

Lockheed Martin Aeronautics Supplier Quality Management Website

User Guide

The purpose of this document is to provide the user with information on the features and content of the Lockheed Martin Supplier Quality Management website and to give instructions on the completion of the various types of documents available for submittal.

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I. Introduction and Overview

Supplier Quality Management (SQM) website is an electronic portal which provides LM Aero suppliers with purchase order information, contact information, document submittal capabilities, and access to our listing of approved special processors (QCS-001).

II. System Requirements

The system is designed only for use with Microsoft Internet Explorer. The use of another browser software is not supported. Beginning on March 28, 2017, end users running Windows XP (and earlier operating system versions) with Internet Explorer 8 (IE8) will no longer be able to access the SQM website. It is recommended that users update their Microsoft operating system as necessary, or as a workaround, use the Firefox browser in place of IE8 *if* Windows XP must be used (Chrome and IE browsers will not work with Windows XP to access the SQM website).

III. Accounts

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A. Obtaining

Note 1:

Accounts are issued to individual users, not an entire company. Lockheed Martin is serious about protecting the security of our systems and does not permit the sharing of accounts (user IDs or passwords). Violation of that policy could result in the revocation of access for the company.

There are three basic steps to obtaining an account.

1. The supplier personnel who need access to SQM will first need to obtain an individual Exostar account. Exostar is a third-party verification system that provides Lockheed Martin with two-factor authentication for several of our external systems.
2. The applicant must be listed in the LM Aero Procurement Quality Network (PQN - *internal system*) as a contact for the supplier involved. For security purposes, the listing of a contact is accomplished by the LM buyer or Supplier Quality Management (SQM) personnel assigned to the supplier. The system administrator does not add contacts. This assures that the person requesting access is an employee of that supplier and there is an agreement that the applicant requires access. If a supplier has more than one LM Aero assigned supplier numbers, it is highly recommended that the applicant be added separately as a contact under each different supplier number. This would result in the contact having multiple account IDs / User IDs. It is crucial that when adding a contact, the email address for the applicant is correct – this is part of the key information that is verified in step two of the process.
3. The last step of the account creation process is automated. The applicant visits the LM Aero Supplier Quality Management website and completes the on-line account request form. The system checks the eligibility of the applicant by assuring they are a contact for the supplier. When filling out the application the applicant should use the same 6-digit (Fort Worth or Marietta) or 5-digit (Palmdale) LM Aero assigned supplier number under which the applicant is listed as a contact. Once the applicant is approved,

the system generates the account and e-mails the initial account information back to the applicant in two separate e-mail messages. For security reasons, both pieces of log-in information are not sent in the same e-mail message. One message will contain an account ID (user ID), which begins with the @ symbol, and the other message will contain a temporary password. Temporary passwords are set to expire as soon as the user logs in. The user will get a pop-up message that says, “Your password has expired; you must change it before continuing”. The user will then enter this same temporary password in the box as the current password and then make up a new password and enter it twice.

Note 2:

- ***Accounts not used for extended periods of time (more than 90 days) will be subject to inactivation without notice.***
- ***Users have 10 days to log-in with the initial information provided and change the password or the account becomes suspended.***
- ***Passwords must be between 8 – 10 characters long***
- ***Passwords must be unique and contain characters from three of the following four categories:***
 - ***1. Uppercase characters (A through Z)***
 - ***2. Lowercase characters (a through z)***
 - ***3. Numbers (0 through 9)***
 - ***4. Non-alphanumeric characters (Examples: !, \$, #, %).***
- ***External supplier accounts are subject to annual deactivation and must provide justification for continued access to the LM Supplier Quality Engineer (SQE). The SQE will then contact the system administrator for reactivation.***

B. Password Resets

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1. **Passwords expire after 45 days.** The system sends out 2 e-mail messages to users notifying them of their impending password expiration at 14 days prior to expiration. If user takes no action, the system will send out another notice at 7 days prior to expiration.
2. Passwords may not be repeated. A new password must be established every single time a password is changed.
3. Password resets are automated for users who cannot remember their password or if their password has expired. When a user logs in and their password is incorrect/expired, the system prompts the user to be sure they do not have their “caps lock” on. If the user cannot remember their password, the user can click on the link for requesting a new, system generated password. ***Do not exceed 5 incorrect log-in attempts. Doing so will suspend the account.***

Enter your e-mail address and click “Get NEW Password”

The system compares the User ID and email address of the requestor to the user information stored in our system. If they match, a new password is automatically generated and emailed to the user.

Page will state:

New Password Request Received

We will be creating your **new, temporary password** momentarily.

It will be sent to your email address. While this message usually arrives in your email inbox within twenty minutes, please be patient as a variety of factors on the internet may delay its transmission.

E-mail will come from gads.support.fc-aero@lmco.com Please add this address to your “safe senders” or contact list so that it doesn’t get caught in your spam filter or sent to a bulk mail folder.

When you receive the temporary password, it will expire immediately upon log in and you’ll

be prompted to change it. (When you put in the temporary password and log in, a pop-up box will say “*Your password has expired, you must change it before continuing*”. Click “ok”, then you’ll get three boxes. Enter this same temporary password in the first box as your current password and then make up a new password and enter it in the next two boxes.)

4. There are three ways in which a user’s account may become suspended:
 - Five incorrect log-in attempts in a row.
 - 90 days of inactivity.
 - Annual deactivation (as required by LM corporate security)
5. If an account has become suspended, the automated password reset process will not work and the user should contact their assigned SQM representative. The SQM representative must then provide 1) the user’s ID number and 2) confirmation that the requestor needs and should have access to the system. That information should be sent to the SQM systems group via e-mail. Systems group personnel will no longer accept direct requests from the supplier.
6. Only the account owner should request a password reset. Requests for password resets by someone other than the account owner will be denied. (See paragraph III A Note 1)

Note 3:

If a user’s email address changes, the user should request that the LM Aero personnel (listed in paragraph III.A.1.) update their email address in the contact list for every LM Aero supplier number for which the individual is listed as a contact. Additionally, the LM Aero personnel listed in paragraph III.A.1. should communicate the address change to the SQM System administrator for updating the user’s SQM account profile. If the address is not kept up to date, the reset of a password will be delayed.

C. Removal

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When a SQM system user leaves a supplier, it is important that the supplier’s management contact the applicable LM Aero Supply Chain Management buyer or SQM representative to have the user’s SQM account inactivated. This can be accomplished by phone or email. If email is used, the email message should include the user’s name, User ID, and justification for removing the account.

IV. SQM Main Menu

A. Supplier Information

1. Supplier Performance

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This portion of the website allows the supplier to access their Quality Rating and Delivery Rating documents. They are stored in PDF format. This portion also allows the supplier to see rejections against their product and delivery records by site. These are a 12-month running record of rejections and deliveries. The rejections are separated into source rejections, rejections at an LM Aeronautics site, First Article Rejects, and supplier submitted non-conformances. The reject data is separated by site and

program. Corrective Action requests that are part of the rating report are also viewable. The delivery information is separated by delivery to site and program. You can also see the supplier initiated rejection documents initiated at your facility under “supplier initiated rejections”. These documents cover a 12-month time span.

LM Aero initiated rejections are separated into those that occur at LM Aero facilities and those that occur at supplier facilities. A supplier can also review its supplier initiated rejections.

2. Supplier Summary [\(top\)](#)

The supplier summary page gives the supplier a quick snapshot of vital information. The page lists the following:

- a. SQM personnel assigned to the supplier
- b. Supplier “contacts” contained in the LM Aero PQN system
- c. Supplier personnel with access to the SQM system
- d. Processes the supplier is approved for by LM Aero to perform

3. Purchase Order Information [\(top\)](#)

This screen allows the supplier to see all their purchase orders. It also provides purchase order searching capability based on the following criteria:

- a. Open or closed purchase orders, or both
- b. Source inspection required or not required
- c. Date range (start and end)
- d. Sorting preference on the above criteria

The screen also displays the part number, order quantity, quantity received, and unit of measure; deliver to plant, LM Aero buyer responsible, and next contractual delivery date.

4. Supplier Personnel with Access [\(top\)](#)

This page provides a listing of all supplier personnel that have access to the LM Aero SQM system. It shows the user ID, role, name, password expiration date and the status of their account.

5. OPM - Oregon Productivity Matrix

Optional tool for suppliers to store and track monthly OPM metrics. Use of the OPM tool is not required. This is an interactive/communicative tool between LM Aero and its suppliers. OPM metrics are captured by the supplier and entered in the OPM Web Portal by the 15th of the month. For more info, the supplier can contact their assigned Supplier Quality Engineer (SQE). If the SQE needs assistance, they can contact Jeff Wyatt: william.j.wyatt@lmco.com

B. Supplier Initiated Documents [\(top\)](#)

1. View Document List

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This page allows the user to view the active documents submitted to LM Aero and those closed documents not older than 45 days. The documents may be sorted by type. Documents in draft status may be edited by the supplier, saved (pending more editing), or released to LM Aero. Once released and submitted for review, the document can no longer be edited by the supplier.

