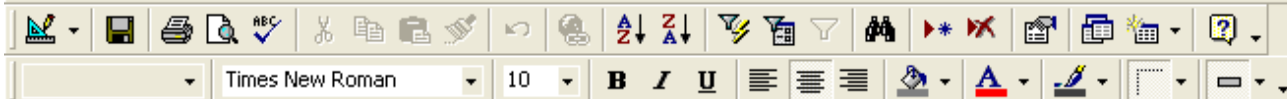


## 09 – External Nonconformance Records

Provides a means for:

- Keeping track of external nonconformances, including premium freight, customer complaints, and warranty claims
- Documenting the status of complaints based on date range, customer, and nature of complaint
- Keeping up with the cost and status of the complaints
- Analyzing the nonconformance trends



### 01 - Customer Roster

Customer No:

Cuystomer Rank:

Customer Type:

Name:

Prefix:

Address 1:

First Name:

Address 2:

Last Name:

Address 3:

Position:

City:

Country:

Email:

Postal Zone:

Phone:

FAX:

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## 02 - Cause of Complaint

Cause Code Description

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

Record: [Navigation Icons] 1 of 14

Form View

NUM

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.

### 03 - Responsible Department

Department Responsible

▶	Sales
	Engineering
	Purchasing
	Foundry
	Manufacturing
	Inspection
	Staging
	Shipping
	Engineering
	Unjustified Claim
	Accounting
	Supplier
	Storeroom
	Unknown
*	

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### 04 - Premium Freight

The search and combo box features make it easy to record and analyze premium freight claims.

Customer No	Customer Name	Phone	Sales Order	Work Order	Entered by	Authorized by	Date	Standard Freight	Expedited Freight	Premium	Late
25	LeChoy Aviation	162 636 7782	1369	1152	MH	TH	5/31/2006	\$52.36	\$69.00	\$16.64	<input checked="" type="checkbox"/>
35	Rodman Airplane Inc.	972 484 6021	1379	1288	MH	JS	5/30/2006	\$452.00	\$608.00	\$156.00	<input checked="" type="checkbox"/>
42	Fairmont Aviation	910 478 8720	1375	1284	JLO	TH	5/25/2006	\$29.35	\$56.00	\$26.65	<input type="checkbox"/>
70	Gunther Aircraft	0049 221 893 042	1365	1276	MH	JS	5/25/2006	\$542.00	\$784.00	\$242.00	<input checked="" type="checkbox"/>
78	Kamper & Nicholson International	154 283 2727	1322	1259	MH	JS	5/20/2006	\$85.00	\$127.00	\$42.00	<input checked="" type="checkbox"/>
12	Austral Engineering Inc.	184 358 3786	1319	1235	JLO	TH	5/15/2006	\$379.00	\$529.00	\$150.00	<input type="checkbox"/>
35	Rodman Airplane Inc.	972 484 6021	1312	1228	MH	JS	5/13/2006	\$329.00	\$454.00	\$125.00	<input type="checkbox"/>
25	LeChoy Aviation	162 636 7782	1307	1209	MH	JS	5/9/2006	\$285.00	\$327.00	\$42.00	<input checked="" type="checkbox"/>
25	LeChoy Aviation	162 636 7782	1306	1197	MH	TH	5/5/2006	\$76.50	\$94.26	\$17.76	<input type="checkbox"/>
7	C & O Aerospace Inc.	160 371 2334	1304	1192	MH	JS	5/3/2006	\$137.78	\$154.26	\$16.48	<input checked="" type="checkbox"/>
4	Cambia Terminal	145 461 8585	1296	1080	MH	JS	5/2/2006	\$18.42	\$24.50	\$6.08	<input checked="" type="checkbox"/>
*											<input type="checkbox"/>



### 05 - Unresolved Customer Complaints

Complaint No.

Estimated Cost:

Date Settled:

Complaint Closed

Phone:   
FAX:   
email:

Customer\_No:   
Entered By:   
Complainent:   
Date:   
Sales Order No:   
Work Order No:   
Part Nos:   
Cause:   
Responsibility:

Complaint  
Customer claims that the paint job on part 7544, center devis, is not acceptable. Customer has been requested to return the part. In the meantime we started the process of expediting a replacement part.

Analysis

Corrective Action

The search and combo box features also make it easy to record customer complaints.

File Edit View Insert Format Records Tools Window Help

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### 06 - Closed Customer Complaints

Complaint No.

