CONTROL AND DISPOSITION OF NONCONFORMING MATERIAL

1.0 PURPOSE
This procedure establishes the requirements for control and disposition of nonconforming material.

2.0 SCOPE
This procedure applies to components manufactured by, or supplied to Eaton – Euclid Facility with the intended purpose to use them as, or within, deliverable and/or delivered products, except for pump assemblies.

2.1 Pump assemblies' nonconformances are governed by SOP 52-10-011.0-00-013, "Pump Test Nonconformance and Rebuild Log, Processing and User Instructions". Discrepancies found during casting layout inspection shall be dispositioned in accordance with Sample Casting Approval SOP No. 52-10-005.0-00-001.

3.0 APPLICABLE DOCUMENTS
QCP 20.0 Internal Quality Audit Procedure
QCP 4.1 Control of Customer Material Routed to Maintenance, Repair and Overhaul (MRO)
QCP 5.3 Receiving Inspection Procedure
QCP 11.1 Vendor Request for Material Review Board Action
QCP 11.2 Repair of Nonconforming Material
QCP 11.3 Rework of Nonconforming Material
QCP 11.0.2 Preliminary Review Board Members and Material Review Board Members
QCP 11.0.3 Qualification of Material Review Board Members for McDonnell Douglas Programs in Saint Louis
QCP 12.0 Continual Improvement
QCP 12.1 Corrective Action
QCP 12.2 Preventive Action
QCP 13.0 Control of Quality Records
ARG-30005 Receiving Inspection Report
ARG-23456 Nonconformance Report
ARG-23457 Nonconformance Report Supplemental Sheet
ARG-29100 In-Process Nonconformance Tag (White/Manila)
994-95C Lot Identification Tag (for bar stock)
994-261 Hold-Acceptance Test In-Process Tag (Yellow)
ARG 994-273R Reject Tag (Red)
994-275H Hold Label
ARG 994-275 Reject Label (Adhesive Back)
FC-9167 Hold for Engineering/Quality Review Tag
SOP 52-10-005.0-00-001 Sample Casting Approval
SOP 52-10-011.0-00-007 Instructions for Use of In-Process Nonconformance Tag
SOP 52-10-011.0-00-008 Return to Vendor (RTV) Procedure
SOP 52-10-011.0-00-009 Instructions for use of Housing Cell In-Process Nonconformance Tag Form ATC-004
SOP 52-10-011.0-00-011 Nonconformance Report Processing and User Instructions.
Quality Control Procedures

Applicable Documents continued -

- SOP 52-10-011.0-00-013 Pump Test Nonconformance and Rebuild Log, Processing and User Instructions
- SOP 52-10-011.0-00-014 Procedure for Removal of Scrap Material From Facility
- SOP 52-10-011.0-00-015 Instructions for Use of Reject Tag
- SOP 52-10-014.0-00-001 Housing Cell Set-up Piece Control
- SOP 52-10-014.0-00-002 Gear Cell/Shaft Cell Set-Up Procedure

4.0 DEFINITIONS (Alphabetical)

4.1 Accept As Is. (Also "Use As Is") A disposition of material with minor nonconformance(s) determined to be usable for its intended purpose.

4.2 Cell Identified series of (manufacturing & inspection) processes with its own management structure and all support functions to successfully produce the end product.

4.3 Hold Areas Areas removed from the stream of production flow, suitable for holding identified nonconforming material for preliminary material review and disposition.

4.4 In-Process Nonconformance A nonconformance to an intermediate requirement imposed by Eaton operational process sketches. The nonconformance will be modified during a later stage of normal processing to comply to the final product requirements of the contract.

4.5 Material Review Board (MRB) A board consisting of representatives from Quality Assurance, Product Engineering, and other departments as necessary, technically qualified to review, and determine or recommend disposition of nonconforming material.

4.6 MRB Area - An area used for holding nonconforming material for the Material Review Board.

4.7 Nonconformance The failure of a characteristic to conform to the requirements specified in the contract, drawings, specifications, or other approved production descriptions, including specific Eaton Euclid FSD requirements and operational process sketches.

