# DCMA CORRECTIVE ACTION REQUEST (CAR)

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|---|---|---|---|
| **Reference Number:** | 76301-20110241 | **Nonconformity Discovered Date** | 21 Mar 2011 |
| **Delivery Schedule Impact:** | No | **CAR Level:** | III |
| **Prime Contract Number:** | N0001907C0014 | **Supplier Response Due Date:** | 21 Apr 2011 |
| **NSN:** | | | |
| **Part Number:** | | | |
| **Purchase order:** | | | |
| **Supplier Contact First Name:** | [redacted] | | |
| **Supplier Contact Last Name:** | [redacted] | | |
| **CAGE-Supplier Name:** | 76301 - Boeing STL (BDS) | | |

**Supplier Response to the CAR shall address the following items:**
Root causes of the discrepancy
Action taken to correct the discrepancy
Action taken to prevent recurrence of the discrepancy
Target dates for implementation of corrective action
Action taken to determine if other susceptible product or process is effected by the same or similiar discrepancy
Action taken to correct the weakness which allowed deficient product to be presented to the government for acceptance.

Subject: Failure to implement effective containment and timely corrective action

Reference(s):
AS9100 Rev B
FAR 45.5
Pro 6490 RCCA

Nonconformance(s):
Noncompliance: Boeing failed to perform adequate root cause analysis and containment actions to identity and eliminate the nonconformance.

5.2 Customer Focus: Top Management shall ensure that customer requirements are determined and met with the aim of enhancing customer satisfaction.

Noncompliance: Boeing failed to resolve tooling discrepancies in a timely manner and the poor responsiveness imposed undue risk on the Government. These specific deficiencies have been repeatedly addressed beginning in March 2010.

8.2.1 Customer Satisfaction: As one of the measurements of the performance of the quality management system, the organization shall monitor information relating to customer perception as to whether the organization has met customer requirements. The methods for obtaining and using this information shall be determined.

Noncompliance: Boeing failed to meet customer expectations by failing to take timely action and implement effective containment in response to the Level III CAR. DCMA has repeatedly communicated concerns regarding Boeings inability to conduct containment and provide requested information. DCMA concerns were elevated to Boeing's senior leadership resulting in minimal action or improvement. It is the responsibility of Boeing to ensure compliance to requirements and implement any associated corrective/preventive actions to maintain compliance in its entirety. As a result of Boeing's failure to take timely action and implement effective containment actions on prior requests from the
customer, DCMA is issuing a Level III CAR. Level III CARs are issued when serious manufacturing, quality, engineering, or contractual problems exist and/or the contractor is unresponsive or ineffective in regards to previous

levels of corrective action requests. Level III CARs may be coupled with contractual remedies such as reductions of progress payments, cost disallowances, cure notices, show cause letters, or business management system disapprovals. Boeing's response to this Level III CAR will, at a minimum contain, execution of the containment actions, submittal of a CAP for CCR10-095, and address process failure for untimely response to customer concerns. Please investigate root cause, provide corrective/preventive actions and respond to me within 30 working days of receipt of this request.

| | | |
|---|---|---|
| **Requestor First Name:** [redacted] | **Requestor Phone Number:** [redacted] | **Supplier Notified Date:** |
| **Requestor Last Name:** [redacted] | **Requestor Fax Number:** | 22 Mar 2011 |

# DCMA CORRECTIVE ACTION REQUEST (CAR)

| | | | |
|---|---|---|---|
| **Reference Number:** | 76301-20100091 | **Nonconformity Discovered Date** | 21 Sep 2009 |
| **Delivery Schedule Impact:** | No | **CAR Level:** | III |
| **Prime Contract Number:** | N0001904C0014 | **Supplier Response Due Date:** | 29 Oct 2010 |
| **NSN:** | | | |
| **Part Number:** | | | |
| **Purchase order:** | | | |
| **Supplier Contact First Name:** | [redacted] | | |
| **Supplier Contact Last Name:** | [redacted] | | |
| **CAGE-Supplier Name:** | 76301 - Boeing | | |

**Supplier Response to the CAR shall address the following items:**

Root causes of the discrepancy
Action taken to correct the discrepancy
Action taken to prevent recurrence of the discrepancy
Target dates for implementation of corrective action
Action taken to determine if either product or process is suffered by the same or similar discrepancy

Boeing IDS failure to control subcontractors in the procurement of titanium and failure to verify titanium supplier material certifications to specification requirements. A Superseding Indictment filed in the Southern District of California states that Western Titanium, Inc. (WTI), San Diego, CA, provided non-conforming titanium in the form of titanium billet to companies engaged in the manufacture of aircraft parts that were provided to DoD prime contractors. WTI certified this titanium billet to specifications that the material did not meet, and as a result, the Boeing Company delivered non-conforming products and parts to the Government that failed to meet Aerospace Material Specifications (AMS) or Military Specifications contained in Boeing contracts. In some instances, titanium was cut from billet and represented as spec-compliant plate which WTI considered a common practice among titanium suppliers. The non-conforming titanium initially applied to F/A-18A-F, EA-18G, F-15A-D, F-22, C-17 and AV-8B platforms, but the ramifications of falsified material certifications impacts all contracts which procured titanium products and parts certified to AMS-T-9046, AMS-T-9047, MIL-T-9047, MIL-T-9046, AMS 6931A and AMS 4928R requirements. Non-conforming titanium has been introduced into DoD inventories dating back to at least 2002, but potentially earlier. This is a serious non-compliance with Boeing's responsibility under the Inspection Clause in its contracts to maintain an acceptable quality management system.

| | | |
|---|---|---|
| **Requestor First Name:** [redacted] | **Requestor Phone Number:** [redacted] | **Supplier Notified Date:** |
| **Requestor Last Name:** [redacted] | **Requestor Fax Number:** [redacted] | 30 Aug 2010 |

# DCMA CORRECTIVE ACTION REQUEST (CAR)

| | | | |
|---|---|---|---|
| **Reference Number:** | 76301-20100092 | **Nonconformity Discovered Date** | 22 Jul 2010 |
| **Delivery Schedule Impact:** | Yes | **CAR Level:** | III |
| **Prime Contract Number:**<br>**NSN:**<br>**Part Number:**<br>**Purchase order:** | FA810305G0002 | **Supplier Response Due Date:** | 27 Sep 2010 |
| **Supplier Contact First Name:**<br>**Supplier Contact Last Name:**<br>**CAGE-Supplier Name:** | [redacted]<br>[redacted]<br>76301 - Boeing | | |

**Supplier Response to the CAR shall address the following items:**
Root causes of the discrepancy
Action taken to correct the discrepancy
Action taken to prevent recurrence of the discrepancy
Target dates for implementation of corrective action
Action taken to determine if either product or process is suffered by the same or similar discrepancy

As a result of Level III CAR CCR-08-051, Boeing established a common process, D950-11059-1, to clarify compliance with AS9100, Rev B, AS9102, and FAR clause 45.5 relative to Boeing, as the prime contractor, and their responsibilities to flow down and monitor suppliers compliance to tooling requirements.

