

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	
111	

**Manufacturing Records and Human
Performance - Attachment 8
BCA QMS Quality Escapes Excerpt**
(3 Pages)

DCA24MA063

**MANUFACTURING RECORDS AND HUMAN
PERFORMANCE**

Group Chair's Factual Report
Attachment 8 - BCA QMS Quality Escapes Excerpt
July 1, 2024



Delivery processes are established to assure delivery documentation required by customer and contract or regulation is present at delivery. Articles released in accordance with 14 CFR § 21.137(o) include an FAA Form 8130-3 issued by an Authorized Individual (refer [REDACTED]). Records will indicate the person(s) authorizing release of product for delivery to the customer.

8.7 Nonconforming Product and Article Control

14 CFR § 21.137(h) requirements are met through the usage of [REDACTED] or MI-NC series (BCW) and other documentation identified on the BCA CFR/QMS Matrix. [REDACTED] contains requirements

- ensuring only products or articles that conform to their approved design are installed on a type-certificated product;
- for identification, documentation, evaluation, segregation, and disposition of nonconforming products and articles;
- describing that only authorized individuals may make disposition determinations;
- ensuring discarded products are rendered unusable (scrap). ([return to top](#))

Quality Escapes

14 CFR § 21.137(n) requirements are met through the usage of [REDACTED] and [REDACTED] or MI-NC-01.04 [REDACTED]. These documents contain requirements for identifying, analyzing, and initiating appropriate corrective action for products or articles that have been released from the quality system and that do not conform to the applicable design data or quality system requirements. ([return to top](#))

Additional information about the nonconformance process is described in the rest of this section.

8.7.1 Control of Product Nonconformities

BCA documented procedures describe the identification and control of product that does not conform to the current, approved, and released PDD, including purchased and customer supplied products (e.g., [REDACTED]). Nonconforming product is identified, documented, evaluated, dispositioned and segregated whenever practical; otherwise it is controlled to preclude unintended use or installation on a type-certificated product. Documented procedures describe the responsibility and authority for personnel to process and disposition nonconforming materials, including the process for the approval of personnel to make disposition decisions. BCA suppliers may receive approval to disposition nonconforming products they produce; otherwise, they must obtain disposition instructions from BCA through SC processes. Documented information of





nonconforming processing are prepared and maintained in accordance with clause 7.5.3.

Note: The term “nonconforming outputs” includes nonconforming product or service generated internally, received from an external provider, or identified by a customer.

Procedures define the requirements for notification of Boeing organizations, suppliers, customers, and regulators (relevant interested parties) of nonconforming product. Notification includes all information necessary to define the nonconformance.

Nonconforming product may be reworked to meet the specified requirements, repaired, use-as-is, rejected, returned to the supplier for replacement, or scrapped (scrapped material rendered unusable to preclude its issue to production or after-market use). Dispositions of use-as-is or repair for the acceptance of nonconforming products will only be implemented:

- after approval by an authorized representative of the organization responsible for design or by persons having delegated authority from the design organization.
- after authorization by the customer, if the nonconformity results in a departure from the contract requirements or other negotiated agreements.

Unapproved parts [counterfeit] or suspect unapproved parts are controlled to prevent reentry into the supply chain. (See clause 8.1.4)

8.7.2 Nonconformance Documented Information

BCA retains documented information that describes the nonconformity, actions taken, any concessions obtained and identifies the authority deciding the actions for the nonconformity. Documented information will be maintained in accordance with clause 7.5.3.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]