4.7.1 Minor Nonconformance A nonconformance which does not adversely affect:
- Health and safety
- Performance
- Interchangeability, reliability, survivability maintainability or durability
- Effective use or operation
- Weight or size
- Appearance (When a factor)
- Customer hookup features

Note: Multiple minor nonconformances, when considered collectively, may raise the category to a major/critical nonconformance.
4.7.2 **Major/Critical Nonconformance** A nonconformance which cannot be completely eliminated by rework or reduced to a minor nonconformance by repair. NOTE: Final decision for acceptance of material containing major nonconformance(s) shall be made by the customer/Government and/or FAA for commercial product in accordance with the requirements of the contract.

Note: Eaton does not typically classify characteristics/defects; however, where a classification of defects exists, minor defects are minor nonconformances. Major and critical defects which cannot be completely eliminated by rework or reduced to a minor nonconformance by repair are major/critical nonconformances.

4.8 **MRB Walkaround Team** - A team, within each cell, comprised of authorized Quality Assurance personnel, Product Engineering personnel, and other cell personnel (as needed), with the assigned responsibility and authority to disposition nonconforming material swiftly, initiate corrective actions (as may be warranted), and report back to the Corrective Action Board (when applicable).

4.9 **Nonconforming Material (NCM)** Any item, part, supplies, or product containing one or more nonconformance.

4.10 **Preliminary Material Review (PMR)** The evaluation by qualified Eaton Quality personnel to determine disposition of identified nonconformances prior to referral to MRB. PMR may occur at any stage of manufacturing or inspection and may result in an authorized disposition without referral to MRB.

4.11 **Rationale** An explanation and/or technical justification in support of a disposition of a nonconformance submitted for MRB consideration.

4.12 **Regrading** Disposition of product for use in another application. An example of this is product not suitable for aerospace use which could be dispositioned for use in an industrial application.

4.13 **Repair** A planned manufacturing process which reduces but does not completely eliminate a nonconformance. NOTE: The distinction from rework is that the characteristic after repair still does not completely conform to the applicable drawings, specifications, or contract requirements.

4.14 **Return To Vendor (RTV)** A disposition to return nonconforming purchased material to the vendor (supplier).

4.15 **Rework (to Print)** A planned manufacturing process that completely restores all nonconforming characteristics to the requirements of the contract, specifications, drawing or other approved product description.

4.16 **Scrap** A disposition of nonconforming material that is not usable for its intended purpose and which cannot be economically reworked or repaired.

4.17 **Standard Repair (SR) Procedure** A documented procedure for the cost-effective repair of nonconforming material, concurred with by the MRB (and approved by the customer and/or Government as specified by contract). SRs can be approved for recurrent use under certain conditions. The defined conditions shall include an expiration date or a finite limit on the number of applications, or both. A SR sketch is required.
5.0 IDENTIFICATION AND SEGREGATION OF NONCONFORMING MATERIAL

5.1 Identification Nonconforming material pending disposition shall be identified with a Reject Tag (ARG 994-273R) or Label (ARG 994-275) that is to be affixed to the item. The Reject Tag shall be documented with the information requested on the tag, per SOP 52-10-011.0-00-015.

If it is not practical to affix a tag to the item because of size, geometry, or when the affixing of a tag may cause damage to the part (i.e. carbon seals), the tag may be affixed to the tray, rack, or box.

5.1.1 Bearing Cell only - Items requiring detailing of cosmetic anomalies (e.g. nicks, scratches) shall be reworked and documented through the use of log sheets.

5.1.2 Assembly Cell only - Material residing in the Assembly Cell which requires investigation prior to formal disposition may be identified with a HOLD Tag (FC-9167). If the investigation determines the material to be discrepant, the nonconforming material must be identified with a Reject Tag if it will not be reworked in the Assembly Cell prior to the end of the shift in which it was determined to be discrepant. However, if a Hold Tag is not used, it must be identified with a Reject Tag and an accompanying NCR. If the material leaves the Assembly Cell prior to formal disposition for inspection, testing, etc., it must be identified with either a Reject Tag or a Hold Tag. All Hold tags must be investigated and dispositioned within 90 days of being issued.

5.1.3 Repair Station only – Non-Eaton product returned for exchange shall be identified with a red reject tag MRO-009 per QCP 4.1.

5.1.4 Plating Cell only – The process specifications used in the Plating Cell are the governing documents for defining how product rework is to be performed. Product requiring rework which falls outside of the scope of the process specifications due to dimensional change, surface conditions, or other obvious visual defect must be presented to a member of the Plating Cell Business Team. Product which falls outside of the scope of the process specification shall be identified with a red reject tag per par. 5.1 along with an NCR and forwarded to the owning cell for disposition.

