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]