

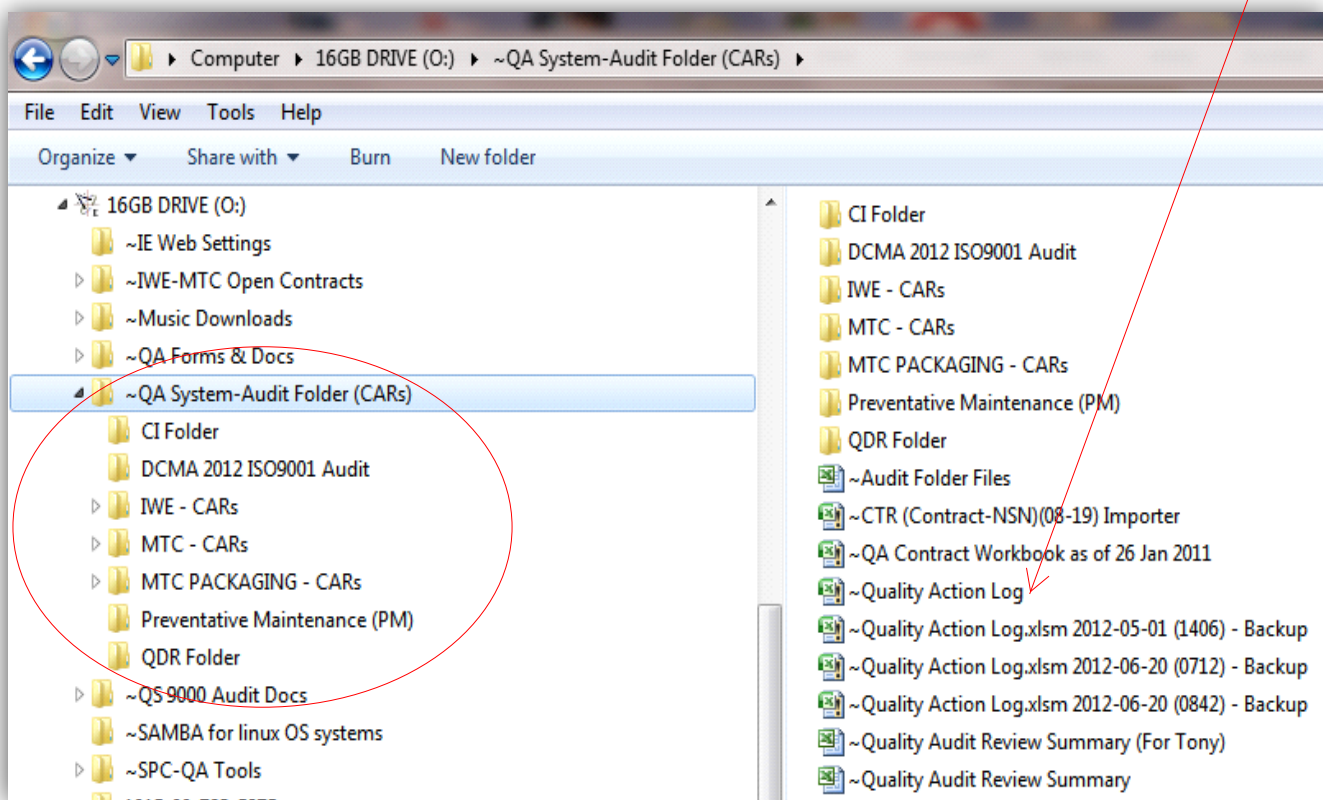
## 1.0 Scope & Purpose

This Work Instruction (WI) briefly defines the basics of using the Quality Action Log and is intended to standardize the data entry format and minimum information required to be documented.

## 2.0 General Overview

As shown below, the QA System-Audit Folder on line is split into 5 major categories that match the Quality Action Log spreadsheet tabs.

- Quality Discrepancy Reports (QDR) log
- Corrective Action Report (CAR) log
- Preventative Action (PA) log
- Continuous Improvement (CI) log
- Quality Audit Log tab (Folder not shown as this is a summary tab within the spreadsheet.)