Note: Documents older than 45 days can be viewed from the Supplier Performance screen under “Supplier Initiated Rejections”.

2. Submit a New Document

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Note: SQARs, SPARs, SPTRs, SATRs, and SDLs can only be submitted by the supplier with the purchase order and not by process sources.

Note: Submission of any type document is a two-step process. The document is first drafted and saved. Then (second) the document is released for preliminary LM Aero review by taking the appropriate “action” (see description below).

Note: Documents which are created in SQM by the supplier can only be left in “Draft” status for 30 days; If the supplier does not submit the document to LM Aero within that time, the document will be deleted and the supplier will have to recreate it if they still wish to submit it to LM Aero.

a. **Supplier Quality Assurance Record (SQAR), includes Buyer Furnished Equipment (BFE)**

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This is a supplier initiated document that requests LM Aero Material Review Board (MRB) disposition.

Note: This document should only be used if a non-conforming condition is created during the manufacture or assembly of the manufactured product. For questions regarding engineering specifications or drawings prior to manufacture, a Supplier Problem and Resolution (SPaR) document should be submitted. (This Note is not applicable to BFE)

To initiate a SQAR, use the following instructions. If questions arise regarding the completion of the document, the best source of help is the LM Aero SQM personnel visiting your facility. Note that all form fields marked with an asterisk “*” are required fields. Others are optional.

- i * **Document Type** - select SQAR from the drop-down menu
- ii * **LM Aero Facility** - select the “deliver to” LM Aero facility from the drop-down menu. This information is available on your purchase order.
- iii * **Program** - select the applicable program from the drop-down menu. The program will not be available until a facility is selected above.

Note 1: for LM-100J program, please select the C-130 program and note “LM-100J” in the Job Order field, only if the part is specific to LM-100J and not applicable to All C-130 aircraft.

Note 2: If the Program is F-35, select Fort Worth, regardless of whether the “deliver to” is Fort Worth or Marietta on the PO. This will ensure timely processing by LM Aero Material Review Board.

iv * **Email Address for LM Aero Buyer** - enter the email address of the LM Aero buyer managing your purchase order. Ensure that this email address is correct.

v * **PO Number** - enter the purchase order number.

Note: For BFE, enter the purchase order number for the BFE part using the information from the shipping document when the BFE part was received.

vi **Reference Document** - if you have an internal rejection document which you wish to reference for your own records, list it here.

vii **LM Aero Job Order** - this field is normally used when the product is shipping to the LM Aero Palmdale facility. Enter the “job order” number from the purchase order. If you are unsure what this number is, leave the field blank. This is not a required field. If something is entered, the information is validated to ensure the job order number is correct.

Note 1: For BFE, Leave field blank.

Note 2: For LM-100J program, select “C-130” as the Program and note “LM-100J” in the Job Order field, only if the part is specific to LM-100J and not applicable to All C-130 aircraft.

viii * **Part Name** – enter the part name or nomenclature from the drawing.

ix **Seller’s Part Number** – if you manufacture the part under a different part number than the one listed on the LM Aero purchase order, enter that part number here.

x **Trace Code / Criticality Code** – select the appropriate trace or criticality code from the drop-down list. This information is available on the drawing. If not applicable, skip the selection.

xi **I/R Code** – if the part is designated by LM Aero as Interchangeable or Replaceable, select that designation from the drop-down menu. If not applicable, skip the selection.

xii **Serial Number(s)** – when applicable enter the serial number of the part. When more than one serial number is affected add additional serial numbers by clicking link to use the “long form”. Each serial number must be added separately and reside in its own field. (See **Use of Long Form** at the end of this section)

xiii * **Buyer’s Part Number** – enter the LM Aero part number from the LM Aero purchase order. **Note: For BFE, enter the LM Aero part number that was shipped to your facility.**

xiv * **Quantity** – enter the number of parts being submitted for review.

Note 1: The LM Aero buyer reserves the right to submit the smallest number of parts required to prevent line shortages.

Note 2: this quantity shall represent the entire lot exhibiting the defect, not a sample size.

- xv * **Discrepancy** – enter a concise description of the defect. If more than one nonconformance exists, click the “add another discrepancy” link. Do not list more than one defect at a time. Each defect description shall include the detail requirement (description from drawing or specification – not drawing zone or paragraph number), statement of actual value (the state or measurement of the defect), variance from actual value (how far off from the requirement is the defect), location or zone on drawing or specification paragraph, type of material, percent complete, heat treat condition (as applicable). If all parts do not display all the nonconformances, the description shall include the quantity of parts that have each nonconformance. [Identify to parts i.e. A, B, D or 2, 3, 4.] Identify any material which is LM Aero furnished.

Note: Turn your browser’s pop-up blocker off or customize the settings to allow pop-ups from this site. A pop-up blocker will prevent the form from being able to add additional discrepancies.

- xvi * **Your Email Address** – enter your email address. This should be the email address associated with your SQM user account. All communication regarding the document submitted will be sent to this email address. You may enter multiple addresses in this field, separated by a semicolon, but the last address must NOT have any punctuation at the end.
- xvii **Attachments** – the system allows the attachment of files to help in the description of the defect. This can be pictures in JPG format (.jpg), Word documents, Excel spreadsheets, or PowerPoint presentations, or PDF documents. File sizes are limited to 1 MB each. This is more than enough for photos. Photos should be taken at a 640 X 480 resolution. To attach a document, click in the attachment field, then click the “browse” button. This will open a Windows Explorer view of your own machine. Browse to the area where you have the file stored and complete the attachment. For more attachments, simply repeat the process in the next attachment field.

Note: it’s possible to include more than 3 attachments to a document. After the first 3 attachments are added, you must save the document before being given the opportunity to attach 3 more files.

- xx. * **Root Cause Code** – select a root cause category from the drop-down list. Describe the root cause of the nonconformance(s). **Be sure to establish the true root cause before attempting to submit the document (5 Whys, cause mapping, etc).** “Workmanship” is not a true root cause and use should be avoided. **Note: For BFE, select “LM Aero BFE”.**
- xxi. * **Root Cause Description** – give additional details about the Root Cause Code you selected above. Ex: If you selected Planning, what caused the planning error to occur?

- xxi * **Corrective action** – enter a description of the corrective action plan you plan to use to address each root cause. This plan should include the preventative actions to be taken to assure nonconformances do not reoccur.

Note 1: For BFE, enter “Reference LM Aero ICA”.

Note 2: Corrective Action for each SQAR submitted is required, however only containment of the nonconformance maybe acceptable, at the time of SQAR submittal, if agreed upon by the LM Supplier Representative and the supplier tracks, reports and provides corrective action on repetitive defects.

- xxii * **Effectivity** – enter the date on which the corrective action will be complete.

Note 1: For BFE, enter the date SQAR is initiated.

Once completed, or at any time during the creation of the document, the initiator may elect to save the document by clicking on the “save” button. If need be, the initiator may save the document, log off the system, and return later to complete the document initiation.

Note 2: The document will not be released for LM Aero review until the initiator performs the “action” of release for initial review. To perform this release, first save the document. This will return you to the documents list screen. Click on the “actions” link to the right of the document created. Select “release for initial review” and click “take action”. The initiator may also choose to delete the document if it’s no longer needed.

b. **Supplier Problem and Resolution (SPaR)**

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Note 1: SPAR documents submitted by the supplier can only stay in “Initiated” status for 30 days. This status indicates that LM Aero buyers have an action to take. If action is not taken on a document in “Initiated” status within 30 days, the document will be deleted and the supplier will have to resubmit it.

This document is used for obtaining answers to questions regarding the build package. *This document is not to be used for Material Review disposition.* Ideally this document is used before product is manufactured. This document is routed to the appropriate engineering group using the LM Aero Facility and Program selections on the SPAR form.

Note 2: All Seller Items provided to Buyer must be manufactured, configured, inspected, and accepted in accordance with released Buyer Engineering and Purchase Order (PO) requirements. E-SPaRs DO NOT take precedence over existing and released PO requirements. Any deviation from this practice must have originated as a Program level request to Buyer. Additionally, any deviation from released Engineering or PO requirements must occur through PO amendment approved by Supply Chain Management.

To initiate a SPaR document, use the following instructions. If questions arise

regarding the completion of the document, the best source of help is the LM Aeronautics Supplier Quality Engineer (SQE) who visits your facility or your LM Aeronautics buyer. Note that all fields marked with an asterisk "*" are required fields. Others are optional.

