

# Expectations



## Caution



- Client should actively review and utilize feedback data throughout the organization.
- When requested, corrective action responses by the client are provided to Boeing on time and with first-time quality (no rejected responses due to incomplete or inadequate information).
- BEST data at the applicable enterprise, group and site levels is part of the client's management review.

### Supplier Quality Information System (SQIS)

- Product nonconformances transmitted through SQIS are not being reviewed in a timely manner and/or rejection is not validated in the production system
- Past due corrective action response
- Multiple extension requests and/or follow-up verification failures for corrective action requests in SQIS
- Boeing-rejected responses to corrective action requests due to lack of evidence and/or actions taken

### Boeing Enterprise Supplier Tool (BEST)

- Management Review records for customer satisfaction do not include review of the individual Boeing site BEST rating when product is supplied to multiple Boeing facilities.

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# Customer Satisfaction

SQIS

BEST

Supplier  
Management  
Quality is Personal

# Auditing Tips

## BEST

Boeing Enterprise Supplier Tool

## SQIS

Supplier Quality Information System

### Audit Planning

- Does the client have objective evidence that they submitted their Boeing performance data to the CB prior to the audit as required by D6-84279?

### Management Review

- If the client provides product to more than one Boeing entity, do the management review records include the BEST data at the Composite, Group and Site levels as reported in BEST?

### Corrective Action

- Identify a Product Nonconformance document in SQIS; follow the audit trail through the organization's corrective action process.
- Under the Corrective Action Folder are there any "Past Due" documents?

BEST is a "summary" of a Boeing supplier's performance for Product and Delivery. Details of product performance issues are documented within the SQIS application.

Performance is reported for both Quality and Delivery at one of five levels.



Color	Score for quality	Score for On Time Delivery (OTD)
Gold	100%	100%
Silver	99.8 - 99.99%	98.00 - 99.99%
Bronze	99.55 - 99.79%	96.00 - 97.99%
Yellow	98.00 - 99.54%	90.00 - 95.99%
Red	less than 98.00%	Less than 90.00%

#### Example:

Quality - Gold			Delivery - Silver		
Recvd Qty	Rejected Qty	Accept %	Sched Qty	On-time Qty	On-time %
889	0	100.00	782	781	99.87

#### Ratings can be displayed at various levels.

- Composite:** Reflects the performance of all Boeing sites
- Group:** Reflects the performance of Boeing Defense, Space & Security (BDS) or Boeing Commercial Airplanes (BCA)
- Site:** Reflects the performance at the individual BDS and/or BCA site(s)

**NOTE:** BEST does not reflect performance of QMS findings related to Boeing Supplier Evaluation Reports (SER) issued against an organization's QMS. Only product conformance and delivery is reflect.

Communication of Quality Management System (QMS) findings are reported on a Supplier Evaluation Report (SER).

Communication of product nonconformances found within the various Boeing factories and during Boeing Source acceptance activities are communicated on any one of the following types of Corrective Action (C/A) requests.



#### Nonconformance Notification

No response due to Boeing; however, organization is expected to review the nonconformance and take appropriate action.



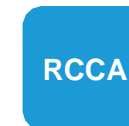
#### Immediate Correction

Response due to Boeing providing containment actions and correction of the nonconforming condition.



#### Immediate Action

Response due to Boeing providing the action taken to eliminate the direct cause of the nonconformance.



#### Root Cause Corrective Action

Response due to Boeing providing complete RCCA activities.

Product nonconformances are summarized in the BEST Rating.



# Auditing Tips



## Caution



### Configuration Management

- Supplier Design – Have the organization access Customer and Supplier Data Transmittal (CSDT) and demonstrate the design used is the latest Boeing Accepted revision.
- Boeing Design – Have the organization access Engineering Information Delivery (EID)/REDARS and demonstrate the design used is the correct revision.
- Boeing Design – Have the organization access a process or material specification in Product Standards Search and demonstrate they are using the latest revision. For material specification, see if the organization is using a source from the Qualified Product List (QPL).
- Have the organization access Supplier Product Data Management (SPDM) to verify they are utilizing the latest Boeing-released Keep Up to Date document.

