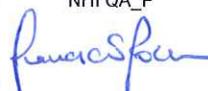

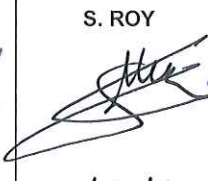
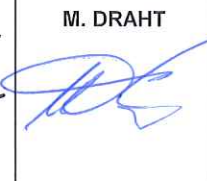




<b>DOC. No. : QD S000N0806E01</b>		<b>Issue: F</b>		<b>WBS. No. : 5000</b>		<b><u>Distribution list</u></b>  NHI : QA / SC / T / PMs  FHD: PM QA  AH: PM QA  AHD: PM QA  FK: PM QA  Doc Focal Points
<b>TITLE : ANOMALY REPORTING AND HANDLING FOR SERIES CONTRACT</b>						
<b><u>Summary:</u></b>  This document is related to anomalies discovered by the Partner Companies on NH90 Industry owned equipment, Items and HCs, including GFes.  The aim of this document is to interface: The Partner Companies internal procedures to cover anomaly reporting and handling for the NH90 program. The procedure for Continuing Airworthiness MD S000N3459E01 for the handling of Incidents.  It describes the management of Anomalies and related Reports by Partner Companies and NHIndustries.  This procedure is applicable as of today and becomes fully effective on 1 September 2016.						
Applicability: NHI / AH / AHD / FHD / FK						
<b>SDRC/LF</b> Prepared by : (name / position) Signature :  Date:						F. PORCU NHI QA_P  20.04.2016
Approved by : (name / position) Signature :  Date :						
<b>Delegated authority (ies)</b> Authorized by : (name / position) Signature :  Date :	A. KLEISS  20/04/2016	S. ROY  20/04/16	M. DRAHT  20/04/2016	R. VAN RUTTEN  20 Apr 2016	A. GREVENGOED  20/04/2016	
	FHD	AH	AHD	FK	NHI	

Issue	Issue date	Affected pages	CHANGE REASONS / ORIGINATORS CHANGE PROPOSAL / N°	Companies / Departments	Signatures
A	11/07/01	ALL	FIRST ISSUE	NHI	GUIGNARD
B	11/04/02	See borders	Introduction of Official comments Industry improvements	NHI	GUIGNARD
C	14/06/02	See borders	Introduction of Official comments	NHI	GUIGNARD
D	25/09/03	11 to 13	Industry improvements	NHI	GUIGNARD
E	20/03/06	See borders	Interface with Airworthiness organisation	NHI	JEPPSON
F	20/04/16	All pages	Complete revision	NHI	GREVENGOED

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## 1 PURPOSE

This procedure provides a ruleset for PCs management of anomalies internally SDRCs and between Partner Companies.

This document is related to anomalies discovered by Partner Companies on NH90 Industry owned equipment, Items and HCs (Hardware and Software), including GFEs.

The aim of this document is to interface:

- The Partner Companies internal procedures to cover anomaly reporting and handling for the NH90 program.
- The procedure Continuing airworthiness MD S000N3459E01 for the handling of Incidents.

It describes the management of Anomalies and related Reports by Partner Companies and NHIndustries.

It defines the process to be used to document and exchange data related to (potential) non conformities for further assessment and management.

An AR is needed when an item's condition needs to be investigated and answered by the SDRC.

## 2 APPLICABILITY

This procedure is applicable to anomalies discovered by Partner Companies on NH90 Industry owned equipment, Items and HCs (Hardware and Software), including GFEs.

It covers any anomaly on an item at a Partner Company including its supply chain which is deviating from the design specification or when the incidents criteria could be met.

In case the SDRC is not the OPC an Anomaly Report (AR) must be initiated. For any other cases, the internal PCs process applies for the management of the anomaly.

This procedure shall be extended to suppliers.

Note:

- In case of Conflict with Continuing Airworthiness, Continuing Airworthiness instructions (MD S000N3509E01) prevail.
- If AH/AHD is the OPC and AH/AHD is the SDRC then internal AH/AHD process applies for anomaly management.

### 2.1 Exclusions

This procedure does not apply to:

- Technical Occurrences raised by End users (see ref [1] and [11]).
- Technical Publication anomalies (managed through dedicated procedure: General Guideline for creation of NH90 IPRF, MD S000N3661E01).

In the below cases, AR shall not be created/updated:

- Missing parts/outstanding works already declared in handover documents (according Ref [4]).
- Kit received incomplete/part missing. If the issue cannot be solved by other means and the missing/incomplete part causes non-conformity, an AR could be raised.

