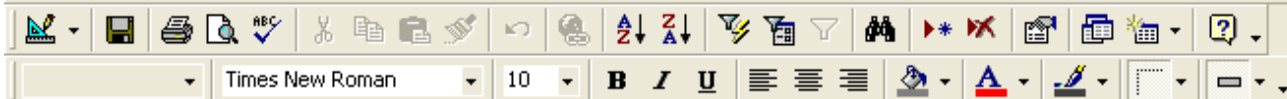


## 08 – Internal Nonconformance Records

Provides a means for:

- Keeping track of the history of internal nonconformances by part number, date range, customer, cause, and work center.
- Keeping track of the actions taken to prevent the nonconformance from reoccurring
- Analyzing internal nonconformances in terms of customer, part number, work center, error type, department, and date range



### 01 - Customers

Customer No:

Customer Rank:

Customer Type:

Name:

Prefix:

Address 1:

First Name:

Address 2:

Last Name:

Address 3:

Position:

City:

State:

Email:

Postal Zone:

Phone:

Country:

FAX:

Rich text editor toolbar with icons for Bold, Italic, Underline, Bulleted List, Numbered List, Indent, Outdent, Undo, Redo, Font Color, Background Color, Text Color, Text Background Color, and other text formatting options.

## 02 - Departments

▶	0050	Engineering
	0060	Purchasing
	0100	Stockroom
	0200	Pattern Room
	0300	Tool Room
	0400	Maintenance
	0500	Foundry
	0600	Machining - General
	0610	Machining - Shafts
	0620	Machining - Propellers
	0700	Polishing
	0800	Shipping
	0900	Quality Control
	1000	Production Control
*		

File Edit View Insert Format Records Tools Window Help

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### 03 - Error Codes

▶	01	Order Entry Error
	02	Engineering Error
	03	Pruchasing Mistake
	04	Defective Materials
	05	Defective Workmanship
	06	Equipment Problem
	07	Tooling Problem
	08	Programming Problem
	09	Outsourcing Problem
	10	Packaging Problem
	11	Shipping Problem
	12	Unexplained
	13	Claim Unjustified
*		

Enter the error codes that are appropriate for your operation.

Tahoma 8 B I U [Text Alignment Icons] [Color Icons] [Font Size Icon]

## 04 - Nonconformance Record

Customer	Phone	FAX	Email
63	162 178 2150	162 178 5848	atoms@sbt.com
SBT Support Services		Allen Toms President	

Date:	05-15-06	Cause	Department Responsible
Part No:	Y239	Programming Problem	Machining - Shafts
Sales Order No:	8456	<p>The search and combo box features make it easy to record and track the disposition of internal nonconformances.</p>	
Work Order No:	16032		
Work Center:	365		

Explanation: End of shaft is undersize by .031. Print is accurate. Setup is good. Program is wrong. There are a total of five shafts on the order. Three of the five are undersize. The other two fall within spec.

Disposition: Operator error. He entered the wrong G codes and didn't stop to check dimension per the process instructions.

Corrective Action: Operator reprimanded. Issued first written warning. Inspection process instructions have been reviewed with operator.

**01 - Internal Nonconformance - by Customer**

Thursday, October 05, 2006

**63 SBT Support Services**

<b>Date</b>	<b>Part No.</b>	<b>Sales Order</b>	<b>Work Order</b>	<b>Work Center</b>	<b>Cause</b>	<b>Dept. Responsible</b>
05-15-06	Y239	8456	16032	365	Programming Problem	Machining - Shafts
Description: End of shaft is undersize by .031. Print is accurate. Setup is good. Program is wrong. There are						
Disposition: Operator error. He entered the wrong G codes and didn't stop to check dimension per the process						
Corrective Action: Operator reprimanded. Issued first written warning. Inspection process instructions have been re						
05-30-06	1655	8921	18552	800	Packaging Problem	Shipping
Description: The packaging was damaged during transportation. Photos indicate that the boxes containing the						
Disposition: The damage to the packaging caused the customer additional cost in unloading and inspection, but						
Corrective Action: A couple of container vendors have been requested to make recommendations. We agreed not to						

Zoom

## 02 - Internal Nonconformance - Summary by Date Range

Thursday, October 05, 2006

Date	Part No.	Sales Order	Work Order	Work Center	Cause	Dept. Responsible
<b>SBT Support Services</b>						
05-30-06	1655	8921	18552	800	Packaging Problem	Shipping
Description:	The packaging was damaged during transportation. Photos indicate that the boxes containing the parts were stacked under heavier packaging. However, it appears that this packaging was not unusually heavy, and our packaging should have withstood the weight.					
Disposition:	The damage to the packaging caused the customer additional cost in unloading and inspection, but					
Corrective Action:	A couple of container vendors have been requested to make recommendations. We agreed not to s					
<b>LeChoy Aviation</b>						
05-29-06	Q123	8966	18922	466	Equipment Problem	Machining - General
Description:	Hub dimensionally undersize. Operator reported that the spindle on the 4 axis mill (VVC 466) is loose. Maintenance confirmed problem. There are ten pieces on the order but the problem was caught on the first piece.					
Disposition:	Part had was scrapped. Customer notified of delay.					
Corrective Action:	Machine taken out of service and open work orders rerouted to other machines. Machine supplier ha					
<b>Gunther Aircraft</b>						
05-26-06	3695	8654	18634	722	Defective Materials	Quality Control
Description:	This is a purchased component. It passed inspection but was found to be defective in the assembly operation. Dimension between hinges incorrect.					
Disposition:	There was only one part on the order and it was returned to supplier for replacement. Customer noti					
Corrective Action:	Vendor performance record was reviewed and the vendor was found to be one of our better supplier					
<b>SBT Support Services</b>						

### 03 - Nonconformance Analysis - by Defect Code

Thursday, October 05, 2006

#### 08 Programming Problem

Date	Work Order No.	Sales Order No.	Part No.	Department	Work Center
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**SBT Support Services**

05-15-06	16032	8456	Y239	Machining - Shafts	365
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**Description:** End of shaft is undersize by .031. Print is accurate. Setup is good. Program is wrong. There are a total of five shafts on the order. Three of the five are undersize. The other two fall within spec.

**Disposition:** Operator error. He entered the wrong G codes and didn't stop to check dimension per the process instructions.

**Corrective Action:** Operator reprimanded. Issued first written warning. Inspection process instructions have been reviewed with operator.



### 04 - Internal Nonconformance - by Department

Thursday, October 05, 2006

#### 0610 Machining - Shafts

Date	Part No.	Sales Order	Work Order	Work Center	Cause
SBT Support Services					
05-15-06	Y239	8456	16032	365	Programming Problem
Description:		End of shaft is undersize by .031. Print is accurate. Setup is good. Program is wrong. There are a total of five shafts on the order. Three of the five are undersize. The other two fall within spec.			
Disposition:		Operator error. He entered the wrong G codes and didn't stop to check dimension per the process instructions.			
Corrective Action:		Operator reprimanded. Issued first written warning. Inspection process instructions have been reviewed with operator.			