter your manufacturing process/production control record number (traveler, router, etc.).
7	Vendor's Internal Non-conformance Control #	Enter your internal nonconformance control number. Mandatory field. Do not leave blank or mark Not Applicable/NA.
8	Date (mm/dd/yyyy) of Non Conformance:	Enter date (mm/dd/yyyy) of the nonconformance.
9	Responsibility (Choose Vendor or Collins LS)	Choose the responsible organization for the nonconformance from the drop-down box. If "Collins/ UTAS" is selected, then clearly state the reason why in the cause text (Line 36).
10	Defective Part Number	Enter the defective part number <u>Proprietary parts:</u> Input part number as on PO.
11	Defective Part Number Description	Enter the part description of the part number (entered in line10) as stated on the drawing
12	Previous Quality Notification(s) or Previous Rejections for this Part/Serial Number	Enter any open/closed/cancelled Quality Notifications with Collins for the same part(s) AND same Serial number(s) or manufacturing batch (un-serialized).
13	Lot Quantity	Enter the lot quantity being produced that the discrepant product is associated.
14	Quantity Discrepant:	Enter the quantity discrepant <i>only</i> . <i>Note: This quantity is a subset of the manufactured lot quantity.</i>
15	Program/Project Name	Select the program/project number from the drop-down box. Choose "Other" if product supports multiple programs and/or is not identified. If "Other" is selected, specify this in adjacent column – Cell V15.
16	Engineering Drawing number or offload operation part number	Enter the engineering drawing number as depicted on the design authority for the discrepant part number. In the case of an offload operation from Collins enter the part number as listed on the manufacturing plan.
17	Engineering Drawing Revision Level or offload operation revision	Enter the revision level of the engineering drawing associated with the part number. The DIR document is not an engineering document. In the case of an offload operation from Collins enter the revision of the operation on the manufacturing plan.
18	Serial Number(s) or Batch of Nonconforming Part Number	Enter Batch SNs of all the discrepant product. Count to match qty in line 14.
19	1st Time Manufacturing or Sustaining	Denote whether this is your 1st time manufacturing this part or if this is on-going production
20	Non-conforming Part Number(detail) including configuration (-#)	Specify detail part number impacted by nonconformance.
21	Part Description of rejected detail Part Number	Specify the Detail Part number's (Line 20) part description.
22	Serial Number(s) of Nonconforming Part Number	Enter the serial number(s) for the rejected part number. Enter N/A if non serialized
23	Engineering Drawing/Document number or offload operation	Enter the engineering drawing number and relevant specification. In the case of an offload operation from Collins enter the part number as listed on the MPS. Eg: 161AXXXX, LGPSXXXX, AMSXXXX

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24	Sheet #, Rev #, Zone#, Capture (3D - Model) or offload operation number and Rev	<p>Specification/2D: Drawing, Sheet number, Revision, Zone, Parts/Notes List, Engineering order (EO/NIEO).</p> <p>Model Based/3D: CATIA Model & Revision, Capture or Feature within Model tree (should be defined implicitly for dimensions outside those included in captures using the associated tolerance and snapshot). Identify All Relevant Flag/General notes numbers.</p>
25	Attachment(s)	<p>Select from the drop-down box Yes or No, make sure you have attached before uploading to MoveIT MFT.</p> <p>Attachments are required to be annotated on each page with the following information:</p> <ul style="list-style-type: none"> Part number Part name Engineering Part number Serial number (if applicable) Supplier nonconformance control number Issue number <p>Ensure Attachments are legible and provide color copies where possible. Best Practice: Recommend attachments to be in PDF format. Zip File packages will be allowable. Utilize prescribed naming convention with a copy of QN submission with the Zipfile.</p> <p>Note: Annotation - Engineering Part number shall not include a suffix of '-900'.</p>
26	Requirement (SHOULD BE) Per Drawing and/or Offload operation:	<p>Enter the requirement clearly and exactly as documented from the Engineering Drawing/Document/Specification/Model that the Non-Conformance exists on including GD&T descriptions where required, i.e., Concentric, Perpendicular, Finish, etc.</p> <p>Include flow down from the top level to discrepant feature engineering. Copy the complete requirement from the relevant engineering Drawing/ Document/ Specification/ Model. If the requirement is defined outside the drawing, use complete sentences.</p> <p><u>Do not</u> provide an interpretation of the requirement. <u>Do not</u> add only pictures/captures of the drawing requirements as this field requires text to be completed.</p> <p>Proprietary Parts: Include a copy of the drawing and/or capture showing the associated requirements within attachments.</p> <p>Example1: Min/Max Dia Position 0.25M A B C ; Flatness 0.25 ; Parallel 0.1 A .</p> <p>Example 2: Scenario - Scratch/Dent damage occurred as part of a drop.</p> <p>Expected Level of Information: On "Engineering Drawing/Document/Specification/Model" as defined on "Parts List/Notes" - Flag Note X: Surface finish to be 32RA or better.</p>