- i * **Document Type** - select SPAR from the drop-down menu
- ii * **LM Aero Facility** - select the "deliver to" LM Aeronautics facility from the drop-down menu. This information is available on your purchase order.
- iii * **Program** - select the applicable program from the drop-down menu. The program will not be available until a facility is selected above.

Note 1: for LM-100J program, please select the C-130 program and note "LM-100J" in the Problem Description field, only if the part is specific to LM-100J and not applicable to All C-130 aircraft.

Note 2: If the Program is F-35, select Fort Worth as the facility, regardless of whether the "deliver to" is Fort Worth, Marietta, or Palmdale on the PO. This will ensure timely SPAR processing by LM Aero.

- iv * **Email Address for LM Aero Buyer** - enter the email address of the LM Aeronautics buyer managing your purchase order. Ensure that this email address is correct. Failure to enter a correct email address will result in the document sitting in the queue for an extended time.
- v * **PO Number** - enter the purchase order number the part will be delivered on.
- vi **Reference Document** - if you have an internal rejection document which you wish to reference for your own records, list it here.
- vii **LM Aero Job Order** - this field is normally used when the product is shipping to the LM Aero Palmdale facility. Enter the "job order" number from the purchase order. If you are unsure what this number is, leave the field blank. It is not a required field, but if it is entered the job order number is validated to ensure the number is correct.
- viii **Line Need Date** – this field will be completed by the LM Aero buyer.
- ix **FAI Complete** – indicate whether or not a first article has been previously accomplished and accepted on the same part number. If the build in question is the first article, your answer would be "no".
- x * **Supplier Contact Name** – enter the name of the supplier contact best suited to answer questions regarding the submittal should they arise.
- xi * **Supplier Contact Phone** – enter the complete phone number of the person named above. Be sure to include the area code.
- xii * **Part Name** – enter the part name or nomenclature from the drawing.
- xiii **Seller's Part Number** – if you manufacture the part under a different part number than the one on the LM Aero purchase order, enter that part number here.
- xiv * **Buyer's Part Number** – enter the LM Aero part number from the Lockheed Martin purchase order.

- xv * **Drawing Change Letter** – indicate the drawing change letter from the applicable LM Aero drawing or specification revision number.
- xvi **Drawing/View/Zone** – indicate the drawing, view and zone or paragraph from the applicable LM Aero drawing or specification revision number.
- xvii * **Quantity Affected** – indicate the number of parts to be manufactured on this purchase order or production run.
- xviii * **Problem Description** – Enter a concise and complete description of the problem or question. Include any applicable drawing or specifications including drawing zones, specification paragraphs etc. Enter any related information that would help in the resolution of the problem.
Note 1: for LM-100J program, please select the C-130 program and note “LM-100J” in the Problem Description field, only if the part is specific to LM-100J and not applicable to All C-130 aircraft.
Note 2: if requesting a change, the following should be provided as a minimum:
 - Description of change.
 - Reason for change.
 - What was done prior to recommended change?
 - What is the impact if change is disapproved?
 - Additional comments if necessary.
- xix * **Your Email Address** – enter your email address. This should be the email address associated with your user account. All communication regarding the document submitted will be addressed to this email address. You may enter multiple addresses in this field, separated by a semicolon, but the last address must NOT have any punctuation at the end.
- xx **Attachments** – the system allows the attachment of files to help in the description of the defect. This can be pictures in JPG format (.jpg), Word documents, Excel spreadsheets, or PowerPoint presentations, or PDF documents. File sizes are limited to 1 MB each. This is more than enough for photos. Photos should be taken at a 640 X 480 resolution. To attach a document, click in the attachment field, then click the “browse” button. This will open a Windows Explorer view of your own machine. Browse to the area where you have the file stored and complete the attachment. For more attachments, simply repeat the process in the next attachment field.

Note: it’s possible to include more than 3 attachments to a SQM document. After the first 3 attachments are added, you must save the document before being given the opportunity to attach 3 more files.

Once completed, or at any time during the creation of the document, the initiator may elect to save the document by clicking on the “save” button. If need be, the initiator may save the document, log off the system, and return later to complete the document initiation.

Note: The document will not be released for LM Aero review until the initiator performs the “action” of release for initial review. To perform this release, first

save the document. This will return you to the documents list screen. Click on the “actions” link to the right of the document created. Select “release for initial review” and click “take action”. The initiator may also choose to delete the document if it’s no longer needed.

c. **Supplier Perishable Tooling Record (SPTR)** [\(top\)](#)

This type of document is initiated when the supplier needs a Material Review disposition from Lockheed Martin Aeronautics regarding purchased perishable tools.

Note: This document should only be used if a non-conforming condition is created during the manufacture or assembly of the product. For questions regarding engineering specifications or drawings prior to manufacture, a Supplier Problem and Resolution (SPaR) document should be submitted.

To initiate a SPTR document use the following instructions. If questions arise regarding the completion of the document, the best source of help is the LM Aeronautics SQM personnel visiting your facility. Note that all form fields marked with an asterisk “*” are required fields. Others are optional.

- i * **Document Type** - select SPTR from the drop-down menu
- ii * **LM Aero Facility** - select the “deliver to” LM Aeronautics facility from the drop-down menu. This information is available on your purchase order.
- iii * **Program** - select the applicable program from the drop-down menu. The program will not be available until a facility is selected above.
- iv * **Email Address for LM Aero Buyer** - enter the email address of the LM Aeronautics buyer managing your purchase order. Ensure that this email address is correct.
- v * **PO Number** - enter the purchase order number the part will be delivered on.
- vi **Reference Document** - if you have an internal rejection document which you wish to reference for your own records, list it here.
- vii **LM Aero Job Order** - this field is only used when the product is shipping to the LM Aero Palmdale facility. Enter the “job order” number from the purchase order. If you are unsure what this number is, leave the field blank. It is not a required field, but if it is entered the job order number is validated to ensure the number is correct.
- viii * **Part Name** – enter the part name or nomenclature from the drawing.
- ix **Seller’s Part Number** – if you manufacture the part under a different part number than the one on the LM Aero purchase order, enter that part number here.
- x **Serial Number(s)** – when applicable enter the serial number of the part. When more than one serial number is affected add additional serial numbers by clicking link to use the “long form”. Each serial number must be added separately and reside in its own field. (See **Use of Long Form** at the end of this section)
- xi * **Buyer’s Part Number** – enter the LM Aero part number from the Lockheed Martin purchase order.

- xii * **Quantity** – enter the number of parts being submitted for review. Note: The LM Aero buyer reserves the right to submit the smallest number of parts required to prevent line shortages. Note: this quantity shall represent the entire lot exhibiting the defect, not a sample size.
- xiii * **Discrepancy** – enter a concise description of the defect/discrepancy. If more than one nonconformance exists, click the “add another discrepancy” link. Each defect description shall include the detail requirement, statement of actual value, variance from actual value, location or zone on drawing or specification paragraph, type of material, percent complete, heat-treat condition, as applicable. If all parts do not display all of the nonconformances, the description shall include the quantity of parts that have each nonconformance. [Identify to parts i.e. A, B, C or 1, 2, 3.]

Note: Turn your browser’s pop-up blocker off or customize the settings to allow pop-ups from this site. A pop-up blocker will prevent the form from being able to add additional discrepancies

- xiv * **Your Email Address** – enter your email address. This should be the email address associated with your user account. All communication regarding the document submitted will be addressed to this email address. You may enter multiple addresses in this field, separated by a semicolon, but the last address must NOT have any punctuation at the end.
- xv **Attachments** – the system allows the attachment of files to help in the description of the defect. This can be pictures in JPG format (.jpg), Word documents, Excel spreadsheets, or PowerPoint presentations, or PDF documents. File sizes are limited to 1 MB each. This is more than enough for photos. Photos should be taken at a 640 X 480 resolution. To attach a document, click in the attachment field, then click the “browse” button. This will open a Windows Explorer view of your own machine. Browse to the area where you have the file stored and complete the attachment. For more attachments, simply repeat the process in the next attachment field.

Note: it’s possible to include more than 3 attachments to a SQM document. After the first 3 attachments are added, you must save the document before being given the opportunity to attach 3 more files.

- xvi * **Root Cause** – select a root cause category from the drop-down list. Describe the root cause of the nonconformance(s). Be sure to establish the true root cause before attempting to submit the document. “Workmanship” is not a true root cause and use should be avoided.
- xvii * **Root Cause Description** - give additional details about the Root Cause Code you selected above. Ex: If you selected Planning, what caused the planning error to occur.
- xviii * **Corrective action** – enter a description of the corrective action plan addressing

each root cause. This plan should include the preventative actions to be taken to assure nonconformance does not reoccur.

xix * **Effectivity** – enter the date on which the corrective action will be complete.

