



Reporter: Confidential
Case Status: Closed
Disposition: Substantiated (In Full)
Closed Date: 12/11/2018
Open Date: 05/30/2018
Assigned Date: 06/04/2018
Due Date: 11/09/2018
Appeal Date:

Summary: Complainant alleges that Boeing Quality management is forcing employee's to work within a time limits which could result in defective parts to leave ESRC Boeing.

Hotline Contact Info

Lead Analyst: David Atherton
Analyst Email: david.atherton@faa.gov
Analyst Phone #: 202-267-7667

Case Assignment

Assigned Group: SAFETY-HQ-AIR
Assignment Type: Action

Reporter Contact Info

Privacy Level: Confidential
Reporter is a:
Name:
Address:
City, State, Zip:
Contact Phone #:
Email Address:
Int. Phone #:

Subject Party Details

Name:
Company / Org: The Boeing Company
Address: 6001 36th ave west
Phone #:
City, State, Zip: Everett WA 98203

Event Info

Event Date: May 25, 2018
Event Time:
Event Location: Everett Boeing ESRC
City, State: Everett WA
Airline Name: The Boeing Company
Flight #:
Departure Location:
Arrival Location:
Aircraft Registration:

Assignments:

Case Description: Boeing Quality management is forcing employee's to work within a time limits which could result in defective parts to leave ESRC Boeing.

Management has created 1-minute pre-inspections check sheets and has threatened QA to buy work off that is not performed by the individuals.

On multiple occasions QA management has stated they can override the documentation at any time regardless what the BPI says.

ESRC has lost build configuration on the new Document for SCP Standard correction process which we cannot trace rework performed OR it is allowing manufacturing to override quality buyoffs. Some rework is not even verified by QA by using the manufacturing self acceptance and inspection requirements.

Related Items

WARNING: FOR OFFICIAL USE ONLY PUBLIC AVAILABILITY TO BE DETERMINED UNDER 5 USC 552

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Journal Entries

Journal Class	Create Date	Submitter	Category	Summary
Note	05/30/2018 02:35 PM		General Information	Hotline Form Submission - FHIS-0008186

Details

*I am a(n): Member of Aviation Community
What Are You Reporting: Potential Violation*

Information Related To Your Report

*Event Date: 5/25/2018
Event Time:
Event Location: Everett Boeing ESRC
Event City: Everett
Event State: WA
Aircraft Registration N-*

Responsible Party

*First Name:
Last Name:
Company/Organization: The Boeing Company
Phone:
Street Address: 6001 36th ave west
Street Address 2:
City: Everett
State: WA
Zip: 98203
Airline: The Boeing Company
Flight Number:
Departure Location:
Arrival Location:
Description: Boeing Quality management is forcing employee's to work within a time limits which could result in defective parts to leave ESRC Boeing.*

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Other Reports on the Same Subject Matter

*To which division or office within the FAA have you reported this matter? No
To which other federal or state agencies or other organizations have you reported this matter? No*

Contact Info

*First Name: [REDACTED]
Last Name: [REDACTED]
Street Address:
City:
State:
Zip:
Contact Phone: [REDACTED]
Email Address: [REDACTED]
International Number:*

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FAA

Aviation Safety

Memorandum

Date: DEC 10 2018

To: Barbara Barnet, Manager, Reporting and Data Analysis Branch, AAE-300

From: Chris Carter, Acting Executive Director, Aircraft Certification Service, AIR-1 

Prepared by: Jeffrey E. Duven, Director, System Oversight Division, AIR-800,
(206) 231-3200

Subject: Aviation Safety Hotline S20180530018, The Boeing Company

The Federal Aviation Administration (FAA) Aircraft Certification Service completed the investigation of Aviation Safety Hotline S20180530018, alleging The Boeing Company Electrical Systems Responsibility Center, located at Everett, Washington, allows unauthorized rework after parts are accepted by Quality Assurance, resulting in the loss of configuration control.

The investigation substantiated a violation of a regulation, order, or standard of FAA.