- Kit/part received with documentation incomplete/missing. If the issue cannot be solved by other means and the missing/incomplete documentation causes non-conformity, an AR could be raised.
- Kit/part received not in accordance with PO.
- Part lost.
- Part expired.
- To request or fix by who the repair/rework shall be performed (e.g. working party or delegation).

### 3 TERMINOLOGY - ABBREVIATIONS

#### 3.1 Terminology

- **Anomaly:** inside Industry, non-fulfilment of an intended usage requirement or reasonable expectation.
- **Anomaly Report:** the data set required by this procedure to be exchanged between PCs in order to trace and manage the Anomalies.
- **AR Cockpit:** The Anomaly Report Cockpit is a solution dedicated to the handling of Anomaly Reports between NH90 Partner Companies. It is based on SharePoint technology and hosted on NHI's intranet.
- **Industry:** NHIndustries and Partner Companies.
- **Originator Partner Company:** the Partner Company which issues the Anomaly Report.
- **Major/minor Incident:** definition according to ref [1].
- **Working party:** Working party is a team under the responsibility of the SMRC performing activities at another company's facility, such as FAL.
- **Short term actions:** action to eliminate a detected non conformity (equal "correction" ref ISO 9000).
- **Mid-term action:** action to eliminate the cause of a detected non conformity (equal "corrective action" ref ISO 9000).

#### 3.2 Abbreviations

- AR: Anomaly Report
- AAR: Answer to Anomaly Report
- CRM: Customer Relationship Management (Common exchange database)
- CO/DP: Concession / Deviation Permit
- FP: Focal Point
- GFE: Government Furnished Equipment
- HC: Helicopters
- IPRF: In Process Review Form
- IR: Incident Report
- NQAR: National Quality Assurance Representative
- OPC: Originator Partner Company
- PC: Partner Company
- PO: Purchase Order
- RFI: Request For Investigation
- SDRC: System Design Responsible Company
- SMRC: System Manufacturing Responsible Company
- SR: Service Request
- TIFP: Technical Incident Focal Point

### 4 SPECIFIC NH90 APPLICABLE DOCUMENTS

- Ref [1] Continuing Airworthiness MD S000N3459E01
- Ref [2] Focal points/co-ordinators list MD N000N0415E01,

▪ Ref [3] Concession procedure	QD S000N0805E01
▪ Ref [4] Shipment and Handover procedure	MD S000N0453E01
▪ Ref [5] Concession procedure	QD S000N0805E01
▪ Ref [6] Cross manufacturing	MD S000N2410E01
▪ Ref [7] Request for Investigation	MD S000N3459E05
▪ Ref [8] Airworthiness Focal Point List	MD S000N3580E01
▪ Ref [9] Classification of mechanical parts	QD S000N0804E01
▪ Ref [10] GFE handling procedure	QD S000N3484E01
▪ Ref [11] Technical Support for in-service helicopters – overall organization and processes	MD S000N0426E01
▪ Ref [12] Anomaly Report cockpit handbook	MD S000N7466E01
▪ Ref [13] Minor incident process	QD S000N0870E01

## 5 MAIN STEPS OF THE PROCESS

The initial documentation of the identified anomaly follows the PCs internal non-conformance handling procedure in accordance with the ruleset of this NHI procedure as required.

Main steps of the Anomaly reporting process:

- Anomaly Report raising,
  - Anomaly Report acceptance,
  - Anomaly Report answer,
  - Anomaly Report closure,
  - Anomaly Report distribution and data management
  - Overall monitoring of anomalies
- All anomalies requiring exchange between PCs shall be processed in AR Cockpit following instruction given in Ref [12].
  - At any step of the process the warranty of the item must not be invalidated.
  - The reported anomaly and subsequent SDRC advice / resolution may lead to a Concession handled per Ref [3].

### 5.1 Anomaly Report raising

When an anomaly occurred within a PC which is not the SDRC, an AR must be initiated in accordance with this procedure in the AR cockpit tool according instruction in Ref [12].

Note: For serialized items, one AR has to be created per item for AH, AHD and FHD.

#### 5.1.1 AR preparation

An AR shall be raised by the party who has detected the anomaly (see §2.1 for exclusions). The AR shall be sent to the appropriate SDRC entities/focal points (see Ref [2]) including when AR is related to GFE.

The Anomaly Report shall be written in English and shall contain the minimum required information (see annex1).

