

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	2	9/27/2024

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).

Limited Use Tags or LUT:

Printed copy for reference only.

For current version, see: www.gd-ots.com/Williston/QC/

Limited Use Tags are required when a VRMR disposition restricts the part usage to a specifically assigned GD-OTS Customer Program. Supplier must confirm LUT are received for all VRMR dispositions of **Use as Is** or **Repair**. Supplier **must not** ship any Use As Is or Repair dispositioned parts until a completed LUT (QSP-FRM-54.4.1) is ready and included with the affected parts. Supplier must include a copy of the completed LUT with the parts **INSIDE** the shipping container and a copy of the LUT affixed to the **OUTSIDE** of the shipping container, in a location that is readily visible. Suppliers must ship all LUT affected parts separately; LUT parts **must not** be comingled with non-LUT parts during packaging and shipping. Suppliers must complete item 8 of the LUT form if parts are serialized. Suppliers should refer to QSP-GDE-54.4.1, "Supplier Instructions for Approved VRMR Material" for additional information on Limited Use Tags.