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1 Introduction to PPAP 4th Edition Production Part Approval Process Presented by Johannes A. M. ("Yon") Roovers President JAN ROOVERS ASSOCIATES, INC. Charlotte, North Carolina • USA 1 2 Session Purpose To develop an awareness, understanding and appreciation resulting in a true commitment to plan and successfully implement the Production Part Approval Process (PPAP) leading to enhanced customer satisfaction. 2 3 Session Outline Introductions Purpose of PPAP Documents for PPAP 4th Ed. Summary of Changes Who must do PPAP? PPAP Applicability References to PPAP Notification and Submission Customer Notification Submission to Customer Requirements Submission Levels Part Submission Status Record Retention Implementation Considerations PPAP Problems Session Evaluation Adjourn 3 4 Introductions Name? Responsibilities? Organization? Product? ISO/TS or ISO 9001 experience? (Scale 1-10) PPAP experience? (Scale 1-10) Challenges/difficulties with PPAP and associated activities? 4 5 Purpose of PPAP 5 6 PPAP Purpose The purpose of PPAP continues to be to provide the evidence that all customer design record and specification requirements are properly understood by the organization and that the manufacturing process has the potential to produce product consistently meeting these requirements during an actual production run at the quoted production rate. 6 7 Documents for PPAP 7 8 Documents for PPAP Advanced Product Quality Planning and Control Plan (APQP) Potential Failure Modes and Effects Analysis (FMEA) Measurement System Analysis (MSA) Statistical Process Control (SPC) (Available from AIAG, In addition: All applicable customer-specific requirements and documents 8 9 PPAP 4th Edition Changes 9 10 4th Ed. Changes Summary Alignment of PPAP to the ISO/TS 16949:2002 process approach, including: Aligning the order of the PPAP requirements with the automotive product development and manufacturing process. Inclusion of an example process flow for PPAP. Relocation of Customer-Specific Instructions to and OEM (customer's) websites to provide current requirements. Updated Truck OEM requirements and moved to Appendix H. 10 11 4th Ed. Changes Summary Revised PSW (Part Submission Warrant) to Provide a more logical flow for the part/design description fields. Make the supplier address fields applicable to international locations. Include IMDS (International Materials Data System) reporting to indicate reporting status. Updated specific PPAP requirements, including: Materials reporting and polymeric identification requirements in the design record. Process capability index usage (Cpk and Ppk). 11 12 4th Ed. Changes Summary Updated specific PPAP requirements, including: (Continued) The definition and approval of catalog parts and the definition of black box parts. Modified customer notification and submission requirements to align with OEM requirements (e.g., I.3.3 from PPAP 3rd Ed. removed). 12 13 4th Ed. Changes Summary Clarified and comminized Appendices C, D, and E to match the PPAP reporting requirements. Revised Tire Industry Appendix to allow OEM specification of applicability and to eliminate duplications with allowances already provided in the PPAP requirements. Note: The Tire Appendix is not applicable to organizations supplying tires to Ford Motor Company. 13 14 4th Ed. Changes Summary Reorganized and updated Appendix F to stress the importance of the Bulk Materials Checklist. Note: Ford Motor Company requires all organizations supplying bulk materials to comply with PPAP. Revised Glossary to be consistent with the updates in the text of PPAP 4th Edition. 14 15 Who must do PPAP? 15 16 PPAP Applicability Internal and External Organization Sites that Supply: Production parts Service parts Production materials Bulk materials (only if specified by the customer) 16 17 PPAP Applicability What are examples of: Production parts? Service parts? Production materials? Bulk materials? 17 18 PPAP Applicability An organization that supplies standard catalog production or service parts shall comply with PPAP unless formally waived by the authorized Customer Representative. 18 19 Supply Chain Terminology You "vendor" Your company Recipient Old Subcontractor Supplier Customer New Supplier Organization Customer PPAP Requirements cascade down the supply chain 19 20 PPAP Applicability Comply with customer-specific instructions and requirements. Direct PPAP questions to the authorized Customer Representative. Only the customer can waive PPAP requirements. Obtain all waivers in writing. 20 21 Authorized Customer Representative(s) PPAP Manual Glossary The individual or individuals having approval authority on behalf of the customer. (PPAP Glossary Page 65) Do you know the Authorized Customer Representative(s) at your customer's site? Do you know the Authorized Customer Representative(s) at your organization? 