

## Quality Concern Notification

<b>1</b>	<b>ORIGINATOR DETAILS</b>		Program / Platform:	
	a) Report Control #: <i>(optional)</i>		b) Date of Discovery:	
	c) Point of Contact Name:		d) Job Title:	
	e) Contact Email:		f) Contact Phone:	
	g) Location/Site:		h) Unit/Org:	

<b>2</b>	<b>REASON FOR REPORT</b>		a) Short Title
	b) Report Type		c) Initial Classification

<b>3</b>	<b>SUSPECT ITEM DETAILS</b>			
	a) End Item/Tail #	b) Part Nomenclature	c) Part Number	d) Part Serial
	e) Part Lot/Batch	f) MFR CAGE Code	g) Requisition/Shipping #	h) Operating Time @ Failure
	i) Part LCN			

<b>4</b>	<b>DESCRIPTION OF ISSUE/CONCERN</b>	
	a) Describe in detail what is wrong, circumstances prior to the difficulty, probable cause, any action taken, and recommendations	
b) References		

# INSTRUCTIONS

**PROGRAM / PLATFORM** - Select the platform the concern occurred on or in support of

**CATEGORY** - A Category I QCN is described as an item that could cause loss of life or catastrophic failure of a major weapon system. Category II QCNs are all those which are not Category I. Category I justification shall be provided in DESCRIPTION OF ISSUE/CONCERN, Block 4a.

**1a. REPORT CONTROL # (optional)** – Unique number assigned by the originator's internal processes used to link the QCN to any internally created reports or forms by the originator, if required.

**1b. DATE OF DISCOVERY** – Date when the issue occurred or was discovered.

**1c. POINT OF CONTACT NAME** – Provide name of an individual who can serve as a contact for questions regarding the report.

**1d. JOB TITLE** – Provide job title of the POC.

**1e. CONTACT EMAIL** – POC email address.

**1f. CONTACT PHONE** – POC telephone number.

**1g. LOCATION/SITE** – Enter the name and location in which the quality concern occurred (e.g. Base, Camp, Station, Supply Activity).

**1h. UNIT/ORG** – Enter the unit or organization that discovered the quality concern.

**2a. SHORT TITLE** – Provide a short description of the issue (30 characters or less)

**2b. REPORT TYPE** – Select one of the following occasions that most closely aligns with the perceived quality concern:

- **Supplied Part/Component Condition** – For reporting concerns noted upon receipt of an item from the supply chain system.
- **On-Aircraft Condition** – For reporting On-Aircraft concerns that are attributable to the manufacturer, contractor field team or depot rework facility through substandard workmanship or rework.
- **Ground Mishap/Event (Loss/Damage/Destruction)** – For reporting an unplanned occurrence, series of occurrences resulting in injury to personnel or damage to aircraft or support equipment. This pertains to damage to the aircraft or equipment where there is no intent for flight.
- **Service Provision/Guidance** – For reporting misalignments identified between internal and external instructions or processes, e.g., standard operating procedures, government or industry regulations, work instructions, Consolidated Ground Operations Procedures (CGOPs), Joint Service Technical Data (JTD), etc.
- **Audit** – For reporting findings identified by Lockheed Martin's customer, US or International Government Agencies (e.g., DCMA, FAA, CAA, OSHA, DoD, NMAA, EPA, etc.), Third-Party Registrar or other certification/accreditation body to include, but is not limited to, any of the following:
  - Issuance of any Level II or Level III Corrective Action Request (CAR) associated with Seller's Quality Management System or processes, or for any products and services purchased under this Statement of Work.
  - Issuance of any finding by a Third-Party Registrar
- **Other** – For reporting other quality concern not identified within the above listed Report Types. If selected, please include specific details of the concern in DESCRIPTION OF ISSUE/CONCERN, Block 4a.

