

NATIONAL TRANSPORTATION SAFETY BOARD
Investigative Hearing

Alaska Airlines Flight 1282

Boeing 737-9, N704AL

Left Mid Exit Door Plug Separation in Portland, OR

January 5, 2024

Docket No.	SA-543
EXHIBIT	
11-Q	

**Excerpts from Boeing Process
Instruction
Perform Product Conformance**
(5 Pages)



BPI

Issue Date

February 15, 2023

Perform Product Conformance

Purpose

This BPI defines the process for performing product or article conformance for the purpose of ensuring that each product or article conforms to its approved design. This includes inspection and test of the product, article, or process, as well as documentation of data and the application of authority media to the work instruction document.

Use of the Authority Reference for this writing has been approved.

Superseded Date

January 27, 2023

Applies To

Function	Business Unit / Operating Group	Program	Location
Manufacturing	Boeing Commercial Airplanes	All BCA Programs	All Locations
Quality	Boeing Commercial Airplanes	All BCA Programs	All Locations
Quality	Boeing Global Services	Commercial Services	All Locations
Quality	Boeing Test & Evaluation	All BCA Programs	Puget Sound Region

Roles Affected

Authorized Personnel
Quality Inspector
Quality Manager
Quality Team Leader



Authority Reference

Procedure [REDACTED], "Boeing Commercial Airplanes Configuration Management Requirements and Responsibilities"
Procedure [REDACTED], "Conformance Systems"

Approved By

[REDACTED] Document Tree Owner Delegate, Quality Superintendent
for
[REDACTED]
Vice President, Operations Council: Quality

Summary of Changes

The Issue Date and Superseded Date have been revised. This administrative revision is to correct a spelling error in step 4.1 and add an example in step 3.2 to align with [REDACTED]. No other changes have been made and the process remains the same.

A. Scope

This process defines the roles and responsibilities for employees performing conformance activities. This BPI does not apply to receiving inspection of purchased product from external suppliers or partners, refer to [REDACTED] or [REDACTED].

<u>Input (Product/Service):</u> Requirement for inspection and test of product, article, or process	<u>Output (Product/Service):</u> Completed inspection and test and a documented conformance decision
<u>From (Supplier):</u> Manufacturing, Quality	<u>To (Customer):</u> Quality

B. Introduction

This process begins when Authorized Personnel are assigned to a work area and a requirement for conformance exists.

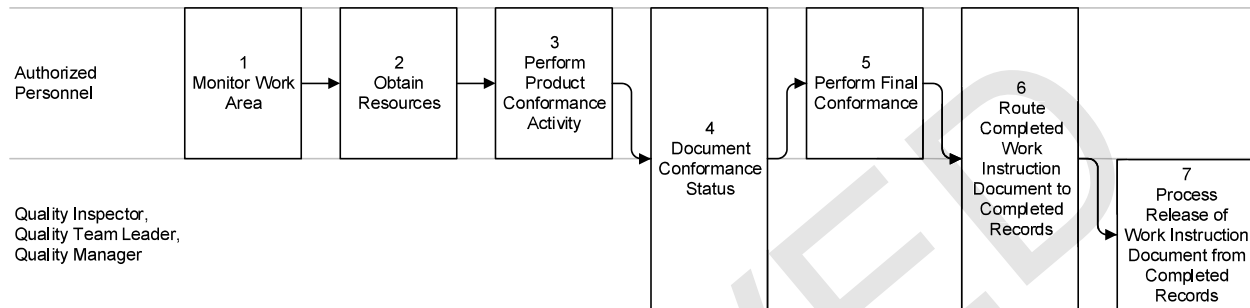
The Authorized Personnel is assigned according to [REDACTED] or [REDACTED] and will be identified in the work instructions as the person responsible for performing an inspection or test.



BUSINESS PROCESS INSTRUCTION BPI

This process is written in separate steps for clarity. In practice, the steps usually overlap or occur simultaneously.

C. Process Flow



D. Process Steps

This process begins when Authorized Personnel are assigned to a work area and a requirement for conformance exists according to [REDACTED].

Review the work instructions and applicable engineering to determine the tools and resources needed.

During conformance activities many decisions are made. “Does the product meet the requirements?” (product conformance). “Were the processes followed during the manufacture of the product?” (process conformance) if required by Engineering and process compliance for business/best practices requirements.

Listed below are some examples of the situations that may occur during the conformance:

- The product is no longer accessible for inspection or test (the operation cannot be started). Coordination between Quality and Manufacturing is required to determine the appropriate course of action.
- The product or article is obviously nonconforming, and no inspection or test is required to make that determination (the operation cannot be completed). Coordination between Quality and Manufacturing is required to determine the appropriate course of action and a nonconformance record created with the appropriate process from [REDACTED].
- After the inspection or test has started, large quantities of nonconformances are identified in a short amount of time or in a small area (decision to not finish the operation). In this situation, a decision would be made to return the unfinished conformance activity to

