

1.0 PURPOSE

- To ensure customer-supplied product is protected against loss or deterioration.
- To maintain records of customer-supplied product.

2.0 SCOPE

This procedure applies to product, tooling, and returnable shipping material supplied by the customer to support the manufacture, assembly, or shipment of product. Customer-supplied product includes product supplied by the customer for incorporation into the customer's product or to support the manufacture, assembly, or shipment of the customer's product (i.e., tooling and returnable containers).

3.0 RESPONSIBILITIES

QA/Engineering, Project Manager or Designee inspects customer-supplied product upon receipt of the item.
QA/Engineering, Project Manager or Designee inspects customer-supplied product during in-process production.

QA/Engineering, Project Manager or Designee ensures each customer-supplied product is safe from deterioration, damage, or loss.

4.0 PROCEDURE

4.1 General

The following items are the most commonly supplied, but can include other forms of customer supplied material-product:

- Tooling
- Special Raw Materials
- Mylar/Vellums
- Dies, Molds, Templates, Die patterns

4.2 Receiving

QA/Engineering, Project Manager or Designee is responsible for receiving customer-supplied material, verifies the purchase order for part number, description, and quantity, and verifying the condition of the packaging.

The QA/Engineering Manager, Project Manager or Designee records the receiving information onto the Master Job Log and enters the date and customer control number.

The receiving status of the customer-supplied product is identified by marking the associated job number in a manner to clearly identify the item for traceability.

If a problem is found during receiving, the Project Manager or designee informs the customer of the nonconformance.

The Project Manager, Quality Manger and Engineering determine the corrective action and records the corrective action onto the Quality Discrepancy report (QDR) form QA 005 and is processed per QAP 13.0, Control of Nonconforming Product.

The Project Manager or Quality manager or assigned designee is responsible for ensuring the corrective action is implemented.

4.3 Incoming and In-Process Production Control-Inspection

For parts that require inspection, the material is inspected against quality and engineering criteria and controlled as a normal job as defined in WI-1.0, Master Job Folder Setup.

The inspection is recorded onto form QA 015a or QA 015b, Inspection Data Record and includes and attached documentation as received from the customer. The Project Manager reviews and approves the Inspection Data Packaged as completed.

The inspection status of the customer-supplied product is noted on the QA form 015a or 15b.

If a problem is found during the inspection, the Project Manager informs the customer of the nonconformance. The Project Manager or Quality manager or assigned designee determines the corrective action and initiates a Corrective Action Report (CAR) form QA 001 and processes per QAP 13.0, Control of Nonconforming Product.

The Quality and Project Managers are equally responsible for ensuring that the corrective action is implemented.

4.4 Storage Control

The storage location of customer-supplied product is recorded on form QA 015a or QA 015b. The Project Manager is responsible for maintaining and identifying the location of stored product. The customer-supplied product is identified by marking the associated job number in a manner to clearly identify the item for traceability

Access to the storage area is controlled by the Project Manager. Procedures for controlling product that requires special environmental conditions are generated by Engineering and attached to the stored item.

When required, the shelf life of the product is monitored using by marking the associated job number in a manner to clearly identify the item for traceability. The Project Manager is responsible for ensuring that shelf life has not expired.

Bi-Annually, the Project Manager inspects stored product to detect deterioration. The inspection is recorded on the attached inspection documentation in a manner to be noticeable by visual means. Once released to production, all inspection and attached data is sent by the Project Manager to be scanned and archived as part of the Master Job Folder on-line.

4.5 Product Security

The security of customer-supplied product is maintained by the Project Manager and as noted in 4.3, 4.4 and 4.5.

4.6 Control of Damaged or Lost Product

In the event of damage to the product, the item is processed per QAP 13.0, Control of Nonconforming Product. The Project Manager, Quality Manager or assigned designee is responsible for generating the QDR and initiating QAP 13.0 activity as required.

Damaged or lost customer product is recorded on the QDR and processed as noted above per QAP 13.0.

If required, corrective action is initiated to prevent recurrence and/or to fix the problem per QAP 14.0, Corrective and Preventative Action.

The Project Manager informs the customer of the nonconformance.

The Project Manager, Quality Manger and Engineering determine the corrective action and records the corrective action onto the Quality Discrepancy report (QDR) form QA 005 and is processed per QAP 13.0, Control of Nonconforming Product.

The Project Manager, Quality Manager or assigned designee is responsible for ensuring that the corrective action is implemented.

Insurance is in place in accordance with the customer's contract to cover loss or damage and is processed per normal accounting practices and get recorded in the accounting on-line software.

5.0 RELATED DOCUMENTS

QAP 13.0, Control of Nonconforming Product
QAP 14.0, Corrective and Preventative Action
WI-1.0, Master Job Folder Setup
QA 001, Corrective Action Report (CAR)
QA 005, Quality Discrepancy report (QDR)
QA 015a or QA 015b, Inspection Data Record