21 22 References to PPAP 22 23 References to PPAP ISO/TS 16949:2002 7.3.6.3 Product approval process The organization shall conform to a product and manufacturing process approval procedure recognized by the customer. This procedure shall also be applied to suppliers. 23 24 References to PPAP (Indirect) ISO 9001:2000 7.2 Customer-related processes 7.2.1 Determination of requirements related to the product 7.2.2 Review of requirements related to the product 7.2.3 Customer communication 24 25 Notification and Submission 25 26 Customer Notification Submission to Customer PPAP Scenarios Customer Notification Submission to Customer 26 27 When must you notify? 27 28 Customer Notification The organization must notify the authorized Customer Representative of any planned changes to the design, process, or site. Upon notification and approval of the proposed change by the authorized Customer Representative, and after change implementation, PPAP submission is required unless otherwise specified. 28 29 Customer Notification Examples of changes requiring notification: Use of other construction or material than was used in the previously approved part or product. Production from new or modified tools (except perishable tools), dies, molds, patterns, etc. including additional or replacement tooling. Production following upgrade or rearrangement of existing tooling or equipment. Production from tooling and equipment transferred to a different plant site or from an additional plant site. 29 30 Customer Notification Examples of changes requiring notification: Change of supplier for parts, non-equivalent materials, or services (e.g., heat treating, plating). Product produced after the tooling has been inactive for twelve months or more. Product and process changes related to components of the production product manufactured internally or manufactured by suppliers. 30 31 Customer Notification\* Examples of changes requiring notification: Change in test/inspection method - new technique (no effect on acceptance criteria). Additionally, for bulk materials: New source of raw material from new or existing supplier. Change in product appearance attributes. 31 32 When must you submit? 32 33 Submission to Customer The organization must submit for PPAP approval prior to the first production shipment in the following situations unless the authorized Customer Representative has waived this requirement. 33 34 Submission to Customer Requirement: A new part or product (i.e. a specific part, material, or color not previously supplied to the customer). Correction of a discrepancy on a previously submitted part. Engineering change to design records, specifications, or materials for production product/part number(s). 34 35 Submission to Customer Requirement: Additionally, for Bulk Materials: Process technology new to the organization, not previously used for this product. 35 36 Submission to Customer Requirement: The organization must review and update, as necessary, all applicable items in the PPAP file to reflect the production process, regardless of whether or not the customer requests a formal submission. The PPAP file must contain the name of the authorized Customer Representative granting the waiver and the date. 36 37 Requirements 37 38 Requirements 2.1 Significant Production Run For production parts: One to eight hours of production Minimum 300 consecutive parts Manufactured at production site At the production rate Using same process and resources Each unique production process For bulk materials: If a sample is required to be submitted, it must represent the "ready-state" operation of the process. 38 39 Requirements 2.2 PPAP Requirements Comply with all PPAP requirements (including all customer-specific req's). Ensure that production parts meet all specifications (including safety and regulatory requirements). If specifications cannot be met, document problem-solving efforts and contact the authorized Customer Representative for concurrence on appropriate corrective action. Bulk Material PPAP requirements (See PPAP, Appendix F, page 35) 39 40 Requirements 2.2.1 Design Record Have the design record for the saleable product/part, including design records for components of the saleable product/part. Design records in electronic formats (e.g., CAD/CAM math data), require a hard copy to be produced to identify measurements taken. 40 41 Requirements 2.2.1.1 Reporting of Part Material Composition Provide evidence that the Material/ Substrate Composition reporting required by the customer has been completed for the part. Reported data must comply with customer-specific requirements. Re: IMDS (International Materials Data System). 41 42 Requirements 2.2.1.2 Marking of Polymeric Parts Where applicable, identify polymeric parts with the symbols per ISO and/or ISO 1629 using the following criteria: Plastic parts weighing 100g or more, use ISO 11469/ Elastomeric parts weighing 200g or more, use ISO 11469/1629. 