NATIONAL TRANSPORTATION SAFETY BOARD
Investigative Hearing
Alaska Airlines Flight 1282
Boeing 737-9, N704AL
Left Mid Exit Door Plug Separation in Portland, OR
January 5, 2024

Docket No.	SA-543
EXHIBIT	
11G	

Manufacturing Records and Human Performance - Attachment 6 BCA QMS Document Control Excerpt

(4 Pages)

DCA24MA063

MANUFACTURING RECORDS AND HUMAN PERFORMANCE

Group Chair's Factual Report

Attachment 6 – BCA QMS Document Control Excerpt

July 1, 2024

[redacted]

7.4 Communication

[redacted]

7.5 Document Control

14 CFR § 21.137(b) requirements are met through the usage of [redacted] and other documentation identified on the BCA CFR/QMS Matrix.

[redacted]

7.5.1 General

Policies, procedures and process writings (reference [redacted] are controlled in [redacted] In addition, the BCA Quality Manual provides the framework for the BCA QMS. All procedures, and the Quality Manual, that directly support and describe the QMS are controlled to ensure they are properly documented,

[redacted]

implemented, and maintained. Records also comprise part of the BCA QMS and are discussed in clause 7.5.3.

The authoritative writings for BCA's QMS are procedures (PRO) and business process instructions (BPI) located in [redacted] PROs are controlled sources of externally mandated (e.g., legal, regulatory, contractual commitments in contracts) and critical business requirements that enable and protect our company, and assign responsibilities. BPIs contain standard instructions necessary to describe the process steps that need to be performed to ensure compliance and conformance to the requirements in the PROs. These documents are aligned to the regulatory requirements in the BCA CFR/QMS Matrix located on the [redacted]

Other documented information necessary for the effectiveness of the QMS will follow the established procedures and controls.

7.5.2 Creating and Updating

[redacted] stablishes The Boeing Company's documented information system, including responsibilities, requirements, structure, and hierarchy of the [redacted] repository. [redacted] describes the creation and revision process used to prepare, approve, publish, distribute, and maintain [redacted] writings, including analyzing existing writings to evaluate opportunities for commonality and to prevent duplication or conflict.

Other documented information covering similar controls, including engineering data, specifications and standards, technical reports, purchasing data, and work instructions follow similar processes.

14 CFR § 21.150 requirements are met through the usage of [redacted] by having each change to the QMS subject to review by the FAA; and immediately notify the FAA, in writing, of any documentation changes that may affect the inspection, conformity, or airworthiness of its product or article. BCA RQSO and Regulatory Administration (ODA Unit) act as the liaisons for communications between The Boeing Company and regulatory agencies, as described in P[redacted]

7.5.3 Control of Quality Records

14 CFR § 21.137(k) requirements are met through the usage of [redacted] and other documentation identified on the BCA CFR/QMS Matrix.

[redacted] contains requirements for identifying, storing, protecting, retrieving, and retaining quality records. Quality and manufacturing business records for the articles and/or products that Boeing is authorized to produce via the privileges of PC 700 must be maintained for a minimum of a calendar year+10 years to comply with 14 CFR § 21.137(k) and other regulatory requirements.

14 CFR § 21.2 requires the prevention for the falsification of records and reports. In accordance with [redacted] and the Boeing Code of Conduct, a Boeing employee cannot make or cause to be made a fraudulent, intentionally false, or misleading statement in any record or report that is kept, made, or used to show compliance with any regulatory requirements. [redacted]

7.5.3.1 QMS Documented Information Control

All [redacted] documented information is available and maintained in the [redacted] which is accessible for all Boeing personnel. Supplemental QMS documents including d-documents and business process guides [redacted] are available and maintained in the Boeing Library and document management system. Only current and valid versions of QMS documented information is readily available to all personnel and to customer and regulatory agency representatives as requested. Prior revisions are only available upon special request from the archive and cannot be used to circumvent the current processes.

7.5.3.2 Control Activities

The Boeing Records and Information Management (RIM) Program establishes RIM policy [redacted] nd defines business record (retained documented information) controls in accordance with QMS and regulatory requirements documented in the global record retention schedule (GRRS).

[redacted] describes the requirements for:

a. distribution, access, retrieval, and use;

b. storage and preservation, including preservation of legibility;

c. control of changes (e.g., version control);

d. retention and disposition;

e. prevention of the unintended use of obsolete documented information by removal or by application of suitable identification or control if kept for any purpose.

Quality business records are to be retained for the period of time established by the documented procedures and schedules or by contract or regulatory requirement, whichever duration is longer.

[redacted] [redacted]

[redacted]