CONTENTS

1 Purpose 1
2 Scope – applies to where & when the Procedure is used 1
3 Definitions and Acronyms 2
4 Graphic (if needed) 3
5 Responsibilities 4
6 Procedure 4
7 Associated Quality Records – as stated in the Quality Records List 7
8 Reference Forms / Templates / Documents 7
9 Current Revision's Training Requirements 8
10 Revision History & Approval 9

1 PURPOSE

1.1 This procedure defines the process used to return materials to vendors for replacement, repair or credit.

2 SCOPE – APPLIES TO WHERE & WHEN THE PROCEDURE IS USED

2.1 This procedure applies to MTS Test in Eden Prairie.

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3 DEFINITIONS AND ACRONYMS

3.1 **MRB** = Material Review Board

3.2 **NC** = Nonconforming

3.3 **PO** = Purchase Order

3.4 **RTV** = Return to Vendor

3.5 **SLOC** = Stock Location

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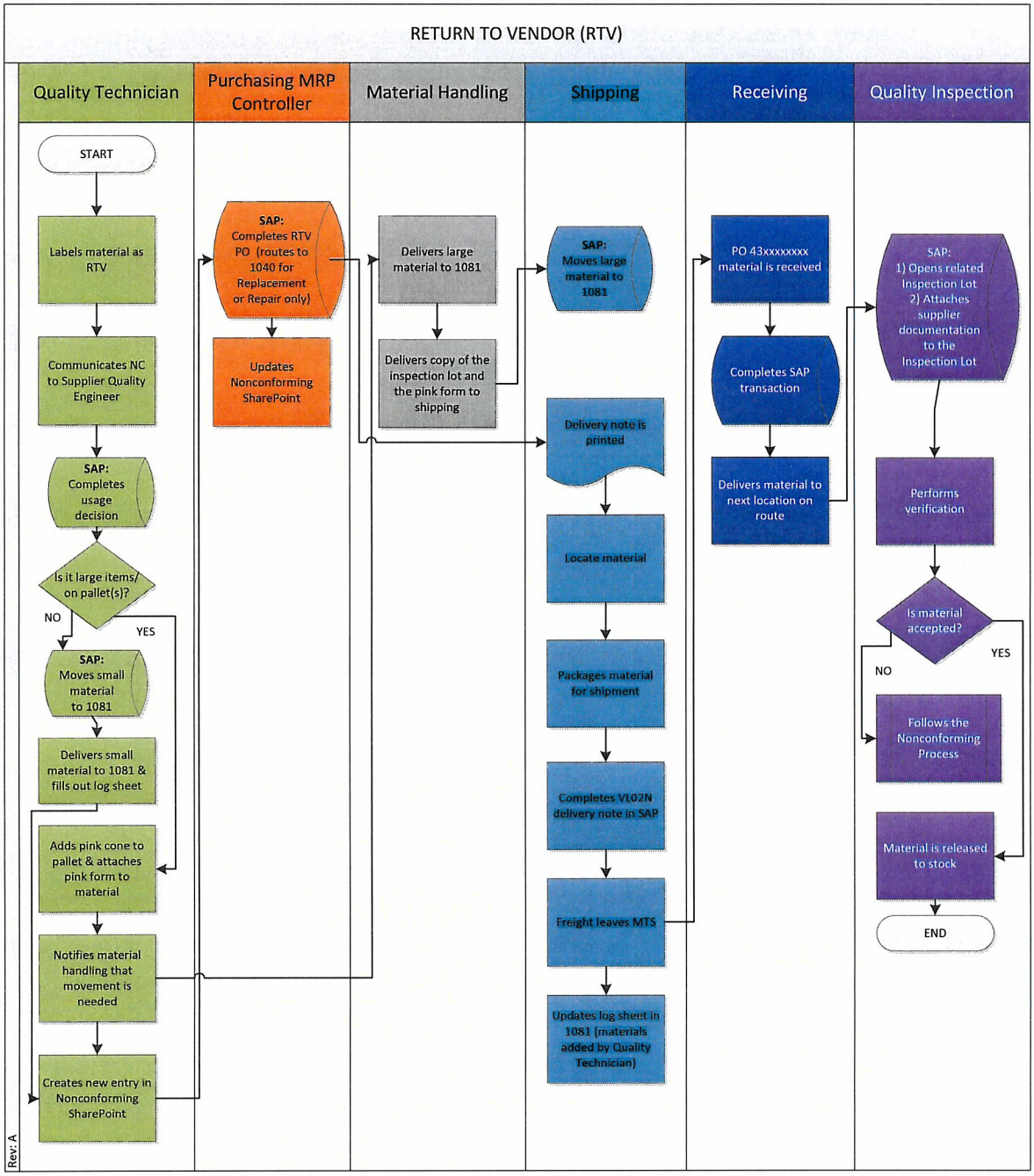
4 GRAPHIC (IF NEEDED)



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5 RESPONSIBILITIES

5.1 **Quality Technician**: Marks material as return to vendor; completes physical and SAP movements for nonconforming material to location 1081 (small materials); creates new entry in NC SharePoint.

5.2 **Purchasing MRP Controllers**: Completes return to vendor PO in SAP; updates NC SharePoint.

5.3 **Material Handling**: Completes physical movement of nonconforming material to location 1081 (large materials/materials on pallets).

5.4 **Shipping**: Completes SAP movement of large NC material to location 1081; packages items and completes delivery note in SAP.

