

# Supplier Quality Newsletter

Aeronautics Systems Sector | Q4 2021

## An Unshakable Focus on Quality



We Pioneer  
We do the right thing  
We do what we promise  
We commit to shared success

## Newsletter Fast Facts

**“Through collective engagement with suppliers, collaborators, and customers, Supplier Quality provides insight and cultivates a culture of first time quality to ensure mission success.”**

### WHERE CAN WE FIND THE SQAR?

- All revisions of the [SQAR](#) (*Supplier Quality Assurance Requirements*) can be found under Quality Documents in the NGAS Supplier website.
- Please note, quality requirements invoked are applicable to the SQAR revision in effect on the date of Purchase Order.

### ARE YOU A “GIDEP” MEMBER?

- SQAR requires all suppliers to be a member, if eligible
- Refer to SQAR 2.2.f for additional details

### DCMA CAR DISCLOSURE

- Please be reminded, DCMA CAR(s) issued to you as our supplier or your sub-tiers must be disclosed to NGAS (Buyer and QFE) within 10 calendar days of receipt
- Refer to SQAR 2.2.c for additional details

## To Our Valued Supplier-Collaborators

### WHY THE NEWSLETTER

The Supplier Quality (SQ) organization of the Northrop Grumman Aeronautics System (NGAS) sector has decided to initiate the distribution of a quarterly newsletter to our supply base. The goal is to use this as a platform to share information –best practices, lessons learned, as well as to communicate performance and areas of opportunity. We understand the delivery of quality products to our customers is only achievable through your support and commitment to sustained high performance. Hence, we value your feedback and hope this will serve to better ignite our communication portal.

### GREATEST RISK FACTOR

The unforeseen pandemic has brought about immense challenges at all levels of business – turn-overs, downsizing and remote support of the workforce were a reality that plagued many of our supplier-collaborators.

To that note, it is no surprise that “Human Factor”, more specifically-the non-compliance to work instructions, has been determined to be the single biggest supplier escapes driver.

Unfortunately, and as we all understand, a “One Size Fit All” solution that resolves all human factor concerns, does not exist. However, placing emphasis on strategic training and mentorship, coupled with the adoption of agile methodologies that are customized to your business models, may serve as a sound starting point. NGAS SQ organization has identified training and mentorship as areas of opportunity, and rolled out initiatives to train/mentor not only the NGAS personnel, but also our supply base. Please consult your Quality Field Engineer (QFE) for additional information.

### SQAR REQUIREMENTS

Supplier Quality Assurance Requirements (SQAR) is a document that details NGAS’ quality requirements that our supply base must adhere to (*Note: requirements from engineering specifications and Purchase Order will take precedence*), and is one of the critical elements of the NGAS led periodic audits to ensure compliance.

We’d like to pass on (3) repeated audit findings related to SQAR non-compliance:

1. Any Corrective Action Request (CAR) issued to supplier or their sub-tiers must be disclosed to NGAS within (10) calendar days of receipt [of CAR]. Ref. SQAR 2.2.c
2. NGAS supplier must be a member of Government Industry Data Exchange Program (GIDEP), if eligible. Ref. SQAR 2.2.f
3. Supplier’s special processors are required to be approved in advance by NGAS SQ and must be listed in NGAS Approved Special Processor List (ASPL). Ref. SQAR 3.3.a

### 2021 YTD Top 5 Supplier Defects



### PART IDENTIFICATION

Part Identification (or part marking) continues to be one of the top drivers for escapes in 2021. We’d like to share the (4) main causes for rejection:

- Incorrect date format
- Wrong color ink for critical marking
- Part marking on wrong location
- Part with interchangeable features being identified as an interchangeable part

Please note that part identification requirements are program specific –however, amongst the top escape drivers, part identification may be the easiest to correct and immediate results can be produced by setting the proper controls in place.

### NOTICE: VIRTUAL LUNCH & LEARN

NGAS Supplier Quality plans to roll out a quarterly Virtual Lunch & Learn in 2022 to provide training and share lessons learned & best practices.

### FINAL NOTE

We would appreciate to hear from you on what NGAS can do better to enable our supply base. What will better strengthen our collaboration and drive performance? And finally, **THANK YOU** for remaining vigilant and persevering through these unprecedented times. Our collaboration is highly valued.