Estimated Cost:   
 Date Settled:

Closed complaints are automatically removed from the unresolved complaint form and defaulted into this form, thereby making it easier to scroll through the list of open complaints.

Phone:   
 FAX:   
 email:

Customer\_No:   
 Entered By:   
 Complainent:   
 Date:   
 Sales Order No:   
 Work Order No:   
 Part Nos:   
 Cause:   
 Responsibility:

**Complaint**  
 Customer is having difficulty bolting into one of the attachment holes on the propeller hub. He suspects that the threading is bad. Return has been requested.

**Analysis**  
 The threaded hole is question was found to be bad. The thread was only partially completed. It does not go completely through the hub like it is suppose to, and both the operator and the quality inspector missed the problem during the inspection process. The part calls for a thread gage inspection both after the part is machined and in final inspection. The threading process is a manual operation, and it's up to the operator to ensure that the threading is complete.

**Corrective Action**  
 The part was repaired and returned to the customer, and the customer was provided both a letter of apology and a corrective action report. The procedure are clear and adequate. The problem was a result of human error, and both the operator and the inspector who signed off on the final inspection were verbally reprimanded.

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### 07 - Unresolved Warranty Claims

Date Settled:

Estimated Cost:

Claim No.

Claim Closed

Customer No	Customer Name	Primary Contact	Phone	FAX	Email
35	Rodman Airplane Inc.	Mr. Ivan Fabani, Owner	972 484 6021	972 484 1057	

Date Submitted:  Sales Order:

Entered By:  Part Number:

Complainant:  Cause:

Responsibility:

Observations: Customer reported that the door sticks on the frame housing and is hard to close. He has removed the door and checked out all of the dimensions including the hinge dimensions and the location of the latches. His concern is that our frame housing is bent or not dimensionally accurate. He is now planning on removing the housing at his expense, but is advising that if his suspicion is correct he will request reimbursement for his expenses and will need the housing replaced immediately.

Conclusions:

Corrective Action:



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### 08 - Closed Warranty Claims

Date Settled:   
 Estimated Cost:

Claim No.

Claim Closed

Customer No	Customer Name	Primary Contact	Phone	FAX	Email
12	Lanlois Aircraft Inc.	Mr. Tony Pitt, Owner	162 778 1008	162 677 8008	tony_pitt@landcraft.com

Date Submitted:  Sales Order:   
 Entered By:  Part Number:   
 Complainent:  Cause:   
 Responsibility:

Observations: Bolts on the hub surface broke after only thirty hours of service. The retainer plate behind the hub vibrated and cracked. Customer returned the hubs, retainer plate, and all of the bolts used to attach the hub (including the broken bolts) for analysis. Customer wants the parts replaced immediately and he wants to be reimbursed for the labor invested into the initial installation and the subsequent removal of the parts, plus whatever is spent on reinstalling the parts.

Conclusions: Evidence indicates that the supplier shipped defective bolts. Dimensional checks verified that the bolt holes were properly aligned and properly sized, and that all of the dimensions were within the allowable tolerances on both the retainer plate and the hub. However, the Rockwell hardness tests on the bolts indicated that that all of the bolts were softer than they should have been. The readings were below the allowable limit of the tolerance for the specified bolt grade. Storeroom records also indicate that the correct bolts were issued, and an inventory count confirms this conclusion.

Corrective Action: Purchasing has advised the supplier, and a formal corrective action request has been requested. The history of the supplier is good and it has been concluded that probation is not justified as of this time. A rockwell hardness test has become part of the receiving procedure for this product.

## 01 - Complaints - By Customer No.

Thursday, October 05, 2006

## 35 - Rodman Airplane Inc.

Date	Complaint No.	Complainter	Phone	Sales Order	Work Order	Part Nos.
5/4/2006	25	Ivan Fabani	972 484 6021	3269	1385	1532
<b>Complaint:</b>		Customer is having difficulty bolting into one of the attachment holes on the propeller hub. He suspects that the threading is bad. Return has been requested.				
<b>Analysis:</b>		The threaded hole in question was found to be bad. The thread was only partially completed. It does not go completely through the hub like it is supposed to, and both the operator and the quality inspector missed the problem during the inspection process. The part calls for a thread gage inspection both after the part is machined and in final inspection. The threading process is a manual operation, and it's up to the operator to ensure that the threading is complete.				
<b>Corrective Action:</b>		The part was repaired and returned to the customer, and the customer was provided both a letter of apology and a corrective action report. The procedure are clear and adequate. The problem was a result of human error, and both the operator and the inspector who signed off on the final inspection were verbally reprimanded.				
<input checked="" type="checkbox"/> Complaint Closed		Estimated Cost = \$325.00				

**02 - Complaints - By Date Range**

Thursday, October 05, 2006

Date	Complaint No.	Complainter	Phone	Sales Order	Work Order	Part Nos.
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**25 - LeChoy Aviation**

5/31/2006	31	Paul Lewis	162.636.7782	3266	1398	1466
-----------	----	------------	--------------	------	------	------

**Complaint:** Customer claims that the paint job on part 7544, center clevis, is not acceptable. Customer has been requested to return the part. In the meantime we started the process of expediting a replacement part.

