Supplier Contact Instructions

If the supplier has any questions/concerns regarding supplier non-conformance submittals, please refer to IR0451 for clarification.

Please contact the appropriate Boeing Procurement Agent with additional questions after reviewing the Doing Business with Boeing – STL documentation. Communication between supplier and Boeing must always include the Procurement Agent. Questions, as applicable, will be sent to the appropriate MRB or QA personnel for additional guidance. A call may be scheduled to discuss solutions.

Doing Business with Boeing Document Descriptions

1. IR0451
    a. The IR0451 is a written process to request a Boeing material review disposition for Supplier identified nonconformance.
    b. This document is referenced in every purchase order and is the governing document for submitting nonconformances (Reference Q836S).
2. What's New with the IR0451
    a. This document contains the most recent updates to the IR0451 document.
    b. The purpose is to keep suppliers informed on changes to documentation and processes.
3. Determine if Non-Conformance document is needed.
    a. NCR Documents shall not be used to document such things as errors in blueprints or certifications, design deficiencies, missing kit parts, part shortages, requests to ship incomplete parts, design change requests, deviation requests, requests for product / material substitutions, incomplete testing or already delivered product.
    b. Contact Boeing Purchase Agent for instructions for appropriate submittal of these issues.
4. SQIS-MR Instructions – STL
    a. This document gives a step-by-step process on how to use SQIS to submit an NCR.
    b. This includes St. Louis specific requirements, shown in note boxes on the PowerPoint slides.
5. MAC 861MRB, Supplier Non-conformance Data Material Review – BDS St. Louis
    a. This is the form suppliers should use to respond to Boeing partial dispositions, RFIs, NOR requests, and corrected information. Boeing subsidiaries and weapons should use this form to submit new NCRs.
    b. This is a XFA form (active form) and the Edge browser will not open directly but will allow you to right click and “Save Link As” and save the file to your folder for usage.
6. MAC861MRB Form Instructions
    a. This document includes specific instructions on how suppliers should fill out the MAC861 form.
7. IR0451 Defect Descriptions
    a. The Defect Descriptions are to assist the Supplier in providing the needed information on the SQIS-MR or MAC861MRB form submittals.
    b. Following these instructions will help to reduce initial NCR rejections and the number of resubmittals.

8. NCR Discrepancy Submission Checklist
    a. This checklist is to alert the supplier of the information required for an acceptable SQIS MR / MAC861 NCR submittal.
9. SQIS-MR Process-Defect Codes
    a. This is a list of process and defect codes used to describe nonconforming conditions.
    b. Please review this file to assure the most correct codes are selected for the SQIS-MR submittal.

Examples of Good NCR Writeups for Common Nonconforming Conditions

Note*: "***If Engineering is per 2D drawing, please include exact sheet and zone in SB statement.***"

1. Oversized holes
    a. IS: Affected (one) part 12A345678-1009 skin with fasteners ST1M234V5 located at 123456_002-0001, 123456_002-0002, and 123456_002-0003, were drilled to hole size 0.128 inches. Part thickness measures 0.51 inches. Affected mating (one) part is 12A345679-1008 bulkhead.
        i. Note: If holes are near the edge, include distance from edge of part to center of hole
    b. SB: On the affected part holes at fastener locations 123456_002-0001, 123456_002-0002, and 123456_002-0003 to be 0.098 +0.003/ -0.001 per PL note 330, Engineering model 12A345678-1009_001.
2. Material thickness undersized (Web Thickness Undersized)
    a. IS: Web thickness on part 12A345678-1009 side panel assy checks undersized, as shown in attached graphic by grid pattern. Thickness ranges from 0.052 minimum to 0.059 inches. Missing material is from the forward side of the web. Condition smoothly transitioned to surrounding surface of the web. Condition tapers inboard and aft. No holes drilled in nonconforming web.
    b. SB: Web thickness requirement per BP 12A345678 is +0.070/ -0.010 inches.
3. Location of Hole
    a. IS: There is one mislocated #40 pilot hole (0.098 inches) 0.1 inches aft of BP, nutplate attached hole that has a SED condition (measures 0.240 inches) in the 12A345678-1009 (stiffener) only, and hole is common with (three) mating parts: the 12A345679-1008/5570B (bulkhead) (CP, CSI, SOF), 12A345679-1007 (skin), and the 12A345679-1006 (fairing). Fasteners to be installed are ST1M234-5A6 (nutplate) with a ST7M890-1234 (chobert rivet). See attached graphics.
        i. Note: Document edge distance and center to center spacing if applicable
    b. SB: No SED and built per BP 12A345678 SHT 1 C4, NOTE 13, 2X DIA P .03"(+/-0.005-0.007) PORM .06" LWR ENG accept 2 X DIA M .03", AND PS 12345
        i. Note: Boeing will accept a distance from a locating feature or edge of part
4. Structure Gap
    a. IS: Structural gap exists between Part 12A345678-1009 beam and Part 12A345678-1008 stringer. Gap measures between 0.2 and 0.35 inches, inboard from the edge at location

XYZ. Length of gap is 1.5 inches. There is no gap at the nearest fastener location. See attached graphic.

i. Note: Document number of fasteners going through gap area, if applicable

b. SB: There is an allowable gap of 0.05 inches per BP 12A345678. Shims are allowed per BAC 1234 for gaps over 0.005 inches. No shims made at time of documentation.