42 43 Requirements 2.2.2 Authorized Engineering Change Documents Have available any authorized engineering change documents for those changes not yet recorded in the design record but incorporated in the product, part or tooling. 43 44 Requirements 2.2.3 Customer Engineering Approval Where specified by the customer, the organization must have evidence of customer engineering approval. 44 45 Requirements 2.2.4 Design FMEA (If the organization is product design-responsible) Develop a Design FMEA in accordance with, and compliant to, customer-specific requirements (e.g., AIAG FMEA Manual) if the organization is product design-responsible. 45 46 Requirements 2.2.5 Process Flow Diagram(s) Develop a process flow diagram in an organization-specified format that clearly describes the production process steps and sequence, as appropriate, and meets the specified customer needs, requirements and expectations (e.g., AIAG APQP Manual). For bulk materials, an equivalent is a Process Flow Description. 46 47 Requirements 2.2.6 Process FMEA Develop a Process FMEA in accordance with, and compliant to, customer-specific requirements (e.g., AIAG FMEA Manual). 47 48 Requirements 2.2.7 Control Plan Develop a Control Plan that defines all methods used for process control and complies with customer-specified requirements (e.g., AIAG APQP Manual). 48 49 Requirements 2.2.8 MSA Studies Perform and have available all applicable Measurement System Analysis studies, e.g., gage R&R, bias, linearity, stability, for all new or modified gages, measurement, and test equipment. (see the AIAG MSA Manual). For bulk material MSA may not apply. Obtain customer agreement on actual requirements. 49 50 See PPAP Appendix C, page 29 Requirements 2.2.9 Dimensional Results Provide evidence that dimensional verifications have been completed per the Control Plan and that the results meet the specified requirements. Have dimensional results for each unique manufacturing process (e.g., production lines, cells, cavities, dies, patterns, etc. Record actual results as noted on the design record and Control Plan. See PPAP, Appendix C, page 29 50 51 Requirements 2.2.9 Dimensional Results (Cont'd) Indicate the date of the design record, change level, and any authorized change document not yet incorporated in the design record to which the part was made. Applies to all auxiliary documents. Include copies of auxiliary documents with the dimensional results. Identify one of the parts as the master sample (see ). Does not apply to bulk materials. 51 52 Requirements 2.2.10 Records of Material/ Performance Test Results Have records of material and/or performance test results for tests specified on the design record or Control Plan. 52 53 See PPAP, Appendix D, page 31 Requirements Material Test Results Perform tests for all parts and product materials when chemical, physical, or metallurgical requirements are specified by the design record or Control Plan. See PPAP, Appendix D, page 31 53 54 Requirements 2.2.10.1 Material Test Results (Cont'd) Material test results must include: Design record change level of parts tested Authorized engineering change documents Number, date, change level of the specs Test date Quantity tested Actual results Material supplier's name, vendor code Procure materials and services from customer-approved sources, if required. 54 55 See PPAP, Appendix E, page 33 Requirements Performance Test Results Perform tests for all part(s) or product material(s) when performance or functional requirements are specified by the design record or Control Plan. See PPAP, Appendix E, page 33 55 56 Requirements 2.2.10.2 Performance Test Results (Cont'd) Performance test results must include: Design record change level of parts tested Authorized engineering change documents Number, date, change level of the specs Test date Quantity tested Actual results 56 57 2.2.11 Initial Process Studies Requirements Initial Process Studies 57 58 Requirements General Determine the acceptability level of initial process capability or performance prior to submission for all Specific Characteristics designated by the customer or the organization. Obtain customer concurrence on the index for estimating initial process capability prior to submission. Perform MSA studies to understand how measurement error affects the study measurements. 58 59 Requirements 2.2.11.1 General (Notes) Where no SC's are identified, the customer requires the right to require process capability on other characteristics. Initial process studies are based on variables not attribute data. Methods other than Cpk and Ppk may be substituted with prior customer approval. Collect and analyze data in the order produced using appropriate control charts. 59 60 Requirements 2.2.11.1 General (Notes) If an X-Bar & R chart is used, a short term capability study should be based on a minimum of 25 subgroups, containing 100 readings from consecutive parts of the "significant production run." Historical data from the same or similar processes may be used with customer concurrence. For certain processes, alternative analytical tools such as Individuals & Moving Range charts may be used with prior customer approval. 