



“Supplier Gold” is the one, single United Technologies Corporation award bestowed upon a supplier to recognize performance excellence.

Items of Interest 161

Date: May 9, 2016

NOTE: This Supplier Circular has been generated for all suppliers that provide product or services to UTC Aerospace Systems (UTAS).

Escapes from Manufacturing/Handling Processes

UTC Aerospace Systems has experienced a high number of escapes attributed to manufacturing and handling processes.

Examples of manufacturing escapes are:

- Incorrect o-ring installation
- Loose fasteners
- Missing hardware details
- Undersized threads
- Incorrectly assembled parts such as orientation, positioning, separating, not seated properly
- Incorrect parts used
- Voids in welds or sealing surfaces
- Incorrect coating on parts

Examples of handling escapes are:

- Chipped/peeling paint
- Gouges, nicks, scratches, dents
- Damaged wire insulation

Actions for UTC Aerospace Systems Suppliers

1. Suppliers are being asked to review and ensure their manufacturing/assembly instructions are accurate and detailed enough to ensure that every step of the process can be followed by any operator/technician performing the process.
 - a. A tool for ensuring accurate work instructions is a process called the control build review (CBR). This process walks through every step of manufacturing from raw material selection to shipping. Contact your UTAS Procurement or Supplier Development Engineer if you'd like to discuss training or help with a CBR at your facility.
 - b. Another tool for improving work instructions is to create visual work instructions with pictures to show how the part is manufactured and how it looks after that step. There are Word/Excel templates & software packages available using an internet search.

2. Suppliers are asked to ensure that movement of parts through their manufacturing and shipping processes are protected from damage. It is important that the appearance of your part complies with any required workmanship procedures and specifications. Required specifications should be checked to ensure compliance with what is allowed or not allowed on a part. If specifications are not clear enough to define acceptable criteria, please contact your Procurement Representative. Actions will be taken to provide formal direction and/or make enhancements to existing requirements.

Thank you for your support toward achieving 100% quality for Supplier Gold.

We look forward to our continued collaboration towards improving, learning and growing as a team.

For more information, contact vickie.dycewicz@utas.utc.com

UTC Aerospace Systems / Hamilton Sundstrand Supplier Circulars cover items of interest, interpretation of drawings and specifications as well as clarifications of Hamilton Sundstrand procedures. In addition, they bring attention to examples of problems encountered by other suppliers and present their solutions for possible application in your organization. After review and appropriate action, file this circular for the future reference.

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