5.1.5 Furnace Uniformity Survey Test Parts - Material designated specifically for use in furnace uniformity surveys shall be clearly identified, conspicuously and permanently marked or mutilated as required per Section 7.3.

5.2 Documentation. (Ref. SOP 52-10-11.0-00-011). An NCR (ARG 23456) shall be prepared to document a nonconformance. If additional sheets are required to record all nonconformances, the NCR Supplement Sheet (ARG 23457) shall be used. The NCR number shall be recorded on the reject tag. In Assembly and Test (Ref. SOP 52-10-011.0-00-013), the Pump Test Nonconformance and Rebuild Log is used for documentation of rejections of assembled pumps, motors, and other installation assemblies.

5.2.1 Purchased material determined to be nonconforming during the Receiving Inspection shall be identified by the Receiving Inspection Report (ARG 30005) initiated at the Receiving Dock, coupled with Reject tag as specified in 5.1 and when applicable an NCR.

5.2.2 The NCR number documenting the nonconformances detected during an inspection operation shall be recorded on the CIR card/Certified Operator Log.

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5.3 **Segregation.** Nonconforming Material shall be removed from the production channels and placed in the respective Cell's Hold Area. In addition to the main PMR/MR hold areas, additional hold areas may be established because of the need for specialized evaluation equipment, for instantaneous disposition due to short-run lots, or other special requirements.

5.3.1 If movement of the nonconforming material to a Hold area is not practical due to size, the requirement for a special environment, etc., the material shall be tagged with a Reject Tag/Label to positively identify it as nonconforming and pending disposition. In Assembly and Test, it may be identified with a Hold Tag until the investigation has been conducted and the material dispositioned.

5.3.2 In lieu of movement to a Hold Area, disposition can be made at the time and point of detection of nonconformances at the discretion of the MRB walkthrough team, if contacted by the operator, and/or the area supervisor, and if circumstances warrant instantaneous disposition.

5.3.2.1 Material requiring MRB concurrence which is unable to be swiftly dispositioned due to required document changes and/or customer/government approval shall be moved to a designated area, pending dispositioning.

5.3.3 **Notification.** Authorized MRB members will be alerted to material requiring either preliminary review or full MRB review by methods described in SOP 52-10-11.0-00-011.

5.4 **Inspection Screening Requirements.** When sampling inspection has been authorized and a nonconformance has been found within the sample, the lot must be screened to identify the other pieces within the lot that may be nonconforming.

5.5 **Responsibility.** It is the responsibility of the person discovering the nonconformance to identify and segregate it from the flow of production parts. The NCR documenting the nonconformance(s) is to be originated by the same person except as noted below:

5.5.1 Where a tollgate inspection operation follows a machining operation: If the operator detects a nonconformance, it is that operator’s responsibility to identify it with a Reject Tag and segregate it from production parts. The NCR is to be written by the tollgate inspector after completion of the tollgate inspection, and is to include the nonconformance detected by the machine operator as well as any other nonconformances detected during the tollgate inspection.

5.6 **Barstock: Pending Release for Production**

In the event that barstock is determined to be nonconforming during receiving inspection or incoming material acceptance, the Lot Identification Tag (994-95C) and the Hold-Acceptance Test In Process Tag (994-261) shall stay with the bin or material until a shipper has been prepared by Purchasing to return the material to the supplier (see QCP 5.3).

5.6.1 **Dash 90 Series (-90, -91, -92, etc.) Barstock Slugs: In-Process**

In the event that -90 Series Barstock Slugs in the process of being manufactured is suspected of being nonconforming or has been identified as nonconforming, the following control measures will apply:

5.6.1.1 The function (cell) in possession of the suspect/nonconforming material will immediately take measures to segregate the material from other production or acceptable -90 Series Barstock Slugs, notify the Materials Cell of the event, and deliver the material to the Materials Cell RTV Crib.

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5.6.2 The function (cell) in possession of the suspect/nonconforming material will also initiate the evaluation and disposition of any in-process and/or stocked parts that have been produced from the suspect lot of material, using the product locator SOP 52-10-014.1-00-003, when applicable.

5.6.3 The Materials Cell upon receipt of the suspect/nonconforming material, will immediately take the necessary measures to ensure that the suspect/nonconforming material is held pending disposition, and is controlled to prevent its being utilized in product. These controls will remain in place until the material is dispositioned as usable or the material is placed on a carrier for return to the supplier or until material is properly identified as “scrap.”

