

## Quality Assurance Concern Wright Industries, Inc.

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### PURPOSE

This Safety Bulletin provides information on potential quality assurance concerns with products furnished by Wright Industries, Inc. (WII) under contracts where conformance to the Department of Energy (DOE) Order 414.1C, *Quality Assurance*, and ASME Standard NQA-1, *Quality Assurance Requirements for Nuclear Facility Applications (QA)*, has been specified.

### BACKGROUND

A joint audit recently conducted by the DOE Savannah River Site and the Washington Savannah River Company LLC concluded that the Wright Industries, Inc. (WII) Quality Assurance (QA) Program is not being implemented effectively [Reference: *Occurrence Reporting and Processing System (ORPS) Report EM-SR--WSRC-ESH-2008-0003 Supplier QA Program Deficiencies*]. This conclusion is based on a total of 18 findings and one observation. The major weaknesses identified by the audit team's findings are summarized below.

1. WII is not adequately documenting or implementing its QA program as defined in its QA Manual.
2. NQA-1 requirements are not adequately being flowed down to its sub-tier suppliers.
3. Management assessments and internal audits were not performed in the last two calendar years. [Note: A subcontractor was hired in April 2008 to focus on internal and external audits; three external audits have been performed. Internal management assessments are scheduled through the rest of this calendar year; none have been performed to date.]
4. WII is purchasing materials from non-qualified suppliers for nuclear/safety related components.
5. WII implementing procedures and instructions do not reflect the current operating organization.
6. Based on the number and nature of the findings for this audit, it is evident the Quality Assurance Department is not adequately staffed. The audit team was presented with a WII QA Department Transition Plan to address staffing issues within the QA Department. WII V.P. of Operations is temporarily assuming the responsibility of QA Manager until a permanent QA Manager is hired. Specific QA Staff assignments are identified in the Transition Plan as well as a transition schedule for hiring a permanent QA Manager (target date for hiring is September 17, 2008).

### IMPLICATIONS

Rigorous implementation of an NQA-1 program forms the basis for acceptance of components for a nuclear safety system. Loss of confidence in that program immediately calls into question the

ability of the safety component to perform as required under critical conditions. WII is known to have fabricated and/or supplied fabricated items with safety-related functions for at least three DOE projects.

WII offers a variety of products which might be utilized at DOE sites including: vision systems and closed circuit television (CCTV); advanced robotics; software design; process instrumentation; system controllers; mechanical and electrical design and engineering; stainless steel fabrication and manufacture; pressure vessel design-and-build; glove box, hot cell, drum transfer systems; tele-manipulators; double-door sealed transfer systems and additional internal equipment design-and-build.

### RECOMMENDED ACTIONS

Each DOE site should review its procurement history for the past two years to determine if WII has been used as a supplier on any project or provided maintenance where NQA-1 requirements apply. A complete review of those purchases should be conducted to determine suitability for use of the procured items. Any non-conforming items should be reported through the ORPS. If you have any questions, please contact Colette Broussard at 301-903-5254 or by e-mail at [Colette.Broussard@hq.doe.gov](mailto:Colette.Broussard@hq.doe.gov).

(Signed by)

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Glenn S. Podonsky  
Chief Health Safety and Security Officer  
Office of Health, Safety and Security



# PREVENT EVENTS

## Learning from Industry Experience

**PREVENT EVENTS is intended for use by personnel during morning meetings, pre-job briefings, and work unit meetings to communicate key industry experience.**

### Quality Assurance

1. How are we ensuring that the suppliers on our Approved Suppliers List are maintaining their QA Program?
2. Are we conducting random surveillances of approved suppliers?
3. Are we monitoring Lesson Learned, Suspect Counterfeit and Defective Items databases for information related to our approved suppliers?
4. Are we documenting concerns with our supplier?
5. Are observed quality issues being reported to the procurement organization for follow-up and performance monitoring reporting?

### Engineering

1. Are we specifying effective inspection and testing for our nuclear quality assurance items? Will the test specified reveal defects that will cause the safety function to be impaired?
2. Are we supporting QA and Procurement in defining critical process and inspection hold points?
3. Are we fully engaged in review of vendor data and QA inspection and surveillance reports?
4. Are we documenting quality concerns and providing supplier performance feedback to the procurement organization?
5. Are we specifying the correct quality and technical requirements in our procurement documents?
6. Are we engaging QA early in the decision process for input on inspections, surveillance, hold points, etc.?

### Procurement:

1. Are we monitoring supplier performance reports for suppliers on our Approved Suppliers Lists?
2. Are we providing input for the benefit of the complex to the performance monitoring database on our suppliers' performance, both good and bad?
3. Are we enforcing all of the inspection and testing provisions of our contracts with suppliers?
4. Are we taking appropriate actions against non-performing suppliers?