The Originator Partner Company shall propose on the AR the Anomaly classification in accordance with applicable rules in this procedure:

Anomaly Class A	code A
Anomaly Class B	code B



Anomaly Class C

code C

See ANNEX 3 for classification criteria and rules.

**Note:**

- If on the assembly line, an anomaly is discovered by a working party (see §3.1 for definition), an Anomaly Report will be issued by the Final Assembly Partner Company.
- No actions or investigations shall invalidate the equipment warranty.

## 5.2 Anomaly Report Acceptance

Once the SDRC receives an AR from the OPC he shall assess the AR content and its annexes (pictures, documents...) for acceptance.

Further to this assessment, the AR can be accepted or rejected by the SDRC.

In case of rejection, the SDRC shall substantiate his decision and inform the OPC. Further to the rejection, the AR can be updated / amended by the OPC or closed.

Each new issue of the AR shall be identified according rules in par. 6.

## 5.3 Anomaly Report answer

The answer to AR (AAR) shall be written in English and shall contain the minimum required information (see annex 2).

The answer of any AR is prepared by SDRC or SMRC and released to OPC for action.

Through the AAR, the SDRC:

- Shall confirm/modify as necessary the AR classification.
- Shall specify the needed short term actions with their advice (such as: use as is, rework, repair, scrap, etc.) and the related instructions.
- Shall specify the mid-term actions when appropriate (such as: tooling change, design change, operator instruction, work order modification, etc.).
- Can request originator to send the defective item(s) to SDRC or SMRC.
- Can request for more information.
- Can request to return the part and to replace it with a replacement part.
- No actions or investigations shall invalidate the equipment's warranty.

In the AAR, the SDRC decisions must concern the defective item(s) and possibly indicate other Items that may be invalidated (see annex 2).

A SDRC receiving an Anomaly Report related to a supplied item will take necessary actions towards its own supplier.

### 5.3.1 SDRC advice is "Use as is"

When SDRC advice is "Use as is", the SDRC will provide through the AAR the following:

- Confirm the need to raise a concession.
- Provide the data as required through ANNEX 2.

### 5.3.2 SDRC advice is "Rework"

When SDRC advice is "Rework", the SDRC will provide through the AAR the following:

- Provide the applicable and approved rework instructions.
- Provide the data as required through ANNEX 2.



### 5.3.3 SDRC advice is “Repair”

When SDRC advice is “Repair”, the SDRC will provide through the AAR the following:

- Confirm the need to raise a concession (i.a.w. Ref [3]).
- Provide the applicable repair instructions.
- Provide the data as required through ANNEX 2.

### 5.3.4 SDRC advice is “Scrap”

When SDRC advice is “Scrap”, scrap the part according to OPC procedures, after the involvement of the responsible SMR by the SDRC.

### 5.3.5 SDRC advice is “Return to Supplier”

When SDRC advice is “Return to Supplier”, the OPC returns the item to the supplier/SMRC.

### 5.3.6 Request for Investigation and Service Request

In case, following the assessment of the Anomaly Report Answer by the SDRC:

- Further investigations are needed on other (potential) non-conforming items in stock or on aircraft within industry, the Request For Investigation (RFI) will be issued and documented either by SMRC or SDRC in accordance with RFI process Ref [7]. The reference to the RFI is to be recorded on the Anomaly Report Answer if available at AAR release. The related Anomaly Report can be short term closed even if the Investigation Answer is not completed.
- The classification is B or C, the reference of the Service Request (SR) is to be recorded on the AAR if available at AAR release. The related Anomaly Report can be short term closed even if the Service Request is not completed.

## 5.4 Closure of the Anomaly Reports

The AR is closed on acceptance of the AAR in the AR Cockpit tool as per Ref [12].

When the actions required by the AAR have been performed, the PC which executed the action shall attest it in its own non conformity management system.

### 5.4.1 Short term actions are manageable at OPC level

The attestation of these actions shall lead to the closure of the anomaly by the OPC. Evidence of performed actions by the OPC shall be presented to the SDRC upon request.

### 5.4.2 Mid-term actions

The Anomaly can be closed even if the Mid-term action is not completed.

Follow up of the mid-term action closure is monitored in PCs internal systems. Mid-term action status shall not lead to re-issuing of closed Anomaly Reports.

## 5.5 Distribution and data management

Communication and management of the AR is ensured by the AR Cockpit tool as per Ref [12].

The AR cockpit tool can be used by PCs to access statistics on exchanged AR and their status.