### Customer Satisfaction

- Compare the Boeing Enterprise Supplier Tool (BEST) rating from Boeing Partners Network (BPN) with the Management Review records.
- Have the Client show a Nonconformance Notification (NN) document in SQIS and demonstrate what corrective actions were taken.
- Discuss Boeing identified Quality Management System (QMS) nonconformances that have been documented on Supplier Evaluation Reports (SER) during Boeing surveillance. Ask the client to demonstrate how they access reports via the Supplier Quality formation System (SQIS).

- Revision level of drawings and documents used by the organization as compared to the data provided in Boeing Partners Network
- Management Review record alignment with Boeing performance rating data at the Boeing Composite, Group and Site Level
- Corrective Action activities taken by the organization in response to SQIS product nonconformance notifications

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## BPN

Boeing Partners Network

Design Status

Customer Feedback

Performance

Supplier  
Management  
Quality is Personal



**System Message**

- All times are shown in Pacific Daylight Time(GMT-8)

**My Information**

787 Document Links

Account Information

Company Information

Surveys

**Boeing Directory Lookup**

Format: 'LastName, FirstName'

Go

**Quick Links**

- M-Day Calendar
- BDS Special Tooling Requirements Training
- Special Tooling FAQs
- Doing Business With Boeing
- IT Ticket
- Service Manager Information
- TACAIR Supplier Data Submittal Process
- WebEx Conference Center

**Data Delivery Service**

- Electronic File Delivery Service (eFDS)
- Message Courier

**Forms**

- External Forms (Adobe)
- External Forms (Shana)

**System Requirements**

- Getting Started
- Frequently Asked Questions

**Announcements**

- 2015 Supplier of the Year Award categories explained
- Fraud Alert - Party claiming to be from Boeing contacting suppliers
- Foreign Object Debris/Foreign Object Damage (FOD) Prevention Requirements for Boeing Suppliers D6-85622
- Supplier inquiry via new portal tool
- General Provisions related to "Counterfeit Goods" are applicable to all Supplier
- Foreign Object Debris/Foreign Object Damage (FOD) FAQ's **New!**
- New-look MessageCourier coming soon **New!**

**BCA Supplier Bulletins**

Edit Links

SB16-099-New ERPLN Closed Line Transaction (C15)

01/19/2016

SB16-098-Boeing CATIA V5 Version

01/18/2016

SB16-097-Export Control Enhancements to Computing Systems

01/18/2016

SB16-096-Premier Nonconformance Record Visibility in Integrated Supplier Information System (ISIS)

01/15/2016

SB15-095-Moving 787 Receive of BFE/SPE/SFE Galley/Closet/Bar Units (Everett only) from the 40-03 Bldg. to the 41-02 Bldg. Harbour Pt.

12/16/2015

[View All...](#)

**Change Notification**

You are not associated with a

**My Products portlet is here...**

- BCA Notice of Escapement
- Boeing Enterprise Supplier Tool (BEST)
- Electronic Procurement Information Center
- SQIS (SQ) Production Environment
- Product standards
- Product standards Wizards
- Production Readiness System
- Customer & Supplier Data Transmittal (CSDT)
- Purchase Order Notes
- Request for conformity
- Shared Services Procurement Network
- Standard Parts Wizard
- Supplier Product Data Management
- Supplier Quality
- Torque Wizard

**EID Drawing Search**

Boeing Engineering

Search for Document Number:

Search **EID**

**Product Standards Search**

Search for Standard Number:

Search **Product Standards**

**Environment**

Environment at Boeing

Boeing Supplier Environmental Program

**Webinars and General Information**

- Webinar Archive

**Regulatory Environment**

**Conflict Minerals**

- Boeing Conflict Minerals Policy
- Boeing Conflict Minerals FAQs
- Conflict Minerals Reporting Template
- OECD due diligence for conflict minerals
- AIA Conflict Minerals Snapshot
- Conflict Minerals FAQs
- SEC Conflict Minerals FAQs
- SEC Final Rule
- Regulatory Alert: Conflict minerals reporting requirements

**Trade Control Compliance**

- Boeing Trade Control Compliance

**Export Control Reform**

- Supplier letter, Oct. 3, 2013

Boeing drawing and revision status (as it applies to the supplier's work scope)

Boeing process and material specifications (as it applies to the supplier's work scope)

Products (applications) are granted on a user-by-user basis

Product and Delivery Performance Rating

Detail data on product and system nonconformances

Supplier drawing and revision acceptance status by Boeing

Boeing documents which are on Keep Up to Date with a supplier (as it applies to the supplier's work scope)

