

GENERAL DYNAMICS

Ordnance and Tactical Systems

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

Quality Clause	Revision	Phase In Date
Q27	1	08/12/2021

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 General Dynamics Ordnance and Tactical Systems (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 non-conformances 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) for GD-OTS to consider use. The latest VRMR form may be obtained from GD-OTS supplier quality engineering.

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. A VRMR submitted with defects previously approved on a prior VRMR (repeat defects) are subject to greater scrutiny and rejection. Any VRMR may be rejected by GD-OTS at its discretion.

Material absolutely shall not be repaired and/or shipped until written approval is received from GD-OTS. Further processing of nonconforming material submitted on VRMR without GD-OTS written approval is solely at the risk of the Supplier.

Parts shall not be marked with the VRMR number unless otherwise specified by GD-OTS. For each affected shipment, the 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).