Once completed, or at any time during the creation of the document, the initiator may elect to save the document by clicking on the “save” button. If need be, the initiator may save the document, log off the system, and return later to complete the document initiation.

Note: The document will not be released for LM Aero review until the initiator performs the “action” of release for initial review. To perform this release, first save the document. This will return you to the documents list screen. Click on the “actions” link to the right of the document created. Select “release for initial review” and click “take action”. The initiator may also choose to delete the document if it’s no longer needed.

d. Supplier Aircraft Tooling Record (SATR)

[\(top\)](#)

For questions regarding tooling application or tooling clarifications, a Supplier Problem and Resolution (SPaR) document must be submitted. Do not use the SATR document.

The SATR document is initiated to obtain Buyer’s disposition for Buyer-furnished tooling requiring rework, repair or alter authorization, including requests for deviation from specifications or special processes, where Buyer has assigned an LM Aero Asset Number or Tooling Number. SATRs disposition tooling, not engineering parts.

It is extremely important that the SATR document is initiated and submitted as soon as possible when a discrepant condition is discovered to prevent potential delivery impacts to any Aeronautics program.

Note: Buyer furnished tooling consist of any airframe tool that is either provided by Buyer or authorized by PO to be manufactured at Seller’s facility to support Buyer’s PO.

To initiate a SATR document use the following instructions. If questions arise regarding the completion of the document, the best source of help is the LM Aeronautics SQM personnel visiting your facility. Note that all form fields marked with an asterisk “*” are required fields. Others are optional.

- i * **Document Type** - select SATR from the drop-down menu
- ii * **LM Aero Facility** - select the “deliver to” LM Aeronautics facility from the drop-down menu. This information is available on your purchase order.
- iii * **Program** - select the applicable program from the drop-down menu. The program will not be available until a facility is selected above.

- iv * **Email Address for LM Aero Buyer** - enter the email address of the LM Aeronautics buyer managing your purchase order. Assure that this email address is correct. Failure to enter a correct email address will result in the document sitting in the queue for an extended time.
- v * **PO Number** - enter the purchase order number the part will be delivered on.
- vi **Reference Document** - if you have an internal rejection document which you wish to reference for your own records, list it here.
- vii **LM Aero Job Order** - this field is only used when the product is shipping to the LM Aero Palmdale facility. Enter the “job order” number from the purchase order. If you are unsure what this number is, leave the field blank. It is not a required field, but if it is entered the job order number is validated to ensure the number is correct.
- viii * **Part Name** – enter the LM Aero tool name (ASFX, AJ, etc.)
- ix **Seller’s Part Number** – Enter the LM Aero tool number in this location.
- x **Serial Number(s)** – N/A or Optional. If multiple serial numbers are to be entered, please use the “long form” described at the end of this section.
- xi * **Buyer’s Part Number** – enter the LM Aero part number from the Lockheed Martin purchase order.
- xii * **Quantity** – enter **the number One (1)**.
- xiii * **Discrepancy** – enter a concise description of the defect/discrepancy. If more than one nonconformance exists, click the “add another discrepancy” link. Each discrepancy description shall include the detail requirement, statement of actual value, variance from actual value, location or zone on drawing or specification paragraph, **if applicable**, type of material, percent complete, heat-treat condition, as applicable. If any recommendations for tool repairs are to be considered, it should be stated in this section.

For efficient processing of SATRs, we need the following information:

1. Engineering basic number and dash number
2. Tool Basic number, dash number, and tool code (AKA legacy tool ID)
3. LM Aero Asset Number (typically an M followed by seven numbers)
4. Description of the Discrepancy
5. Proposed solution / repair (if known)
6. ROM estimate of cost (USD)

Note: Turn your browser’s pop-up blocker off or customize the settings to allow pop-ups from this site. A pop-up blocker will prevent the form from being able to add additional discrepancies

For all tooling damaged upon receipt at Seller facility, provide photos of the tooling damage, including shipping containers or tooling packaging condition.

- xiv * **Your Email Address** – enter your email address. This should be the email address associated with your user account. All communication regarding the document submitted will be addressed to this email address. You may enter multiple addresses in this field, separated by a semicolon, but the last address must NOT have any punctuation at the end.
- xxi **Attachments** – the system allows the attachment of files to help in the description of the defect. This can be pictures in JPG format (.jpg), Word documents, Excel spreadsheets, or PowerPoint presentations, or PDF documents. File sizes are limited to 1 MB each. This is more than enough for photos. Photos should be taken at a 640 X 480 resolution. To attach a document, click in the attachment field, then click the “browse” button. This will open a Windows Explorer view of your own machine. Browse to the area where you have the file stored and complete the attachment. For more attachments, simply repeat the process in the next attachment field.

Note: it's possible to include more than 3 attachments to a SQM document. After the first 3 attachments are added, you must save the document before being given the opportunity to attach 3 more files.

Note: For Seller responsible tooling defects, enter the following data in the following blocks:

- xv * **Root Cause Code**– select a root cause category that most matches the root cause of the discrepancy from the drop-down list. Be sure to establish the true root cause before attempting to submit the document. “Workmanship” is not a true root cause and should be avoided.
- xvi * **Root Cause Description** – Describe the root cause of the nonconformance(s). Give additional details about the Root Cause Code you selected above. Ex: If you selected Planning, what caused the planning error to occur.
- xvii * **Corrective Action** – enter a description of the corrective action plan addressing each root cause. This plan should include the preventative actions to be taken to assure nonconformance does not reoccur. Root Cause and Corrective Action shall be coordinated with the assigned Buyers Quality Representative.
- xviii * **Effectivity** – enter the date on which the corrective action will be complete.

Note: For Non-Seller responsible tooling defects, enter the following data in the below blocks.

- viii * **Root Cause Code** – If the tool is buyer-furnished, select BFE/BFM
- ix * **Root Cause Description: N/A**
- x * **Corrective Action:** SATR is not Seller responsibility. Provide details related to when and/or how the defect was discovered.
- xi * **Effectivity** – enter the date on which the SATR was completed.

Once completed, or at any time during the creation of the document, the initiator may elect to save the document by clicking on the “save” button. If need be, the

initiator may save the document, log off the system, and return later to complete the document initiation.

Note: The document will not be released for LM Aero review until the initiator performs the “action” of release for initial review. To perform this release, first save the document. This will return you to the documents list screen. Click on the “actions” link to the right of the document created. Select “release for initial review” and click “take action”. The initiator may also choose to delete the document if it’s no longer needed.

e. **Supplier Disclosure Letter (SDL)** [\(top\)](#)

This is a supplier initiated document to notify LM Aero of delivered parts or parts in transit with identified non-conformances or potential non-conformances (*reference Quality Appendix QX or QI*). **One SDL is to be initiated per nonconforming issue and/or per Program. If the nonconformance impacts multiple programs, initiate a separate SDL and Supplemental Form for each program identified.**

The process of initiating an SDL should also be used to disclose non-conformances associated with the following DFARS clauses:

- 252.225-7007 - Prohibition of Acquisition of US Munitions List Items from Communist Chinese Military Companies
- 252.225-7009 - Restriction on Acquisition of Certain Articles Containing Specialty Metals
- 252.225-7001 - Buy American and Balance of Payments Program
- 252.225-7016 - Restriction on Acquisition of Ball and Roller Bearings

The following DFARS clauses, although not specific to international sourcing, also require SDL notification of non-compliance:

- 252.204-7012 - Safeguarding of Unclassified Controlled Technical Information (UCTI)
- 252.246-7007 - Contractor Counterfeit Electronic Part Detection and Avoidance System

Suppliers' acceptance and performance under their subcontracts includes supplier compliance with the requirements of these clauses. The discovery of any non-compliance with these DFARS clauses at any tier must be disclosed to LM Aero via SDL using the SQM System.

To initiate a SDL document, use the following instructions. If questions arise regarding the completion of the document, the best source of help is the LM Aeronautics Supplier Quality personnel visiting your facility. Note that all form fields marked with an asterisk “*” are required fields. Others are optional.

In addition to completing the on-line SDL form:

- Obtain a copy of the “[Supplier Disclosure Letter – Supplemental Form](#)” from the [Supply Chain Management](#) website under Quality Requirements > Forms
- Complete the form in accordance with the instructions contained on Page 1 of the form
- Include the form as an attachment to the SDL

Note: If Parts are manufactured and processed via a stock transfer to a Lockheed Martin Aeronautics facility; in absence of a purchase order the SDL supplement form is utilized in lieu of the online system. The SDL supplement form shall be submitted by email to the [System Administrator](#).