60 61 Requirements 2.2.11.2 Quality Indices Summarize initial process studies using capability or performance indices, if applicable. 61 62 Requirements 2.2.11.2 Quality Indices (Notes) Utilize the AIAG SPC Manual for additional information. Cpk = Capability index for a stable process Ppk = Performance index Capability studies on multiple process streams require additional appropriate statistical methods. Bulk materials: Obtain customer agreement on appropriate methods. 62 63 Requirements 2.2.11.3 Acceptance Criteria for Initial Study Use the following acceptance criteria for processes that appear stable: Index > 1.67 Process meets criteria 1.33 ≤ Index ≤ 1.67 Process may be acceptable Index < Process does not meet criteria Capability studies on multiple process streams require additional appropriate statistical methods. 63 64 Requirements 2.2.11.3 Acceptance Criteria for Initial Study (Notes) Meeting initial process capability study acceptance criteria is ONE of a number of customer requirements that leads to an approved PPAP submission. See and 64 65 Requirements 2.2.11.4 Unstable Processes Identify, evaluate and, wherever possible, eliminate special causes of variation prior to PPAP submission. Notify the authorized Customer Representative of any unstable process and submit a corrective action plan prior to submission. 65 66 Requirements 2.2.11.5 Processes With One-Sided Specifications or Non-Normal Distributions. Determine with the authorized Customer Representative alternative acceptance criteria for processes with one-sided specifications or non-normal distributions. Consult the AIAG SPC Manual for further guidance. 66 67 Requirements 2.2.11.6 Actions To Be Taken When Acceptance Criteria Are Not Satisfied. Contact the authorized Customer Representative if the acceptance criteria cannot be attained by the PPAP submission date. Submit a plan for corrective action and a modified Control Plan normally providing for 100% inspection. Continue with variation reduction efforts. 67 68 Requirements 2.2.12 Qualified Laboratory Documentation Inspection and testing by a qualified laboratory as defined by the customer. Laboratory scope and documentation. Submit external/commercial laboratory test results on the laboratory letterhead or the normal laboratory reporting format. Documents must show: Laboratory name Date(s) of test(s) Standards used See: ISO/TS 16949:2002 and 68 69 Requirements 2.2.13 Appearance Approval Report Complete a separate AAR for each part or series of parts per design record. Record information on the AAR. Submit representative products/parts and AAR to the customer-specified location for disposition. Include customer approved AAR's with PSW at final PPAP submission based on the submission level requested. 69 70 Requirements 2.2.14 Sample Production Parts Provide sample product as specified by the customer. 70 71 Requirements 2.2.15 Master Sample Retain a master sample for the same period as the PPAP approval records or until a new master sample is produced for the same customer part number for customer part approval, or where a master sample is required by the design record, Control Plan or inspection criteria, as a reference or standard. Identify the master sample such as and show the customer approval date. 71 72 Requirements 2.2.15 Master Sample (Cont'd) NOTES Retain master samples for each position of a multiple cavity die, mold, tool or pattern, or production process unless otherwise specified by the customer. NOTES Contact the customer if part size and production volume makes storage of master samples difficult. The customer may change or waive this requirement. (Obtain waivers in writing!!!) 72 73 Requirements 2.2.16 Checking Aids Provide with PPAP submission any part-specific assembly or component checking aid if requested by the customer. Certify that all aspects of the checking aid agree with part dimensional requirements. Document design engineering changes incorporated in the checking aid. Provide for preventive maintenance. Conduct MSA studies. 73 74 Requirements 2.2.17 Customer-Specific Requirements Maintain records of compliance to all applicable customer-specific requirements. Customer's (supplier) websites. 74 75 Requirements 2.2.18 Part Submission Warrant (PSW) Complete the PSW upon completion of all PPAP requirements. Complete a separate PSW for each part number unless otherwise agreed to. Complete and include dimensional evaluations for each part produced by multi-cavity dies, molds, tools, patterns, production lines, cells, etc. Identify specific tool in the Mold/Cavity/ Production Line on the PSW or in a PSW attachment. 75 76 Requirements 2.2.18 Part Submission Warrant (PSW) (Cont'd) Verify that all measurement and test results conform with customer requirements and that all required documentation is available and include for Level 2, 3, 4 submission as appropriate. Approve PSW (by a responsible official of the organization). 