### 3.0 Process and Documentation

The QA/Engineering Manager, Project Manager or designee creates and maintains the Quality Action Log.

The QA/Engineering Manager, Project Manager or designee shall at a minimum, annually perform a sub-system audit review and document audit results and issuance of subsequent actions, if required.

If no actions are required, i.e. system is found to be in compliance, the audit action shall be entered and so noted.

#### 3.1 QDR Log TAB

The QDR Tab shall be used to document all QDR activity, both internal and external.

Internal QDRs are generated semi-automatically off the online QA Data sheet as one of the tab-selected option on the Table of Content as shown on the following page.

By checking the QA 005 QDR checkbox, the QDR form will be generated with all the basic contract data and general component information pre- entered.

Additionally, using the Data Input tab will assign a QDR registration number based on the job

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**QA Contract Workbook**

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Tab 5 DD1222 ☐

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Tab 7 QA 012 - Final Accept-CoC ☐

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Tab 21 QA 001 CAR ☐

Tab 22 QA 002 Audit ☐

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Tab 24 QA 009 FAI ☐

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Tab 27 ME 001 SOP ☐

Tab 28 Serial Number Sheet ☐

Tab 29 FAT Waiver Letter for TDP ☐

Tab 30 Commercial - Invoice ☐

Tab 31 Commercial - Packing List ☐

**Job Master Schedule Summary**

Activity	Date
Inspector-Project Mgr Name	Tony Casillas
(FAD) First-Part Review	April 5, 2012
(Production) Start Release	April 5, 2012
CAR/QDR #	1186-R299
QDR Issue Date	02/02/12
Rvk Date	
QDR Closed Date	
CAR Issued	
CAR Closed	
QA Final Inspection	June 15, 2012
(Est) Ship Date	June 15, 2012

**Industrial Welding & Engineering**  
747 Caffe Ave.  
Lewis Center, OH 43035  
Phone: 614-893-8109  
Fax: 614-737-8320

**QDR (Quality Discrepancy Report)**  
Control # 1186-R299  
IWE@columbus.rr.com

CONTRACT	SPM47-11-MR299
PART NAME	Pin, Crew Entry Door
PIN	90-2439-3
REV	C
NSN	1500-00-560-4020

QTY. REC 99 QTY. REJ.

DESCRIPTION OF DEFICIENCY

DISPOSITION REWORK USE AS IS SCRAP

AUTHORIZED SIGNATURE DATE

VENDOR TO SUPPLY IN WRITING THE CAUSE OF DEFICIENCY AND THE CORRECTIVE ACTION TO BE TAKEN TO ELIMINATE RECCURENCE IN THE FUTURE YES NO