Note: In the case of an IWTA business unit scenario the term “LM business unit” will be “synonymous” with the term “supplier”

- i * **Document Type** - select SDL from the drop-down menu
- ii * **LM Aero Facility** - select the “deliver to” LM Aero facility from the drop-down menu. This information is available on your purchase order.
- iii * **Program** - select the applicable program from the drop-down menu. The program will not be available until a facility is selected above. If other programs are affected, you should indicate this on the [SDL Supplemental Form](#).
Note: For commercial 382 program, please select C-130 and indicate 382 program in the Discrepancy text. Likewise, for the commercial 188 program, please select P3 and indicate 188 in the Discrepancy text.
- iv * **Email Address for LM Aero Buyer** - enter the email address of the LM Aero buyer managing your purchase order. Ensure that this email address is correct.
- v * **PO Number** - enter the purchase order number the part will be delivered on. If there are multiple PO Numbers associated with the part, please list them in the Discrepancy text. Do not create additional SDLs for multiple PO Numbers.
- vi **Reference Document** - if you have an internal rejection document which you wish to reference for your own records, list it here. **For DFAR related non-conformances, enter the DFAR clause number here (ex. 252.225-7007).**
- vii **LM Aero Job Order** - this field is only used when the product is shipping to the LM Aero Palmdale facility. Enter the “job order” number from the purchase order. If you are unsure what this number is, leave the field blank. This is not a required field. If something is entered, the information is validated to ensure the job order number is correct.
- viii * **Part Name** – enter the part name or nomenclature from the drawing. If there is no part name, enter NA in this field.
- ix **Seller’s Part Number** – if you manufacture the part under a different part number than the one listed on the LM Aero purchase order, enter that part number here. If there are multiple Seller Part Numbers to be included, please enter one in this field and then list the rest in the Discrepancy text. Do not create additional SDLs for multiple Seller Part Numbers.
- x **Trace Code/Criticality Code** – if known, select trace code/criticality code from

the drop-down menu.

- xi **I/R Code** – If known, select I/R Code from the drop-down menu.
- xii **Serial Number(s)** – Whether the part(s) are serialized or not, enter “NA” in this field, and then input traceability data such as Serial Numbers, Manufacturing Date, Lot Numbers, etc. in the discrepancy block or attach in a separate document. Do not use the “long form” link to add more serial numbers. The long form is only used when multiple discrepancies apply to various serial numbers. Only one discrepancy may be entered on an SDL.
- xiii *** Buyer’s Part Number** – enter the LM Aero part number from the LM Aero purchase order. If there are multiple Buyer Part Numbers to be included, please attach a file containing all affected part numbers. Do not create additional SDLs for multiple Buyer Part Numbers.
- xiv *** Quantity** – enter the total number of parts being submitted for review. (If there are multiple Buyer Part Numbers, include the total for all part numbers being submitted, regardless of serial numbers).
- xv *** Discrepancy** – Only one discrepancy description is permitted per SDL. (Do not reference an attachment to describe the discrepancy. At a minimum, summarize the discrepancy in this field. Additional details can be listed in an attachment) Enter a concise description of the discrepancy or DFAR clause non-conformance. If multiple part numbers are being included in an attached file, please state this in the discrepancy text area too.

The discrepancy description shall include the following:

1. The detail requirement (description from drawing or specification – not drawing zone or paragraph number),
2. Statement of actual value or requirement (the state or measurement of the defect),
3. Variance from actual value or requirement (how far off from the requirement is the defect),
4. Location or zone on drawing or specification paragraph, type of material, percent complete, heat treat condition (as applicable).
5. The date and Purchase Order on which the parts were shipped.
6. Traceability data associated with the defective parts (i.e. Manufacturing Date, Lot Numbers, etc.).

If all parts do not display all of the nonconformances, the description shall include the quantity of parts that have each nonconformance [Identify to parts i.e. A, B, D or 2, 3, 4.].

- xvi *** Your Email Address** – enter your email address. This should be the email address associated with your SQM user account. Assure that this email address is correct. All communication regarding the document submitted will be sent to this email address. You may enter multiple addresses in this field, separated by a semicolon, but the last address must NOT have any punctuation at the end.
- xvii **Attachments** – the system allows the attachment of files to help in the description of the defect. This can be pictures in JPG format (.jpg), Word documents, Excel spreadsheets, or PowerPoint presentations, or PDF documents.

File sizes are limited to 1 MB each. This is more than enough for photos. Photos should be taken at a 640 X 480 resolution. To attach a document, click in the attachment field, then click the “browse” button. This will open a Windows Explorer view of your own machine. Browse to the area where you have the file stored and complete the attachment. For more attachments, simply repeat the process in the next attachment field.

Note 1: Individual file sizes are limited to 1 MB. It’s possible to include more than 3 attachments to a SQM document (one of which must be the SDL Supplemental Form). After the first 3 attachments are added, you must save the document before being given the opportunity to attach more files.

To attach a document:

- near the bottom of the form, locate the section for attaching documents
- click in the first blank white box to the left of a “browse” button
- click the “browse” button
- a window will open listing files stored on your computer
- find the file you want to attach
- click on the document
- complete the attachment (clicking ‘save’ or ‘open’)
- For more attachments, simply repeat the process in the next attachment field.

Note 2: if multiple programs are affected, you MUST attach the [completed SDL Supplemental Form](#).

- xviii * **Cause Code – (This field used to indicate Root Cause)** select Cause Code “L” from the drop-down list. **Do not delay submittal of SDLs to investigate and determine Root Cause(s) and/or Corrective Action(s).** An actual/correct cause code may be added later by the SQE/Program Integrator in our internal ICA system.
- xix * **Primary Cause** – If the Primary Cause of the SDL is *unknown*, enter “Under Investigation”.
- xx * **Containment (This field is used to document Containment Actions) Do not delay submittal of SDLs to investigate and determine Root Cause(s) and/or Corrective Action(s).** – Enter a description of the immediate containment activities to ensure further nonconforming parts or materials are not shipped and/or delivered. The containment plan must include as a minimum:
 1. Immediate containment activity to ensure further shipment of defective product is not delivered to the customer.
 2. An interim preventive action plan/activity if continued shipments are required to ensure defective product is not shipped and if a long-term plan has not been established.
 3. If a long-term plan has been established, then the details of this plan with completion dates must be provided.

4. Responsible personnel assigned to implement the immediate containment activity, interim and long-term plans shall be identified

If Corrective and Preventive Actions are already known and/or in place, then provide this information. If Corrective and/or Preventive Actions have not been determined, then provide an estimated when Corrective/Preventative Actions will be determined.

- xxi * **Containment Action Effectivity** – enter the date on which the containment activities were completed or will be complete.

Once completed, or at any time during the creation of the document, the initiator may elect to save the document by clicking on the “save” button. If need be, the initiator may save the document, log off the system, and return later to complete the document initiation.

Note: The document will not be released for LM Aero review until the initiator performs the “action” of release for initial review. To perform this release, first save the document. This will return you to the documents list screen. Click on the “actions” link to the right of the document created. Select “release for resolution” and click “take action”. The initiator may also choose to delete the document if it’s no longer needed.

3. Documents Returned for Correction / Clarification [\(top\)](#)

Sometimes a document does not contain enough information for a material review disposition or an answer concerning a drawing or specification. When this occurs, the person working on the disposition of the document may return it to the supplier for correction or clarification. If this occurs, supplier will be notified by email of the action. The email will provide a link directly to the document in question. The document can also be found manually by logging into the system and going to the Document List. The status of the document will show as “Returned for Info/Correction”. Edit the document to satisfy the request, and then save it. **The “release for preliminary review” action must be taken again to return the document to LM Aero for disposition.**

4. Re-submitting a Document for Disposition Change [\(top\)](#)

Under certain limited conditions a document may need to be re-submitted for a Material Review disposition change. For example, the accomplishment of the disposition will result in another discrepancy. This action would be used to challenge the disposition received on the first submittal. To re-submit a document the supplier goes to the Document List and locates the document in question. (Must be done within 45 days of the previous disposition)

- Click on the “Actions” link.
- Click on the “Submit Disposition Change Request” action.

- In the “Comments” field type in the rationale behind the disposition change request

- click on “Take Action”

The rationale should give the person reviewing the original disposition enough information to justify a change. Once the action is taken the document is returned to LM Aero for additional review.