Attachment
Report of Investigation

7

DEPARTMENT OF TRANSPORTATION

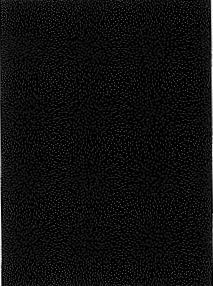
FEDERAL AVIATION ADMINISTRATION

AVIATION SAFETY HOTLINE

CASE # S20180530018

REPORT OF INVESTIGATION

Investigation Team: Federal Aviation Administration (FAA) Aviation Safety Inspector, Boeing Certificate Management Office (CMO) Section

Person(s) Interviewed:  Complainant (Confidential)
The Boeing Company (Boeing), Quality Specialist
Boeing, Quality Lead
Boeing, Quality Inspector
Boeing, Manufacturing Lead
Boeing, Manufacturing Lead
Boeing, Manufacturing Manager
Boeing, Manufacturing Manager

The FAA Boeing CMO Section received Aviation Safety Hotline S20180530018 on September 12, 2018. The complainant alleges the Boeing Electrical Systems Responsibility Center (ESRC), located in Everett, Washington, allows unauthorized rework after parts are accepted by Quality Assurance (QA), resulting in loss of configuration control.

OTHER INVESTIGATION ACTIVITIES:

The complainant wishes to remain confidential and was contacted by the FAA multiple times via telephone or email between October 1, 2018, and October 15, 2018. The complainant agreed with the allegation as defined above.

Other allegations made by the complainant related to personnel or perceived actions (e.g. threats and undue pressure). Since these allegations are not governed by any FAA regulation, order, or standard, the FAA did not formally investigate them. However, as part of the investigation into the allegation above, the FAA did not identify any evidence where such personnel or perceived actions resulted in noncompliances of Boeing products or processes.

FINDINGS & FOLLOWUP ACTIONS

Allegation: The Boeing ESRC allows unauthorized rework after parts are accepted by QA, resulting in loss of configuration control.

Investigation: The FAA interviewed the Boeing Quality Lead, Manufacturing Leads, Quality Inspector, Quality Specialist and Manufacturing Managers working in the Boeing ESRC area. The FAA conducted an on-site evaluation at the Boeing ESRC on October 10, 2018, to witness inspection processes and review supporting documentation (e.g. design drawings, process specifications and work instructions). The Quality Lead explained how inspections of minor rework are performed and documented. The FAA also reviewed Boeing quality system procedures related to inspection, test, acceptance, and control of nonconforming material and parts.

Boeing quality system procedures authorize manufacturing personnel to rework parts and record minor damage, prior to submitting parts to QA for final acceptance. If a nonconformity is discovered after the part is submitted to QA, an inspection pick-up (PU) document must be generated. The PU document describes the nonconforming condition and provides instructions

for performing rework, scrap, or the need for a higher-level review. A PU document is also generated in the event quality inspectors discover manufacturing record errors or missing acceptance stamps. Boeing quality system procedures for control of nonconforming material and parts require Boeing to document these nonconforming conditions in order to maintain part configuration.

After conducting interviews, witnessing Boeing inspections, reviewing Boeing quality system procedures, and reviewing manufacturing records, the FAA found Boeing employees terminated wire ends and reworked wire protective shielding after final acceptance by QA without issuing a PU document. These actions resulted in unauthorized rework being performed after parts were accepted by QA, which could result in a loss of configuration control. Therefore, the FAA substantiated a violation of a regulation, order or stand of the FAA.

At the time the FAA received this Aviation Safety Hotline (S20180530018), the FAA was finishing up another Aviation Safety Hotline investigation (S20180724005) at the Boeing ESRC. The FAA determined both cases included allegations related to unauthorized rework after parts are accepted by QA at the Boeing ESRC. Upon completion of the previous investigation (S20180724005), the FAA substantiated a violation of a regulation, order or standard of the FAA related to unauthorized rework after parts are accepted by QA. The FAA issued a compliance action in accordance with FAA Order 2150.3C. Since this Aviation Safety Hotline complaint was received before the previous case was closed, Boeing did not have an opportunity to address and correct the violation. The compliance action, which is applicable to both cases, is currently open and the FAA will continue to monitor the correctives action until they are complete.

Finding: A violation of a regulation, order, or standard of the FAA was substantiated.

Corrective Action: As a result of a previous investigation, the FAA issued a compliance action to Boeing in accordance with FAA Order 2150.3C, which also addresses the allegation substantiated by this investigation. The FAA will monitor followup corrective actions until they are complete.