## 5.6 Overall monitoring of anomalies

Each Partner Company has to use a suitable anomaly reporting system to monitor the anomalies, the relevant investigations and the corrective actions. PC procedures will be interfaced by the present procedure.

According to each PC internal organisation, regular or specific Anomaly Reporting Board shall be established:

- To review the Anomaly Reports,
- To improve, as necessary, the Anomaly Report decision making process.

Within the Quality Assurance Team, NHI may request to report and address recurring Anomalies / top list of Anomalies during its regular meetings.

## 6 IDENTIFICATION / CHANGE MANAGEMENT OF ANOMALY REPORT

Anomaly Report and related answer shall be numbered according to Ref [12]. First release will be done with "issue 0" and updated accordingly.

The issue index of anomaly reporting is up issued each time a modification of original text and/or data is performed.

Note: AR and AAR could have different issues

## 7 ORGANISATION AND RESPONSIBILITIES

### 7.1 Organisation

Each PC which is both SMRC and SDRC for a part/item shall internally handle anomalies affecting this part/item in accordance with the procedure(s) referred to in its own quality assurance plans.

Each PC will operate a documented procedure to describe how the responsibilities they have in interfacing with this procedure shall be met.

Necessary agreement between Assembly lines and SDRC may be set up to limit production/manufacturing delays such as:

- Authorized SDRC representatives for direct answer to Anomalies raised at the site of Final Assembly Line, or

FALs and SDRC representatives shall provide, anticipated answers to their respective Anomaly Focal Points in order to allow the formal closure of the process and correct updating in the AR cockpit.

Note: Where the SDRC is different from the SMRC specific rules are defined in the Ref [6]

### 7.2 Authorized staff

The responsible personnel in charge of the management of Anomaly Report and associated answer (preparation, forwarding, etc.) and the persons allowed to approve a decision on an Anomaly Report or to

classify the Anomaly shall have necessary competencies/training and shall be qualified and appointed by its Company.

Each PC shall maintain a list of these authorised persons and provide this list to NHIndustries Quality department on request.

### 7.3 Anomaly handling by Anomaly Focal Point and Technical Incident Focal Point

In each Partner Company, an “Anomaly focal point” and a “Technical Incident Focal Point” shall be appointed and known by Industry (see ref [2] and ref [8]). The Anomaly Focal point signature/ e-visa on the Anomaly Report form at each distribution of a new issue will confirm that the Anomaly has been handled and distributed in accordance with this procedure.

*Note:*

- *Each Partner Company will define in its internal procedure the respective role of both focal points.*
- *Below roles and responsibilities could be completed by other ones defined through Continuing Airworthiness process*

The PC “Anomaly focal point” shall be in charge of ensuring the following:

- Collect and register all Anomaly Reports received from other PCs or issued by its company,
- Propose a classification of the AR,
- Distribute the Anomaly Reports internally and to the relevant SDRC Anomaly Focal Point by means of the AR cockpit,
- Ensure the correct control (including dispatching and archiving), completion and filing of all Anomaly Reports and answers in accordance with this procedure,
- If the Anomaly FP of the SDRC receives an AR pre-classified B or C he forwards the AR to the SDRC TIFP for confirmation of the classification and harmonization in accordance with Ref [1]

### 7.4 SDRC design responsibilities

- Confirms the classification or modify the classification of the received AR according this procedure. When there are conflicting opinions on the AR classification the SDRC position prevails.
- prepare, approve and release the AAR to the OPC,
- Initialize corrective actions to be done at SDRC level (ECP, SB, etc.) and monitor their achievement ,

Depending on anomaly class the following tasks have to be considered by the SDRC:

#### **Class A:**

- if required, initiate Request For Investigation to the relevant entity(ies)
- If required initiate short term actions on:
  - the Items subject of the Anomaly Report and,
  - Items in stock, including sub-assemblies/assemblies Helicopters,
- If required initiate mid-term actions.

### **Class B and C**

- ensure that the Incident process is started according to Ref [1]
- Distribute the AAR to the relevant entity (including PCs, ...),
- required, initiate Request For Investigation to the relevant entity(ies)
- If required initiate short term actions on:
  - the Items subject of the Anomaly Report and,
  - Items in stock, including sub-assemblies/assemblies Helicopters,
  - Items delivered to end-users.
- If required initiate mid-term actions.

### **Class C**

After confirmation by the SDRC that this anomaly is classified as a Major incident, to mention this status in the Anomaly / AR/AAR and in case that the curative action is already given to OPC, to close the Anomaly Report (because of Ref [1]).