**Analysis:**

**Corrective Action:**

Complaint Closed      Estimated Cost =

**42 - Fairmont Aviation**

5/16/2006	18	Beverly Richards	910.478.8720	3165	1324	5210
-----------	----	------------------	--------------	------	------	------

**Complaint:** The shipment was missing one of the shafts.

**Analysis:**

**Corrective Action:**

Complaint Closed      Estimated Cost =

**35 - Rodman Airplane Inc.**

5/4/2006	25	Ivan Fabani	972.484.6021	3269	1385	1532
----------	----	-------------	--------------	------	------	------

**Complaint:** Customer is having difficulty bolting into one of the attachment holes on the propeller hub. He suspects that the threading is bad. Return has been requested.

**Analysis:** The threaded hole in question was found to be bad. The thread was only partially completed. It does not go completely through the hub like it is supposed to, and both the operator and the quality inspector missed the problem during the inspection process.

The part calls for a thread gage inspection both after the part is machined and in final inspection.

The threading process is a manual operation, and it's up to the operator to ensure that the threading is complete.

**Corrective Action:** The part was repaired and returned to the customer, and the customer was provided both a letter of apology and a corrective action report.

**03 - Complaints - by Cause No.**

Thursday, October 05, 2006

## 05 - Defective Workmanship

Date	Complaint No.	Complainter	Phone	Sales Order	Work Order	Dept.
4/27/2006	23	Paul Lewis	162 636 7782	32533	48661	Manufacturing
<b>Complaint:</b>		Customer claims that the pitch on the propeller is .5 degrees off. Return was requested. Customer indicated that this is a backup propeller and that immediate replacement is not necessary.				
<b>Analysis:</b>		Our analysis indicates that the customer is correct. Measurements indicate that the pitch from the 50% cord out is approximately 5 degrees strong. The condition appeared to be caused by two problems: 1) the foundry used the wrong pattern, and 2) the quality technicians failed to pick up the problem. The correct pattern was not clearly marked, and it is understandable how an operator could have selected the wrong pattern. However there is no explanation why quality did not catch the problem before the propeller was sent out.				
<b>Corrective Action:</b>		The propeller is to be restocked and sold at the current pitch. A replacement propeller is in the process of being made. The replacement propeller will be discounted 15% as a concession for the additional cost that the customer incurred. A totally new approach to identifying the patterns has been adopted. We are switching from the use of marking pens to lettering that will be punched out in a plastic strip and glued to the pattern. The QC operator who signed off on the inspection report has been verbally reprimanded, and a corrective action report has been sent to the customer.				
<input checked="" type="checkbox"/> Complaint Closed		Estimated Cost = \$115.00				
3/16/2006	16	Louis Duethie	160 371 2334	12987	49568	Engineering
<b>Complaint:</b>		It appears that the customer was billed for the wrong propeller. The part number on the sales order was different from the part # on the invoice.				
<b>Analysis:</b>		Shipping documents show that the customer was sent the correct propeller, and it was obvious from the copy of the invoice that he was billed for the wrong propeller.				
<b>Corrective Action:</b>		A credit was issued, and a revised invoice was sent out. It is uncertain who prepared the billing, but the entire department was reminded of the cross-check procedure for ensuring that these type of problems do not occur.				
<input checked="" type="checkbox"/> Complaint Closed		Estimated Cost = \$75.00				
1/19/2006	14	Jack Rice	0049 221 893 042	03697	11268	Storeroom

**04 - Warranty Claim Status Report**

Thursday, October 05, 2006

Warranty Claim No. 

Estimated Cost = \$2,525.00

Date Settled: 2/2/2006

 Claim Closed

Customer: Lanlois Aircraft Inc.