**VENDOR NOTIFICATION**

NAME	DATE
INVOICE#	PACKING SLIP
SHIP METHOD	ACCOUNT

FIRM DELIVERY OF CORRECTED MATERIAL

COMMENTS

**SHIPPING REQUEST**

SHIP TO

ATTN REQUESTED BY DATE

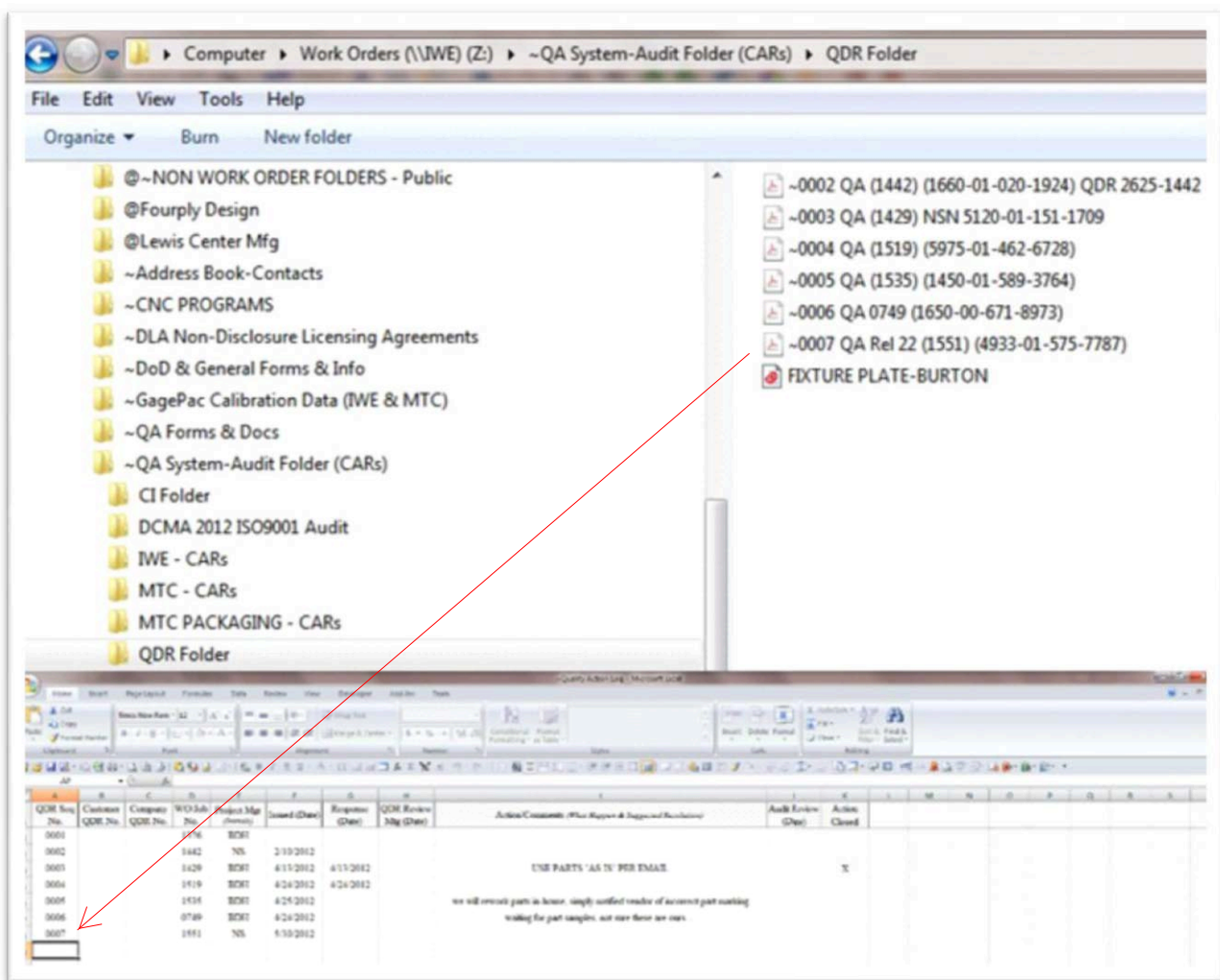
SHIPPED BY DATE

~QA Rel 22 (1186) (1500-00-560-4020) IWE-QA 005 QDR 6 Rev (Rev-04/05)

number and last four digits of the contract. See below, lower left data block.

After the QDR has been created, it is logged as shown below. This gives each QDR visibility and full traceability to the job/contract and back.

On externally generated QDRs, the QA Data Input sheet has the ability to override and use the source QDR number in lieu of the system generated QDR number.



In either case, the same documentation procedure is to be followed.

Note that the QDR file references the Job number and the top-level NSN or Part number.

If a CAR is required, it will waterfall into the CAR form if the QA Data sheet is used.

Reference the QAM and subsequent procedures/work instructions as required and noted in section 4.0.

### 3.2 CAR Log TAB

The CAR Tab shall be used to document all CAR activity, both internal and external.

Internal CARs are generated semi-automatically off the online QA Data sheet as one of the tab-selected option on the Table of Content as shown on the following page.

By checking the QA 001 CAR checkbox, the CAR form will be generated with all the basic contract data and general component information pre-entered.

Additionally, using the Data Input tab will assign a CAR registration number based on the job number and last four digits of the contract. See below, lower left data block.