5.7 Supplier NCM. The supplier shall precede in accordance with QCP 11.1- Vendor Request for MRBA, when nonconforming material is detected by a vendor (supplier).

5.8 In-Process Dimensional Nonconformances. In-process nonconformances may be identified by a member of the Cell Business Team or Cell Operator with an In-Process Nonconformance Tag. The use of an In-Process Nonconformance Tag does not negate the requirement for a Reject Tag. Parts with In-Process Nonconformance Tags can continue being processed with the parent lot on the basis that normal further processing will result in compliance of the affected characteristic to final product requirements. These parts are to be controlled in accordance with the requirements of SOP #52-10-011.0-00-007, or SOP #52-10-011.0-00-009 (Housing Cell Parts only).

5.9 Rework or Repair Nonconformances. If additional nonconformances are introduced during a rework or repair operation, the rework or repair procedure shall be halted. A second NCR shall be prepared to document the new nonconformance(s). This second NCR shall reference the original and a copy of the original NCR and SR sketch or Rework / Salvage Log shall be attached. The parts and documentation shall be immediately presented for preliminary review. Once disposition occurs, the decision to proceed with this rework or repair will be made by the Cell Quality Engineer.

6.0 PRELIMINARY MATERIAL REVIEW (PMR)

6.1 Authority. Eaton authorized personnel, as shown in QCP 11.0.2, shall perform a Preliminary Review of all nonconforming material. Representatives of other functional departments shall assist as necessary.

6.2 Disposition. The Preliminary Review of final product requirements must result in one of the following dispositions: Scrap (C), Return to Vendor (RTV), Repair (D) to a previously approved SRP (if allowed by customer contract), Rework to Print (D/P), Characteristics Re-Inspected and found Within Acceptable B/P Requirements (*), Visual Discrepancies Incidental and Acceptable (), In-Process Dimension Acceptable (), or refer to MRB (MRB).

6.2.1 If during a Preliminary Review of nonconformances, the Quality Assurance representative to MRB determines that an “accept-as-is” disposition is likely; the MRB may be convened either individually or as a group to disposition the discrepant characteristic. The purpose of the preliminary review is to minimize the number of parts with minor nonconformances that are likely to be accepted by the MRB, from being separated from the parent lot.

7.0 MATERIAL REVIEW BOARD (MRB)

7.1 Organization. The MRB shall consist of technically qualified representatives from Quality Assurance and Product Engineering. Government and/or Customer representatives will be official members of the Board if contractually required. The MRB chairman shall be the Quality Assurance representative.

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MRB members may seek technical advice from other functional departments. Personnel authorized to perform MRB dispositioning are listed in QCP 11.0.2.

7.1.1 When required by contract, individuals authorized to perform MRB duties will be required to meet established criteria and be approved by the applicable customer. (Ref. QCP 11.0.3).

7.2 The Review Board serves to review, evaluate, and determine or recommend disposition of nonconforming material.

7.2.1 The primary duty of the Product Engineering representative shall be to determine the functional acceptability of the item and determine whether the nonconformance is minor or major. Major nonconformances must be referred to the customer and/or Government and the FAA for commercial product per the requirements of the contract.

7.2.2 The primary duty of the Quality Assurance representative shall be to concur in the decision that the nonconformance is minor or major and to initiate corrective action, if needed, to prevent recurrence. (See QCP 12.0, Corrective Action and Preventive Action.)

7.3 Disposition. Any Board Member may request that the Board convene to arrive at a disposition decision. The following conditions, at a minimum will require Material Review Board to take appropriate actions:
1. Hardware waiting for a S.R. Procedure (Standard Repair) to be written
2. Hardware pending customer and/or government concurrence.
3. Hardware which contains dimensional deviations and is pending MRB approval
The MRB disposition shall be one of the following:

7.3.1 Scrap - Material unfit for use and which cannot be economically reworked or repaired.

All of the personnel with MRB Authority (see QCP 11.0.2) can provide/suggest "Scrap" disposition.

If scrap has been generated in one Cell but found in another, it is the responsibility of the Quality Engineers from both Cells to agree on the appropriate Cell to charge. This agreement will be demonstrated by both Quality Engineers’ signatures on the NCR; one in the “Quality Engineer” block, the other in the “Other” block.

