Integrated Defense Systems
Supplier Quality and Development Supplier Bulletin

SM Bulletin: SQ&D-98-04-003
Dated: December, 2004
Subject: ***NEW* Web-based Supplier Generated Rejection Report System**
Applies to: Philadelphia Site, All Programs
Purpose: Provide instructions for accessing and navigating the new Philadelphia SQ&D web-based Rejection Report System
Reference: Form 29511, Form 29512, Document D8-4899.150

Beginning on December 23, 2004, Supplier Quality and Development Philadelphia will implement an online web-based rejection report system. To access the online system, you will need to have access to Philadelphia's Contractor Integrated Technical Information Service/Corrective Action Request System (CITIS/CARS). If your facility does not have access to these systems, you will need to contact your procurement agent or the SQ&D focal, Tom Moffa, at thomas.j.moffa@boeing.com and request a CITIS/CARS electronic form. Paper rejection reports will be accepted for a short period of time until all suppliers have access to the systems.

The web-based rejection report system will allow you to generate a rejection report online in real time. You will be able to enter multiple defects and create attachments to the rejection report. The information required to complete a rejection report will remain the same per Document D8-4899.150.

Below is a short description of all information required for completion of an online rejection report:

Block Description	Complete block as follows
DEPARTMENT REJECTED	Select 80599 to designate initiated by supplier or appropriate code from drop down menu.
QTY INSPECTED	Enter quantity of parts or units of manufacturing ordered.
QTY REJECTED	Enter quantity of parts or units rejected.
COMPLETE TO OPERATION	Enter % of part completion.
REFERANCE FORM NUMBER	If the RR is a result of another form, enter form type and number of related form.
ASSEMBLY REJECT PART SERIAL NUMBER	Enter the serial number of serialized assembly. To Add/Remove serial numbers, select Add to/Remove.
ASSEMBLY REJECT PART SERIALS	Display of all the serial numbers for this defect.
DEFECT PART NUMBER	Enter part or assembly number from Purchase Contract. The value displayed is the rejected part number; if different, enter value.
DEFECT PART NAME	Enter name, as stated on the drawing or job. The value displayed is the rejected part name; if different, enter

	value.
DEFECT CODE	Select code for this discrepancy, identified in the drop down menu.
DEFECT QUANTITY	Qty - Enter quantity of occurrences for the respective Discrepancy Number/Code. The defect count is defined as the quantity of nonconforming characteristics common to a deliverable product. Calculation of the defect count is accomplished by one of the following methods as appropriate: 1. Inspection/Production Operations a. General Case i For product/material rejected during production operations, the defect count is the total number of occurrences of a defect across the total number of items rejected in Block #6. Example: 10 brackets with 5 mis-located holes in each is 50 defects Example: 2 parts have oversized holes, 1 part with 4 oversized holes and 1 part with 3. The total defect count for these 2 parts is 7. b. Case of Automated Processes i Process operations that are not operator dependent and do not have operator checks once the process has been initiated are considered automated processes. Each Block #27 & #28 defect item in this case is counted as one (1) defect. Example: 10 brackets auto-loaded and CNC drilled with 5 mis-located holes in each is 1 defect. c. Other: Processes which may be considered viable candidates for the provisions of this section include and may not be limited to: i. Simultaneous painting of multiple parts

	in a spray booth ii. Each load of multiple parts in a heat treatment furnace iii. Each load of multiple parts cured in an autoclave iv. Each rack of multiple parts in plating and other wet chemical processing 2. Receiving Inspection. a. Sampling Inspection Case i Product/material rejected in this case is counted as one (1) defect regardless of the quantity received, quantity inspected, or quantity rejected. b. Non-Sampling or 100% Inspection Case i For product/material rejected in this case, the defect count is equal to the unit of measure quantity specified in the Purchase Contract (e.g. each, rolls, square feet, gallons, pounds, etc.) 3. Stock Material a. Nonconforming stock material, regardless of quantity, shall be counted as one (1) defect with the following exceptions: i If the material is traceable to Receiving Inspection records, as verified by Quality Assurance, then the above Receiving Inspection provisions shall apply. This exception precludes the use of miscellaneous bin items as receiving items. ii Mechanical and electrical components issued as roto-bin stocks shall be counted as one (1) defect per part.
DEFECT RESPONSABILITY	The Boeing Rotorcraft Code indicating supplier responsibility will be selected as Code 80599. If not supplier responsibility, select appropriate code from drop down menu.
DEFECT TEXT	Enter narrative description of discrepancy. a. Accurately and clearly enter the reason(s) for rejection. Discrepancy statement will include the condition of the part and location on the drawing (zone, page, buttline, waterline, etc.) and/or technical

