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Operation Description: Supplier Deviation Request

Operation Number: F-740-006

Revision: A

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#### DOCUMENT HISTORY

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Rev	Date	Description	Document Coordinator
A	4/8/2009	Release	L. Zellmer

## PROCESS STEPS

### **1.0 Purpose**

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- 1.1 The purpose of this procedure is to outline requirements for a Dynetic Systems supplier to request a deviation for parts that do not meet Dynetic Systems specifications as required by the Purchase Order. It also provides guidance on the processing of a supplier deviation request internally.

### **2.0 Scope and Applicability**

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- 2.1 This procedure applies to all suppliers of Dynetic Systems product including piece part suppliers and secondary suppliers.
- 2.2 Supplier Quality, Purchasing Department, Quality and/or designee shall provide an active participative role in approving or disapproving a supplier's request for deviation from specification requirements.

### **3.0 Responsibilities**

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- 3.1 The Supplier is responsible for requesting a deviation for non-conforming product.
- 3.2 The Supplier has the responsibility to ship only product that meets specification. If the product does not meet specification, the supplier will not ship product until a deviation has been approved by Dynetic Systems.
- 3.3 The Supplier is responsible for generating the N/C when the deviation request is received.
- 3.4 The Purchasing Department is responsible for facilitating the supplier deviation process. This includes maintaining the deviation request log and having completed deviation requests scanned and filed in the computer database. The Purchasing Department is also responsible for notifying the Vendor whether the deviation has been accepted or rejected.
- 3.5 Quality and or designee is responsible for making the decision whether to accept or reject the deviation in relation to whether or not the part meets specification.
- 3.6 Quality and or designee is responsible for routing the N/C and closing the N/C when either a decision to accept or reject the deviation has been made.

### **4.0 Definitions**

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- 4.1 Deviation: An agreed variation from stated requirements. Used in this context it is a minor or category 2 wavier from requirements that may or may not need customer approval.

### **5.0 Abbreviations and Acronyms**

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- 5.1 MRB – Management Review Board.
- 5.2 ECO – Engineering Change Order.
- 5.3 ECN – Engineering Change Notice
- 5.4 PO – Purchase Order

PROCESS STEPS

**6.0 Equipment/Software**

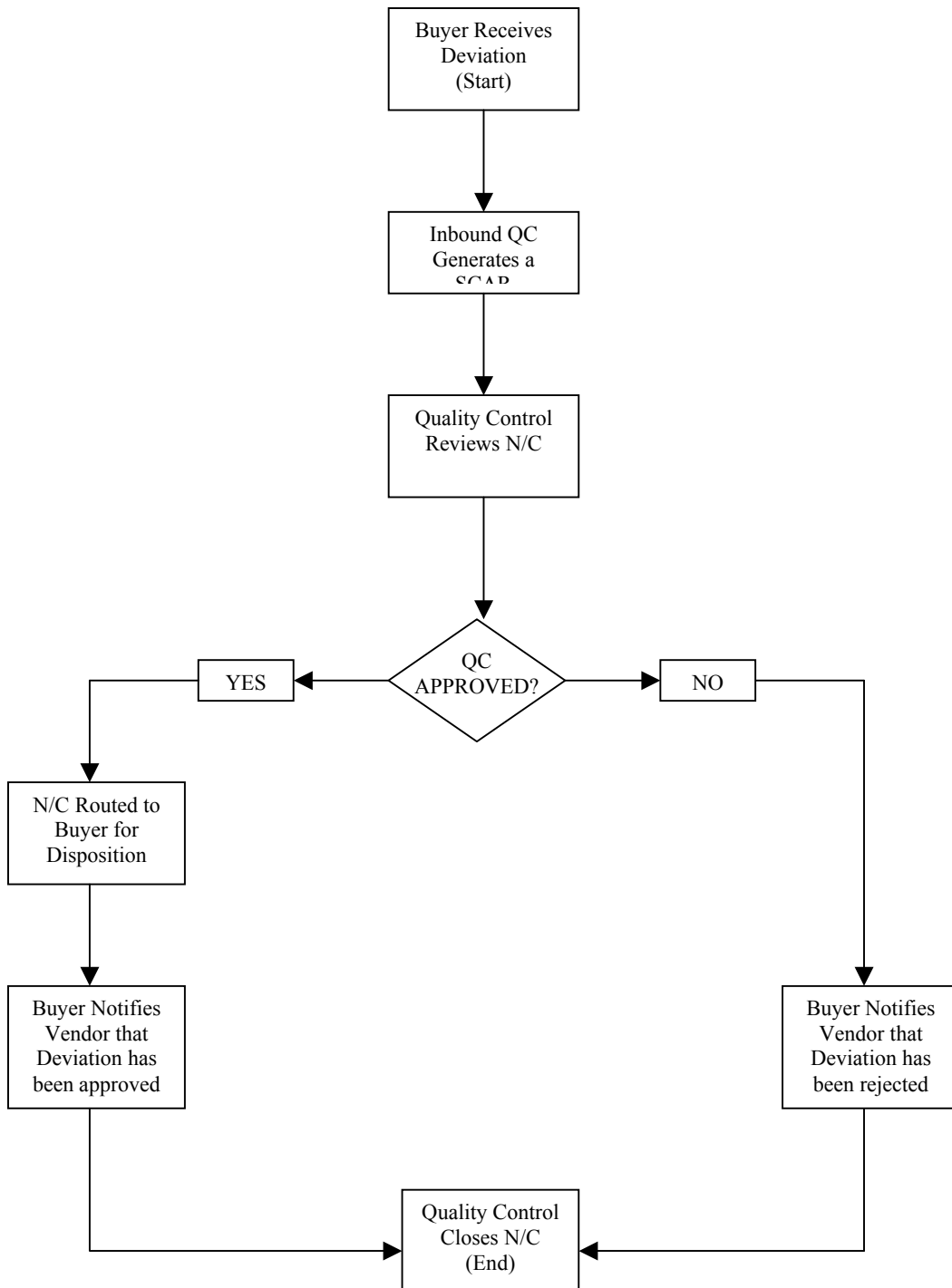
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6.1 Quality Database.