5.5 **Receiving (for Replacement or Repair)**: Completes SAP goods receipt and delivers material to Quality Inspection.

5.6 **Quality Inspection (for Replacement or Repair)**: Completes verification; attaches supplier documentation to inspection lot in SAP.

6 PROCEDURE

6.1 **Quality Technician:**

6.1.1 Adds RTV sticker to Inspection Lot printout of the NC material.

6.1.2 Communicates NC to Supplier Quality Engineer.

6.1.3 *Small NC Materials*:

6.1.3.1 Delivers material to 1081 and fills out incoming log sheet.

6.1.3.2 In SAP, completes transfer movement from nonconforming location to 1081.

6.1.4 *Large NC materials/materials on pallets:*

6.1.4.1 Places pink cone on pallets and attaches pink "RTV Move Request" form to material.

6.1.4.2 Notifies material handling that material needs to be moved to 1081.

6.1.5 In SAP, records Inspection Lot usage decision.

6.1.6 Creates new entry in Nonconforming SharePoint (automatic email is sent to the

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Purchasing MRP Controller).

6.2 Material Handling – *Large NC materials/materials on pallets*:

6.2.1 Physically moves pallet(s) of nonconforming material to 1081.

6.2.2 Delivers copy of the inspection lot and the pink "RTV Move Request" form to shipping.

6.3 **Purchasing MRP Controller:**

6.3.1 Receives email notification from the Nonconforming SharePoint.

6.3.2 Processes RTV PO using Purchasing's Return to Vendor work instruction.

6.3.2.1 **Rework or Repair**: Routes PO to Quality Inspection (1040).

6.3.2.2 **For Credit**: Follows Purchasing's Return to Vendor work instruction.

6.3.3 Updates Nonconforming SharePoint.

6.4 **Shipping:**

6.4.1 For large NC materials, completes SAP movement to 1081.

6.4.2 Delivery note is automatically printed.

6.4.3 For small NC materials, locates the material per the notes on the incoming log sheet at location 1081.

6.4.4 Shipping "receives" the delivery by changing the appropriate date field in the delivery on SAP.

6.4.5 Paperwork is turned over to craters.

6.4.6 The crated job is turned back in to the shipping office and shipping completes VL02N Delivery Note transaction in SAP:

6.4.6.1 Records dimensions and weights and Post Goods Issue information.

6.4.7 Booking is created or Shipping communicates to vendor that material is ready to be picked up.

6.4.8 Freight leaves MTS.

6.4.9 Delivery is posted (an invoice may or may not be created).

6.4.10 For small NC materials, shipping updates the log sheet by crossing off completed items.

6.5 **Receiving (for Replacement or Repair)**:

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6.5.1 Receives purchase order 43xxxxxxxx materials into the building.

6.5.2 Uses SAP transaction MIGO_GR (Goods Receipt).

6.5.3 Paperwork (Goods Receipt or Transfer Order) is printed which indicates where the material is routed to next.

6.5.4 Delivers material to next location on the route.

6.6 **Quality Inspection (for Replacement or Repair)**:

6.6.1 Part is delivered to 1040 with goods receipt and referenced 43xxxxxxxx purchase order.

6.6.2 Look up in QA32 by material number for related inspection lot.

6.6.3 Opens related inspection lot in QA12 (Maintain Inspection Lots > Change usage decision with history).

6.6.4 Attaches related documentation from the supplier to the related inspection lot.

6.6.5 Performs verification.

6.6.6 If it is rejected, the nonconforming process is followed.

6.6.7 If it is accepted material is released to stock.

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7 ASSOCIATED QUALITY RECORDS – AS STATED IN THE QUALITY RECORDS LIST

Required Record
Purchase Order
Inspection Lot
Delivery Note

8 REFERENCE FORMS / TEMPLATES / DOCUMENTS

Form / Template / Document Title	Location
Purchase Order	SAP
Inspection Lot	SAP
Delivery Note	SAP
Documentation of Vendor Rework Form (Q-500.00005 Rev. A)	QMS-Materials Management >>7.4.3 – Material Verification

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9 CURRENT REVISION'S TRAINING REQUIREMENTS

Training requirements are determined by the document owner.

1. Select Awareness **and/or** Formal training requirements.
2. List (below) the functions or groups that require the training.

Select (mark X)	Training Type	Training Definition
	Awareness	Awareness training is conducted by communication, which is sent/delivered by the approver/author/owner of the document to the affected employees/groups.
X	Formal	Formal training requires the approver/author/owner to collect/store evidence that the affected employees/groups were trained.

Functions/Groups that require Training to this procedure:

- Formal: Quality Technicians, Purchasing MRP Controllers, Material Handling, Shipping, Quality Inspection (this will be recorded in the TMS as a course titled QUALITY027_OLT).

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10 REVISION HISTORY & APPROVAL

Revision History			
Rev	**Description of Change**	**Author**	**Effective Date**
A	Initial Release	P. Williams	11/06/2015

Approval of Current Revision		
Name / Function	**Signature**	**Date**
Carrie Trcka / Purchasing	Carrie Trcka	11/9/15
Jamie Howard / Material Handling	Jamie Howard	11/9/15
Chance Caffee / Shipping	Chance Caffee	11/6/2015
Donald Walker / Supplier Quality	Donald Walker	11/05/2015
Tan Le / Product Quality	Tan Le	11/5/2015

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