



QUALITY ASSURANCE BULLETIN

TOPIC CUSTOMER PROBLEM STATEMENT DOCUMENTATION

No. (REV): SQAB2005003 (A)

EFF DATE: 5/13/2005

Applicability SCIO IPV sites

END DATE Indefinite

Attachment(s) "Problem Statement Data Record" form

Purpose

Record specific technical and descriptive information for each reported customer component problem incident. These will normally equate to Q1 discrepancy codes, but may rarely be a Wx or a Cx. This information record forms basis of applicable technical or supplier investigations and corrective actions.

Scope

This bulletin applies to all IPV AF and NADEP locations concerning any customer initiated defective product report.

Process

1. At point of origin SAIC representative will interview customer concerning problem/issue area.
2. Information blocks (see attached) will be jointly discussed and recorded.
Minimum information must include:
 - a. Customer point of contact phone and/or email
 - b. Site location of problem (NADEP site, specific shop)
 - c. NSN, PN, and CAGE of Mfr
 - d. SOS (DLA or specific commercial subcontractor), contract number for DLA or PR number for commercial subcontractor (include Spot Buy as commercial), and document number
 - e. Specific issue description (include discrepant and acceptable dimensions or specification variance)
 - f. Pertinent manual, specification or tooling information
3. State if Work Stoppage
4. Sign and date form, including customer representative.
5. Route the form through QSR Rep and Site Manager to SAIC-IPV Quality Assurance Manager.

Guidelines

1. Technical issue (i.e.: dimension, specification variances) descriptions should include as much factual information as possible.
2. Obtain a digital photo of a conforming product (part) and the defective component side-by-side whenever possible. It may be necessary to take photos from different perspectives to accurately depict the issue. Always take a clear close-up of labels, markings on part. Samples are okay, but digital photos are usually sufficient for our needs. Photos should be forwarded to SAIC IPV QA Manager at the address below. Samples should be held at the site pending direction to ship, if necessary. Samples will be released back to the customer when no longer required.
3. If issue involves technical order, drawing, or specification variances, copies of the applicable documents showing the specific area of variation should be attached.

Approved 5/13/05 initial
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Revision level: A, 8/29/06

PROBLEM STATEMENT DATA RECORD



Date:		Doc/Reqn#:	
SAIC Representative:	Phone#:	NSN:	
		PN/CAGE :	
Customer POC Name:		Customer Phone/email:	

Site:		
Shop:		
PEB/Bin:		
TOOLING:	CALIBRATION DATES (IF APP)	DOCUMENTS (Page/PARA)
1.		1.
2.		2
3.		3

ISSUE/PROBLEM STATEMENT (DETAILS OF ISSUE) Include sufficient detail to fully describe issue/problem (i.e.: dimensions, torque, failure cause, etc)

Conforming dimension(s) of known good part or specification:

Nonconforming dimension(s) of discrepant part (specific):

Lot number/serial number if available:

Other factual details:

REQUESTED ACTION:

RESULTS OF ROOT CAUSE ANALYSIS:

Sample Available¹ (Y) (N)	Sample PN:	Work Stoppage: (Y) (N)

CORRECTIVE ACTION (QA ONLY)

SOS (DLA or Specify Subcontractor) :	CAR #:
Commercial PO#:	COMPLETION DATE:
DLA Contract #:	

¹ Sample should be held at site until either directed to ship the part somewhere or discrepancy is resolved.

Data Collection Form Instructions



Data Entry:

Note: Use additional pages as necessary to complete information.
All entries should be typed or clearly printed.

1. **Date:** Enter date (MM/DD/YR) problem reported or occurred, whichever is known
2. **SAIC Recorder:** Full name, phone and/or email of SAIC employee recording complaint
3. **NSN:** National Stock Number of item reported as discrepant. Use a separate form for each NSN
4. **PN/CAGE:** Part number and CAGE of manufacturer; state if not available
5. **Customer POC:** Name, phone number and/or email of customer experiencing the reported issue
6. **Site, Shop, PEB/Bin:** State NADEP or ALC site, shop reporting issue and PEB/bin involved
7. **Tooling:** List tooling associated with the reported issue. Tooling includes calibrated maintenance equipment, recorders, test equipment, etc. Standard tools are not necessary to report.
8. **Calibration Dates (if App):** Record the calibration date for tooling above. Note if there is no calibration date, or if expired.
9. **Documents:** List applicable documents, such as technical orders, specifications, and drawings by page, paragraph and revision level/date. If possible include copies of relevant document sections.
10. **ISSUE/PROBLEM:** Request and record specific, factual statement of issue (actual dimensions, torques, physical conditions). This description should be capable of giving full information to support a technical investigation and corrective action. Lot numbers and serial numbers, if available, are valuable in limiting the scope of an issue and focusing on specific causes.
11. **Requested Action/Response:** Record specific actions the customer requests or is/are required to meet the customer's immediate and future requirements concerning this issue
12. **Sample Available:** Circle applicable response and email photos or other applicable reports to:
SAIC-IPV
4031 Colonel Glenn Highway
Beavercreek, OH 45431
Attn: Quality Assurance Manager, verbin.hayes.jr@saic.com
13. **Sample PN:** Required to ensure parts are identical for comparison purposes
14. **Work Stoppage:** Circle as applicable
15. **SAIC USE Only:** Identify and record the specific source (i.e.: DLA or commercial subcontractor) and document control or purchase order information.
16. **Corrective Action:** To be filled out by SAIC Quality Control Manager.