

Non-Conformance Report (NCR) Instructions (EAC Form No. 0169)

Reference: SOP 8305

The following instructions are for the completion of the NCR form; 0169. This form can be printed (white paper) and completed by hand or by typing in the template located in the EAC DAX database.

- Note 1:** This form is used to report non-conformances for Manufactured, Repaired and Customer parts and only applicable blocks need to be completed. Other blocks may be left blank or enter N/A.
- Note 2:** The originator will obtain an NCR form from L: \Templates and a number from the EAC database. Vendors who use the NCR form will leave the NCR# blank to be completed at EAC by the Quality Dept. The originator will only fill in the blocks inside the top black outlined area.
- Note 3:** Photos and any other data (dimensional sheets etc) may be attached when submitting the NCR, but are considered attachments and not NCR page numbers.

1. Enter the non-conformance (NC) number from the database
2. Enter the date the NCR is initiated.
3. Enter the part/item number of the discrepant part or assembly.
4. Enter the description of the item.
5. Enter serial number(s), if applicable.
6. Check the appropriate block, whether the NC is internal, from a vendor or is for an item from EAC inventory. If internal, enter the Production order #, if a vendor, enter the PO#. If internal, enter a batch identification or part reference number here, if known.
7. Check appropriate block for FA, Production, Rep/OH, Customer Part, Other
8. Enter the name of the vendor that manufactured the part. If internal enter EAC. If you know the vendor #, also enter this information here. Vendor #s are in the EAC database.
9. Check box to indicate if part is physically located at the Vendor or at EAC.
10. Enter the number of parts that were rejected and are non-conforming Check box to indicate if part is physically located at the Vendor or at EAC.
11. Enter Lot Qty.
12. Enter the appropriate reference data (specification, drawing, etc. and rev. level, include any supplemental data pertaining to the accept/reject criteria of the part) It is very helpful to provide specific drawing zones, paragraphs, page numbers, figures, etc.

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13. Enter a clear and concise description of the non-conformance. If more than one, number them. Use Should Be (SB:) and Is (IS:) to list requirement and actual.
- Example:** 1. SB: Dimension 8.350 +/- .010. IS: 8.375 = (out of tolerance (OOT) +.015"). Include the drawing zone to help clarify the dimension location if not already in block 14. If a diameter is non-conforming, specify ID or OD. If you are describing a dent, scratch, etc. include dimensions where practical. If you need additional room to describe the NC, use a second NCR form which will be page 2. Enter continued from page 1 or similar wording on the second page.
14. Check YES, if anything is attached such as photos, dimensional sheets, etc. These are considered attachments not pages of the NCR. If nothing attached, check NO.
15. The inspector writing the NCR prints/types their name and (optionally) signs/initials in this block. If written by a vendor, an email address is requested to help in providing feedback and for distribution.
16. The Inspection or Vendor's Supervisor prints/types their name and (optionally) signs/initials in this block.
17. **ACTION** blocks: The Director of Quality (or designee) with MRB authority will mark and initial/date the appropriate block(s):

The following blocks do not require Engineering review/approval:

- (1) Rework to design data.
- (2) Return to Vendor
- (3) Rework to Rep/OH Data.
- (4) DER approval required (Rep/OH Only)
- (5) Scrap

The MRB block when checked indicates that the NC is to be sent to engineering:
This may be for NEW parts or repaired EAC parts. Only for which EAC engineering has authority over.

- (6) MRB

18. Blocks 18 thru 20 are only used if Quality management and Production management have a need to continue production work with MRB in work. The production order must have a reference to the NCR; the product must be able to be inspected if necessary and must be controlled to ensure the product is not released.
21. Enter any comments that are necessary or helpful as the NCR is processed.
22. Material Review Board Disposition: This area is completed by Engineering except where a partial Quality approval is required. Check MRB Disposition or Rep/OH Disposition box.

PARTIAL dispositions are to be used only if necessary to allow rework or to request additional information prior to **FINAL** disposition. When a PARTIAL is requested by Engineering, they will complete the quantity block, sign and date and Quality will sign and date. The partial approvals for Engineering does not need full MRB authority, however, the Quality signature must be an individual with MRB authority.

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**The partial instructions are to be documented on page 2 of the NCR form.
(Form#169A)**

After partial engineering approval, the NCR is to be routed to Quality for signature of page 1 (top of MRB block only) and page 2. **The original NCR will be returned to Engineering** with a copy distributed by Quality to the originator, engineering representative who signed the partial and shop manager.

FINAL disposition requires that the appropriate blocks are completed by Engineering. 1) Use as is 2) rework or 3) other. If a partial disposition was allowed, it must be returned by Quality or production personnel prior to the FINAL being completed. All rework data should be attached with the package for final review and approval.

23. The project engineer will sign when the final disposition is complete and check the MRB Disposition or Rep/OH Disposition box.

24. Engineering to sign must have MRB authority.

25. The Director of Engineering or representative will sign and date this block. Must have MRB authority.

26. The Director of Quality or designee with MRB authority will sign and date this block.

27. The Director of Maintenance or designee will sign only if NCR is a REP/OH (MRO) type.

28. Enter any comments that are appropriate.

29. The Quality representative who signs block 26 will determine if a rework POIS is required. Check yes or no. NOTE: If the NCR calls for rework of a NEW part and there are rework steps defined by Engineering on page 2, a rework POIS may be necessary.

30. Distribution will be conducted by the Quality Department, with the following guidelines:

If no engineering MRB was required, line through the entire MRB area and signature blocks and enter N/A.

Check the distribution block.

Quality will determine if a corrective action is to be requested from the originating organization and if yes, check the corrective action req. block.

The distribution for a partial will be limited to the originator.

Final distribution block will be checked when the final NCR is ready for distribution.

The distribution will vary depending on the specific NCR, but Eng. Doc Control gets a copy only when Engineering is involved. Materials Mgr, QA Mgr. Prod/Planning, Planner/Buyer and Vendor will get a copy when the NCR is related to a vendor item. Quality or Buyer will ensure the Vendor's Quality department gets a copy.

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Before distribution, the Quality representative will ensure page numbers are correct, attachments added as required, the distribution date is entered and their initials placed in the initials block.