BCA PO Notes (BDS PO Notes are available on the External Boeing Web)

# Auditing Tips



## Caution



### Audit Planning

- Organizations provide Boeing Performance data to their CB to assist in audit planning as required by D6-82479, "Boeing Quality management System Requirements for Suppliers"

### Special Process

- Look at a fabrication or purchase order that includes a Boeing defined special process and have the client verify that the processor is listed in D1-4426.
- Review a purchase order for a special process as defined by D1-4426. Determine if organization flowed down D1-4426 Appendix D, "Purchase Order Flowdown Requirements" to the processor:

### Purchasing

- Look for a Quality Product List (QPL) for a Boeing defined material (i.e., BMS, DMS, HMS) to confirm use of customer designated source. If procured from a distributor, does the organization have objective evidence of the actual manufacturer of the material?

### Production and Service Provision

- Use Boeing furnished datasets as authority for design, manufacture and inspection per D6-51991, "Quality Assurance Standard for digital product definition at Boeing Suppliers" are approved by Boeing in the Boeing SQ Supplier Data System.
- Organizations has determined applicability of tooling requirements as defined by the below noted documents and have the appropriate approvals in the Boeing SQ Supplier Data System.
  - ✓ D33200 – Boeing Suppliers Tooling Document (BCA)
  - ✓ D950-11059-1 – IDS Seller's Special Tooling Requirements (BDS)

### Customer Related Processes

- Review Boeing Purchase document with purchasing notes. Have the client demonstrate the review and flowdown process for the notes within their organization and, when applicable, to their suppliers.

- Client does not notify certification body within five days if they have been placed on probation (D6-82479)
- Client does not provide Boeing Quality and Delivery performance data to CB prior to on-site activity (D6-82479)
- Client does not verify the use of special process facilities (D1-4426)
- Client not aware of how to identify whether a Boeing process is considered to be a special process (D1-4426)
- Client does not flow down D1-4426, Appendix D "Purchase Order Flowdown Requirements" when a Boeing Special Process service is being obtained
- Client does not validate use of material from Boeing designated sources when a Qualified Product List (QPL) exists

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# Customer Requirements

**Boeing Quality Management System**

**Tooling and Digital Product Definition**

**Special Process**

**Supplier Management**  
Quality is Personal





Doing Business with Boeing  
Supplier Quality

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Search Doing Business with Boeing

<b>1 Quality Requirements / Information</b> <ul style="list-style-type: none"><li>Foreign Object Debris (FOD)</li><li>Direct Ship Acceptance (DSA) DoDAAC Site codes</li><li>First Article Inspection (FAI)</li></ul>	<b>2 Boeing Quality Management System Requirements for Suppliers</b> <ul style="list-style-type: none"><li>BQMS Home Page</li><li>BQMS Requirements for Supplier's D6-82479</li><li>International Aerospace Quality Group's OASIS database</li><li>BQMS Benefits</li><li>BQMS for Supplier Requirements Frequently Asked Questions</li><li>BQMS Addendum 1 (VKMC) Frequently Asked Questions</li><li>Deliverable Software Frequently Asked Questions</li><li>ICOP Certification</li></ul>	<b>Electronic Access</b> <b>7</b> <a href="#">LOGIN</a> Exostar Supplier Portal <ul style="list-style-type: none"><li>Supplier Portal system requirements</li><li>Sending encrypted e-mail</li></ul>
<b>Additional Requirements / Information</b> <ul style="list-style-type: none"><li>U.S. Import Country of Origin Marking Compliance Guide</li><li><b>3</b> X31764 - BCA Quality Purchasing Data Requirements</li><li><b>4</b> BDS Site / Program Quality Requirements</li></ul>	<b>5 Approved Process Sources D1-4426</b> <ul style="list-style-type: none"><li>Approved Process Sources D1-4426</li><li>D1-4426 Frequently Asked Questions</li></ul>	<b>Supplier Quality - Supplier Surveillance</b> <ul style="list-style-type: none"><li>Supplier Quality - Supplier Surveillance</li><li>BDS - Supplier Funded Supplemental Inspection (SFSI)</li></ul>
<b>Process / Standard Information</b> <ul style="list-style-type: none"><li>Special Process and Support Standard Change Information</li></ul>	<b>6 Digital Product Definition</b> <ul style="list-style-type: none"><li>Digital Product Definition</li><li>D6-51991 Quality Assurance Standard for Digital Product Definition at Boeing Suppliers</li><li>Digital Product Definition/Model Based Definition Checklist Guide</li></ul>	

