



# 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 2<sup>rd</sup> party audits, etc.

# Surveillance Overview

## *Assessment Tools*

### Product Assessments - PA

- Compliance focused
- About 8 hours average to complete
- Brief one-page report noting results
- Utilizes single checklist as a tool
- Records values based on drawing requirements

### Quality Process Assessments - QPA

- Compliance and Improvement
- About 16 hours average to complete
- Brief one-page report noting results/recommendations
- Utilizes defined checklists as a tool
- Examples: Sub-tier Supplier Control, Corrective Action, First Article Inspection

### Manufacturing Process Assessments - MPA

- Compliance and Improvement
- About 24 hours average to complete
- More detailed technical report for customers providing results/recommendations
- Utilizes defined checklists as a tool
- Examples: Hand Solder, Laminates, Hole Drilling, Mechanical Assembly



# Surveillance Overview

## *Assessment Planning*

### ■ **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

# Surveillance Overview

## *Assessment Conducting*

### ■ 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

# Surveillance Overview

## *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***