5. Incorrect Components Used
   a. IS: On F123, on R/H side of aft cockpit, Zone 419, shop found the 12A345678-1009, cable (Serial # 123456), common to the 12A345679-1008 electrical installation, to have a wrong part installed at REFDES 52J-L574. At the noted REFDES, there is a D12999/20AB8SA connector installed.
   b. SB: D12999/20AB8SN connector to be installed per BP 12A345678.
6. Failure to Follow Process
   a. Is: "Supplier Name" is currently utilizing Software Control Document 1234ATP-SCD123 as called out in 1234ATP123, rev. K, during its ATP of part number 1234-5
   b. SB: 'Supplier Name" should be utilizing Software Control Document 5678ATP-SC123 as called out in Acceptance Test Procedure 1234ATP123, Revision J
7. Dent
   a. IS: A quantity of one, PN 12C34567-890 panel assembly, is dented. Dent is galled with a sharp edge. Defect measures 1.35 x 0.5 inches, depth of damage 0.002 inches. Part thickness of the Outer Skin in that area is 0.090 inches. Location is 3.00 inches inbd of FWD edge and 1.25 inches outbd of inbd edge. Condition will not effect current operations (trial fit). Dented area does not pass through any other parts. Dent occurred by dropping wrench onto panel assembly. See attached graphic.
   b. SB: There should be no existing panel assembly sharply creased, gouged, or crack bottomed dents per T.O. 1C-234-5-6 Fig. 3-7 DETAIL III Tech Order repair allowables and BP 12C34567.

General IS/SB Statement Writing Tips

- Review *IR0451 Defect Descriptions* document on the Doing Business with Boeing page when writing IS/SB statements.
- Utilize *NCR Discrepancy Submission Checklist* document on the Doing Business with Boeing page to show discrepancy formatting and additional required text.
- Document the engineering requirement that defines the SB statement (BP, PS, drawing, model-based definition, procurement spec, etc.)
- Attach graphics whenever possible.
  - Supplier ND Number_discrepancy number_graphic number_file type
  - Ex. ND3667_D1_G
- Use the IS/SB statements to tell a story for the Boeing engineers.
  - Ex. "IS: Hole was inadvertently mis-drilled at location XYZ" tells more of a story than "Hole is in the wrong location."
- To provide, when necessary, a specific location for the defect from a reference feature of the product.
  - For example: Distances from two edges for a dent or scratch on the surface of a skin.

Top 8 Things to do for every MR Submittal

1. Be familiar with IR0451 and additional documentation.
    a. Review St. Louis specific site requirements
    b. Do not use any special characters (&, %, #) in your SQIS-MR submittal
2. Include PA/buyers on CC for all emails/Message Courier submittals.
3. Different defects with different defect codes shall be on separate discrepancies of the MR submittal.
4. Make sure PO and Line Item have sufficient open quantities to cover part quantity.
5. Review defect descriptions when writing IS/SB statements.
    a. Attach graphics as needed to ensure clarity of defect.
6. Check your defect count conveys the actual total number of defects being submitted for
    a. Ex. 32 assemblies (same PO) where each assembly has 15 nonconforming relays (Defect quantity: 32, Defect count: 480)
7. Proofread before NCR submittal.
8. Follow-up and monitor to make sure emails and SQIS notifications are reviewed and acted upon

Top 10 Things to do for every MAC861MRB Form Submittal

1. Don't forget to include NCR number in MAC861MRB form and email subject line for any submittals other than new nonconformances.
2. When sending an email in Message Courier to the RFI Group Mailbox, select "Done" when given the popup about the email not being sent to a real person.
3. Change your Message Courier expiration time to 180 days.
4. Include your PAs/buyer when sending a MAC861MRB through Message Courier.
5. You MUST submit RFI responses within 5 days of receiving disposition from Boeing – this can be an ECD (Reference Section 8 of IR0451 for details)
6. You MUST submit Supplier Rework/Repair responses within 30 days of receiving disposition from Boeing (Reference Section 8 of IR0451 for details)
7. When submitting a NOR please pay special attention to formatting requirements listed in IR0451 Section 10.
8. Make sure the PO and Line Item are correct.
9. For NORs with a Return to Supplier disposition, make sure to list the PO provided in the Material Disposition section of the NCR.
10. Save and transmit the MAC861MRB form in active status to Boeing (this helps when you reach max character use in Section D on the form).