Over the past four months, several instances were discovered where Boeing BDS failed to acquire and control tooling at suppliers resulting in numerous non-compliances to Outsourcing, Special Tooling (ST) specifications, ST validation, ST categorization, MOI status, and inspection requirements. Specific failures are evidenced by Boeing Purchase Order (PO) 205319 with Sabreliner for the KC-135 Rudders and PO 333518 for Elevators.

In summary, Boeing failed to:

a. Flow requirements clearly
b. Enforce supplier compliance to requirements
c. Provide adequate and effective D950 training to Boeing personnel and its supply base
d. Communicate noncompliance to impacted functional organizations
e. Implement timely and effective corrective actions

| | | |
|---|---|---|
| **Requestor First Name:** [redacted]<br>**Requestor Last Name:** [redacted] | **Requestor Phone Number:** [redacted]<br>**Requestor Fax Number:** [redacted] | **Supplier Notified Date:**<br>30 Aug 2010 |

DEFENSE CONTRACT MANAGEMENT AGENCY
DEFENSE CONTRACT MANAGEMENT AGENCY AERONAUTICAL SYSTEMS DIVISION
DEFENSE CONTRACT MANAGEMENT AGENCY OHIO RIVER VALLEY
PROGRAM SERVICES GROUP
555 EAST 85 STREET
BRATENAHL, OH 44108

IN REPLY REFER TO: DCMAA-ACP

February 19, 2010

[redacted]
Director of Quality
Goodrich Landing Gear Division
8000 Marble Avenue
Cleveland, OH 44105

SUBJECT: Level III Corrective Action Request – DCMAA-ACPB 2010-0001; Failure of Contractor's Quality System to Control Acceptable Calibration System

Dear [redacted]

REFERENCES:

a. Contract Numbers: SPR PAI-09-P-X075, N00383-04-G-046B and various others

b. Contractual Requirements: ISO 9001/2000, MIL-I-45208, MIL-STD-45662A, ANSI/NCSL-Z540.3-2006, ISO 10012-1

During a routine evaluation of your Quality System at the Marble facility a number of discrepancies were noted on 11 February 2010. The following gages were found on the assembly floor, in an acceptable to use area (gage cabinet), with a calibration sticker applied indicating calibration was due on 2/5/2010:

| GAGE NUMBER | GAGE DESCRIPTION |
|---|---|
| QLGJ02-2940-K05 | 2.2940 GAGE BLOCK SET UP O.D. |
| QLGJ03-2460-K08 | 3.2460 GAGE BLOCK SET UP O.D. |
| QLGJ04-3110-K07 | 4.3110 GAGE BLOCK SET UP O.D. |
| QLGM01-0000-374 | 0-1 KIT #374 |
| QLGM01-0000-W122 | 0-1 KIT #374WALL MIC. |
| QLGM02-0000-374 | 1-2 KIT #374 |
| QLGM02-0000-W123 | 1-2 KIT #374WALL MIC. |
| QLGM03-0000-374 | 2-3 KIT #374 |
| QLGM03-0000-W124 | 2-3 KIT #374WALL MIC. |
| QLGM04-0000-374 | 3-4KIT #374 |
| QLGM05-0000-374 | 4-5KIT #374 |
| QLGM06-0000-374 | 5-6KIT #374 |
| QLGM07-0000-374 | 6-7KIT #374 |
| QLGM08-0000-374 | 7-8KIT #374 |
| QLGM09-0000-374 | 8-9KIT #374 |
| QLGM09-0000-D321 | 0-9 KIT #374DEPTH MIC. |
| QLGM10-0000-374 | 9-10KIT #374 |
| QLGM11-0000-374 | 10-11KIT #374 |
| QLGM12-0000-374 | 11-12KIT #374 |

There have been four Level II Corrective Action Requests (CARs) previously issued to your company concerning calibration in the last nine months (CAR Numbers 09-010, 09-020, 09-024 and 10-001). This is a serious violation of your contractual obligations. Calibration is the cornerstone of any Quality Assurance program and your company has not effectively controlled this program.

Due to the seriousness of this nonconformance as well as the repeated violations, this CAR is being issued as a Level III and requires your immediate attention. A corrective action response to this Level III is required by 5 March 2010. Failure to respond to this CAR in a timely and positive manner may result in the escalation of this request to a Level IV status where the Government acceptance of product and services could cease.

Your corrective action plan(s) must address:

1. The root cause of this nonconformity.
2. The corrective action taken to correct the specific nonconformity.
3. The action taken to prevent recurrence of the root cause.
4. The action taken to determine if other items are affected by the same deficiency and action taken regarding those items.
5. The target dates that all corrective actions will be accomplished.

It should be understood that none of the actions expressed herein constitute an authorization to change contractual requirements which would form a basis for an equitable adjustment to contract process, or waiver any rights the Government may have under contracts and/or law.

In closing, this office will be responsive to requests you may have for further clarification or discussion of problem areas identified. If additional information or assistance is required, you may contact [redacted] or email [redacted]

Sincerely,

[redacted]

DEFENSE CONTRACT MANAGEMENT AGENCY
DEFENSE CONTRACT MANAGEMENT AGENCY AERONAUTICAL SYSTEMS DIVISION
DEFENSE CONTRACT MANAGEMENT AGENCY DAYTON
1725 VAN PATTON DRIVE, AREA C, BUILDING 30
WRIGHT-PATTERSON AFB, OHIO 45433-5302

IN REPLY
REFER TO DCMAA-ACPA

July 24, 2009

[redacted]
Vice President
Aviation and Logistics
CSC APPLIED TECHNOLOGIES, LLC

SUBJECT: Level III Corrective Action Request – DCMA ORV 2009-0001; Failure of the Contractor's Quality System to provide sufficient corrective action

REFERENCES:

a. Basic Contract – FA8108-09-D-0002
b. Contractual Task Orders 0004, 0006, 0007, 0008, 0009, 0010, 0011, 0012
c. FAR Part 46.102 – Quality Assurance Policy
d. FAR Part 46.4 – Government Contract Quality Assurance
e. FAR Part 52.246 – Quality Assurance Provisions and Clauses
f. FAR Part 52.246-11 Higher Level Contract Quality Requirements
g. Basic Contract – FA8108-09-D-0002, PART I, SECTION E, QUALITY STANDARDS; SECTION H, OPERATING PROCEDURES

This Level III Corrective Action Request (CAR) is being issued as a customer complaint to assure corrective action plans are developed and implemented in response to multiple contractual nonconformities found during several months of quality assurance surveillance activities. The volume and nature of the Level II CARs is representative of a systemic problem and are descriptive of the concerns DCMA has with the CSC APPLIED TECHNOLOGIES, LLC quality system.

