

Quality Systems
Non-Conformance Documentation

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FOREWORD

In December 1998, the Aerospace Industry has established the International Aerospace Quality Group (IAQG) with the purpose of achieving significant improvements in quality and reductions in cost throughout the value stream.

This organization, with representation from Aerospace companies in Americas, Asia and Europe and sponsored by SAE, SJAC and AECMA has agreed to take responsibility for the technical contents of this standard.

1. SCOPE:

This document defines to supplier/subcontractor common information and documentation required to inform Customers, when applicable about nonconformity (Customer-provider use). It does not apply to the reporting of a nonconformity to the product owner/operator.

Reporting of Product Quality Escapes and use of Waiver/Concession is subject to the terms and conditions of the contractual requirements.

2. INTRODUCTION:

The layout of attached forms is given for information but the order of blocks shall be the same. Also, blocks number indicated in this standard shall be kept with the concerned content. The size of each block may be varied to suit the individual application, but not to the extent that would make the forms unrecognizable. The forms may be pre-printed, computer generated or managed using WEB based system; but in either case, the printing of lines and characters must be clear and legible. The details entered on the forms can be either machine/computer printed or handwritten using block letter and should permit easy reading. Abbreviations should be restricted to a minimum.

3. DEFINITIONS:

For the purposes of these forms, the definitions given in ISO 8402 and the following definitions apply.

Definition of "product": In this document means any aerospace vehicle, engine, propeller, airframe part or equipment (within that vehicle) to be used in operating or controlling an aerospace vehicle in flight.

Definition of "product quality escape": Any product released from a supplier/subcontractor that is subsequently determined by the supplier/subcontractor to contain a nonconformity.

Definition of "customer": Recipient of a product provided by the supplier/subcontractor excluding aircraft owner/operator.

Definition of "Waiver/concession": Written authorization to use or release a product which does not conform to the specified requirements. A waiver is limited to the shipment of a product that has specific nonconforming characteristics within specific deviations, for a limited time or quantity.

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4. INSTRUCTIONS:

Blocks and fields marked with * means that shall be completed in accordance with terms and conditions of the contractual quality requirements. It means optional or in accordance with the specific contract requirements. Therefore, content for blocks and fields with no * are mandatory. All blocks must have an entry prior to final signature. If block does not apply then enter N/A (Not Applicable).

The entity (Supplier, Customer, Government, authorities, etc.) responsible to fill out each block is defined by the terms and conditions of the contractual requirements.

Continuation sheets can be added and should include reference number of the original document (boxes: 1.3, 1.4 and 1.6).

Block 1 DOCUMENT IDENTIFICATION

- | | | |
|-----|--|---|
| 1.1 | Identification of customer | Receiver of the form |
| 1.2 | Identification of supplier/subcontractor | Originator of form |
| 1.3 | Document reference number | Unique number assigned by the originator in accordance with Customer instructions (another Customer unique number may be used *) |
| 1.4 | Document Issue | Level of document revision. Initial issue of document is 1 or A, each subsequent revision is identified by sequential number or letter (e.g. 2, 3 or B, C). If required, rules of document revision shall be applied in accordance with customer instructions |
| 1.5 | Category* | Classification of the nonconformance, in accordance with contract requirements |
| 1.6 | Number of sheets | |

Block 2 IDENTIFICATION OF PRODUCT AFFECTED

- | | | |
|-----|--|---|
| 2.1 | Model of product/program* | |
| 2.2 | Part Number | Lowest level part number which has the nonconformance |
| 2.3 | Part Description | The name of the part |
| 2.4 | Part Serial Number/Batch/Effectivity Number/Lot Number/Manufacturer Date | |
| 2.5 | Quantity | |
| 2.6 | Product Number* | |
| 2.7 | Work/Purchase Order Number* | |
| 2.8 | Assembly Serial Number* | |
| 2.9 | Assembly Drawing Number* | |

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4. (Continued):

Block 3 DESCRIPTION OF NONCONFORMITY

3.1 Description of nonconformity. Detailed description of the nonconformity. Sketches, drawings, specifications, etc. should be used to help the understanding of the nonconformity. Possible previous cases of the same deviation affecting other parts shall be indicated in referencing customer concession numbers.

In case of Concessions reference to other nonconformities on the same part shall be mandatory.

Indicate in this box if it is a production or development or repair part.

Block 4 DESCRIPTION OF CAUSE/CORRECTIVE ACTION*

Typically includes cause, immediate corrective action, long term corrective action, implementation date, implementation serial number or batch number etc. Can be used to note log number that references electronic corrective action form

Block 5 DISPOSITION OF NONCONFORMITY

For Waiver/Concession

- 5.1 Material Review Board (MRB)/Design Decision and Quality Decision* May be by supplier or customer in accordance with contract requirements
..... The possible rework/repair solution (description of rework/repair to be done and result after rework/repair) shall be in this box
- 5.2 Limitations imposed on the part* Design authority required. In case of recordable concession indicate in this box

For Notification of Product Quality Escape

- 5.1 Proposed disposition by supplier/subcontractor
- 5.2 Limitations imposed on the part Customer authority required
- 5.3 Flight operations that are affected Customer authority required
(Mark yes and describe or mark unknown)

Block 6 SIGNATURE/APPROVAL

For Waiver/Concession*

6. Typically, includes signatures of the originator, design and quality approving the disposition in Block 5. Additional signature block(s) may be added (e.g. government agency, national aviation authority, customer).

For Notification of Product Quality Escape*

6.1 Signature of Authorized Company Representative (originator)

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4. (Continued):

Block 7 ADDITIONAL INFORMATION

For Notification of Product Quality Escape

- 7.1 Which regulatory agency(ies) has been notified
- 7.2 Availability of replacement partsWrite date that parts are available
- 7.3 Availability of personnel to perform workWrite date that personnel are available
- 7.4 In-service unit(s) affectedYes (include unit numbers) or no

Block 8 DISTRIBUTION LIST* : Following customer instructions

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