5. Re-open for Re-submittal [\(top\)](#)

Under certain conditions a document may need to be re-opened for the submittal of additional discrepancies. For example:

- a. During the manufacturing process, a part is identified as nonconforming. A document is initiated and a disposition is rendered and accomplished. Later in the manufacturing process an additional discrepancy is noted. The original document may be re-opened and another discrepancy added. This allows a single document to contain all discrepancy data regarding the part(s) in question.
- b. Completed SQAR’s remain in the supplier document list for 45 days. When the original SQAR is completed and there is a re-submittal requirement for review of rework data associated with the original discrepancy; to avoid the SQAR from falling off the supplier list and having to submit a second SQAR for the same discrepancy, the supplier shall **immediately** reopen the SQAR for re-submittal using the edit option available to them from the SQM Document List, but not resubmit at that time. This will keep the original SQAR open until the rework can be completed and it will not drop off their document list, thus allowing the submittal of the data without a second SQAR. To re-open a document for re-submittal the user goes to the Document List and locates the document in question.
 - **Click on the “Actions” link.**
 - **Click on the “Re-open for Re-submittal” action**
 - **Click on “Take Action”**

This will change the status of the document and display an edit button. The additional discrepancy(s) is then added to the document using this edit button. Also, please remember that in this case the document must be “saved” and the “release for preliminary review” action must be taken by the initiator just as it was done with the original submittal.

6. Use of the Long Form for entering additional Serial Numbers [\(top\)](#)

When you initiate a new document and you want to include multiple serial numbers (on a SQAR, SPTR, SATR or SDL), you will now add them using a new “long form” hyperlink.

When filling out the form, you’ll enter the first serial number and discrepancy (along with all other required fields) and click on “Save” at the bottom of the form.

Supplier Quality Management New Document	
Document Number:	
* Document Type:	SQAR - Supplier Quality Assurance Report
* LM Aero Facility:	Fort Worth, TX
* Program:	F-35
* Email Address for LM Aero Buyer:	
* PO Num:	123456
Reference Document:	
LM Aero Job Order:	
Item	
* Part Name:	part flange
Seller's Part Num:	
Trace Code / Criticality Code:	N/A (Not Applicable)
I/R Code:	N/A (Not Applicable)
Serial Number:	SER111
* Buyer's Part Num:	12345678
* Qty:	1
Discrepancy:	Discrepancy #1 - incorrect hole size
* Your Email Address:	teri.l.mobley@lmco.com
Attachments:	<p>Attach supporting JPG, XLS, XLSX, DOC, DOCX, PPT, PPTX or PDF files: Click Browse and select up to three files with each Save. Maximum size for each file is 1 megabyte.</p> <input type="button" value="Browse..."/> <input type="button" value="Browse..."/> <input type="button" value="Browse..."/>
Corrective Action	
* Root Cause Code:	E - Engineering - any engineering related issues
* Root Cause Description:	root cause here
* Corrective Action:	corrective action here
* Effectivity:	effectivity here
<input type="button" value="Save"/> <input type="button" value="Return"/>	

Once you save the document, you'll see a new feature at the top of the page telling you that the transaction was accepted and you'll see a link next to the serial number to use the "long form" (for adding more serial numbers).

Supplier Quality Management Document SQM337118580

Transaction Accepted

Document Number:	SQM337118580
* Document Type:	SQAR
* LM Aero Facility:	Fort Worth, TX
* Program:	F-35
* Email Address for LM Aero Buyer:	teri.l.mobley@lmco.com
* PO Num:	PO123x
Reference Document:	
LM Aero Job Order:	
Item	
* Part Name:	flange
Seller's Part Num:	
Trace Code / Criticality Code:	N/A (Not Applicable)
I/R Code:	N/A (Not Applicable)
Serial Number:	SN123 Use the long form to add more serial numbers
* Buyer's Part Num:	PN12345
* Qty:	1
Discrepancy:	Discrepancy #1 - holes are too big Add another discrepancy
* Your Email Address:	teri.l.mobley@lmco.com

When you click to use the long form, the page will refresh and you'll see a place at the bottom to add more serial numbers:

Attachments:	Minimum size for each file is 1 megabyte. Browse... Browse... Browse...				
Corrective Action					
* Root Cause Code:	E - Engineering - any engineering related issues				
* Root Cause Description:	RC description here				
* Corrective Action:	CA goes here				
* Effectivity:	effectivity goes here				
Save Return					
Discrepancies					
<p>Discrepancy 001 Edit</p> <p>Discrepancy #1 - holes are too big</p> <p>Parts</p> <table border="1"> <thead> <tr> <th>Item</th> <th>Serial Num</th> </tr> </thead> <tbody> <tr> <td>001</td> <td>SN123</td> </tr> </tbody> </table> <p>Add New Discrepancy</p> <p>Actions</p>		Item	Serial Num	001	SN123
Item	Serial Num				
001	SN123				

To add more serial numbers, click the Edit button next to the first Discrepancy. You'll get a new page that pertains only to the first discrepancy:

Supplier Quality Management Document SQM337118580 Discrepancy 001

Document Type: 00449
LM Aero Facility: 2011 York, TX
Program: 000
PO Num: PO1236
Reference Document:
LM Aero Doc Num:
LM Aero Job Order:
Buyer's Part Num: PRT1234
Part Name: 12345
Trace Code / Criticality Code: NVA (NVA Application)
HR Code: NVA (NVA Application)

Discrepancy Narrative

Discrepancy #1 - holes are too big

Parts

Check checkbox to add an item to the Discrepancy; uncheck to remove an item from the Discrepancy. Then use the Save button after completing your entries.

Select Item	Serial Num	
<input checked="" type="checkbox"/>	001	SN123 Edit

Add New Serial Number

Serial Num

Save Return

Enter the additional serial number and click Save. You'll see that your transaction was accepted and the new serial number added. If you make a mistake in the serial number, you can also edit on this screen by using the Edit link.

Transaction Accepted

Supplier Quality Management Document SQM337118580 Discrepancy 001

Document Type:	SQAR
LM Aero Facility:	Fort Worth, TX
Program:	F35
PO Num:	PO123x
Reference Document:	
LM Aero Doc Num:	
LM Aero Job Order:	
Buyer's Part Num:	PN12345
Part Name:	flange
Trace Code / Criticality Code:	N/A (Not Applicable) ▼
I/R Code:	N/A (Not Applicable) ▼

Discrepancy Narrative

Discrepancy #1 - holes are too big

Parts

Check checkbox to add an Item to the Discrepancy; uncheck to remove an Item from the Discrepancy. Then use the **Save** button after completing your entries.

Select	Item	Serial Num	
<input checked="" type="checkbox"/>	001	SN123	Edit
<input checked="" type="checkbox"/>	002	SN345	Edit

Add New Serial Number

Serial Num

Continue this process for each serial number to add which has the same discrepancy. When you are finished, click the Return button and it will take you back to the main form page.

On the main form page, you can add another discrepancy if you need to:

Discrepancy 001 [Edit](#)
Discrepancy #1 - holes are too big

Parts

	Item	Serial Num
<input checked="" type="checkbox"/>	001	SN123
<input checked="" type="checkbox"/>	002	SN345
<input checked="" type="checkbox"/>	003	SN789
<input checked="" type="checkbox"/>	004	SN147
<input checked="" type="checkbox"/>	005	SN258

Discrepancy 002 [Edit](#)
Here's Discrepancy # 2 - flange is the wrong size

Parts

	Item	Serial Num
<input checked="" type="checkbox"/>	002	SN345

[Add New Discrepancy](#)

[Actions](#)

When you add the new discrepancy, you can select which serial numbers the new discrepancy applies to. The new discrepancy page shows all the serial numbers you added from discrepancy 1 and allows you to make your selection.

Discrepancy Narrative

Here's Discrepancy # 2 - flange is the wrong size

Parts

Check checkbox to add an Item to the Discrepancy; uncheck to remove an Item from the Discrepancy. Then u

Select	Item	Serial Num	
<input type="checkbox"/>	001	SN123	Edit
<input checked="" type="checkbox"/>	002	SN345	Edit
<input type="checkbox"/>	003	SN789	Edit
<input checked="" type="checkbox"/>	004	SN147	Edit
<input checked="" type="checkbox"/>	005	SN258	Edit

Add New Serial Number

Serial Num
<input type="text"/>

With every click of the Save button, the page will refresh and tell you that the transaction was accepted.

When you are finished adding the new discrepancy and selecting the serial numbers associated with that discrepancy, Save and Return.

