Boeing Supplier Quality Surveillance

An Introduction for Suppliers
Boeing Supplier Quality Surveillance

- Surveillance Purpose
- Surveillance Overview
  - Surveillance Tools
  - Planning
  - Performing
  - Documenting
- Benefits
- Questions and Comments
Surveillance Process
Assessment Purpose

- Boeing uses surveillance tools at suppliers’ facilities to:
  - Help with development and improvement of the manufacturing and quality systems, and its support processes
  - Monitor and improve product quality
Surveillance Process
Assessment Purpose

- Provide information regarding a supplier’s processes and capabilities to the supplier, Boeing, its customers and regulatory agencies.

- Boeing Supplier Quality Surveillance (SQS) tools are in addition to suppliers’ Quality System Audit or Special Process (D1-4426) activities.
  - i.e. ICOP certification audits, customer 2nd party audits, etc.
Surveillance Overview

Assessment Tools

<table>
<thead>
<tr>
<th>Product Assessments - PA</th>
<th>Quality Process Assessments - QPA</th>
<th>Manufacturing Process Assessments - MPA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compliance focused</td>
<td>Compliance and Improvement</td>
<td>Compliance and Improvement</td>
</tr>
<tr>
<td>About 8 hours average to complete</td>
<td>About 16 hours average to complete</td>
<td>About 24 hours average to complete</td>
</tr>
<tr>
<td>Brief one-page report noting results</td>
<td>Brief one-page report noting results/recommendations</td>
<td>More detailed technical report for customers providing results/recommendations</td>
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<tr>
<td>Utilizes single checklist as a tool</td>
<td>Utilizes defined checklists as a tool</td>
<td>Utilizes defined checklists as a tool</td>
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<tr>
<td>Records values based on drawing requirements</td>
<td>Examples: Sub-tier Supplier Control, Corrective Action, First Article Inspection</td>
<td>Examples: Hand Solder, Laminates, Hole Drilling, Mechanical Assembly</td>
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Assessment Preparation – *Supplier Actions*

- Review the checklist(s) prior to the on-site visit by the Boeing Supplier Quality Representative
- Provide access to the relevant process documentation, training records, work instructions, process flowcharts, etc.
- Provide any available process performance data for the processes under evaluation
- Have knowledgeable personnel available to assist with the assessment
- Provide contact information for the local regulatory agency representative when requested
Performing the Assessment

- Supplier Quality conducts an in-brief, which may be formal or informal
- Review the process or product being assessed using the checklist(s) and associated requirements
- Obtain process performance data (Manufacturing Process Assessments (MPA) only)
- Each process or product being assessed may be reviewed for:
  - Machine/equipment setup
  - Materials used
  - Operator knowledge
  - Inspection or measurement process
  - Data analysis and continuous improvement activities
  - Process variability, cycle time, cost reduction opportunities
Performing the Assessment

- Conduct an out-brief
  - Discuss the results of the assessment
  - Review any observations, nonconformances and strengths to the process or product assessed
  - Nonconformance findings will be documented on a Supplier Evaluation Report (SER)
  - Review any hardware impacts and discuss the actions required
  - Discuss Supplier Quality or supplier actions and follow up
Surveillance Overview
Assessment Documentation

- **Assessment data packages**
  - **Product Assessment**
    - PA Supplier Audit Report (SAR)
    - Supplier Evaluation Report(s) (SER) as applicable
  
- **Quality Process Assessment**
  - Assessment Summary
  - Supplier Evaluation Report(s) (SER) as applicable

- **Manufacturing Process Assessment**
  - Assessment Summary
  - Supplier Evaluation Report(s) (SER) as applicable
  - Completed Requirements Matrix
  - Data Analysis
Supplier Quality Surveillance

Benefits

- Improve partnership between Boeing and suppliers
  - Process consulting vs. inspection
  - Proactive approach to process improvement

- Reduce redundant surveillance at suppliers
  - Where possible Boeing Commercial Airplanes (BCA) and Boeing Defense, Space & Security (BDS) activities may be combined

- Improve customer satisfaction
  - Clearer reporting of process health by using the appropriate level of detail in assessment reports
Boeing Supplier Quality Surveillance

Questions or Comments?
Contact your Supplier Quality Representative