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Tab 15 QA 012-1 - Special - CoC ☐

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Tab 17 ☐

Tab 18 ☐

Tab 19 ☐

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Tab 22 QA 002 Audit ☐

Tab 23 QA 005 QDR ☐

Tab 24 QA 009 FAI ☐

Tab 25 QA 010 QCP ☐

Tab 26 QAP 111 AQL ☐

Tab 27 ME 001 SOP ☐

Tab 28 Serial Number Sheet ☐

Tab 29 FAT Waiver Letter for TDP ☐

Tab 30 Commercial - Invoice ☐

Tab 31 Commercial - Packing List ☐

**Job Master Schedule Summary**

Activity	Date
Inspector-Project Mgr Name: Tony Casillas	
(FAI) First-Part Review:	April 5, 2012
(Production) Start Release:	April 5, 2012
CAR/QDR #:	1186-R299
MRB Action (If required):	QDR Issue Date: 02/02/12
	Rsk Date:
	QDR Closed Date:
Corrective Action Summary (CAR)	CAR Issued
	CAR Closed
QA Final Inspection:	June 15, 2012
(Est) Ship Date:	June 15, 2012

**QA 001 CAR**

Contract No. 1186-R299  
Part Number: 01-2430-1  
Description: Rls. Core Body Assy  
Order Qty: 10  
Sample Size: 10  
Qty Required: 10  
Qty Accepted: 10

**DISCREPANCY**

Item	Description
1	
2	
3	
4	
5	

**ROOT CAUSE**

Item	Root Cause
1	
2	
3	
4	
5	

**CORRECTIVE ACTION TO BE INITIATED**

Item	Corrective Action	Effective Date
1		
2		
3		
4		
5		

**YIELDING ACTION**

1. Audit Review	Date	By	Initials	Final
2. Additional Action Required				
3. Final Efficiency Date				

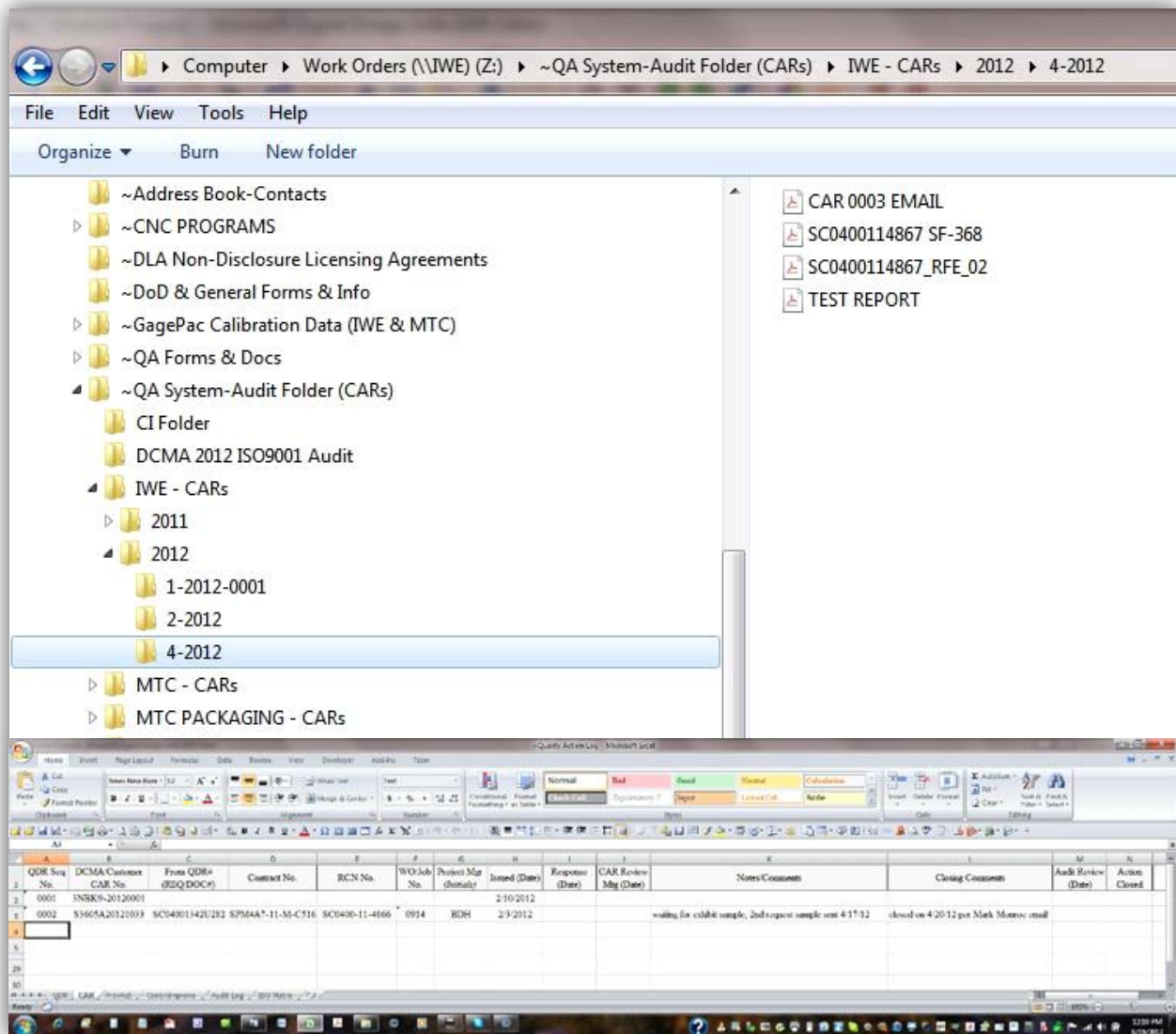
After the CAR has been created, it is logged as shown below. This gives each CAR visibility and full traceability to the job/contract and back.

