

# EOTA – *Business Process*



*Document Title:*

**Nonconforming Material / Product Process**

*Document Number:*

**P-011 Rev. 11\_0304**

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*Parent Document:*

**Q-001, Quality Manual**

*Notify of Changes:*

**EOTA Employees**

*Referenced Document(s):*

**F-015 Nonconformance Report, REG-003 Record Register, ISDP-002 Training Production Process**

***Revision History:***

<b>Rev.</b>	<b>Description of Change</b>
<b>A</b>	<b>Initial Release</b>
<b>08_0416</b>	<b>Added verbiage CAR/PAR/IO to Step 2</b>

## **I. Purpose**

To establish the process for nonconforming material to be identified, segregated and dispositioned to prevent its unintended use or delivery. Nonconforming material may be detected from Receiving, In-Process or Final Inspection-related activities. In-process and Final nonconformance will be identified from Beta release (as identified on ISDP-002, Product Realization Process) forward for EOTA projects.

## **II. Scope**

This process applies to EOTA Receiving and ISD functional areas involved in the generation, tracking and completion of the Nonconformance Report (NCR).

## **III. Responsibility**

**NCR Originator** - Responsible for the initiation of an NCR for a material-related discrepancy, taking action if assigned and performing / recording rework and re-verification, as required.

**Manager** – As the Manager of the originating functional area, identify the disposition and associated actions related to the NCR. In addition, working with the NCR Originator, identify the rework instructions, as applicable and close the NCR.

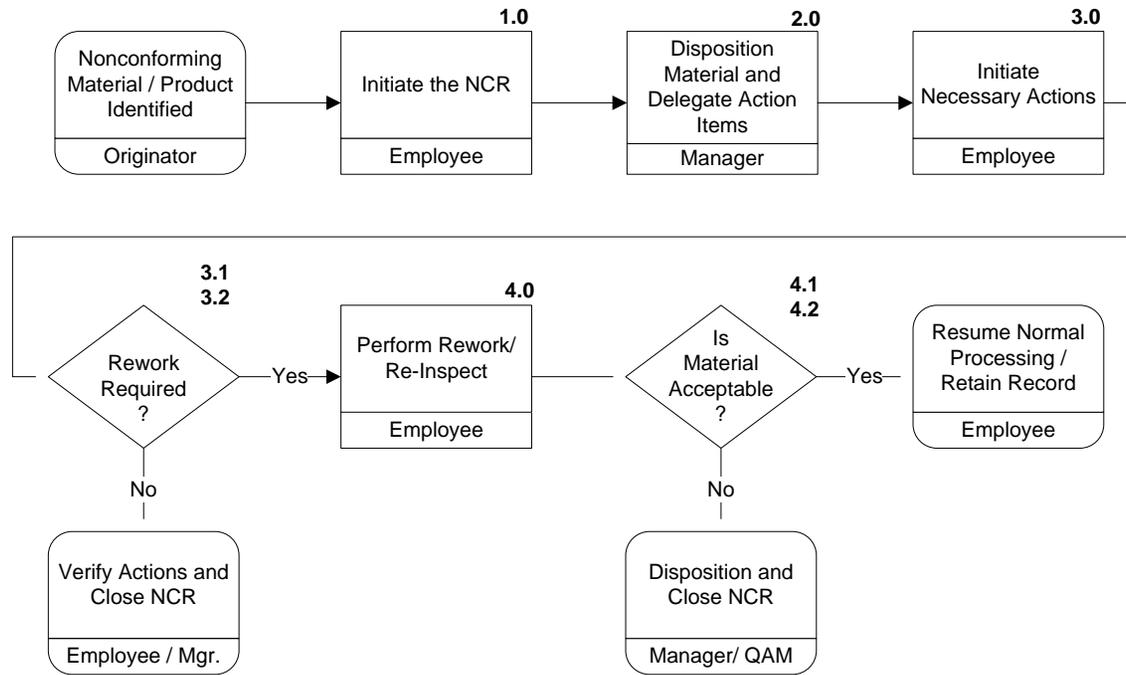
**Quality Assurance Manager** – Responsible for maintaining the NCR Log and generating the NCR metric.

## **IV. Definitions**

**NCR** - Nonconformance Report.

**Product** – This includes services and/or materials.

## V. Process



## 1.0 Initiate the NCR

When nonconforming material / product is identified, the Originator will initiate F-015, Nonconforming Report (NCR), and record the nonconformance. The Originator will assign a unique NCR number using the three letter acronym from the originating group, enter the NCR number on F-015, NCR form, and update the NCR Log.

When nonconforming material / product has been detected by the organization after delivery or use has started, the applicable EOTA employee(s) will take action appropriate to the effects, or potential effects, of the nonconformity. The Originator will segregate and identify the nonconforming material / product, mark the material with the NCR number if possible, and place it in a segregated area awaiting disposition. The NCR will remain with the material, whenever practical. This identification and segregation is to preclude its original intended use or application.

## 2.0 Disposition Material and Delegate Action Items

The Manager of the originating functional area will dispose the material and assign action items, as necessary. These actions are identified to eliminate the detected nonconformity. In all cases, the need to initiate a CAR/PAR is determined by the functional area manager or QA Manager. For example:

Disposition	Possible Action Items
Use As Is	<ul style="list-style-type: none"><li>• Write CAR/PAR/IO</li><li>• This disposition authorizes the use, release or acceptance under concession by the identified Manager, which may include acceptance by the Customer, if applicable.</li></ul>
Rework	<ul style="list-style-type: none"><li>• Record rework instructions on the NCR (including re-inspection)</li><li>• Perform rework</li><li>• Write CAR/PAR/IO</li></ul>
Scrap	<ul style="list-style-type: none"><li>• Write CAR/PAR/IO</li><li>• Reorder material</li><li>• Reschedule Activities (if necessary)</li><li>• Material Purge</li></ul>
Return to Vendor	<ul style="list-style-type: none"><li>• Write CAR/PAR/IO</li><li>• Change specification / requirements</li></ul>

### **3.0 Initiate Necessary Actions**

If there are action items identified by the Manager, they should be initiated as indicated on F-015, Nonconformance Report (Notify Customer, etc.). If rework is required, the Manager will complete the rework section of the NCR form with any instructions.

**3.1** If rework is required, the applicable employee will go to Step 4.0.

**3.2** If rework is not required, the Manager will verify the needed actions have been complete and close the NCR.

### **4.0 Perform Rework/Re-inspect**

The applicable employee will perform the rework according to the instructions and always re-inspect the parts according to the original F-015, NCR, requirements plus any special instructions from the Manager recorded on the NCR. When completed, the employee(s) completing the rework and re-inspection (and others, as applicable) will record the rework and re-inspection/re-verification has been performed.

**4.1** If the material / product is acceptable, the applicable employee(s) will resume normal processing.

**4.2** If the material / product is not acceptable, the Manager will disposition and close the NCR.

Upon completion of all required actions, the applicable employee will file the NCR record as indicated on REG-003 Record Register. The QA Manager is responsible for ensuring and recording NCR Closure on the NCR Log.

The QA Manager will generate the NCR metric and retain the metric as defined on REG-003 Record Register.