Over the last two reporting months, the quality assurance personnel assigned to this program have observed significant non-conformances during routine audits conducted during May and June 2009. To date there are a total of 63 CARs written associated with all sites. Fourteen of the CARs can be directly attributable to inadequate, non-conforming or non-existent corporate and local procedures. The remaining 49 can be attributed to a failure to follow the procedures that are in place. DCMA considers the accumulation of these CARs indicative of two systemic trends: a lack of procedures and the failure to follow the procedures. Attached is a listing of the 14 CARs identified above.

Additionally, the monthly report received for June 2009 for FA8108-09-D-0002-0008/0009, RASM-E, Ft. Stewart, GA, indicated an unavailability of procedures.

To date, efforts by CSC APPLIED TECHNOLOGIES, LLC to provide corrective actions to the deficiencies identified by the Government has proven to be inadequate. The significance of these trends warrant increased attention to expedite corrections. A corrective action response is required within 14 calendar days from time of issuance of this Level III CAR. Failure to respond to this CAR in a timely and positive manner may result in the escalation of this request to a Level IV status where the Government acceptance of product and services could cease. Your corrective action plan(s) must address:

a. The root cause of the nonconformity.
b. The corrective action taken to correct the nonconformity in the item.
c. The corrective action taken to prevent recurrence of the root cause.
d. The action taken to determine if other items are affected by the same deficiency and action taken regarding those item(s).
e. The action taken to correct the root cause of the systemic/product nonconformity which allowed the nonconforming product to be presented to the Government for acceptance.
f. The target dates that these corrective actions will be accomplished.

It should be understood that none of the actions expressed herein constitute an authorization to change contractual requirements which would form a basis for an equitable adjustment to contract process, or waiver any rights the Government may have under contracts and/or law.

In closing, this office will be responsive to requests you may have for further clarification or discussion of problem areas identified. If additional information or assistance is required, you may contact the Team Leader, [redacted] at [redacted] or email [redacted]

[redacted]

Attachment

cc:
CFT PMO Director, [redacted]
CFT PMO Deputy Dir. [redacted]
DCMA GFR [redacted]
DCMA ORV ACPA & ACPD
DCMA Forum

ATTACHMENT 1

CAR LIST for CSC Applied Technologies, LLC Level III CAR

I. CARs directly attributable to inadequate, non-conforming or non-existent corporate and local procedures

CAR Number: 0004-03 (Task Orders: 0004, ALMD, Ft. Campbell, KY) – QA Stop Procedures noncompliant

CAR Number: 0004-04 (Task Orders: 0004, ALMD, Ft. Campbell, KY) – Quality Manual/Procedures not complete - ISO

CAR Number: 0004-05 (Task Orders: 0004, ALMD, Ft. Campbell, KY) - Quality Manual/Procedures not complete – HAZCOM/Fueling Operations

CAR Number: 0004-06 (Task Orders: 0004, ALMD, Ft. Campbell, KY) - Quality Manual/Procedures not complete – Aircraft Mooring/AOAP

CAR Number: 0002-0006-001 (Task Orders: 0006, RASM-E, Ft. Bragg, NC) – Local procedures required with MWO for APU

CAR Number: 0002-0006-011 (Task Orders: 0006, RASM-E, Ft. Bragg, NC) – No process for the control of technical packages

CAR Number: 09-0008W (Task Orders: 0007, RASM-E, Ft. Stewart, GA) – No system to report SDRs

CAR Number: MC09-0009W (Task Orders: 0007, RASM-E, Ft. Stewart, GA) – Improper maintenance procedures for GSE

CAR Number: 2009-001 (Task Orders: 0010/0011/0012, RASM-W, Ft. Hood, TX) – Corporate procedures issues – Improper references

CAR Number: 2009-002 (Task Orders: 0010/0011/0012, RASM-W, Ft. Hood, TX) – Corporate procedures issues – Improper references

CAR Number: 2009-003 (Task Orders: 0010/0011/0012, RASM-W, Ft. Hood, TX) – Corporate procedures issues – Improper references

CAR Number: 2009-004 (Task Orders: 0010/0011/0012, RASM-W, Ft. Hood, TX) – Corporate procedures issues – Improper references

CAR Number: KAF-2009-001 (Task Orders: 0010/0011/0012, RASM-W, Ft. Hood, TX) – Work order closeout procedures noncompliant

CAR Number: KAF-2009-003 (Task Orders: 0010/0011/0012, RASM-W, Ft. Hood, TX) – ISO Procedures noncompliant - HAZMAT

DEFENSE CONTRACT MANAGEMENT AGENCY
DEFENSE CONTRACT MANAGEMENT AGENCY AERONAUTICAL SYSTEMS DIVISION
DEFENSE CONTRACT MANAGEMENT AGENCY OHIO RIVER VALLEY
1725 VAN PATTON DRIVE, AREA C, BUILDING 30
WRIGHT-PATTERSON AFB, OHIO 45433-5302

REFER TO: DCMAA-ACT

24 May 2010

[redacted]
Vice President
Aviation and Logistics
CSC Applied Technologies, LLC
Ft. Worth, TX

SUBJECT: Level III Corrective Action Request – DCMA ORV 2010-0004

References: (a). Contract FA8108-09-D-0002
(b). Contractual Task Orders FA8108-09-D-0002-0007, -0008 and -0009
(c). FAR Part 46.4 – Government Contract Quality Assurance
(d). FAR Part 52.246 – Quality Assurance Provisions and Clauses
(e). FAR Part 52.246-11 Higher Level Contract Quality Requirements

This Level III Corrective Action Request (CAR) is being issued as a customer complaint to assure corrective action plans are developed and implemented in response to contractual nonconformities found during the past four months of surveillance activities at Hunter Army Airfield, GA. The CARs that have been issued indicate a systemic problem that requires the immediate attention of CSC Corporate Management.

Since February 2010, the Government Quality Assurance personnel assigned to this program have observed significant non-conformances, to include Safety of Flight (SOF) deficiencies primarily involving ATRICM MWO work on CH-47 aircraft, which ultimately have been attributed to contractor employees improperly performing tasks and not following documented procedures, to include procedures, instructions, and technical data. These lapses include the failure of contractor inspectors to properly identify these deficiencies prior to presentation to the Government for acceptance.

While it is understood that most of the non-conformances were addressed and the corrective actions deemed adequate at the time, the repeated recurrence of nonconformities, which have resulted in significant labor (time) and cost to correct, as well as the fact that many include SOF issues, indicate a systemic failure to follow documented instructions/guidance. This pattern, rather than any one particular CAR, is the reason for this corrective action request.