On externally generated CARs, the QA Data Input sheet has the ability to override and use the source CAR number in lieu of the system generated CAR number.



In either case, the same documentation procedure is to be followed.

Reference the QAM and subsequent procedures/work instructions as required and noted in section 4.0.



### 3.3 PA Log TAB

The PA Tab shall be used to document any preventative actions (PA) activity and is intended for primarily for internal use.

Types of items to be logged are items where re-occurring events can be scheduled and monitored on on-going bases. i.e. Preventative Maintenance Schedule (PMS) for all major equipment.

This tab is seldom used as most PMS items are pre-defined by the equipment manufacturer, which makes it unnecessary to create a second PA PMS.

The log tab is self explanatory.

The following is an example of a PMS.

**Machinery Preventative Maintenance Matrix**

Machine: Hase W40  
 Make: Sharc Encl  
 Model: ES750/200  
 S.N.: 71001090  
 Year Put in Service: 2011

PM Code	PM Task	Press Safety	Heat Functions	Lube	Lube Flange	Lube Inj	Lube Eject	Central Lube	Waste collection	Check Hyd	Check Air	Control Cab Air	Hyd Flow	Oil Analysis	Change Hyd	Run in and	Screw	Motor	Comments
1	15 Jan 2011	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
2	15 Feb 2011	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
3	15 Mar 2011	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
4	15 Apr 2011	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	Service replaced CPU
5	15 May 2011	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	Pull and cap trap NRV for carbon loss
6	15 Jun 2011	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
7	15 Jul 2011	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
8	15 Aug 2011	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
9	15 Sep 2011	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
10	15 Oct 2011	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
11	15 Nov 2011	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
12	15 Dec 2011	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
13	15 Jan 2012	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	Changed hyd filter oil for analysis
14	15 Feb 2012	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
15	15 Mar 2012	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
16	15 Apr 2012	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
17	15 May 2012	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
18	15 Jun 2012	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	

### 3.4 CI Log TAB

As shown below, the continuous improvement log is used to document systemic and/or process and/or procedural improvements which have a positive effect on the general Quality System as a whole.