**7.0 Instruction**

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7.1 Process Flowcharts



## PROCESS STEPS

### 7.2 Deviation Process General

7.2.1 Any departures from drawings, specifications, or other purchase order requirements must have the written approval of Dynetic Systems Corporation prior to shipment to Dynetic Systems. In order to receive permission to ship non-conforming material, the supplier must first submit a Supplier Deviation Request Form (F-740-007) to their Dynetic Systems Purchasing Department Representative (Buyer). Upon receiving the deviation request, the supplier quality engineer shall generate an N/C in relation to the nonconformity. The specified N/C Coordinator will then route the N/C to MRB. The member of the MRB will decide if the deviation request is acceptable and record their decision on the Deviation form. The Buyer will then contact the Vendor to notify them of the status of the deviation. If the deviation is approved by MRB, the supplier must include a copy of the deviation form with the discrepant material. The Quality Coordinator will close the N/C after this process is completed.

**NOTE: Under no circumstances shall discrepant materials be shipped to DYNETIC SYSTEMS Products Corporation without prior written approval from DYNETIC SYSTEMS Purchasing Department and Supplier Quality.**

### 7.3 Supplier Request for Deviation to Ship Non-conforming Product

7.3.1 When a supplier of parts or secondary processes to Dynetic Systems detects a deviation from the purchase order specifications they shall submit a supplier deviation request to Dynetic Systems Purchasing Department for disposition (approval or rejection) of the parts with the non-conformance.

7.3.2 After completing the required information on the deviation form, the supplier should fax or email the form to the applicable Dynetic Systems Buyer.

### 7.4 Dynetic Systems Purchasing Department requirements

7.4.1 The Purchasing Department will check the deviation form for completeness and forward to Supplier Quality to place into the Quality Database system.

### 7.5 Supplier

7.5.1 Once the deviation request has been received, the supplier (based on their quality system) shall create a non conformance or Dynetic Systems SCAR/CAR to correct the non conformance.

The SCAR created by Dynetic Systems can be used as a tool to correct

### 7.6 Quality & Engineering

7.6.1 Quality and Engineering shall review the N/C and make a decision as to whether the deviation will affect form, fit, or function of the product.

### 7.7 Dynetic Systems Purchasing Department Final Disposition Requirements

7.7.1 Upon completion of the deviation request, the Purchasing Department shall note the status of the request and scan it into the database. The Purchasing Department will be notified of completion of the deviation request NC via the Quality Database system and will have a disposition to complete in their "To Do" list.

7.7.2 If the deviation request is rejected, the Purchasing Department is responsible to notify the supplier and return the rejected deviation form to the supplier. **The discrepant material may not be shipped to DYNETIC SYSTEMS.**

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- 7.7.3 If the request is approved, without changes to the product specification (No ECO, ECN, etc...), the Purchasing Department is responsible to notify the supplier of deviation approval. The Purchasing Department is responsible to amend the PO and annotate the deviation tracking number on the PO. The supplier is to indicate the approved NC deviation number on their Certificate of Compliance/Conformance.
- 7.7.4 If the request is approved with changes to product specification (ECO, ECN, etc...), the Purchasing Department is responsible to notify the supplier and return the approved deviation form to the supplier. The Purchasing Department is responsible to amend the PO and annotate the deviation tracking number on the PO.
- 7.7.5 When all paperwork has been completed and authorized, product can be shipped.
- 7.8 Records and Audits
  - 7.8.1 Record Information
    - a) Records – Copies of records shall be maintained for the life of the product, a minimum of eleven years, or as specified by contract or regulatory authority.
  - 7.8.2 Audit Information
    - a) Audit Information – This process procedure is subject to audit and verification of effectiveness as part of the management review process. Supporting functions and organizations must assure their processes and procedures are in alignment with this document.
- 7.9 Training
  - 7.9.1 Personnel responsible for executing this process shall be formally trained and instructed on this process and the expectations for meeting these requirements. Management is responsible for communicating the procedure requirements to their employees.

## 8.0 Forms and Records

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- 8.1 F-740-007 Supplier Deviation Request
- 8.2 QDB11 SCAR/CAR

## 9.0 Attachments

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- 9.1 None

## 10.0 Related Documents

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- 10.1 F-740-004 Purchasing Terms and Conditions
- 10.2 F-740-005 Supplier Quality Requirements
- 10.3 F-740-008 Filling Out a Corrective Action Report
- 10.4 F-740-009 Supplier Corrective Action Report Forms
- 10.5 F-740-010 Supplier Requirements – Bearings
- 10.6 F-740-011 Letter to Vendors – Bearings
- 10.7 F-740-012 Certificate of Compliance – Bearings

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10.8 F-740-013 Certificate of Compliance – Example

**11.0 References**

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11.1 None