76 77 Requirements 2.2.18.1 Part Weight (Mass) Record the part weight expressed in kilograms to 4 decimal places (0.0000). Do not include packaging. Weigh 10 randomly selected parts and report the average weight on the PSW. 77 78 Submission Levels 78 79 Submission to Customer 4.1 Submission Levels Level 1: Warrant only (and AAR if required). Level 2: Warrant with samples and limited supporting data. Level 3: Warrant with samples and complete supporting data (default). Level 4: Warrant and other requirements as defined by the customer. Level 5: Warrant with product samples and complete supporting data for review on file. 79 80 Submission to Customer 4.1 Submission Levels Use Level 3 as the default level for all PPAP submissions unless otherwise specified by the customer. Minimum submission requirement for bulk materials is the PSW and the Bulk Materials Checklist. The customer determines the PPAP submission level. Different locations may assign different submission levels. 80 81 Part Submission Status 82 Part Submission Status 5.1 General Upon approval of the submission, the organization must ensure that future production continues to meet all customer requirements. 82 83 Part Submission Status 5.2 Customer PPAP Status Approved indicates that the part or material, including all subcomponents, meets all customer requirements. Interim Approval permits shipment of material for production requirements for a limited time or piece quantity basis. Rejected means that the submission does not meet customer requirements based on the production lot from which it was taken and/or documentation. 83 84 Part Submission Status 5.2 Customer PPAP Status Interim Approval will only be granted when the organization has: Clearly defined the non-compliances preventing production approval. Prepared an action plan agreed upon by the customer. PPAP re-submission is required to obtain a status of "Approved." 84 85 Part Submission Status 5.2 Customer PPAP Status Interim Approval Material covered by an interim approval that fails to meet the agreed-upon action plan either by the expiration date or shipment of the authorized quantity, will be rejected. No additional shipments are authorized unless an extension of the interim approval is granted. For Bulk Materials, the organization shall use the "Bulk Material Interim Approval" form, or its equivalent. 85 86 Record Retention 86 87 Record Retention PPAP records (see 2.2), regardless of submission level, must be maintained for the length of time that the part is active plus one calendar year. Appropriate PPAP records from a superseded part PPAP file must be included, or referenced in the new PPAP file. 87 88 Implementation 88 89 Implementation Considerations...PPAP is a very critical Customer-Oriented Process. PPAP starts when your quote is accepted by the customer. PPAP brings everything together to validate that the Quality Management System can and will deliver new or changed products and processes that represent value to the Customer. 89 90 Implementation Considerations...Have you identified and integrated this process along with its sub-processes within your Quality Management System? Who "owns" this process? Has this person the proper decision-making authority and competencies? How do you know that PPAP is effective, efficient, and continually improving? 90 91 Implementation Considerations...IATF expects ISO/TS 16949:2002 auditors to conduct an audit based upon the Customer-Oriented processes defined by the organization. (See "Rules" 2nd Ed., Annex 5) A turtle diagram should be used to analyze the sub-processes within PPAP. What are the measures of PPAP effectiveness? 91 92 Implementation Considerations...What is the process for updating PPAP documents and records? Do you have an effective change control process? Is there a multi-disciplinary Team (Core Team) for APQP, FMEA and associated activities? 92 93 Implementation Considerations...Is the Measurement System Analysis (MSA) Process compliant and effective? Is Product and Process validation effective? Are statistical tools identified and effectively implemented? Is PPAP regularly reviewed during management review meetings? 93 94 PPAP Problems 66 95 Audit Nonconformities...PPAP Problems Audit Nonconformities... Documentation presented to the auditor is not to the current release level. MSA studies show unsatisfactory results - no action plan to correct. Dimensional results out of specification - no corrective action plan. Cpk/Ppk do not meet acceptance criteria - no action plan to improve. 90 96 Questions? 96 97 Where can I obtain more PPAP information? On the Web: AIAG IAOB JRA Other questions? 97 98 Thank you for your attention Are you ready for PPAP? Just do it! Thank you for your attention 98





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