The new discrepancy is added and shows which serial numbers are applicable to that new discrepancy:

Discrepancy 001 [Edit](#)
 Discrepancy #1 - holes are too big

Parts

	Item	Serial Num
<input checked="" type="checkbox"/>	001	SN123
<input checked="" type="checkbox"/>	002	SN345
<input checked="" type="checkbox"/>	003	SN789
<input checked="" type="checkbox"/>	004	SN147
<input checked="" type="checkbox"/>	005	SN258

Discrepancy 002 [Edit](#)
 Here's Discrepancy # 2 - flange is the wrong size

Parts

	Item	Serial Num
<input checked="" type="checkbox"/>	002	SN345
<input checked="" type="checkbox"/>	004	SN147
<input checked="" type="checkbox"/>	005	SN258

[Add New Discrepancy](#)

[Actions](#)

You may continue this process for each discrepancy that you need to add and serial numbers you need to add for this part. When you have finished adding all discrepancies and serial numbers, click the Return button to return to the main form page and continue.

C. Engineering Requirements

1. LM Aero Approved Processors – QCS-001 [\(top\)](#)

This section of the website is dedicated to the QCS-001 approved processor listing system. This system is used to find approved processors to perform controlled processes imposed by Lockheed Martin Aeronautics engineering and because of a purchase order requirement. If your Lockheed Martin Aeronautics purchase order imposes QCS-001 then you must use this site to locate Lockheed Martin approved processors. This system is also used by other Lockheed Martin divisions as a source of approved processors for flow down on their purchases to their suppliers. **This site has its own help and instructions section available on the QCS-001 home page.** You are also encouraged to review the “Engineering Flowdown Requirements Guide” available from the Supply Chain Management website under Quality Requirements > Information > Engineering Flowdown Requirements Guide.

Note 1: While the LM Aero requirement for usage reporting is quarterly (approximately 90 days), LM corporate has imposed a requirement for all external website passwords to expire every 45 days. (See section III, B, 1 above.)

Note 2: Quality Appendix QJ imposes the requirement that both processor and supplier submit a Quarterly Usage Report. Specific how-to instructions on how to submit the report can be found by logging into SQM, click on the “Home” link, then click on “QCS-001 Directory” link and click the “Instructions” link under the “QCS-001 90 Day Usage Reporting” Heading.

V. F-35 Teammate Instructions

[\(top\)](#)

The following document types are to be used in accordance with the specific F-35 Program Standards as flowed to the F-35 Teammate through the SSOW; 2ZZA00475, 2ZZA00478.

To initiate a new Document: Click on “*Document List*” on the Supplier Quality Management Partner/Co-Producer Menu. Scroll Down to “*Documents Pending Response to NGC/BAE*”, click “*Add New Document*”

A. Supplier Quality Assurance Record (SQAR)

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This is a supplier initiated document that requests LM Aero Material Review Board (MRB) disposition.

Note: This document should only be used if a non-conforming condition is delivered to the Teammate. Ref. 2ZZA00478

To initiate a SQAR, use the following instructions. If questions arise regarding the completion of the document, the best source of help is the LM Aero SQM personnel visiting your facility. Note that all form fields marked with an asterisk “*” are required fields. Others are optional

- i **Document Type** - select SQAR from the drop-down menu
- ii **LM Aero Facility** - select the “deliver to” LM Aero facility from the drop-down menu. This information is available on your purchase order.
- iii **Program** - select the applicable program from the drop-down menu. The program will not be available until a facility is selected above.
- iv **PO Number** – leave blank unless the part is buyer-furnished.

Note: For Buyer-Furnished Equipment or Tools, enter the purchase order number for the BFE part using the information from the shipping document when the BFE part was received.

- v **Reference Document** - if you have an internal rejection document which you wish to reference for your own records, list it here.
- vi **LM Aero Job Order** – leave blank.

- vii **Seller's Part Number** – if you manufacture the part under a different part number than the one listed on the LM Aero purchase order, enter that part number here.
- viii **Manufacture's Cage Code:** enter the manufacturer's cage code. (Note: if part marking doesn't contain the manufacturing cage code, it can be omitted.)
- ix **Type Version and Ship Number:** enter ship version and number.
- xviii **Your Email Address** – enter your email address. This should be the email address associated with your SQM user account. *All communication regarding the document submitted will be sent to this email address.*
- xix **Click "Save"**
- xx **Click "Add New Discrepancy"**
- viii **Discrepancy Narrative** – enter a concise description of the discrepancy. If more than one nonconformance exists, click the "add another discrepancy" link after saving this discrepancy. Do not list more than one defect at a time. Each defect description shall include the detail requirement (description from drawing or specification – not drawing zone or paragraph number), statement of actual value (the state or measurement of the defect), variance from actual value (how far off from the requirement is the defect), location or zone on drawing or specification paragraph, type of material, percent complete, heat treat condition (as applicable). If all parts do not display all the nonconformances, the description shall include the quantity of parts that have each nonconformance. [Identify to parts i.e. A, B, D or 2, 3,4.] Identify any material which is LM Aero furnished.

Note: Turn your browser's pop-up blocker off or customize the settings to allow pop-ups from this site. A pop-up blocker will prevent the form from being able to add additional discrepancies.

- ix **Part Number** – enter the LM Aero part number that was shipped to your facility.
- x **Description**-enter brief description of part
- xi **Serial Number(s)** – when applicable enter the serial number of the part. When more than one serial number is affected add additional serial numbers by clicking link to use the "long form". Each serial number must be added separately and reside in its own field. (See [Use of Long Form](#) in the previous section).
- xii **Quantity** – enter the number of parts being submitted for review.

Note: this quantity shall represent the entire lot exhibiting the defect, not a sample size.

- xiii **Trace Code / Criticality Code** – select the appropriate trace or criticality code from the drop-down list. This information is available on the drawing. If not applicable, skip the selection.
- xiv **I/R Code** – if the part is designated by LM Aero as Interchangeable or Replaceable, select that designation from the drop-down menu. If not applicable, skip the selection.
- xv **Attachments** – the system allows the user to attach files to assist in a full description of the defect. The system will allow the user to attach the following file types:
 - JPG Use: Pictures, File Extension: (.jpg)

Note: Photos should be taken at a '640 x 480' resolution.

- Word documents, Use: Text, File Extension: (.doc)
- Excel spreadsheets, Use: Calculations/Data, File Extension: (.xls)
- PowerPoint, Use: presentations/slides, File Extension: (.ppt)
- PDF documents, Use: view-only documents, File Extension: (.pdf)

Individual file sizes are limited to 1 MB. Only 3 files can be attached at a time.

To attach a document:

- near the bottom of the form, locate the section for attaching documents
- click in the first blank white box to the left of a “browse” button
- click the “browse” button
- a window will open up listing files stored on your computer
- find the file you want to attach
- click on the document
- complete the attachment (clicking ‘save’ or ‘open’)

For more attachments, simply repeat the process in the next attachment field.

Note: If you have more than three documents, you may combine attachments into one document then saving it to your computer and repeating the above process. For example: five pictures can be put into a Power Point presentation and then attached, multiple Word documents can be put into one Word document the attached, several types of files can be combined into a single PDF file and attached, etc.

- xvi. * **Root Cause Code** – select a root cause category from the drop-down list. Describe the root cause of the nonconformance(s). **Be sure to establish the true root cause before attempting to submit the document (5 Whys, cause mapping, etc).** “Workmanship” is not a true root cause and use should be avoided. *Note: For BFE, select “LM Aero BFE”.*
- xvii. * **Root Cause Description** – give additional details about the Root Cause Code you selected above. Ex: If you selected Planning, what caused the planning error to occur?
- xxiii. * **Corrective action** – enter a description of the corrective action plan you plan to use to address each root cause. This plan should include the preventative actions to be taken to assure nonconformances do not reoccur.
Note 1: For BFE, enter “Reference LM Aero ICA”.
Note 2: Corrective Action for each SQAR submitted is required, however only containment of the nonconformance maybe acceptable, at the time of SQAR submittal, if agreed upon by the LM Supplier Representative and the supplier tracks, reports and provides corrective action on repetitive defects.
- xxiv. * **Effectivity** – enter the date on which the corrective action will be complete.
Note 1: For BFE, enter the date SQAR is initiated.

Once completed, or at any time during the creation of the document, the initiator may elect

to save the document by clicking on the “save” button. If need be, the initiator may save the document, log off the system, and return later to complete the document initiation.

Note: The document will not be released for LM Aero review until the initiator performs the “action” of release for initial review. To perform this release, first save the document. This will return you to the documents list screen. Click on the “actions” link at the bottom left of the document created. Select “release for resolution” and click “Take Action”. The initiator may also elect to delete the document.

B. Nonconforming Material Coordination (NMC)

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This is a supplier initiated document that requests LM Aero Material Review Board (MRB) disposition.