**Continuous Improvement Action (Summary)**

CI No.	Action Date	WO	Description
0001	5/1/2012	1189	check DIMs before job is complete to ensure that all mod, if any, have been addressed, email sent 5/1/12 to employees
0002	4/9/2012		check all parts to ensure that they have been made to print, clean & bare free, etc. per SEM quality review of our performance
0003	2/1/2012		Released - QA Ret 20 (Job-WO) (NSN) to update Packaging Requirements Tab - Added Palletization standards definition
0004	2/8/2012		Released - QA Ret 21 (Job-WO) (NSN) to add more flexibility to QA Forms 015a, 015b and 002; on-line update
0005	4/25/2012		Released - QA Ret 22 (Job-WO) (NSN) to revise Data Input Sheet to clarify input codes; on-line update
0006	5/18/2012		Released - QA Ret 23 (Job-WO) (NSN) to correct hard code script errors, which caused pagination errors when printing Contract Review Sheet; on-line update
0007	6/10/2012		Released - QA Ret 24 (Job-WO) (NSN) to add Piv email link for direct emailing. On-line file update & Email to all 06/15/12

As noted in the prior figure, generally CI items are distributed via electronic means (email) to notify all with a need to know of any changes to procedures, forms, processing methods and the like.

For additional details, refer to the QAM and section 4.0 of this WI.

### 3.5 Quality Audit Log TAB

The Quality Audit Log Tab is the critical element of the documentation process.

From data entered in the Quality Action Log, any or multiples of the prior sections can be affected and senior management can use the collected data to make future business plan adjustments or course/objective corrections.

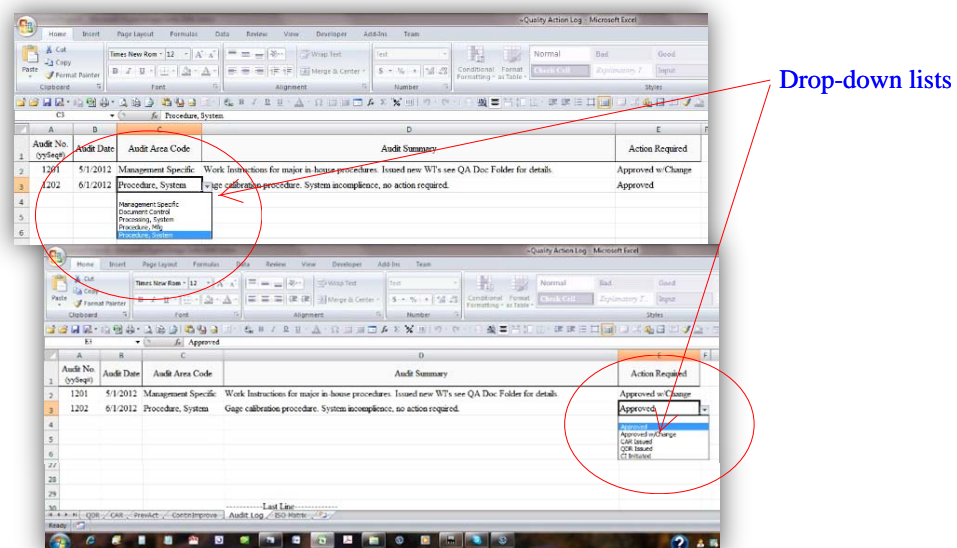
The QA/Engineering Manager, Project Manager or designee shall maintain the Quality Audit Log and present finding to senior management for final review and disposition, if additional action is required.

The QA/Engineering Manager, Project Manager or designee shall at a minimum, annually perform a sub-system audit review and document audit results and issuance of subsequent actions when required.

The QA/Engineering Manager, Project Manager or designee has full authority to take action based on the audit finding as specific in the QAM and subsequent QAPs and/or WIs.

If vendor or customer interaction is required, the QA/Engineering Manager, Project Manager or designee may delegate actions to such person or persons required to execute said actions in accordance with the QAM, QAPs and WIs.

When entering data onto the Quality Audit Log Tab, the sequencing is established by year and audit sequence numbering as shown below.



There are 2 drop-down lists on the spreadsheet used to identify the audit area or sub-system and the second for action definition.

The Audit Summary section is used to summarize finding and actions.

