



Raytheon

SUPPLIER QUALITY **Hotline***news*

FAILURE TREND ALERT

Dear Valued Partner:

In our continued journey to assist our supplier partners, Raytheon IDS will be expanding the new Supplier Quality Hotline program to proactively communicate failure trend concerns to our supplier partners. The failure trend information is being extracted from recently developed systems that provide real time analysis for failures at Incoming Inspection and within manufacturing.

You should also be aware that some of the failure trends are a result of more detailed inspections being performed on supplied material. It is Raytheon's commitment to raise the bar with everything we do.

Failure Trend Alert - Missing Revisions on Certificate on Conformance (C of C)

Missing Part Number Revisions on C of C's have become a high fault drivers at Raytheon's Incoming Inspection. Raytheon Quality Note FA (see attached) requires the C of C to list Part Number Revision.

In most cases, the material is not returned to the supplier but the supplier's SRS Rating is impacted.

Please review your C of C template to assure that Part Number Revision is being recorded.

[attachment "RQN FA_5_1-15-08.pdf" deleted by Joseph D Bostic/US/Raytheon]

Supplier Quality Hotline
Integrated Defense Systems
Raytheon Company

978-858-1357

supplierquality.hotline@raytheon.com



Dear Valued Partner,

In continuing Raytheon's journey to assist our supplier partners, Raytheon IDS is sending this trend alert to notify you of a trend issue we are seeing at Raytheon's incoming inspection in regard to Packaging Information for Vendors (PIVs).

When called out on your purchase order, PIVs, are an integral part of the contract (purchase order). The revision in effect at the time the purchase order was placed applies. PIVs are specifications provided to inform vendors of Raytheon's minimum packaging requirements.

Listed below are general packaging guidelines; consult your purchase order for specific PIV requirements:

In general, no packaging material shall be used that will leave any residue from the packaging material on the parts as a result of packaging or unpacking the product. There shall be no foreign objects received in packaging and packaging containers. Foreign objects can include staples used for closure of unit packaging, foam peanuts used for cushioning and Styrofoam (can break down and particles cling to parts) used for cushioning.

It is the suppliers responsibility to ensure that you have the latest requirements documents called out on the contract (purchase order), including PIVs. If you don't have the latest revision of a PIV requirement, called out on your contract (purchase order) you should contact:

- 1) The buyer whose name appears on your purchase order
- 2) The Supplier Quality Hotline:
phone: 978.858.1357

email: SupplierQuality.Hotline@raytheon.com

3) For suppliers with access to iCenter, PIVs are accessible via this tool

Be advised that faults for not following PIV requirements will result in a supplier caused failure at incoming inspection which will impact your SRS Rating.

You should also be aware that some of the failures are a result of more detailed inspections being performed on supplied material. It is Raytheon's commitment to raise the bar with everything we do.

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Dear Valued Partner:

In continuing with Raytheon's journey to assist our supplier partners, Raytheon IDS is expanding our new Supplier Quality Hotline program to increase the timely communication of failure information to our partners. This failure information is being extracted from the new systems that provide real time failure information.

The Failure Information Alert listed below was for a failure identified at Raytheon's Incoming Inspection in Andover, MA. The fault condition was reworked at Raytheon and the material was not returned back to you. The fault was recorded as a supplier caused failure which will impact your SRS Rating. You should also be aware that we are conducting more detailed inspections

of supplied material. This is Raytheon's commitment to excellence, raising the bar with everything we do. We owe our Warfighters nothing less!

Failure Trend Alert - Marking

A. Missing Marking Requirements per requirements of TDP- Technical Data Package

- Missing Cage Code
- Missing Part Number
- Missing Date Code
- Missing Lot Code

B. Incorrect Markings per requirements of TDP- Technical Data Package

- Incorrect Part Number

C. Error on paperwork per Quality Note FA – Certificate of Conformance

- Discrepancy between Purchase Order Number listed C of C and part
- Discrepancy between Date Code listed C of C and part

In most cases, the material is not returned to the supplier but the supplier's SRS Rating is impacted.

Please review your TDP and Quality Note FA requirements to assure that parts are compliant.

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You should also be aware that some of the failure trends are a result of more detailed inspections being performed on supplied material. This is Raytheon's commitment to excellence, raising the bar with everything we do. We owe our Warfighters nothing less!

Failure Trend Alert - First Article Inspection (FAI) - P/N revision changes

Ref. Raytheon Quality Note - DD

Purpose: This Failure Trend Alert is to articulate Raytheon's FAI requirements per Quality Note - DD, specifically regarding P/N revision changes.

Issue: Noncompliance to QN-DD has been identified as a trend by Incoming Inspection at IADC. QN-DD flows down FAI requirements per SAE Aerospace Standard AS9102 with additional Raytheon conditions.

Communication: An FAI must be completed on the first purchase order for the P/N and a Delta* FAI is required for each new revision thereafter. The Delta* FAI submitted for approval must articulate the change(s), including notation that engineering has determined the new revision is interchangeable with previous revision, if applicable.

* Delta FAI: The FAI requirements may be satisfied by addressing differences between current configuration and prior approved configurations. (Refer to SAE AS9102 Para. 5.3 regarding partial FAI.)

Supplier Quality Hotline

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