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27	Discrepancy (AS IS) Per Drawing and/or Offload operation:	<p>The Quality Notification document is a standalone document, the discrepancy should be stated as clear and precise as possible. State the discrepant condition as it relates to the released Engineering Drawing/Document/Specification/Model and the requirements defined in line 26, its physical location/orientation relative to features identified, and identify the failure mode when applicable; i.e. Dents, Chips, Scratches, Orientation, etc.</p> <p>All Physical defects need to be quantitatively defined against the drawing requirements.</p> <p><u>Serial Number Traceability</u>: Measurements/discrepancy should be defined to correlate against individual serial numbers (where applicable). <u>Resolution</u>: Measurement resolution should be in line with drawing requirements. <u>Non-Conformance Cause</u>: It is imperative to include detailed description of the cause of the non-conformance as it will impact disposition.</p> <p>Example(s): Scenario: Scratch/Dent damage occurred as part of a drop. Expected level of information: Part dropped from 'X' feet onto *insert surface here*. Part exhibits scratch measuring 'X' inches long, 'Y' inches wide, 'Z' inches deep. Defect was noted adjacent to hole measuring 'A' inches at DWG Location A-5, sheet 2.</p>
28	Quantity Discrepant:	Enter the quantity discrepant impacted by this issue.
29	List the last three operations completed: (give names)	<p>Enter the <u>name of the last three operations completed</u> on the part or parts. If the last operation completed is a NDT operation state the machining, the process (cadmium, chrome etc.) operation that was completed prior to the NDT process along with the NDT operation. Do not enter operation numbers relative to your organization by themselves without a description. If the last three operations are the same, e.g., different levels of assembly or milling of different areas, kindly differentiate as best possible. For a part that is 100% complete, make note of this as such.</p>
30	Is Heat Treat completed for Part Number listed	Select from the drop down box if heat treat is completed.
31	If Processor Caused select Processor from Dropdown otherwise select N/A	Enter the name of the processor caused, Copy name directly from Doc 200 .
32	Defect Code	Select appropriate code from drop down box (mandatory)
33	Defect Text (Additional Detail Information)	Describe the defect in practical terms as best as possible.
34	Cause Code	Select a cause code from drop down box (mandatory).
35	Cause Text (Additional Detail Information)	<p>Enter a details description of the cause of the non-conformance as determined at the time of submission. If the responsibility for the nonconformance is Collins/UTAS then you must state why. This information is required in order to provide a disposition. (Mandatory)</p>
36	Corrective Action Code	Update CA code from QN dropdown.
37	Corrective Action Text (Additional Detail Information)	Enter a corrective action text based on the actions taken to correct the direct cause and/or root cause of the discrepancy
38	Additional issue? (enter Yes in the adjacent block)	<p>If there is another distinct and separate issue associated with these parts, choose Yes, and another set of issue text will be generated for you to complete. Each discrepancy against requirement identified on the Engineering Drawing/Document/Specification/Model correlates to a single issue.</p>
39	Quality Representative:	Enter Name of Quality Representative handling non conformance within your organization.
40	Quality Representative Email:	Include all corresponding e-mail addresses required for communication/ response back from Collins within your organization
41	Vendor Comments:	Include any additional comments including any clarification, comments or suggestions relative to the product in question. Identify the facts supporting a Collins caused requirement for submitting this Quality Notification request
42	Date (mm/dd/yyyy):	Automatically populates today's date.

