

Nonconformance

General

NCR Number BRAT-001-NCR-003
Nonconformance Type ASA-100

ASA-100 Details

A: CAR Information

Company Name Brigham Aviation Technologies
Company Representative John Doe
Systematic Finding No
Date Thursday, January 05, 2017
Repeat Finding No

B: Finding Written by ASA Auditor

ASA-100 Section/Organization QMS Section 9: A
Finding Found a shelf life items that didn't have shelf life recorded in tracking system **Note: Description of the Discrepancy**
Objective Evidence Cockpit voice recorder didn't include expiration date of beacon battery. **Note: Evidence to support finding**

NOTE: There must be objective evidence submitted to support all items entered. Objective evidence is information that is verifiable and shows that the statement being asserted is true. This is usually a record but can be other items as long as it proves the statement being asserted is true. For example, if in order to show a fix to a finding, Company "A" trained their staff on Counterfeit parts, then objective evidence is the training record and remember the training record can be a company created training record. Evidence can be typed or pasted into form but typically it is supplied as attached documents.

C: Response to Corrective Action by Customer

NOTE: Correction, Containment (as required), Similar Discrepancies, Root Cause, Corrective Actions and Follow Up Verification are required.

Objective Evidence shall be uploaded in the Document grid section below.

Correction Added shelf life expiration date for cockpit voice recorder into inventory computer tracking system. **Note: Immediate action taken to address the issue Reference ASA-100 Section 14 (B)(2)**
See attached screen shot of computer system.

Containment (as required) Reviewed other shelf life items to verify shelf life is properly recorded. **Note: Action taken to ensure the discrepancy does not spread. May not be needed Reference ASA-100 Section 14 (B)(4)**

Locate and Correct Similar Discrepancies Identified 2 out of the 300 shelf life parts in warehouse as not properly recorded. Corrected those 2 items. **Note: Response may be "None noted" Reference ASA-100 Section 14 (B)(5)**

Root Cause Conducted a 5 WHY Analysis:
1. Why was shelf life not recorded?
a. Because it wasn't entered into the database
2. Why wasn't it entered into the database?
a. Because the inspector didn't enter it **Note: What caused the discrepancy? Client chooses the analysis method. Reference ASA-100 Section 14 (B)(1)**
3. Why didn't the inspector enter it?
a. Because inspector didn't know the beacon had shelf-life
4. Why didn't he know the beacon had shelf-life?
a. Because he didn't recognize that the paperwork from company had shelf life details
5. Why didn't the inspector recognize that the paperwork from the company had shelf life details?
a. Because it was a new part and inspector didn't realize it was shelf-life

Corrective Action 1. Trained inspectors on receiving inspection checklist and how to review paperwork (training record attached). **Note: Long-term fix to discrepancy. Reference ASA-100 Section 14 (B)(3)**
2. Implemented shelf-life product awareness training (training record attached).
3. Follow-up on receiving inspection product and inspection was effective

Company Representative John Doe
Completion Date Friday, January 13, 2017
Projected Completion Date Thursday, January 12, 2017
Follow Up Verification of Corrective Action Interviewed receiving inspectors about identifying a shelf-life part and how to mark it in the computer system. Watched inspector use the receiving inspection checklist.
Follow Up Company Representative John Doe
Date of Verification Tuesday, January 17, 2017

D: Closure of Corrective Action Record by ASA Auditor

Response Acceptable? Yes
Comments/Evidence Reviewed objective evidence for correction and corrective action. Root cause analysis done sufficient.
Validated receiving inspectors trained on shelf-life awareness and company procedures for documenting that information.

ASA Auditor Joe Auditor
Closure Date Wednesday, January 18, 2017

Note: Closure indicates validation. If validation isn't sufficient, then a repeat Nonconformance shall be issued