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SUPPLIER QUALITY REQUIREMENTS

SCOPE

This document defines the quality requirements for purchasing materials, parts and services that may affect product quality. It is only applicable for Aerospace Programs.

This document does not include requirements for design and development services.

Replaces: Not applicable.

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0 REVISION HISTORY



REVISION	DATE	DESCRIPTION
0	25.03.2008	NEW DOCUMENT
1	13.05.2008	Chapter 5 added : X between Row 1, column 5
2	28.09.2009	<p>§4.14 (2) changed: Calibration traceability and compliance is to be to the National Institute of Standards and Technology or other recognized national or international calibration standards</p> <p>(3) changed: The date of calibration, the identification number of the instrument being calibrated, calibration traceability and compliance to NIST recognized national or international standards,...</p>
3	01.10.2009	<p>§3 Supplier added: ... The supplier shall comply with ...the purchase order is issued.</p> <p>§4.1 (4) changed: However, when the quality plan does not make reference to this procedure → in case of contradictions between quality plan and this document, the quality plan will overrule it, ... reference to this procedure → document.</p> <p>§4.3 deleted ISO 9001:2000, added: The supplier ...a valid certificate ISO 9001)</p> <p>§4.4 added: The supplier ...(or equivalent AS or JISQ9100).</p> <p>§4.14 (2) and (3) revised.</p> <p>§4.25 added: ... which can finally lead to cancellation as approved supplier.</p> <p>§5.1 added: row 6 Tools.</p>

1 REFERENCE

- EN 9100
- ISO 9001
- ISO 14001
- EASA Part 21, subpart G

2 DEFINITIONS AND ABBREVIATIONS

- Materials: raw materials,
- Prime customer: the Purchaser's customer
- Services: calibration, testing and subcontracting activities

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3 RESPONSIBILITIES

Supplier:


- Is responsible to carry out a contract review before proceeding with any new or revised work. If clarification is required, the Purchaser shall be contacted without delay.
- Is responsible to respect the supplier quality requirements corresponding to his activities, explained within this document. If clarification is required, the customer's Quality Assurance Department shall be contacted without delay.
- Is responsible to always use the latest update of this document which can be found on the website from the Purchaser (see www.bmtaerospace.com). The supplier shall comply with the latest revision in affect at the time the purchase order is issued.

Purchase Department:

- Is responsible for managing all contractual requirements associated with the purchasing activities.

Quality Assurance Department:

- Is responsible for the input of quality requirements to suppliers and subcontractors and to formalise and maintain it into this document including the update on the website.

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4 SUPPLIER QUALITY REQUIREMENTS

4.1 General

- (1) All supplied documents must be in English language.
- (2) The matrix in annex shows which paragraphs are applicable as general requirements for the different types of suppliers or subcontractors.
- (3) In some particular cases, a separate quality plan can be submitted to a supplier or subcontractor in order to define the supplier quality requirements. This plan can be based on the paragraphs below and can be read in conjunction with this document.
- (4) However, in case of contradictions between quality plan and this document, the quality plan will overrule it, even if the Purchase Order is making reference to this document.
- (5) Besides the general supplier quality requirements referred to in this document, the particular requirements such as drawings and specifications, descriptions or any other particular requirements, not mentioned in this document, but stipulated on the purchase order, must be respected.

4.2 Quality Management System

The supplier's Quality Management System shall be documented and maintained in order to reflect minimum compliance with the requirements of this document.

4.3 Quality Management System (ISO9001)

The supplier's Quality Management System shall be documented and maintained in order to reflect minimum compliance with the requirements of ISO9001 and with the requirements of this document. The supplier shall have a valid ISO 9001 certificate.

4.4 Quality Management System (EN9100:2003)

The supplier's Quality Management System shall be documented and maintained in order to reflect minimum compliance with the requirements of EN9100 (or the equivalent AS or JISQ9100) and with the requirements of this document. The supplier shall have a valid EN9100 certificate (or equivalent AS or JISQ9100).

4.5 General requirements for the competence of testing and calibration laboratories (ISO/IEC 17025:2005)


The supplier shall be accredited in accordance with the ISO/IEC 17025 standard and shall apply the requirements of this document.

4.6 Subcontracting Special Processes

The supplier certifying conformance for Special Processes, shall be NADCAP accredited or approved by the prime customer based on NADCAP compliance.

4.7 Independent Lab Certification for Testing

Where applicable, the supplier certifying conformance for testing, shall be NADCAP accredited or approved by the customer based on NADCAP compliance.

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4.8 Raw Material, Process and Test Certification

Where applicable, certifications are required in accordance to appropriate material specifications / process specifications, added to the purchase order. They must be legible and reproducible. The certificate shall always make reference to the applicable specification number and revision, purchase order number and shall contain the signature and title of an authorized representative.

The customer reserves the right to request a different revision than specified on the purchase order, in case this has been communicated within due time between both Parties.

4.9 Industry Specifications and Standards

In all cases, for all industry specifications and standards, the supplier shall comply with the latest revision in affect at the time the purchase order is issued.