Internal audits are generated semi-automatically off the online QA Data sheet as one of the tab-selected option on the Table of Content as shown on below.

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Tab 3	Barcode Labels, Package	<input type="checkbox"/>
Tab 4	DD250	<input type="checkbox"/>
Tab 5	DD1222	<input type="checkbox"/>
Tab 6	QA 011 - Packing List	<input type="checkbox"/>
Tab 7	QA 012 - Final Accept-CoC	<input type="checkbox"/>
Tab 8	QA 013 - Contract Review	<input type="checkbox"/>
Tab 9	QA 015a - Top Assy	<input type="checkbox"/>
Tab 10	QA 015b - Det-Sub Assy	<input type="checkbox"/>
Tab 11	831 Test Report - Cover Page	<input type="checkbox"/>
Tab 12	831 Test Report T of C	<input type="checkbox"/>
Tab 13	831 Test Repory Appendix	<input type="checkbox"/>
Tab 14	831 Test Report Tech Data Cert	<input type="checkbox"/>
Tab 15	QA 012-1 - Special - CoC	<input type="checkbox"/>
Tab 16	QA 012-2 - Special - CoC	<input type="checkbox"/>
Tab 17	QA 012-3 Prime & Paint CoC	<input type="checkbox"/>
Tab 18	Packaging Instructions	<input type="checkbox"/>
Tab 19	RFP Mailing Label	<input type="checkbox"/>
Tab 20	Packaging Waiver Request	<input type="checkbox"/>
Tab 21	QA 001 CAR	<input type="checkbox"/>
Tab 22	QA 002 Audit	<input checked="" type="checkbox"/>
Tab 23	QA 005 QDR	<input type="checkbox"/>
Tab 24	QA 009 FAI	<input type="checkbox"/>
Tab 25	QA 010 QCP	<input type="checkbox"/>
Tab 26	QAP 111 AQL	<input type="checkbox"/>
Tab 27	ME 001 SOP	<input type="checkbox"/>
Tab 28	Serial Number Sheet	<input type="checkbox"/>
Tab 29	FAT Waiver Letter for TDP	<input type="checkbox"/>
Tab 30	Commercial - Invoice	<input type="checkbox"/>
Tab 31	Commercial - Packing List	<input type="checkbox"/>
Tab 32	DDC Shpg Inst Reqt	<input type="checkbox"/>
Tab 33	(SAR)/TDP Cost Break down	<input type="checkbox"/>
Tab 34	TDP CDRL	<input type="checkbox"/>
Tab 35	Discount Extension Request	<input type="checkbox"/>

**Internal Audit Report**

Date: \_\_\_\_\_ Audit #: \_\_\_\_\_  
Subject: \_\_\_\_\_ Auditor: \_\_\_\_\_

Name \_\_\_\_\_ Title \_\_\_\_\_ Department \_\_\_\_\_

Reference/Items Inspected \_\_\_\_\_

Findings: \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Auditor: \_\_\_\_\_

Dept. Supervisor: \_\_\_\_\_

CAR No. \_\_\_\_\_

Date: \_\_\_\_\_

Corrective Action Request Required  
☐ Yes ☐ No CA Required

CAR Closed Date \_\_\_\_\_

Signatures/Date \_\_\_\_\_

MFG. Manager \_\_\_\_\_

GEN. Manager \_\_\_\_\_

Z:\WC 1101-12001188 PN, CREW ENTRY DOOR NSN 1580-00-580-4020(QuaRt)-QA-Rel 22 (1188) (1580-00-580-4020) IIIIE QA 002 Audit Rev 1/10

By checking the QA 002 Audit checkbox, the Audit form will be activated.

The QA/Engineering Manager, Project Manager or designee maintain shall scan and maintain a copy of all completed audits in the QA System-Audit Folder online for future reference.

## 4.0 Reference Documents

- QAM
- QAPs 1.0 thru 22.00
- WIs 1.0 thru 8.0
- ~QA (Job-WO) (NSN) Data Entry Workbook
  - Form QA 001
  - Form QA 002
  - Form QA 005