

# ACME COMPANY

## SUPPLIER NON-CONFORMANCE REPORT



Millstone Avenue - Rutherford | Millstone Avenue,

FRIDAY 7TH AUGUST 2026

### SUMMARY

The report documents a critical dimensional failure in a shipment of 500 FL-402 stainless steel flanges (Lot #8849-B). During inspection, samples were found to be significantly undersized—measuring between 4.10 mm and 4.25 mm instead of the required  $4.50 \text{ mm} \pm 0.10 \text{ mm}$  tolerance. The supplier's investigation identified a worn CNC cutting tool and a lack of operator spot-checks as the root causes. Because the undersized flanges pose a high risk of fatigue failure in high-vibration environments, the entire lot has been rejected and will be returned to the vendor (RTV) for full credit and expedited replacement.

### Supplier Non-conformance Report NCR Report

| Q#                                                                                                                                                                                                                      | QUESTION                                            | RESPONSE                                                                                                                                                                                                                                                                                                                          |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.                                                                                                                                                                                                                      | Please provide a description of the Non-Conformance | <p>During the incoming quality inspection of Lot #8849-B (Part Number: FL-402 Stainless Steel Flanges), a sample size of 20 units was pulled from a total shipment of 500 units. 18 of the 20 sampled units failed dimensional inspection.</p>  |
| <p>07 Aug 26 02:08 PM</p> <p>The flange thickness measured between 4.10 mm and 4.25 mm. According to Engineering Drawing REV-C, the acceptable tolerance range is <math>4.50 \text{ mm} \pm 0.10 \text{ mm}</math>.</p> |                                                     |                                                                                                                                                                                                                                                                                                                                   |
| 2.                                                                                                                                                                                                                      | Enter the details of the investigation              | <p>A CAPA request was issued to the supplier. The supplier's investigation revealed that a worn cutting tool was used on their CNC milling center, and the machine operator</p>                                                                                                                                                   |

|                                                     |                                                                                                                                                                                                                                                                                                 |
|-----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                     | failed to conduct the required hourly spot checks. To prevent recurrence, the supplier has replaced the worn tooling, implemented an automated tool-wear monitoring system on their CNC machines, and updated their SOPs to mandate supervisor sign-off on first-article inspections per shift. |
| 3. Any technical comments?                          | The undersized flange thickness directly compromises the structural integrity of the mating assembly in high-vibration operational environments. The risk of fatigue failure is too high; therefore, these parts cannot be reworked, shimmed, or approved for "Use As-Is."                      |
| 4. What is the Supplier Disposition Recommendation? | Reject and RTV. The entire lot of 500 units is to be returned to the supplier at their own expense for a full credit. A replacement shipment manufactured under the new quality controls must be expedited.                                                                                     |

Closing the NCR

| Q# | QUESTION                           | RESPONSE                                                         |
|----|------------------------------------|------------------------------------------------------------------|
| 5. | Enter the date of closure          | 07 Aug 26                                                        |
| 6. | Responsible Engineer's details     | Jennifer Hunt   Lead Manufacturing Engineer   Employee ID: 12345 |
| 7. | Quality Representative's details   | Jennifer Hunt   Lead Manufacturing Engineer   Employee ID: 12345 |
| 8. | Technical Representative's details | Jennifer Hunt   Lead Manufacturing Engineer   Employee ID: 12345 |
| 9. | Contract Analyst' details          | Jennifer Hunt   Lead Manufacturing Engineer   Employee ID: 12345 |

DECLARATION

|                                                                                                                                    |                    |
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| <br><br>_____<br><br>Auditor<br>(Jennifer Hunt) | AUDITOR'S LOCATION |
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