Attachment 1 provides a list of Level I and II CARs.

DCMAA-ACT
SUBJECT: Level III Corrective Action Request – DCMA ORV 2010-0004

The significance of the non-conformances warrant increased management attention. A corrective action response is required within 14 calendar days from the date of issuance of this CAR. Failure to respond to this CAR in a timely and positive manner may result in the escalation of this request and the Government acceptance of product and services could cease. Your corrective action plan(s) must address:

a. The root cause of the nonconformity.
b. The corrective action(s) taken to correct the root cause.
c. The corrective action(s) taken to prevent the recurrence of the root cause.
d. The action(s) taken to determine if other CFT sites are affected by the same deficiency and action taken regarding those items.
e. The action(s) take to correct the root cause of the systemic/product nonconformity which allowed the nonconforming product to be presented to the Government for acceptance.

It should be understood that none of the actions expressed herein constitute an authorization to change contractual requirements which would for a basis for an equitable adjustment to contract process, or waiver any rights the Government may have under contract and/or law.

DCMA will be responsive to requests you may have for further clarification or discussion of problem areas identified. If additional information is required, you may contact [redacted] QAS, at [redacted] or email jim.swearingen@dcma.mil. [redacted]

Attachment:
CAR List for CSC at RASM-E, HAAF, GA

CC:
DCMAA-ACT
DCMAA-ACO
327ASW/FT
DCMAA-ACPA
DCMAA-ACPD
RASM-E-[redacted]

CAR List for CSC at RASM-E, HAAF, GA

1. 10-0002-0007-004RL, Improper installation/Not following procedure
2. 10-0002-0007-009AW, Improper installation/Not following procedure (Attributable to Order -0009)
3. 10-0002-0007-001RL, Not following procedure
4. 10-0002-0007-003RL, Improper installation/Not following procedure
5. 10-0002-0007-018MC, Not following procedure
6. 10-0002-0007-020MC, Not following procedure/FOD
7. 10-0002-0007-023MC, Not following procedure
8. 10-0002-0008-010AW, Not following procedure
9. 10-0008-005WH, Not following procedure

DEFENSE CONTRACT MANAGEMENT AGENCY
DCMA OPERATIONS DIRECTORATE CENTRAL REGIONAL COMMAND
DCMA DAYTON
1725 VAN PATTON DRIVE, AREA C, BUILDING 30
WRIGHT-PATTERSON AFB, OHIO 45433-5302

IN REPLY REFER TO: DCMAC-ACQ

August 30, 2010

[redacted]
CFT Program Director
CSC Applied Technologies, LLC
6500 West Freeway, Suite 600
Ft Worth, TX 76116-2118

SUBJECT: Level III Corrective Action Request –DCMA Dayton 2010-005

References: (a). Contract FA8108-09-D-0002
(b). Contractual Task Orders FA8108-09-D-0002-0007
(c). FAR Part 46.4 - Government Contract Quality Assurance
(d). FAR Part 52.246 - Quality Assurance Provisions and Clauses
(e). FAR Part 52.246-11 Higher Level Contract Quality Requirements
(f). AR 750-1

This Level III Corrective Action Request (CAR) is being issued as a customer complaint to assure corrective action plans are developed and implemented in response to an extremely serious contractual Safety of Flight (SOF) nonconformity that occurred at Hunter Army Airfield, GA, which requires the immediate attention of CSC Corporate Management.

On August 22, 2010, a CSC employee removed a Digital Electronic Control (DEC), P/N 4082T99G08, Serial #ECDU3742, from an unserviceable T700-GE-701C engine located in the Engine Shop, and installed it on a T700-GE-701D engine belonging to a UH-60M aircraft without following the established controlled exchange procedures required in AR 750-1, to include documentation in the aircraft records. The aircraft was subsequently flown by the contractor pilot and the Government Flight Representative without incident.

When attempting to consolidate the maintenance actions performed with required documentation on August 24, 2010, it was discovered that the DECs for UH-60A/L T700-GE-701C and UH-60M T700-GE-701D engines are not compatible, nor are they interchangeable. This does not take into account the fact that a component was taken from an unserviceable assembly without establishing the serviceability of that specific component. Had the required controlled exchange procedures been followed, these deficiencies would have been detected.

Because CSC personnel did not adhere to established procedures, a Government aircraft and aircrew were placed in an extremely high risk situation.

DCMAC-ACQ August 27, 2010
SUBJECT: Level III Corrective Action Request – DCMA Dayton 2010-005

While it is acknowledged that this nonconformity was reported as an internal CSC CAR, it was reported as minor nonconformity, and was not identified as a SOF issue.

The severity of this nonconformity, when coupled with the current open Level III CAR, dated May 24, 2010, for failure to follow established procedures, requires immediate management attention. Since this is a SOF nonconformity, a corrective action response is required within 5 calendar days from the date of issuance of this CAR. Failure to respond to this CAR in a timely and positive manner may result in the escalation of this request and the Government acceptance of product and services. Your corrective action plan(s) must address:

a. The root cause of the nonconformity.
b. The corrective action(s) taken to correct the root cause.
c. The corrective action(s) taken to prevent the recurrence of the root cause.
d. The action(s) taken to determine if other CFT sites are affected by the same deficiency and action taken regarding those items.
e. The action(s) take to correct the root cause of the systemic/product nonconformity which allowed the nonconforming product to be presented to the Government for acceptance.

It should be understood that none of the actions expressed herein constitute an authorization to change contractual requirements which would form a basis for an equitable adjustment to contract process, or waiver any rights the Government may have under contract and/or law.

DCMA Dayton will be responsive to requests you may have for further clarification or discussion of problem areas identified. If additional information is required, you may contact [redacted] QAS, at [redacted] or email [redacted]

[redacted]

CC:
DCMAC-AC
DCMAC-DF [redacted]
DCMA Centers-BSU-Y
DCMAC-ACQ
DCMAC-ACA
DCMAC-ACAC
OC-ALC/GKX
RASM-E [redacted]

DEFENSE CONTRACT MANAGEMENT AGENCY
DEFENSE CONTRACT MANAGEMENT AGENCY AERONAUTICAL SYSTEMS DIVISION
DEFENSE CONTRACT MANAGEMENT AGENCY OHIO RIVER VALLEY
1725 VAN PATTON DRIVE, AREA C, BUILDING 30
WRIGHT-PATTERSON AFB, OHIO 45433-5302

IN REPLY REFER TO: DCMAA-ACT

29 April 2010

[redacted]
Quality Manager, Contract Field Teams, Government
AECOM
1200 Summit Avenue, Suite 320
Fort Worth, Texas 76102

SUBJECT: Level III Corrective Action Request – DCMA ORV 2010-0003

References: (a). Contract FA8108-09-D-0001-0006
(b). FAR 52.246-11 Higher Level Contract Quality Requirements
(c). COP 20.01 Quality Management System
(d). SOP 20.06 China Lake Quality Control Plan

This Level III Corrective Action Request (CAR) is being issued to assure corrective action plans are developed and implemented in response to serious contractual nonconformities found during surveillance activities at VX-31 site located at China Lake, CA. This CAR and previous CARs that have been issued indicate a systemic problem in regard to Safe for Flight that requires AECOM's immediate attention.