Note: This document should only be used if a non-conforming condition is created at the Teammate facility. Ref. 2ZZA00478

To initiate a NMC, use the following instructions. If questions arise regarding the completion of the document, the best source of help is the LM Aero SQM personnel visiting your facility. Note that all form fields marked with an asterisk “*” are required fields. Others are optional

- xvi **LM Aero Facility** - select the “deliver to” LM Aero facility from the drop-down menu. This information is available on your purchase order.
- xvii **Document Type** - select NMC from the drop-down menu
- xviii **Program** - select the applicable program from the drop-down menu. The program will not be available until a facility is selected above.
- xix **PO Number** – leave blank.
- xx **Reference Document** - if you have an internal rejection document which you wish to reference for your own records, list it here.
- xxi **LM Aero Job Order** – leave blank.
- xxii **Seller’s Part Number** – if you manufacture the part under a different part number than the one listed on the LM Aero purchase order, enter that part number here.
- x **Manufacture’s Cage Code:** enter the manufacture’s cage code. (Note: if part marking doesn’t contain manufacturing cage code can be omitted.)
- xi **Type Version and Ship Number:** enter ship version and number.
- xxi **Your Email Address** – enter your email address. This should be the email address associated with your SQM user account. *All communication regarding the document submitted will be addressed to this email address.*
- xxii **Click “Save”**
- xxiii **Click “Add New Discrepancy”**
- xxiii **Discrepancy Narrative** – enter a concise description of the discrepancy. If more than one nonconformance exists, click the “add another discrepancy” link after saving this discrepancy. Do not list more than one defect at a time. Each defect description shall include the detail requirement (description from drawing or specification – not drawing zone or paragraph number), statement of actual value (the state or measurement of the defect), variance from actual value (how far off from the requirement is the defect), location or zone

on drawing or specification paragraph, type of material, percent complete, heat treat condition (as applicable). If all parts do not display all of the nonconformances, the description shall include the quantity of parts that have each nonconformance. [Identify to parts i.e. A, B, D or 2, 3,4.] Identify any material which is LM Aero furnished.

- xxiv **Part Number** – enter the LM Aero part number that was shipped to your facility.
- xxv **Description**-enter brief description of part
- xxvi **Serial Number(s)** – when applicable enter the serial number of the part. When more than one serial number is affected add additional serial numbers by clicking link to use the “long form”. Each serial number must be added separately and reside in its own field. (See **Use of Long Form** in the previous section).
- xxvii **Quantity** – enter the number of parts being submitted for review.

Note: this quantity shall represent the entire lot exhibiting the defect, not a sample size.

- xxviii **Trace Code / Criticality Code** – select the appropriate trace or criticality code from the drop-down list. This information is available on the drawing. If not applicable, skip the selection.
- xxix **I/R Code** – if the part is designated by LM Aero as Interchangeable or Replaceable, select that designation from the drop-down menu. If not applicable, skip the selection.

Note: Turn your browser’s pop-up blocker off or customize the settings to allow pop-ups from this site. A pop-up blocker will prevent the form from being able to add additional discrepancies.

- xxv **Attachments** – the system allows the user to attach files to assist in a full description of the defect. The system will allow the user to attach the following file types:

- JPG (pronounced J-Peg), Use: Pictures, File Extension: (.jpg)

Note: Photos should be taken at a ‘640 x 480’ resolution.

- Word documents, Use: Text, File Extension: (.doc)
- Excel spreadsheets, Use: Calculations/Data, File Extension: (.xls)
- PowerPoint, Use: presentations/slides, File Extension: (.ppt)
- PDF documents, Use: view-only documents, File Extension: (.pdf)

Individual file sizes are limited to 1 MB. Only 3 files can be attached.

To attach a document:

- near the bottom of the form, locate the section for attaching documents
- click in the first blank white box to the left of a “browse” button
- click the “browse” button
- a window will open up listing files stored on your computer
- find the file you want to attach
- click on the document
- complete the attachment (clicking ‘save’ or ‘open’)

For more attachments, simply repeat the process in the next attachment field.

Note: Only three (3) files can be attached. If you have more than three documents, you may combine attachments into one document then saving it to your computer and repeating the above process. For example: five pictures can be put into a Power Point presentation and then attached, multiple Word documents can be put into a single Word document the attached, several types of files can be combined into a single PDF file and attached, etc.

Once completed, or at any time during the creation of the document, the initiator may elect to save the document by clicking on the “save” button. If need be, the initiator may save the document, log off the system, and return later to complete the document initiation.

Note: The document will not be released for LM Aero review until the initiator performs the “action” of release for initial review. To perform this release, first save the document. This will return you to the documents list screen. Click on the “actions” link at the bottom left of the document created. Select “release for resolution” and click “Take Act”. The initiator may also elect to delete the document.

C. Supplier Disclosure Letter (SDL)

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This is a supplier initiated document to notify LM Aero of delivered parts or parts in transit with identified non-conformances or potential non-conformances (reference Quality Appendix QX). **If the nonconformance impacts multiple programs, initiate a separate SDL for each program identified.**

The process of initiating an SDL should also be utilized to disclose non-conformances associated with the following DFARS clauses:

- 252.225-7007 - Prohibition of Acquisition of US Munitions List Items from Communist Chinese Military Companies
- 252.225-7009 - Restriction on Acquisition of Certain Articles Containing Specialty Metals
- 252.225-7001 - Buy American and Balance of Payments Program
- 252.225-7016 - Restriction on Acquisition of Ball and Roller Bearings

The following DFARS clauses, although not specific to international sourcing, also require SDL notification of non-compliance:

- 252.204-7012 - Safeguarding of Unclassified Controlled Technical Information (UCTI)
- 252.246-7007 - Contractor Counterfeit Electronic Part Detection and Avoidance System

Suppliers' acceptance and performance under their subcontracts includes supplier compliance with the requirements of these clauses. The discovery of any non-compliance with these DFARS clauses at any tier must be disclosed to LM Aero via SDL using the online SQMS.

To initiate an SDL document, use the following instructions. If questions arise regarding the

completion of the document, the best source of help is the LM Aeronautics Supplier Quality personnel visiting your facility. Note that all form fields marked with an asterisk "*" are required fields. Others are optional.

Note: F-35 Teammates (to F-35 fuselage component suppliers (NGC, BAE, Alenia Wings, IAI Wings) and the Italy/Japan FACO sites that have separate reporting requirements per 2ZZA00475) are not required to additionally include the SDL Supplemental Form.

LM Aero Facility - select / submit to: LM Aero-Fort Worth

Document Type - select SDL from the drop-down menu

Program - select the applicable program from the drop-down menu. The program will not be available until a facility is selected above

PO Number

Reference Document: Put internal document # for future reference/tracking purposes

LM Aero Job Order

Seller's Part Num

Manufacturer's CAGE Code

Type Version

Ship Num

SWBS

Your Email Address

Click Save. You'll see "Transaction Accepted" at the top left of the screen.

Click "Return". The page will refresh and you'll see a new section for Discrepancies.

Click Add New Discrepancy.

Enter the **Discrepancy Narrative**.

Part Number – enter the first part number pertaining to the SDL

Description

Serial Number(s) –If part is serialized, enter the serial number of the first part. If more than one part, enter subsequent serial numbers in the "long form" described in the previous section. If part is not serialized, enter "NA" in this field, and then input traceability data such as Manufacturing Date, Lot Numbers, etc. in the defect block

Quantity – enter the number of parts being submitted for review (required)

Trace Code/Criticality Code – if known, select trace code/criticality code from the drop-down menu

I/R Code – If known, select I/R Code from the drop-down menu

Click Save.

After each save, you may add another part.

When all parts have been added, click Return.

NOTE: Even though you may see a link to "Add Another Discrepancy", do not add multiple discrepancies to a single SDL. You must submit a separate SDL for each discrepancy.

- Under Discrepancy Attachments, click "**Add Discrepancy Attachments**" to upload applicable documents such as:
 - Supplier Disclosure Letter (SDL)
 - Graphics/ Photos of Nonconformance

- PDF files/ Excel Sheets

Note that you may add files up to 3MB each. You can add 3 files at a time, then you must **Save**; after saving you may add more files.

- After saving, click **Action**.
- To submit the SDL: Select **Release for Resolution**, then click **Take Action**.

Note: To Save Document as DRAFT do not click Action. After saving, you may simply log out and SDL will be saved as “Draft” until you are ready to Release/Submit it to LM

VI. Website support and information

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If you need help in determining when to submit a document, what kind of document to submit, or have any other questions regarding purchase order or drawing requirements, your applicable Lockheed Martin Aeronautics buyer or SQM personnel (supplier quality engineer) is your best resource for information. If you have technical questions regarding the use of the site or system, they may be submitted to the email address listed on the main Supply Chain Management home page under Quality Requirements > Corrective Action.

Note: The SSD PO Information Search link is a future capability that will be used to schedule acceptance of products and print barcodes and it is not currently being utilized.