Within the first 30 days of making a “scrap” disposition:

- Parts dispositioned "Scrap" shall be conspicuously; and permanently marked and positively controlled until physically rendered unusable. (Ref. SOP 52-10-011.0-00-014).

Marking shall consist of one or both of the following methods:

- Ink stamp "SCRAP" on a visible surface.
- Red Dykem prominently sprayed on the piece.

These methods also apply to “set-up” pieces utilized in Manufacturing (Ref. SOP 52-10-014.0-00-001 and SOP 52-10-014.0-00-002).

- Scrap parts shall be prominently marked with Red Dykem, then, placed in designated locked scrap containers.

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Full scrap containers are to be locked in a storage crib while awaiting pick up by the scrap
recycling company.

The following practices apply (except for Repair Station activities and items staged as Return to Vendor
(RTV)):

After 30 days from making a “scrap” disposition, scrap parts should be removed from the Eaton
facility in the following manner (Ref. SOP 52-10-011.0-00-014).

- Full scrap containers shall be picked up periodically by Eaton’s designated scrap metal
  recycling supplier.
- The metal recycling supplier shall “shred” the contents of the scrap container.
- An affidavit/certificate of destruction shall be provided by Eaton’s designated scrap metal
  recycling supplier and maintained in Receiving Inspection.

Alternate requirements for the Repair Station are stated as required in the Domestic Repair Station and

7.3.2 **Rework to Print** - used when the nonconformance can be completely eliminated by rework. (See QCP
11.3, Rework of Nonconforming Material).

If nonconforming material requiring rework is generated in one cell but found in another, it is the
responsibility of the Quality Engineers from both cells to agree on the appropriate cell to charge for the
rework costs. This agreement will be demonstrated by both Quality Engineers’ signatures on the NCR;
one in the “Quality Engineer” block, the other in the “Other” block. This requirement is waived for
repeat cases of rework (i.e. previous NCR shows dual concurrence), but verbal notice of issue to charged
cell QE should still be made.

7.3.3 **Return to Vendor** (Ref. SOP 52-10-011.0-00-008) - used for indicating recommendation to return
nonconforming material to the vendor, when cause for nonconformance is attributable to the vendor. If
the parts are candidates for rework or repair, the MRB shall disposition RTV and further indicate in the
remarks that rework to print or repair to a specific SR is possible.

7.3.4 **Repair to an Approved SRP** - used for parts which can be economically repaired. (See QCP
11.2, Repair
of Nonconforming Material). Disposition to repair shall require the concurrence of all Board members
the first time it is invoked. Subsequent repair dispositions invoking that same SR may be made during
Preliminary Review by the authorized personnel. When required by customer contract, repair
dispositions shall include the concurrence of the full MRB, and the Government. The first time a repair
is invoked it shall be identified in both the Product Engineering and Quality Engineering blocks as a “D”
disposition.

7.3.5 **Accept-as-is** - used for parts with nonconformances which are usable in their existing state Disposition
of “Accept-as-is” shall require the concurrence of all MRB members. All “Accept-as-is”
recommendations must be submitted to and approved by the customer and/or Government before the
parts can be reinstated into production, when required by contract.

**Rationale** - For all "Accept-as-is" and repair dispositions, rationale/technical justification with regard to
factors listed in Section 4.7.1 shall be made available by the Product Engineering representative. The
QE is responsible to ensure the rationale is clearly written and easily understood.

Reinstatement of parts to the normal production routing shall include removal of the reject tag.

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7.3.6 Items found discrepant which are unable to be utilized within production may alternatively be utilized by Engineering for non-flight use. Items declared for this use must be identified with a readily visible Circle E (©), preferably near other component identification.

7.3.7 MRO USE ONLY – Material that does not meet OEM requirements, but is acceptable for MRO Use shall be processed in accordance with SOP 52-10-011.0-00-016. The NCR shall have an “MRO USE ONLY” stamp on it with the appropriate signature from MRO. If the MRO acceptance is for a visual defect that does not exceed customer requirements, a Quality Engineer and MRO signature are required. If the deviation requires engineering acceptance, a full MRB review is required, per paragraph 7.0.

7.4 Government Source Inspected Supplies The Quality Assurance representative of the Board shall notify the Government when any nonconformances are found in Government Source Inspected (GSI) supplies. Any related documentation shall be made available to the Government upon request.

7.5 Customer Reports When requested, summary information concerning MRB dispositions shall be made available to customers.