On April 15, 2010, the Government Contract Oversight Team (GCOT) was informed that AV-8B aircraft 081 and 083 would not make the scheduled flights for the day due to the need to incorporate technical directives (TD) AYB-1291 and PPC-181. Investigation revealed both TDs applied to all VX-31 AV-8B aircraft and were required to be completed no later than January 8, 2010 for aircraft 083 and January 9, 2010 for aircraft 081. The second TD for aircraft 081 (PPC-181) was scheduled to be performed for the next engine removal (completed on January 6, 2010). The maintenance action forms (MAF) were initiated correctly and were available to maintenance planners for plan development with time to execute the incorporation of the TDs. See JCN's WAU352249, WAU292356 and WAU344115. Since the no later than dates for the incorporation of the TDs, both aircraft have been released safe for flight more than 10 times without incorporation of the TDs. From the contractual Performance Work Statement, COMNAVAIRFORINST 4790.2 Series, Paragraph 10.10.3.5 states: "Aircraft and equipment are restricted from use if URGENT, IMMEDIATE, or ROUTINE TDs are not incorporated within the required compliance time unless a deviation has been approved by the ACC/TYCOM." No deviation requests were received by the Government.

During the GCOT's review of the Aircraft Discrepancy Book for aircraft 462, the MAF (JCN WAU075125) was found stating "30 min from home had radio transmission problems seemed like no one could hear us. On both radios top and bottom." This discrepancy was reported by the pilot on 16 Mar 2010 (Julian date of 10075 day). No MAF updates were made to the aircraft discrepancy book; no job status or in-process inspections had been made. This discrepancy in accordance with the

type/model/series Mission Essential Subsystem Matrix (MESM) an "Alpha character (Z) of the equipment operational capability code when the following systems/condition(s) prevent the aircraft from being safely flyable." The VHF/UHF Radio's are listed as requiring 1 of 2. The discrepancy clearly states *both* radios. This aircraft was released Safe for Flight on 8 flights following the initiation of this discrepancy.

The significance of these non-conformances warrant increased attention. In addition to the specific discrepancies noted above, Attachment 1 includes similar Safe for Flight CARs initiated against this contract indicating a systemic problem.

A corrective action response is required within 10 calendar days from time of issuance of this CAR. Failure to respond to this CAR in a timely and positive manner may result in the escalation of this request where the Government acceptance of product and services could cease. Your corrective action plan(s) must address:

a. The root cause of the nonconformity.
b. The corrective action to prevent recurrence of the root cause.
c. The corrective action taken to prevent recurrence of the root cause.
d. The action taken to determine if other CFT sites are affected by the same deficiency and action taken regarding those items(s).
e. The action taken to correct the root cause of the systemic/product nonconformity which allowed the nonconforming product to be presented to the Government for acceptance.
f. The target dates that these corrective actions will be accomplished.

It should be understood that none of the actions expressed herein constitute an authorization to change contractual requirements which would form a basis for an equitable adjustment to contract process, or waiver any rights the Government may have under contracts and/or law.

DCMA will be responsive to requests you may have for further clarification or discussion of problem areas identified. If additional information or assistance is required, you may contact QAR, [redacted] or email [redacted]

[redacted]

Attachment:

cc:
DCMAA-ACT
DCMAA-ACO
DCMAA-ACPA
DCMAA-ACPD
327 ASW/FT
VX-31 Maintenance/[redacted]
AECOM/[redacted]

Attachment 1
Safe for Flight CARs
FA8108-09-D-0001-0006

CAR 003 Level 1: Down Aircraft released Safe-for-Flight with overheating main transmission of SH-60F.

CAR 009 Level 1: Aircraft released Safe-for-Flight with major panel improperly installed, gross mismanagement of maintenance documentation.

CAR 032 Level 2: Down Aircraft released Safe-for-Flight with "Down" discrepancy left outstanding in the Aircraft Discrepancy Book.

CAR 040 Level 2: Down Aircraft released Safe-for-Flight with a radar component not installed. Maintenance documentation did not reflect downing the aircraft. Endangerment to the aircrew was high because of the impact on the aircraft's weight and balance. Maintenance controllers did not place the discrepancy in a down status to alert the pilot in command of the extreme flight risk.

CAR 041 Level 2: Down Aircraft released Safe-for-Flight without cabin fire bottles installed. Maintenance documentation was grossly mismanaged, creating severe confusion among the technicians.

CAR 047 Level 1: Aircraft released Safe-for-Flight with overdue AAE equipment installed on multiple aircraft with ordnance attached. Maintenance controllers failed to accurately screen the Asset Inventory Report and utilize the reports provided in NALCOMIS to notice the overdue AAE equipment installed on aircraft with ordnance uploaded in those pieces of equipment.

DEFENSE CONTRACT MANAGEMENT AGENCY
DEFENSE CONTRACT MANAGEMENT AGENCY CENTRAL REGION
DEFENSE CONTRACT MANAGEMENT AGENCY DAYTON
1725 VAN PATTON DRIVE, AREA C, BUILDING 30
WRIGHT-PATTERSON AFB, OHIO 45433-5302

IN REPLY REFER TO: DCMAC-ACQ

February 16, 2011

[redacted]
President
Gayston Corporation
Springboro, Ohio

SUBJECT: Level III Corrective Action Request – DCMA Dayton 2011-001

References: (a). Contract W15QKN-09-C-0004
(b). Contract W15QKN-09-C-0075
(c). Contract W31P4Q-10-C-0190/General Dynamic P.O. 129298
(d). FAR Part 46.4 Government Contract Quality Assurance
(d). FAR Part 52.246–2 Quality Assurance Provisions and Clauses
(e). FAR Part 52.246-11 Higher Level Contract Quality Requirements

This Level III Corrective Action Request (CAR) is being issued as a customer complaint to assure corrective action plans are developed and implemented in response to contractual non-conformities found during the past six months of surveillance activities at Gayston Corporation, Springboro, Ohio. The CARs that have been issued indicate a systemic problem that requires the immediate attention of Gayston Corporation.

