

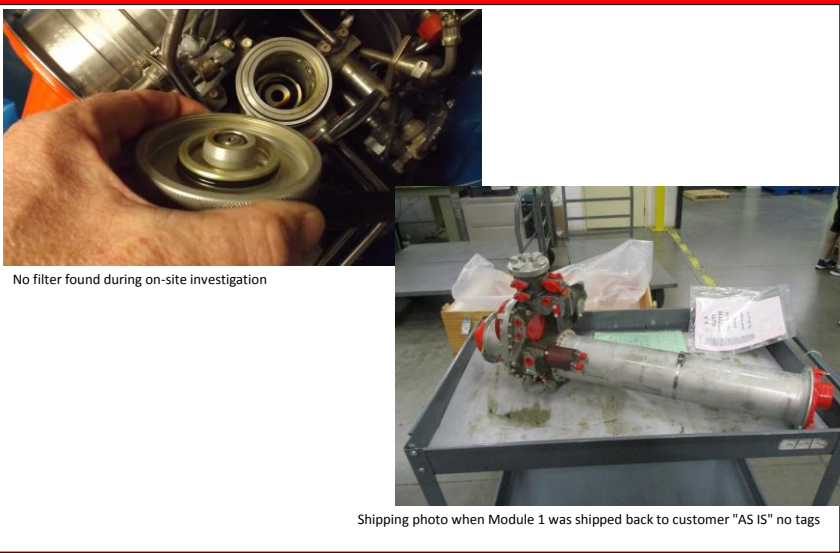
TURBOMECA PDCA - PAGE 1 CHARACTERIZATION

TM PDCA number	SHEUS17-098	CUSTOMER	Papillon	CUSTOMER Occ. N°	
PROGRAM	Arriel-2	Noms / Names			
Engine/Module S/N	M01: 18211	PDCA Manager (name + phone n°)	Doug Dupont	Is this problem recurrent? If yes, write down the previous PDCA n°	
Service / Product P/N		Sector Manager		PDCA Opening Date	
Designation of the P/N		Management sector for the treatment of the event		Target Closure Date (opening date +60d)	
Product S/N or OF Number		Supplier Site		PDCA Real Closure Date	
Type of Event		Anomaly Type			
PDCA Level > With FTA: Yes; Without FTA : No > PDCA rejected: Rejected	YES	If it is a Customer Complaint, recurrent problems/ high level of return/Customer complaint risk, fill A/B/C/D/E/F/G/H on P3-OCC & P4-ND (FTA +5WHYS), P1, P2, and P5, if FTA=NO => P1, P2 and P5 to fill only (except for AirFrame Customer Complaint, and following Opening PDCA Eligibility Criteria ENR1490 for Operators Customer Complaint)			Approval of the PDCA Closure by the TURBO+ Manager

WHAT IS THE EVENT?

CUSTOMER View (Internal or External) <small>(person who identified/detected the event)</small>		SUPPLIER View <small>(Manufacturer of the Part / Product / Service) or at the origin of the event</small>	
>CUSTOMER View writer Name	Bryan Larimore SafranHE USA Accident Investigator	>SUPPLIER View writer Name	Tom Belew
>What happened? <small>Describe the occurrence / event</small>	Customer received an isolated MO1 s/n 18211 from Safran HE USA with no tags and an entry on the log card that stated "Equipment returned repairable, not repaired, not airworthy as is". This statement was subsequently voided by Safran HE USA after being questioned by the customer thus reverting airworthiness back to the previous 8130. The oil filter had been removed during the arrival inspection, however when it was determined that the module would be sent back to the customer "as is", it was never determined what work had been performed prior to sending the module back to the customer. The engine was operated for 109.6 hours without an oil filter installed.	>What symptoms were identified on the product / service? (<u>measurements, values, appearance</u>) Compare with <u>STANDARD features</u>	Isolated module 1 s/n 18211 was received on 30JUN2016 due overhaul. Work order MDZ1110 was opened and receiving inspection was completed. Oil filter was removed and discarded as part of the normal process for arrival inspection. During the document review it was determined that overhaul was not due and the customer was contacted and agreed to have the module sent back as is. The module was sent to final inspection where the entry "Equipment returned repairable, not repaired, not airworthy as is" was made on the MO1 log card and sent back to the customer. Shipping photos indicate there were no tags of any kind on the module when shipped. When the customer received the module and log card, he questioned the entry made. The CSM contacted the quality manager who instructed the inspector that had made the entry to void the previous statement which was done on 26JUL16. The customer then built an engine s/n 23013 around the MO1 and operated for 109.6 hours without an oil filter installed.
>Why is it a problem? <small>What is the associated ref. doc.? OR CUSTOMER Point of View (Event Finder)</small>	Customer is unaware that oil filter is not installed. Believes module is airworthy.	>Is the problem a result of a degraded process ? (Anormal Flow? Reworked Product? Unusual Machine?)	NO
>When did it happen/occur? <small>(date - DD/MM/YYYY)</small>	26JUL16	>When was the problem generated? <small>(date - DD/MM/YYYY)</small>	7/26/2017
>Who detected it? <small>(name of the finder)</small>	Bryan Larimore SafranHE USA Accident Investigator	>What activity sector caused/generated the problem? <small>(final inspection, assembly...)</small>	SafranHE USA Organization
>Où a-t-il été détecté? <small>Quel poste, machine, atelier, usine?</small> >Where was it detected? <small>Which workstation, machine, workshop, plant?</small>	At the customers site during an accident investigation A-2017-008	>In which other(s) customer(s) factorie(s) was this product/service delivered? <small>Subsidiaries, sites, CREX...</small>	None
>Comment a-t-il été détecté? <small>A quelle opération? A quelle étape le problème est-il généré?</small> >How was it detected/identified? <small>During which operation? At what stage did the problem occur?</small>	During the on-site investigation portion of accident investigation A-2017-008	Si oui, émettre un CIREN (ENR0463) conformément au guide U177 >Is there an Airworthiness potential impact? If YES, raise a CIREN (ENR0463) according to the U177 guide	NO
>How many <small>KO parts/service/product(s)?</small>	1	>Is the HSE concerned (Health Safety Environment) ?	NO
		>Is the SMS concerned (Security Management System)	YES
		>Is the subject on a CCD or CCMD characteristic?	NO
		>Could the problem affect other similar product(s)/service(s)?	YES

**KO
PART / SERVICE / PRODUCT**



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PART / SERVICE / PRODUCT**