## **8 INTERFACE WITH CONTINUING AIRWORTHINESS**

All Anomalies raised by an OPC pre-classified Class B and C will be forwarded to OPC TIFP in accordance with ref [1].

Anomaly Reports received by the SDRC AR focal point shall be assessed by SDRC design on B & C classification and if applicable forwarded to SDRC TIFP.

Interfaces between Continuing Airworthiness and QA organization for Minor incidents are defined through ref [13].

## **9 DESCRIPTION OF ANOMALIES, CORRECTIVE AND PREVENTIVE ACTIONS**

Anomalies shall be clearly described, in an understandable way, with accompanying circumstances in order to provide a usable fundament for investigation and actions to correct the cause and the anomaly itself.

The need for preventive action shall be analysed when the corrective action is being set up, by determining the risk of the anomaly occurring in other fields.

These analyses will help to generalise and sustain substantive actions.

## **10 ANOMALIES ON GOVERNMENT FURNISHED EQUIPMENT (GFE)**

Whatever the classification of the Anomaly observed on a GFE, the AR and associated answers will be respectively exchanged between IND GFE focal point and Customers. GFE focal points will then forward Customer inputs/AR answers to the OPC which shall apply the proper corrective action process.

For Anomaly Reports related to GFE, Customer/Purchaser is informed of the closure by corresponding GFE focal point.

GFE IND focal point will forward to NHIndustries the following data for information:

- Initial Anomaly Report related to GFE
- Closed Anomaly reports

Note: The defective GFE shall be stored in the dedicated GFE area with the Anomaly Report attached or Tag with AR reference. A copy of the Anomaly Report shall be attached to the return delivery of the defective GFE. See Ref [10]

Defective GFE will be subject to this procedure. Unless not required by the Customer Purchaser the related Anomaly Report is submitted to the local NQAR/customer representative for acknowledgement. Interface with NQAR may be subject to specific arrangement as defined in the contract or in Quality plan.

## 11 RETURN OR FORWARDING OF DEFECTIVE ITEMS

Depending on the anomaly and available data, SDRC design may request to forward or return the item for further rework/repair/investigation.

In such case:

- When the defective item is not yet delivered to customer, return process will be done iaw "SHIPMENT & HAND OVER PROCEDURE" (MDS000N0453E01).
- When the defective item is on customer ownership, SDRC request will be released through T-SPOC using applicable "Material Return Sheet" or "Material Return Authorisation" as defined through "NH90 – Warranty process and procedure" (MDS000N6379E01)

Note: Defective, or suspected defective parts to be returned to PC's premises for further actions as requested by means of SBs or Directives are to be returned by means of the S&H procedure and no AR has to be created.

## 12 NQAR / CUSTOMER REPRESENTATIVE INVOLVEMENT

PC Anomaly focal point shall provide any assistance to NQAR/Customer representative inquiries in conjunction with Anomaly Report.

On applicability of GQA, all rework, repair and use-as-is dispositions must be acceptable to the GQAR and/or Acquirer (refer to AQAP2110). Depending on national practices, local arrangements could be defined.

## **ANNEX1: ANOMALY REPORT /MINIMUM INFORMATION REQUIRED**

NOTA: below information is to be given on Anomaly documentation in accordance with agreed principles between originating and receiving parties

### **ANOMALY IDENTIFICATION**

- Designation of Originator Partner Company
- Anomaly pre-classification (i.a.w. Annex 3)
- Anomaly Report number: OPC internal numbering
- Issue: Issue of Anomaly Report
- Part Number of defective item
- HC identification (in case HC delivered, add phrase in defect description "Part on stock removed from HC [id] during industrial phase")
- Serial Number of defective Item
- Designation of the defective Item: Name as specified on the drawing or specification
- Anomaly detection date: DD/MM/YYYY of arising
- Quantity: Quantity of Items that were found defective.
- Reference to previous Anomaly Report (if relevant).
- Drawing/Specification number.
- System Design Responsible Company: FHD, AH, AHD, FK.
- System Manufacturer Responsible Company: FHD, AH, AHD, FK.
- Anomaly description:  
The Anomaly description should follow the 5W2H (Who, What, When, Where, Why, How, How Much) method and gives:
  - 1/ Context / circumstances: Clear explanation about the failure / event leading to the subject anomaly and about appearance scenario and/or circumstances.
  - 2/ Defect description:
    - Complete information concerning the anomaly, indicating the anomaly parameter or function and dimensions or properties, which, a priori, are wrong, location on the item and area concerned (picture), position on h/c (schema)
    - Action done: evaluation steps/inspections to investigate / Verify specify the anomaly with more precision
    - Context / circumstances
    - Details or appropriate warning/malfunction must be recorded (including, when relevant, the position of the Item). Immediate consequences on the system / Helicopter.