Since August 2010, the Government Quality Assurance personnel assigned to this facility have observed significant non-conformances, to include Critical Safety Item (CSI) critical characteristic discrepancies primarily involving M24 Fin Assemblies, which ultimately have been attributed to contractor employees not following documented procedures, to include instructions and technical data. While it is understood that most of the non-conformances were addressed and the corrective actions deemed adequate at the time, the repeated recurrence of nonconformities, which have resulted in significant labor (time) and cost to correct, as well as the fact that many include CSI discrepancies, indicate a systemic failure to follow documented procedures/instructions/guidance. This pattern, rather than any one particular CAR, is the reason for this corrective action request. Attachment 1 provides a list of Level I and Level II CARs.

The significance of the non-conformances warrant increased management attention. Your corrective action response is required within 14 calendar days from the date of issuance of this CAR. Failure to respond to this CAR in a timely and positive manner may result in the escalation of this request. Your corrective action plan(s) must address:

a. Cause(s) of the non-conformity
b. Actions taken or planned to eliminate the cause(s) and prevent recurrence of the non-conformity
c. Actions taken to correct the specific non-conformity
d. Whether other products are affected, including product already delivered to the customer
e. Action taken to correct the weakness that allowed deficient product to be presented to the Government for acceptance
f. Target date(s) for implementation of planned actions

It should be understood that none of the actions expressed herein constitute an authorization to change contractual requirements which would for a basis for an equitable adjustment to contract process, or waiver any rights the Government may have under contract and/or law.

DCMA will be responsive to requests you may have for further clarification or discussion of problem areas identified. If additional information is required, you may contact [redacted], Team Leader, at [redacted] or email [redacted]

[redacted]

Attachment: Level I and II CAR listing

Cc:
DCMAC-DF [redacted]
DCMAC-ACD
DCMAC-ACQ
DCMAC-ACAA
DCMAC-ACQB
DCAA-Dayton
DCMA Centers-BSU-Y
ACC-PICA-CA (PCO)

Attachment 1: Level I and II CAR listing

| Reference # | CAR Level | Contract Number | CAGE | Notified | Category | Inspection Type |
|---|---|---|---|---|---|---|
| 09168-20100011 | II | W15QKN09C0004 | 9168 | 8/13/2010 7:42 | Calibration | DCMA Mandated |
| 09168-20100012 | I | W15QKN09C0004 | 9168 | 8/13/2010 13:09 | Tooling/Tool Control | Customer Mandated |
| 09168-20100013 | II | W15QKN09C0004 | 9168 | 9/24/2010 6:31 | Inspection/Test: Final | Customer Mandated |
| 09168-20100016 | II | W15QKN09C0004 | 9168 | 10/22/2010 10:51 | Mfg: Assembly or Disassembly | Customer Mandated |
| 09168-20110021 | II | W15QKN09C0004 | 9168 | 1/14/2011 11:03 | Documentation | Customer Mandated |
| 09168-20110022 | II | W15QKN09C0004 | 9168 | 1/21/2011 16:04 | Inspection/Test: Final | Customer Mandated |
| 09168-20100020 | II | W15QKN09C0004 | 9168 | 12/28/2010 9:58 | Workmanship | Customer Mandated |
| 09168-20110023 | II | W15QKN09C0004 | 9168 | 1/26/2011 12:57 | Tooling/Tool Control | Customer Mandated |
| 09168-20110024 | II | W15QKN09C0004 | 9168 | 2/10/2011 8:26 | Work Instructions | Customer Mandated |
| 09168-20100014 | II | W15QKN09C0075 | 9168 | 10/4/2010 11:03 | Workmanship | Customer Mandated |
| 09168-20100015 | II | W15QKN09C0075 | 9168 | 10/13/2010 8:23 | Workmanship | DCMA Mandated |
| 09168-20100017 | II | W15QKN09C0075 | 9168 | 11/4/2010 10:57 | Workmanship | DCMA Mandated |
| 09168-20100018 | II | W15QKN09C0004 | 9168 | 11/4/2010 11:26 | Work Instructions | DCMA Mandated |
| 09168-20100019 | II | W15QKN09C0075 | 9168 | 11/16/2010 14:53 | Workmanship | Customer Mandated |

DEFENSE CONTRACT MANAGEMENT AGENCY
DEFENSE CONTRACT MANAGEMENT AGENCY CENTRAL REGION
DEFENSE CONTRACT MANAGEMENT AGENCY DAYTON
1725 VAN PATTON DRIVE, AREA C, BUILDING 30
WRIGHT-PATTERSON AFB, OHIO 45433-5302

IN REPLY REFER TO DCMAC-ACQ

March 7, 2011

[redacted]
President
Gayston Corporation
Springboro, Ohio

SUBJECT: Level III Corrective Action Request – DCMA Dayton 2011-002

References: (a). Contract W15QKN-09-C-0004
(b). Contract W15QKN-09-C-0075
(c). Contract W31P4Q-10-C-0190/General Dynamic P.O. 129298
(d). FAR Part 46.4 Government Contract Quality Assurance
(d). FAR Part 52.246–2 Quality Assurance Provisions and Clauses
(e). FAR Part 52.246-11 Higher Level Contract Quality Requirements

This Level III Corrective Action Request (CAR) is being issued as a customer complaint to assure corrective action plans are developed and implemented in response to contractual nonconformities found during the Quality Management System (QMS) audit activities (February 22-24, 2011) at Gayston Corporation, Springboro, Ohio. The audit identified 2 Major and 8 Minor findings that indicate an unsatisfactory QMS system that requires the immediate attention of Gayston Corporation.

During the QMS audit, the Government Quality Assurance personnel discovered non-conformances, to include a lack of level II quality procedures, conflicting quality procedures, and obsolete procedures. Details of the findings and observations are included in attachment 1. Failure to maintain a comprehensive and detailed QMS can attribute to the presentation of nonconforming product to the government for acceptance. The critical nature of the products provided by Gayston Corporation makes it imperative that your quality system provide clear and detailed procedures/work instructions to ensure delivery of conforming product. Attachment 1 provides a list of the QMS findings and observations.

The significance of the non-conformances warrant increased management attention. A corrective action response is required within 14 calendar days from the date of issuance of this CAR that must address all the below requirements. Failure to respond to this CAR in a timely and positive manner may result in the escalation of this request.

DCMAC-ACQ
SUBJECT: Level III Corrective Action Request – DCMA Dayton 2011-002

Your corrective action plan(s) must address the following requirements:

a. Cause(s) of the nonconformity
b. Actions taken or planned to eliminate the cause(s) and prevent recurrence of the non-conformity
c. Actions taken to correct the specific non-conformity
d. Whether other products are affected, including product already delivered to the customer
e. Action taken to correct the weakness that allowed deficient product to be presented to the Government for acceptance
f. Target date(s) for implementation of planned actions

It should be understood that none of the actions expressed herein constitute an authorization to change contractual requirements which would form a basis for an equitable adjustment to contract process, or waiver any rights the Government may have under contract and/or law.