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5.2.6 The LG DIV SQA FORM 2963.xls cannot be closed, or data forwarded (Saved) without ensuring all the appropriate fields are correctly and completely filled in.

5.3. Preparation of QN Continuation Form 4486

5.3.1 Use form for the following reasons once a Collins Quality notification number has been generated:

- 5.3.1.1. Provide response to the MRB Disposition/Request for Additional information/Reconvene request communicated by Collins LS MRB via MoveIT MFT to the supplier.
- 5.3.1.2. Request corrections/changes to an open quality notification or defect item on previously submitted QN Submission form 2963.
- 5.3.1.3. Request cancellation of quality notification.
- 5.3.1.4. Submit Proof of Mutilation statement

5.3.2 After QN closure, a new QN submittal will be required. Under very specific circumstances the QN may be reopened per discretion of the MRB Team.

5.3.3 QN Update sheet tab – ‘Issue 1’ may be duplicated within the same worksheet to provide updates against existing issues/defects.

5.3.4 See below guidance on populating QN Continuation sheet - LG DIV FORM 4486.xls

Line	QN Field	Entry Support
1		Title block. No entry required.
2	UTAS SAP QN #	Enter the Collins Quality Notification number reference provided.
3	Item #	Enter Item number from the corresponding Quality Notification.
4	Non-conforming Part Number(detail) including configuration (- #)	Enter the detail part number including dash number corresponding to the Item # - (line 3)
5	Serial Number(s) of Part Number this additional information references	Enter serial number(s) of the parts this additional information form references. Enter N/A is part is not serialized.
6	Today's Date	Auto-populates today's date. No input required.
7	Quality Representative	Enter Name of Quality Representative handling this non conformance within your organization.
8	Quality Representative Email	Include all corresponding e-mail addresses required for communication/ response back from Collins within your organization
9	Prior to submission have you:	No entry required.
10	Validated that the reconvene requested QN buyoff documentation including data and approvals (stamps) and have been included as an attachment file in this form, as/or if defined in the MRB disposition	<p>Verify associated attachments have been added within field I-3 (attachments block).</p> <p>Substantiate QN reconvene with the requested QN buyoff (stamped production orders, certificates of conformance, etc), measurements/data and approvals.</p> <p>Attachments are required to be annotated on each page with the following information:</p> <ul style="list-style-type: none"> Part number Part name Engineering Part number Serial number(if applicable) Collins Quality Notification Number Supplier nonconformance control number <p>Item number</p> <p>Note: Engineering Part number shall not include a suffix of '-900'.</p>

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11	Validate that this is not a duplicate submittal	Ensure this is not a duplicate submission for the reference serial number.
12	Validate that any sketches, pictures or diagrams are clear to avoid future reconvenes	Validate submission to ensure reconvene captures all requests from LS MRB.
13 & 14	N/A	Title/Heading block. No entry required.
15	White Board Area	Where additional information has been requested on a QN, copy over request for information/reconvene directly from QN report response submitted to supplier. In a subsequent line, provide direct response to each element of the MRB Request. Ensure each element of Collins MRB request has been addressed and substantiated with supporting data/attachments as needed. For any reconvene or requests for additional information or to revise disposition, provide the exact status of the discrepant part. For new discrepancies directly related to the existing QN items/disposition resulting in a new issue, embed a QN initiation form 2963 detailing a new issue to be appended to the existing QN. For Defects unrelated to current defects/disposition, initiate a new QN submission.

5.3.5 The *LG DIV SQA FORM 2963.xls* and *LG DIV SQA FORM 4486.xls* are work aids for the sole purpose of communicating non-conformance data between the supplier and LG. Upon receipt and entry of data into SAP, either by the supplier or LG, these work aids will become reference documents.

5.3.6 The guidance provided in this document is meant to provide support with entry of QN submission and driving a reduction in turnbacks owing to missing/incorrect information. Depending on the QN/Issue at hand, Collins LS MRB may request additional information to support delivery of a disposition.

Revision Description			
Revision	Release Date	Summary and Reasons for Changes	Originator
00	TBD	Initial document Creation	P. Shah

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