	documents involved. Include the requirements with those actually measured and include the amount of difference between the two measurements. When applicable, include location on the drawing (zone, page, b/l, w/l, etc.). Example: "Drawing length (Zone 12B, page 2) is 2.50 .03; part measures 2.25" - part is .22" under tolerance." Where necessary a sketch clarifying the condition may be included. b. When a group of parts containing a number of discrepancies is rejected, enter serial or piece number of each separate part. Parts will be identified and grouped together for each discrepancy or individual parts may be listed and identified by discrepancies they contain. <u>NOTE</u>: Non-serialized parts assign synthetic piece numbers to the parts. c. When rejected items are from a specific lot or batch, record this lot or batch number.
DEFECT PART SERIAL NUMBER	Enter the serial number of serialized part. To Add/Remove serial numbers select Add to/Remove.
DEFECT PART SERIALS	Display of all the serial numbers for this defect.
CAUSE CODE	Select the appropriate Cause code relating to the discrepancy from the drop down menu.
CAUSE TEXT	Describe the root cause for this discrepancy.
C/A CODE	Select the Corrective Action Code related to the discrepancy item from the drop down menu.
C/A TEXT	Include a statement of the action taken (or planned) to correct the cause of this nonconformance to preclude a reoccurrence.
EFFECTIVITY TEXT	Enter only one (Text, Date of Unit).
ATTACH GRAPHICS TO THIS NCR	Select this box if there are attachments for any of the defects on this NCR. This option will not be available on the following input screens. All supporting attachments for this non-conformance (all defects) must be combined into one (1) .pdf file. Attachment file will be requested after selecting the "Submit NCR" button.

The following are instructions for accessing and completing a rejection report online:

INSTRUCTIONS FOR COMPLETING A REJECTION REPORT ONLINE

1. Log on to (http://www.boeing.com)
2. Access “secure logon” at the bottom of the screen.
3. Access the “portal logon.” This will get you to the “CITIS log on” screen.
4. Enter your “USER ID” and your “PASSWORD,” then select “SUBMIT.”
5. Select “SM&P Applications” under “SMAP PHILADELPHIA.”
6. Select “CARS.”
7. Select “CARS Assignment Report.”
8. Select “INITIATE NCR” in the lower, left-hand corner of your screen.
9. Select the purchase contract and line item you will be initiating the NCM against.
10. The screen that you see will be populated with the information from the purchase contract.
11. On this screen you must enter all the information in the blocks that are preceded by a red (*).

    NOTE: If you do not enter all required information you will receive an error message.

12. If you want to add a graphic to your report, select “ATTACH GRAPHICS TO THIS NCR” before clicking the “SUBMIT NCR” or “MORE DEFECTS” button.

    NOTE: Bundle all of your graphics into one (.pdf) file.

13. On the “SUPPLIER NONCONFORMANCE PDF ATTACH“ screen you will enter the file name of the graphics file you wish to add to your NCR.
14. If there is more than one defect associated with this NCR, select “MORE DEFECTS,” then complete steps 9 through 11 for all of the additional defects.
15. When you have entered all defects associated with this NCR, select “SUBMIT NCR.”
16. If you have completed your NCR correctly, you should receive “UPLOAD SAVED SUCCESSFULLY TO: file name.”

    NOTE: At the end of the file name and before .pdf you will see a number. That number will be your Supplier Initiate Number (SI).

18. Select “SELECT PAGE.”
19. This screen is your “REPORT SELECTION” screen. On this screen you will be able to check the status of all NCRs that you have initiated.

Rick Moroski
Business Unit Director
Rotorcraft Supply Chain
Supplier Management & Procurement

Rich Latella
Philadelphia Site Leader
Supplier Quality & Development
Supplier Management & Procurement

This information neither supercedes nor changes referenced authority and is subject to change without notice. This Supplier Bulletin is prepared by Supplier Quality, Phone 610-591-2238.