DCMA will be responsive to requests you may have for further clarification or discussion of problem areas identified. If additional information is required, you may contact [redacted] Team Lead, at [redacted] or email [redacted]

[redacted]

Attachment 1: QMS Audit Findings and Observations

Cc:
DCMAC-DF[redacted]
DCMAC-ACD
DCMAC-ACQ
DCMAC-ACAA
DCMAC-ACQB
DCMAC-ACQF
DCAA-Dayton
DCMA Centers-BSU-Y
ACC-PICA-CA (PCO)

Attachment 1: QMS Audit Findings and Observations

## NONCOMPLIANCE REPORT

| CONTRACTOR: Gayston Corporation | REFERENCE: | DATE: 25 February 2011 |
|---|---|---|
| AREA UNDER REVIEW: Quality Manual / Quality Management System | STANDARD ISO 9001-2008 CLAUSE # 4.2.2 | AUDIT# GC-QMS-001 |

NONCOMPLIANCE:

The Gayston Corporation Quality Manual does not identify or refer to the lower level procedures that implement and establish the quality management system.

The Quality Manual format is inconsistent. Some sections contain detailed information, while others contain minimal information.

Several procedures on the Document Control Log are obsolete or superseded, while others fail to address the topic detailed within the title block.

Level 2 procedures have not been developed for many quality system elements.

Related Minor findings are as follows: GC-QMS-002, GC-QMS-005, GC-QMS-0009, GC-QMS-010 and GC-QMS-012.

MAJOR_☒___ MINOR_☐___ OBSERVATION_☐___

| AUDITEE: | ASSESSOR: | VERIFIED BY AUDITEE: |
|---|---|---|
| [redacted] | [redacted] | [redacted] |

CORRECTIVE ACTION:

CORRECTIVE ACTION COMPLETED:

CORRECTIVE ACTION IMPLEMENTED:

# NONCOMPLIANCE REPORT

| CONTRACTOR: Gayston Corporation | REFERENCE: | DATE: 25 February 2011 |
|---|---|---|
| AREA UNDER REVIEW: Control of Nonconforming Material | STANDARD ISO 9001-2008 CLAUSE # 8.3 | AUDIT# GC-QMS-002 |

NONCOMPLIANCE:

Interrelated procedures: Related procedures are not identified/referenced.
Ex: Proc GC-800-0024 discusses NCM being in a container in the warehouse in 7.30 but not prior to.
Proc GC-800-0007 discusses use of container for NCM in 7.1
Proc GC-800-0015 discusses the material handler moving NCM from the workstation to a "designated location" (para 7.2). Procedure GC-800-0024 identifies the NCM be placed in "NCM Cage" (para 7.31).

Procedures for nonconforming material are in conflict with each other for implementing control; identification and segregation requirements: QF-100-0024, QF-100-0140 and GC-800-0025.

Nonconforming Material procedure GC-800-0007;
Procedure Rev date on document (12/15/08) does not agree with Rev date indicated on the Document Control Log.

No documented procedure for conducting investigations for customer identified defective material.

No procedure for defining disposition steps and responsibility or authority for making dispositions.

No documented procedure for performing De-Mil operations of identified scrap material.

Reference Finding GC-QMS-001.

MAJOR_☐___ MINOR_☒___ OBSERVATION_☐___

| AUDITEE: [redacted] | ASSESSOR: [redacted] | VERIFIED BY AUDITEE: [redacted] |
|---|---|---|

CORRECTIVE ACTION:

CORRECTIVE ACTION COMPLETED:

CORRECTIVE ACTION IMPLEMENTED:

# NONCOMPLIANCE REPORT

| CONTRACTOR: Gayston Corporation | REFERENCE: | DATE: 25 February 2011 |
|---|---|---|
| AREA UNDER REVIEW: Control of monitoring and measuring devices | STANDARD ISO 9001-2008 CLAUSE # 7.6 | AUDIT# GC-QMS-003 |

NONCOMPLIANCE:
Gauges and inspection equipment are not properly protected from damage during storage.

At inspection areas throughout the facility, gauges are on tables or in boxes without protection. The calibration lab gauges are stored in a drawer without protection.

MAJOR_☒___ MINOR_☐___ OBSERVATION_☐___

| AUDITEE: [redacted] | ASSESSOR: [redacted] | VERIFIED BY AUDITEE: [redacted] |
|---|---|---|

CORRECTIVE ACTION:

CORRECTIVE ACTION COMPLETED:

CORRECTIVE ACTION IMPLEMENTED:

# NONCOMPLIANCE REPORT

| CONTRACTOR: Gayston Corporation | REFERENCE: | DATE: 25 February 2011 |
|---|---|---|
| AREA UNDER REVIEW: Quality Manual | STANDARD ISO 9001-2008 CLAUSE # 4.2.2 | AUDIT# GC-QMS-004 |

NONCOMPLIANCE:
Quality Manual pg. 78 Appendix B Flowchart: "Verify Vendor is on approved list". No decision point identified if Vendor is not on the approved list.

MAJOR_☐___ MINOR_☐___ OBSERVATION_☑___

| AUDITEE: | ASSESSOR: | VERIFIED BY AUDITEE: |
|---|---|---|
| [redacted] | [redacted] | [redacted] |

CORRECTIVE ACTION:

CORRECTIVE ACTION COMPLETED:

CORRECTIVE ACTION IMPLEMENTED:

# NONCOMPLIANCE REPORT

| CONTRACTOR: Gayston Corporation | REFERENCE: | DATE: 25 February 2011 |
|---|---|---|
| AREA UNDER REVIEW: Management review | STANDARD ISO 9001-2008 CLAUSE # 5.6 | AUDIT# GC-QMS-005 |

NONCOMPLIANCE:

Gayston procedure, GC-800-0003 Management Process Review, does not contain instructions for performing the management review, but contains instructions for documenting Receiving Inspection activities. In addition, Gayston procedure GC-800-0045 Quality Management Review Procedure and Checklist is a duplicate to GC-800-0003.

Reference Finding GC-QMS-001.

MAJOR_☐___ MINOR_☑___ OBSERVATION_☐___

| AUDITEE: [redacted] | ASSESSOR: [redacted] | VERIFIED BY AUDITEE: [redacted] |
|---|---|---|

CORRECTIVE ACTION:

CORRECTIVE ACTION COMPLETED:

CORRECTIVE ACTION IMPLEMENTED:

# NONCOMPLIANCE REPORT

| CONTRACTOR: Gayston Corporation | REFERENCE: | DATE: 25 February 2011 |
|---|---|---|
| AREA UNDER REVIEW: Customer Related Process | STANDARD ISO 9001-2008 CLAUSE # 7.2.2 | AUDIT# GC-QMS-006 |

NONCOMPLIANCE:

QC101 Form # QF-106-0139 referenced the wrong drawing number; M29 verses M28 FIN for characteristic M104 assembly. Inspection would have been performed to a more stringent requirement.