**2c. INITIAL CLASSIFICATION** – Select one of the following classifications that most closely aligns with the perceived quality concern:

- **Failed Fit, Form, or Initial Function Check/Test** – item exhibits a discrepancy with Fit, Form, or function upon receipt from supply; during initial installation, operation, test, check, turn-up, or first flight.
- **Condition of Material (Damaged)** – item received with damage upon receipt from supply (if hazardous material, use Hazardous Material/Condition)
- **Hazardous Material/Condition** – discrepant receipt of hazardous material; damaged, expired shelf-life, lack of a material safety data sheet (MSDS) in Hazardous Material Information System, or receipt of a non-radioactive item classified as radioactive, or non-hazardous item classified as hazardous.
- **Improper Packaging/Preservation** – item received with inadequate, incorrect, oversized, or omitted Packaging or Preservation.
- **Incomplete or Inaccurate Documentation** – supply documentation is missing, incomplete, illegible or improperly prepared.
- **Incomplete Parts/Equipment** – item received stripped of parts or components (cannibalized).

• **Incorrect Item Received** – receipt of incorrect item, unacceptable substitutes, misidentified item, mixed stock, or incorrect part number for NSN received.

• **Incorrect Quantity (Overage/Shortage)** – quantity of item(s) received is greater or less than that shown on the shipping document; including incomplete items/sets/kits/outfits received.

• **Unique Identification/Technical Markings** – unique identification data/technical data markings are missing, damaged or unreadable; mismatch between unique identification on item and shipping documentation; serviceability data missing or incomplete; operating handbooks, logbooks (EEL), and/or special instructions missing.

• **Manufacturing/Maintenance Error** – On-Aircraft Condition attributable to the manufacturer, contractor field team or rework facility through substandard workmanship or rework.

• **Process/Provision Noncompliance** – Process or procedural noncompliance and/or concerns

**3a. END ITEM/TAIL #** - Enter the applicable aircraft name or tail number associated with the quality concern.

**3b. PART NOMENCLATURE** – The name of the suspect item at its lowest identifiable level.

**3c. PART NUMBER** – The manufacturer's part number of the suspect item. This number may be found on the item or package markings.

**3d. PART SERIAL** – Enter the manufacturer's serial number of the suspect items as applicable. If multiple numbers are reported, provide additional numbers in Description of Issue/Concern, Part A, Block 4a.

**3e. PART LOT/BATCH** – Enter the manufacturer's lot or batch number of the suspect items as applicable. If multiple numbers are reported, provide additional numbers in Description of Issue/Concern, Part A, Block 4a.

**3f. MFR CAGE CODE** – A five-digit Contract and Government Entity (CAGE) Code of the manufacturer (of the suspect item). The CAGE Code may be taken from the markings on the discrepant item.

**3g. REQUISITION/SHIPPING #** - Enter the Customer Requisition Purchase Order number or Shipment Number associated with the suspect part. This can be found on the attached shipping documents (i.e., DD Form 1348-1A or Lockheed Martin Packing Sheet/Invoice).

**3h. OPERATING TIME @ FAILURE** – Time item had been in operation since new, overhauled, or repaired when the deficiency was discovered citing the appropriate performance element (miles, cycles, hours, etc.). Enter "Initial" if the deficiency occurred with no operation time since new, overhauled, or repaired.

**3i. PART LCN** – Input the LCN for the system the request is being submitted for, providing a minimum of 4+ characters. Accurate LCNs improve categorization and assignment. For example:

- A3211 (MAIN LANDING GEAR ASSEMBLY, LH).
- A513 (MATERIALS)
- S5150 (SUPPORT EQUIPMENT)

**4a. DESCRIPTION OF ISSUE/CONCERN** – A comprehensive description of the quality concern to include circumstances prior to the noted event. Explain, to the best of your ability, what is wrong. Include specific drawings, specifications, regulations, instructions, or contracts. If an item is dimensionally incorrect, list the actual dimensions as well as the source of the correct dimensions (tech manual/drawing or comparative measurement of the old item). As best as you can, include, but do not limit description to, the following:

- Condition of packaging when received.
- Condition of part when removed from packaging.
- Was issue/concern discovered prior to or after installation?
- How was the issue/concern discovered?
- How was the issue/concern confirmed?
- Are pictures of the issue/concern available?
- Describe or identify any tests or procedures used during installation and/or testing.
- Identify any previous related quality concerns that you know of or have submitted.

**4b. REFERENCES** – Enter any applicable JTD modules, drawings, specifications, regulations, instructions, or contracts.