

# GENERAL DYNAMICS

## Ordnance and Tactical Systems

### Weapons Systems Supplier Quality Requirements Site 21-Quality – Williston VT / Saco ME

Quality Clause	Revision	Phase In Date
<b>Q27</b>	<b>0</b>	<b>04/02/2019</b>

## Q27–Trouble and Failure Reporting

### Requirements

When a nonconformance is suspected, immediate containment activities must include evaluation of all parts in process and in stock. This also must include an evaluation of previously manufactured parts that have been shipped to GD-OTS. If nonconforming parts have been shipped or are in transit, GD-OTS must be notified within 24 hours.

Unless otherwise specified in the contract, GD-OTS suppliers and their sub-tier suppliers are not authorized to disposition nonconforming material USE AS IS or REPAIR. If material contains minor nonconformances which cannot be reworked to conform to all drawing, specification and purchase order requirements, the Supplier may submit a Vendor Request for Material Review (VRMR) per QSP INS-54.3 using the online VRMR system located: <https://storefront.gd-ots.com>.

All VRMR submissions must include corrective and preventive actions to correct and eliminate the cause of the noted nonconformity in order to prevent its recurrence.

VRMRs submitted for repetitive defects may be rejected by GD-OTS. A repetitive defect is the recurrence of a nonconformance within a 12 month period on the same part number and characteristic due to the same root cause. The Supplier should query the TipQA Nonconformance module for that part number to determine if the defect is repetitive.

Material absolutely shall not be repaired and/or shipped until the VRMR is dispositioned by GD-OTS and the Status has been changed to CLOSED and the disposition has been completed. Further processing of nonconforming material submitted on VRMR prior to the VRMR being CLOSED is solely at the risk of the Supplier.

Parts shall not be marked with the VRMR number unless otherwise specified in the VRMR disposition. For each affected shipment, supplier shall: (1) segregate and clearly identify each item submitted on VRMR by a nonpermanent method such as bagging, tagging or packing in a separate container; (2) include a legible copy of the approved VRMR; (3) include the VRMR number and quantity of items in the shipment covered by the VRMR prominently on the Shipper/Packing List (Example: 50 pc. lot including 5 pcs. on VRMR #XXXX).

**Printed copy for reference only.**

For current version, see: [www.gd-ots.com/Williston/QC/](http://www.gd-ots.com/Williston/QC/)