- 1 Quality Requirements / Information** - Summary of the Boeing expectations for FOD, Direct Shipments and First Article Inspection
- 2 Boeing Quality Management System (QMS) Requirements for Suppliers** – Contains the Basic QMS requirement for suppliers to The Boeing Company
- 3 X31764 – BCA Quality Purchasing Data Requirements** – Contains Mandatory and As Required requirements for a supplier's QMS system as it relates to work for Boeing Commercial Airplanes (BCA)
- 4 BDS Site / Program Quality Requirements** – Contained the requirements as issued from BDS Sites which would apply to a suppliers QMS system
- 5 Approved Process Sources – D1-4426** – Listing of all Boeing specifications designated as a "Special Process;" Also includes a directory of the qualified sources.
- 6 Boeing requirements for Digital Product Definition** – Defines the expectation for the receipt, control and use of digital data; includes checklist guide to determine compliance of D6-51991
- 7 Login to Boeing Partners Network (BPN)** – Access for a supplier within the Boeing Firewall which provides detail product and program-related data and performance. See Separate brochure "BPN – Boeing Partners Network"
- 8** BDS PO notes are here; BCA PO Notes are located within BPN

# Expectations



## Caution



- Response to OASIS feedback is provided by the CB within the timeframe requested in the feedback or no later than 30 days.
- Special short notice audit is conducted by CB at client's facility when Boeing places a client on probation for poor performance. Short notice audit evaluates depth and breadth of issue(s) and determines status of existing certification.
- Major SER raised against a CB's client by Boeing are taken into consideration during audit planning activity.

*Note 1: Boeing does not expect CB auditors to accept or verify response to Boeing nonconformance, only consideration of audit time needed for affected QMS elements associated with Major SERs for on-site evaluation.*

*Note 1: A Major SER should not automatically trigger a special short notice audit unless additional performance indicators justify the audit.*

- Boeing Major Nonconformance notifications provided CB via OASIS are not considered during audit planning and/or no objective evidence exists of such consideration
- Short notice audits not scheduled when CB's client has been put on probation by Boeing and the CB has been notified via OASIS (AS9104-001)
- Response to OASIS Feedback requests not within established time frames

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## OASIS

Online Aerospace  
Supplier Information System

**Major  
Nonconformance**

**Probation**

**General Feedback**

**Supplier  
Management**  
Quality is Personal



# Boeing OASIS Use

# Feedback Type

# Performance

## Boeing OASIS Account

- Boeing Oversight Representatives (BOR) are qualified Other Party (OP) Assessors who hold the responsibility, accountability, and authority at Boeing to communicate with certification bodies (CB) and accreditation bodies (AB) through the OASIS feedback loop on certification activities.
- The BOR team has a group OASIS account for processing Feedback Tickets.
  - ✓ First Name: BOR
  - ✓ Last Name: Representative
  - ✓ Job Title: CB Oversight
- The BOR Team can also be contacted via e-mail at [grpcrboversightrep@boeing.com](mailto:grpcrboversightrep@boeing.com)

## Automated

Boeing Supplier Information System automatically uploads certain data to OASIS. This creates a feedback ticket to the client's CB when either of the following events occur:

- Major Quality Management System (QMS) nonconformance is written against a CB's client by Boeing on a Supplier Evaluation Report
- CB's client's Boeing approval status has been changed from approved to a "Probation" status due to poor performance or ineffective corrective action

## Manual

Boeing may issue a manual feedback request to a CB in OASIS for the following type of activities:

- Notification of an Audit Report Review
- Request to participate as an observer or witness of an audit
- Providing biannual CB Report Card showing the CB's performance of their clients that provide product and/or services to Boeing
- Schedule on-site CB office visit
- Request for information

## On a Scale of 1 to 5 rate your OASIS Feedback Performance

Process	Score
Audit planning records contain objective evidence of Boeing Major Nonconformance notifications received through OASIS.	
Client performance data as provided in the Boeing CB Report Card in OASIS is considered in audit planning activities.	
Short notice audits are conducted within the AS9104-001 time frame when Boeing advises of placing one of the CB's clients on Probation.	
Response to OASIS Feedback items are within the time frame's stated in the feedback and/or governing standard.	