Entered By: Terry Haggarty

Complaint: Jack Rice

Date Reported: 1/16/2006

Customer Type: Builder

Sales Order: 13695

Phone: 162 778 1008

Part Numbers: C-1269

Reason: Defective Materials

Source: Supplier

Current Status: Bolts on the hub surface broke after only thirty hours of service. The retainer plate behind the hub vibrated and cracked. Customer returned the hubs, retainer plate, and all of the bolts used to attach the hub (including the broken bolts) for analysis. Customer wants the parts replaced immediately and he wants to be reimbursed for the labor invested into the initial installation and the subsequent removal of the parts, plus whatever is spent on reinstalling the parts.

Comments: Evidence indicates that the supplier shipped defective bolts. Dimensional checks verified that the bolt holes were properly aligned and properly sized, and that all of the dimensions were within the allowable tolerances on both the retainer plate and the hub. However, the Rockwell hardness tests on the bolts indicated that that all of the bolts were softer than they should have been. The readings were below the allowable limit of the tolerance for the specified bolt grade. Storeroom records also indicate that the correct bolts were issued, and an inventory count confirms this conclusion.

Corrective Action: Purchasing has advised the supplier, and a formal corrective action request has been requested. The history of the supplier is good and it has been concluded that probation is not justified as of this time. A Rockwell hardness test has become part of the receiving procedure for this product.

**05 - Summary of Premium Freight Costs**

Thursday, October 05, 2006

ID No.	Date	Customer	Std Cost	Expedited Cost	Premium
14	5/31/2006	LeChoy Aviation	\$52.36	\$69.00	\$16.64
13	5/30/2006	Rodman Airplane Inc.	\$452.00	\$608.00	\$156.00
12	5/25/2006	Fairmont Aviation	\$29.35	\$56.00	\$26.65
11	5/25/2006	Gunther Aircraft	\$542.00	\$784.00	\$242.00
10	5/20/2006	Kamper & Nicholson International	\$85.00	\$127.00	\$42.00
9	5/15/2006	Austral Engineering Inc.	\$379.00	\$529.00	\$150.00
8	5/13/2006	Rodman Airplane Inc.	\$329.00	\$454.00	\$125.00
7	5/9/2006	LeChoy Aviation	\$285.00	\$327.00	\$42.00
6	5/5/2006	LeChoy Aviation	\$76.50	\$94.26	\$17.76
5	5/3/2006	C & O Aerospace Inc.	\$137.78	\$154.26	\$16.48
4	5/2/2006	Cambia Terminal	\$18.42	\$24.50	\$6.08
					<b>\$840.61</b>

**06 - Summary of Customer Complaint Costs**

Thursday, October 05, 2006

Complaint ID	Date Entered	Customer	Date Closed	Closed	Estimated Cost
14	1/19/2006	Gunther Aircraft	1/26/2006	<input checked="" type="checkbox"/>	\$75.00
15	3/18/2006	Lanlois Aircraft Inc.	4/26/2006	<input checked="" type="checkbox"/>	\$645.00
16	3/16/2006	C & O Aerospace Inc.	5/11/2006	<input checked="" type="checkbox"/>	\$75.00
17	2/3/2006	Cambia Terminal	2/28/2006	<input checked="" type="checkbox"/>	\$285.00
19	2/12/2006	Gunther Aircraft	3/1/2006	<input checked="" type="checkbox"/>	\$2,680.00
21	3/28/2006	Lanlois Aircraft Inc.	4/17/2006	<input checked="" type="checkbox"/>	\$0.00
22	3/31/2006	Lanlois Aircraft Inc.	4/30/2006	<input checked="" type="checkbox"/>	\$0.00
23	4/27/2006	LeChoy Aviation	5/16/2006	<input checked="" type="checkbox"/>	\$115.00
24	4/16/2006	SBT Support Services	5/2/2006	<input checked="" type="checkbox"/>	\$35.00
25	5/4/2006	Rodman Airplane Inc.	5/16/2006	<input checked="" type="checkbox"/>	\$325.00
					\$4,235.00

### 07 - Summary of Warranty Claim Costs

Thursday, October 05, 2006

Claim ID	Date Entered	Customer	Date Settled	Closed	Estimated Cost
42	3/9/2006	Rodman Airplane Inc.	5/3/2006	<input checked="" type="checkbox"/>	\$1,800.00
41	1/16/2006	Lanlois Aircraft Inc.	2/2/2006	<input checked="" type="checkbox"/>	\$2,525.00
43	1/2/2006	SBT Support Services	1/15/2006	<input checked="" type="checkbox"/>	\$0.00
					\$4,325.00