MAJOR_☐___ MINOR_☒___ OBSERVATION_☐___

| AUDITEE: [redacted] | ASSESSOR: [redacted] | VERIFIED BY AUDITEE: [redacted] |
|---|---|---|

CORRECTIVE ACTION:

CORRECTIVE ACTION COMPLETED:

CORRECTIVE ACTION IMPLEMENTED:

# NONCOMPLIANCE REPORT

| CONTRACTOR: Gayston Corporation | REFERENCE: | DATE: 25 February 2011 |
|---|---|---|
| AREA UNDER REVIEW: Management Review Process | STANDARD ISO 9001-2008 CLAUSE # 5.1 | AUDIT# GC-QMS-007 |

NONCOMPLIANCE:

The annual management review for CY 2010 has not been performed as scheduled.

MAJOR_☐___ MINOR_☒___ OBSERVATION_☐___

| [redacted]: | ASSESSOR: [redacted] | VERIFIED BY AUDITEE: [redacted] |
|---|---|---|

CORRECTIVE ACTION:

CORRECTIVE ACTION COMPLETED:

CORRECTIVE ACTION IMPLEMENTED:

# NONCOMPLIANCE REPORT

| CONTRACTOR: Gayston Corporation | REFERENCE: | DATE: 25 February 2011 |
|---|---|---|
| AREA UNDER REVIEW: Responsibility and Authority | STANDARD ISO 9001-2008 CLAUSE # 5.5.1 | AUDIT# GC-QMS-008 |

NONCOMPLIANCE:

The Quality Manual defines the responsibility of positions throughout the organization. However, the manual does not clearly define the authority of these positions within the procedural portion to implement change.

MAJOR_☐___ MINOR_☐___ OBSERVATION_☒___

| AUDITEE: [redacted] | ASSESSOR: [redacted] | VERIFIED BY AUDITEE: [redacted] |
|---|---|---|

CORRECTIVE ACTION:

CORRECTIVE ACTION COMPLETED:

CORRECTIVE ACTION IMPLEMENTED:

# NONCOMPLIANCE REPORT

| CONTRACTOR: Gayston Corporation | REFERENCE: | DATE: 25 February 2011 |
|---|---|---|
| AREA UNDER REVIEW: Product Realization | STANDARD ISO 9001-2008 CLAUSE # 7.3.7 | AUDIT# GC-QMS-009 |

NONCOMPLIANCE:

No procedures have been developed for control of design and development changes. When changes are made, no follow up evaluations or reviews are performed to determine effect on product.

Reference Finding GC-QMS-001.

MAJOR_☐___ MINOR_☑___ OBSERVATION_☐___

| AUDITEE: [redacted] | ASSESSOR: [redacted] | VERIFIED BY AUDITEE: [redacted] |
|---|---|---|

CORRECTIVE ACTION:

CORRECTIVE ACTION COMPLETED:

CORRECTIVE ACTION IMPLEMENTED:

# NONCOMPLIANCE REPORT

| CONTRACTOR: Gayston Corporation | REFERENCE: | DATE: 25 February 2011 |
|---|---|---|
| AREA UNDER REVIEW: Product Realization | STANDARD ISO 9001-2008 CLAUSE # 7.5.1 | AUDIT# GC-QMS-010 |

NONCOMPLIANCE:

No procedures have been developed for Preventative Maintenance for equipment used in manufacture of product. Schedules have been developed for different product lines but are not being followed.

MAJOR_☐___ MINOR_☒___ OBSERVATION_☐___

| AUDITEE: [redacted] | ASSESSOR: [redacted] | VERIFIED BY AUDITEE: [redacted] |
|---|---|---|

CORRECTIVE ACTION:

CORRECTIVE ACTION COMPLETED:

CORRECTIVE ACTION IMPLEMENTED:

# NONCOMPLIANCE REPORT

| CONTRACTOR: Gayston Corporation | REFERENCE: | DATE: 25 February 2011 |
|---|---|---|
| AREA UNDER REVIEW: Internal Audits | STANDARD ISO 9001-2008 CLAUSE # 8.2.2 | AUDIT# GC-QMS-011 |

NONCOMPLIANCE:

Internal Audits have not been performed in accordance with the established schedule.

MAJOR_☐___ MINOR_☒___ OBSERVATION_☐___

| AUDITEE: [redacted] | ASSESSOR: [redacted] | VERIFIED BY AUDITEE: [redacted] |
|---|---|---|

CORRECTIVE ACTION:

CORRECTIVE ACTION COMPLETED:

CORRECTIVE ACTION IMPLEMENTED:

# NONCOMPLIANCE REPORT

| CONTRACTOR: Gayston Corporation | REFERENCE: | DATE: 25 February 2011 |
|---|---|---|
| AREA UNDER REVIEW: Resource Management Provision of Resources | STANDARD ISO 9001-2008 CLAUSE # 6.1 | AUDIT# GC-QMS-012 |

NONCOMPLIANCE:

No documented procedures exist. Per document control log, a procedure was in place but could not be found.

Reference finding GC-QMS-001.

MAJOR_☐___ MINOR_☒___ OBSERVATION_☐___

| AUDITEE: [redacted] | ASSESSOR: [redacted] | VERIFIED BY AUDITEE: [redacted] |
|---|---|---|

CORRECTIVE ACTION:

CORRECTIVE ACTION COMPLETED:

CORRECTIVE ACTION IMPLEMENTED:

# NONCOMPLIANCE REPORT

| CONTRACTOR: Gayston Corporation | REFERENCE: | DATE: 25 February 2011 |
|---|---|---|
| AREA UNDER REVIEW: Resource Management Provision of Resources | STANDARD ISO 9001-2008 CLAUSE # 6.1 | AUDIT# GC-QMS-013 |

NONCOMPLIANCE:

It was noted that if personnel are not able to attend scheduled meetings, those meeting minutes are not regularly distributed to them. Since Gayston is relying on an internal computer based system for document control and distribution, the creation of a shared folder to post meeting minutes could be utilized for distribution to all applicable personnel.

MAJOR_☐___ MINOR_☐___ OBSERVATION_☒___

| AUDITEE: | ASSESSOR: | VERIFIED BY AUDITEE: |
|---|---|---|
| [redacted] | [redacted] | [redacted] |

CORRECTIVE ACTION:

CORRECTIVE ACTION COMPLETED:

CORRECTIVE ACTION IMPLEMENTED: