

Status Report: Investigation of “Dual Failures”

Chartered Team 1: Airplane
Programs Systemic Issues -
Identification &
Resolution
January 2004

Mark Sanders
Kim Durnwirth

Strategic Align.: Manufacturing & Quality
 Project Title: Airplane Programs Systemic Issues, ID & Resolution
 Status as of: 22 January 2004

Customer Sponsor: Kim Durnwirth/Mark Sanders
 Process Owner:
 Project Manager: Linda Chilcoate/David Peck
 Classification: Mandatory

Project Background/Description:

- There appears to be a systemic issue within BCA involving parallel process breakdowns of mechanics and inspectors involved in assembling and in accepting aircraft, assemblies and parts.
- FAA reviewed 55 issues involving BCA (Oct. 2002 – 2003)
 - 24% of these issues have involved instances where the mechanic and inspector created and accepted nonconforming conditions.
 - A team reviewed all LOI/LOA responses from 2000 - 2003 (155) and validated the FAA conclusions.
 - This was one of three teams chartered as part of the corrective action plan.
 - Define & implement a process to do on-going data analysis for the understanding of the systemic causes of escapes & institute corrective action.

Delivered Solution / Expected Outcome:





- Revised process for identifying systemic production issues, including:
 - Common language for cause categories.
 - Configuration managed common baseline for systemic root cause evaluation.
 - BPI process description.
 - Identify data streams & improve common metrics
- Revised process for issue resolution (Corrective Action).
- Plan to share process & results with the rest of BCA.

Plan and Status:

- Develop baseline common language.
- Develop initial cause baseline description.
- Develop and release BPI.
- Develop common metrics package.
- Develop continuous improvement (monitoring & improvement) process.

Customers:

- BCA Engineering, Manufacturing and Quality leadership.

Major Milestones	Stoplight Status	Contact	Date
Team Kickoff	Complete		10/22
Plan Development	Complete		11/20
Process Definition	Complete		12/23
Process Pilot			01/05
QMS Data analysis			01/30
Other Data Streams			2/28
Document Process			TBD