7.6 Cell Charge Assignment If nonconforming material is generated in one cell but found in another, it is the responsibility of the Quality Engineer from both cells to agree on the appropriate cell to charge.

8.0 PROCESSING DISPOSITIONED MATERIAL

8.1 Responsibility The Cell Quality Function shall assure that the determined MRB disposition of material is executed.

8.2 Review of RTV Disposition by Production Control and Purchasing

8.2.1 Any item(s) dispositioned RTV shall be RTV'd for credit, scrapped in-house, or reworked/repaired at either the supplier or Eaton. This decision will be made by the Purchasing Agent. Production Control shall be notified of the pending RTV. If Production Control has a preferred disposition, it is their responsibility to notify the appropriate buyer of this.

8.2.2 Any dispositioned NCR which appears to be incorrect; either in the disposition, nature of the deficiency, department charge, or the responsible supplier, shall be presented to the Receiving Cell's Material Business Team.

8.3 Accept-As-Is Material An NCR "Information Copy" may also be included with any material being returned to the routing where deemed appropriate to prevent duplicate NCR's from being initiated.

8.4 Control of Rework and Repair Parts dispositioned Rework or Repair are to retain identification as nonconforming until such time as the parts are reinspected and found acceptable or scrapped. Nonconforming parts are to be kept visibly segregated from production parts; they may be placed on the same rack or in the same container as production parts if a division can be made within the container.

8.4.1 The Government need not be presented with repaired material unless requested on the SR sketch or NCR at the time of Government signature.

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9.0 NONCONFORMING MATERIAL DOCUMENTATION

9.1 Retention All NCR’s are filed in a central location and are available for review. Completed SR sketches and Rework / Salvage Logs are to be filed in the cell performing the repair/rework, and are available for review. Records concerning discrepancies processed through a Rework Work Order (RWO) are maintained on the WDS mainframe.

9.1.1 Records are maintained in accordance with QCP 13.0 – Control of Quality Records.

9.2 Audit Procedures for the control of nonconforming material are subject to internal audits per the Audit Plan set forth in QCP 20.0 – Internal Quality Audit Procedure.

9.3 If a document is attached to a NCR (Nonconformance Report) including a picture, engineering analysis, customer approval, or additional documents, the following must be written on the attachment:

   a.) NCR Number
   b.) Page X of Y
   c.) Attachment Number
   d.) Person providing the attachment
   e.) Date

10.0 GOVERNMENT RIGHTS

For Government programs, the Government has the right to

1. Review and disapprove procedures for controlling nonconforming material.
2. Accept or reject any nonconforming material presented to it.
3. Disapprove personnel appointed PR and MRB authority.
4. Review and approve all SR procedures prepared (including withdrawing approval of previously approved SR’s).
5. Observe all PR and MRB activity and review related documents.
   Note: Acceptance of nonconforming material by the Government is the sole prerogative of the Government. Acceptance of nonconforming material by the Government may involve a monetary adjustment or other consideration.

11.0 CONTRACTUAL OBLIGATIONS

11.1 Non-conformances which affect customer-imposed requirements and are recommended for Accept-As-Is or Repair disposition by the MRB shall be submitted to the customer on the required forms for customer disposition. Parts shall be held in the MRB area until final disposition is made.

11.2 Nonconforming material data shall be provided to the Government QAR via the current NCR Data Tracking System, and to other customers when requested.

11.3 As required by contract, if any actions are taken (customer driven or internal) which affect the Material Review procedures or operations that would adversely impact Product or any delegated MRB authority, shall be brought to the attention (in writing) of the appropriate customer representative.

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12.0 SHIPMENT OF SUSPECTED NONCONFORMING PRODUCT

12.1 The customer must be informed immediately (not to exceed 24 hours or the next business day) after appropriate internal review and investigation of suspect nonconforming product shipped, regardless of destination.

12.2 Methods of notification shall be in written or electronic format, unless otherwise agreed upon with the customer.

12.3 Notification may be communicated in the form of a Quality Alert, Notification of Escape (N.O.E.), Point Brief, etc. as deemed necessary.

12.4 Notification shall include a clear description of the nonconformity, which includes as necessary parts affected, customer and/or organization part numbers, quantity, and dates delivered.

13.0 REGRADING MATERIAL

Product dispositioned for re-grade requires a change in product identification to preclude the products original use. Adequate test reports and certifications shall reflect the re-grading. Re-grading will not be used on customer proprietary designs.