1.0 Purpose:

1.1 This procedure has been developed to identify and control customer complaints from the following customers: Sumitomo and Sumisho.

2.0 Scope:

2.1 This Operating Procedure applies to the Defense Systems and Logistics Business Unit at the Wood Dale, IL facility.

3.0 Responsibility and Authority:

3.1 The responsibility and authority for the implementation and maintenance of this procedure is assigned to the Vice President of Corporate Quality and Business Systems Compliance and the respective Operations Managers for AAR Supply Chain, Inc.

3.2 Product Line Managers, Buyers, and Sales Teams are responsible to acquire the necessary information to verify the identification of product and its associated traceable paperwork prior to conducting any processing of Sumitomo and Sumisho customer complaints.

3.3 Product Line, Quality Control, Operations Manager, and Sales Teams are responsible to ensure proper training on this Operating Procedure is provided to their teams.

3.4 Human Resources and the Department Manager are responsible for ensuring that all training plans are completed and posted in the Learning Management System per OP-07.2 – Resources / Training / Competence / Awareness and Communication.

4.0 Forms and References:

4.1 This Operating Procedure is intended to work in conjunction with the following Operating Procedures, Process Flow Charts, BMS Forms, Manuals, and Agreements.

4.1.1 ASC-WDL-0107 – Supplier Quality Requirements Manual
4.1.2 ASC-WDL-IFS-001 – IFS Desktop Instructions
4.1.3 ASC-WDL-PFC 4.8-12 – Defense Inbound Quality Inspection
4.1.4 ASC-WDL-PFC 4.14-4 – IFS RMA Process
4.1.5 ASC-WDL-PFC-4.8-4 – Hazmat, ESD, Shelf-Life Program and AD Processes (H.E.S.A)
4.1.6 OP-07.5 – Control of Documents and records
4.1.7 OP-08.4.2 – Product Configuration Management and Verification of Purchased Product
4.1.8 OP-08.5.2 – Identification and Traceability
4.1.9 OP-08.5.3 – Customer Property or Property Belonging to External Providers (Consignment, Repair Management & Government Property)
4.1.10 OP-08.5.4 – Perseveration of Product, Infrastructure & Work Environment
4.1.11 OP-08.5.5 – Foreign Object Debris Prevention Program
4.1.12 OP-08.7 – Control of Nonconforming Product Suspect Unapproved Parts and Counterfeit Parts
4.1.13 OP-08.7.2 – Handling of Electro-Static Discharge (ESD) Sensitive Components

5.0   Procedure:

5.1   Notice of Customer Complaint to AAR

5.1.1   AAR Product line will advise AAR Quality Assurance of the customer complaints.

5.1.2   AAR Quality Assurance to create one annual Parent APRISe event.

5.1.3   AAR Product Line will associate all future customer complaints to the Parent APRISe event.

5.1.4   AAR Product Line will ask the Original Equipment Manufacturer (OEM) to evaluate the customer complaint before an OEM Return Material Authorization (RMA) is issued to AAR.

5.1.4.1 If OEM evaluation confirms a non-valid complaint, the OEM will provide a Use-As-Is letter to address the reported non-conformance.

5.1.4.2 If OEM deems items as Scrap, AAR Scrap processes to be followed.

5.1.4.3 If OEM evaluation confirms the reported non-conformance is valid, the OEM will issue AAR a RMA for rework to print or for a replacement part.

5.1.4.3.1   AAR Product line will issue an RMA to the customer.

5.1.4.3.2   AAR Product line will route the reported non-conforming parts to the OEM for evaluation on an IFS Supplier Shipment.

5.1.4.3.2.1 If the reported nonconformance is confirmed, parts will be reworked to print or replacement parts will be provided from vendor.

5.1.4.3.2.2 If the reported nonconformance is disputed and not validated by the vendor, parts will be returned to AAR with a Vendor / OEM Disposition.

6.0   Revision History:

Revision Date:	Revision:	Sections / Page Revised:	Description / Reason for Revision:	Approved by:
17/MAY/2023	Original	All	Initial Release	C. Anderson