- As far as possible sketches, photos should be provided. Such general terms as "not working", "out of tolerance", "broken down" or "defective" must not be used.
- Identification of an Anomaly which may be present in other Items already manufactured.
- 3/ Definition documents: Define the related reference documents (design / manufacturing Instruction / Standard/ Directive etc.) towards which the anomaly is identified or assumed.

Note: Anomaly Reports should be clearly annotated when the anomalies are resulting from obvious mishandling

- Root cause of anomaly (if known)
- Decision of actions from the responsible party (SDR or SMR)
- Immediate actions taken (to inform SDR about parts actual status to decide on appropriate actions):
  - Replace,
  - Programme reload,
  - Failure research/troubleshooting result
  - Containment actions
  - .....
- Originator:
  - Name,
  - Date,
  - Signature (electronic signature is allowed)
- Distribution list: See relevant paragraphs.
- Life consumption: e.g. Flight hours, running hours (intended as the sum of flight and on-ground hours), cycles, number of landings, etc...
- Failure phase/Last operation e.g.:
  - Incoming,
  - Acceptance test,
  - Integration rig test,
  - Laboratory test,
  - Manufacturing,
  - Assembly,
  - Ground test ,
  - Flight test,
  - Handling, transport, storage,

#### **ADDITIONAL INFORMATION TO BE PROVIDED IF KNOWN / APPLICABLE**

- System concerned: Title of the system e.g. Fuel, Hydraulic,....
- Effect on system: Complete failure, performance degradation,...
- Installed on: Helicopter S/N.

Note:

The life consumption of Items with serial number may be determined from the Helicopter Log Book, Log Card or equivalent documents or from an installed Elapsed Time Indicator (ETI).  
Use only full life measurement unit.



- Failure condition e.g.:
  - Environment (icing conditions, lightning conditions, ...)
  - Operational state (operating, in standby mode,...)
  
- On site Diagnosis, e.g.:
  - Design defect,
  - Installation defect,
  - Manufacturing defect,
  - Software problems,
  - Unknown defects
  - .....

## ANNEX2: ANOMALY REPORT ANSWER / MINIMUM INFORMATION REQUIRED

The AAR shall include:

- Investigation:
 

Description of activities leading to decision or reference to the Request for Investigation Report when known at the release date of the AAR.
- Decision:
  - SDRC advice concerning the defective Item and short/mid term actions \*taken or to be taken.
  - Classification of the AR (i.a.w. annex 4).
  - Name, department of the SDRC authorized personnel and date (according to Partner Company rules).
  - If there is a limitation before short term action, this limitation shall be mentioned.
  - Any limitations dependent on the SDRC technical disposition. In case of limitation to the items functionality (3 Fs) a CO and or Operational Limitation documents are required.
  - If the final decision authorises to fly (or to use) the defective Item under condition of special inspections and monitoring of the anomaly, detailed instructions and relevant "Directives" (if applicable) for these inspections/monitoring shall be included or referenced in the anomaly answer.
  - In case the SDRC advice results in a permanent deviation to the approved design this advice needs to be clearly indicated on the AAR and should contain the Justification (substantiation) of the decision.
  - Signature of the "Anomaly Focal Point" for confirmation of Anomaly Report handling and distribution.
- **(\*) Short term actions:** action to eliminate a detected non conformity (equal "correction" ref ISO 9000).
- **(\*) Mid-term action:** action to eliminate the cause of a detected non conformity (equal "corrective action" ref ISO 9000).

### ANNEX3: ANOMALY CLASSIFICATION DEFINITION

#### Class A:

- No part is delivered outside the Industry, and no part affected is flying or
- the anomaly fulfils all the following criteria:
  - Anomaly is clearly related to one helicopter, one part or one identified batch of parts, or used documentation
  - short term action does not require another PC's involvement
  - No risk that the anomaly could be repeated in the company or in another company or at end user

#### Class B:

- Anomaly not classified A and parts are delivered outside the Industry or are flying and according to its consequences, the anomaly is evaluated “**minor**” based on the incident classification criteria given in ref [1] or impacting a critical part.

#### Class C:

Anomaly not classified A or B and parts are delivered outside the Industry or are flying and according to its consequences, the anomaly is evaluated “**major**” based on the incident classification criteria given ref [1].