4.10 Notification

The supplier shall notify the Purchaser's Quality Assurance Manager of any change in ownership, location of manufacturing facilities, significant changes to production capacity or methods and changes in the organisation structure (especially those parts of the organisation in charge of quality).

4.11 Calibration system requirements (ISO9001)

The supplier shall maintain a system of calibration in accordance with ISO 9001.

4.12 Calibration system requirements (ISO 10012)


The supplier shall maintain a system of calibration in accordance with ISO 10012.

4.13 Calibration system requirements (ISO/IEC 17025)

The supplier shall maintain a system of calibration in accordance with ISO/IEC 17025.

4.14 Calibration Services

- (1) Where applicable, and unless otherwise stated into the contract or onto the purchase order, the calibration method for the equipment is to be to the original manufacturers recommendations.
- (2) Calibration traceability and compliance is to be to recognized national or international calibration standards.
- (3) The supplier is to supply the Purchaser with a calibration certificate. The date of calibration, the identification number of the instrument being calibrated, calibration traceability and compliance to recognized national or international calibration standards, the environmental conditions of the laboratory, the references of the standards used, deviations and correction factors, the measurement uncertainty, the procedure used and the name of the calibration technician, supplier quality organisation approval, shall be shown on the certificate.
- (4) The supplier shall also report the as received and as returned condition of the equipment being calibrated on the calibration certificate.

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4.15 Frozen processes

If applicable, this process is frozen by the customer and cannot be changed without the written approval from the Purchaser.

4.16 No change policy

Process, manufacturing and inspection procedures and suppliers documents submitted to the Purchaser for approval shall remain at the level of configuration in effect at the time of the approval by the Purchaser. The supplier shall not change process, manufacturing and/or inspection procedures or work instructions during the purchase order activity unless written approval is received from the Purchaser.

4.17 Inspection system

The supplier shall develop inspection procedures and maintain records of inspection. Records shall include evidence of inspection for all attributes of products / processes supplied to the Purchaser. The inspection system shall evaluate products / processes to insure that only parts and services that conform to purchase order requirements are supplied to the Purchaser.

4.18 Traveller

The supplier shall maintain a traveller or equivalent control mechanism that directs procedures appropriate for the control of quality and configuration through all stages of production.

4.19 First Article Inspection in accordance with AS9102

FAI requirements will be mentioned explicitly on the purchase order or on referred applicable specification.

At least two weeks prior to shipment, the subcontractor or supplier shall submit in writing, an invitation for review of the parts submitted to FAI at his premises.

4.20 Acceptance of parts / services

In all cases, parts / services are subject to acceptance at the Purchaser after receiving.

4.21 Responsibility for Conformance

Acceptance of product shall not be used as evidence of effective control of quality by the supplier and shall not absolve the supplier of responsibility for acceptable products or preclude subsequent rejection by the Purchaser, his customers or regulatory authorities.


4.22 Notification of nonconforming product

Nonconforming parts under dispositions of "Use as is" or "Repair" shall require written authorization from the Purchaser, prior to shipment. The supplier shall therefore use his own concession form.

When approved, parts under concession must be tagged with discrepancy and with concession identification number identified prior to shipment to the Purchaser.

Supplier's certification documentation must reflect the supplier's concession identification number.

Each submittal of concession shall include the supplier's documented analysis to determine the root cause and positive corrective action implemented to prevent recurrence.

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4.23 Supplier control

Where applicable, the supplier, including dealers and distributors, are responsible for insuring that the applicable requirements of the purchase order, including this document, are imposed on lower tier procurements for raw material, components or process services being used in the manufacture of products or services being provided.

4.24 Alert

Where applicable, when the supplier becomes aware, through any way (assessment, investigation, tests...), of a failure which would have any potential impact on the quality and/or airworthiness on already delivered parts / services, the supplier shall notify the Purchaser without delay by issuing an Alert notice.

The alert notice shall take the form of a letter, fax or an e-mail and contain at least the following details:

- Name, address and references of the contact person of the supplier
- A description of the failure
- A description of the potential impacts on the Purchaser already supplied parts / services
- Complete reference of the concerned services / parts (Partnumber, CoC number, delivery notes, batches, delivery dates, quantities, ...)
- Any immediate corrective actions requested (including root cause analysis)

4.25 Corrective action

Corrective action may be requested from a supplier when nonconforming products or services are delivered to the Purchaser. The supplier must in this case complete the Supplier Complaint Report and return it to the Purchase Department. The root cause of the nonconformity must be determined and corrective action must be implemented. Corrective action must identify the changes to processes, work instructions, procedures, specifications, drawings, inspections, tests, tools, equipment, facilities, resources, materials or training to prevent recurrence of the non-conformance. Corrective action shall also include the implementation date. Corrective action responses such as "cautioned the operator" or "changed the tool" are not acceptable. Supplier's failure to respond in the allotted time frame will be taken into consideration during the annual evaluation of supplier's performance, which can finally lead to cancellation as approved supplier.

4.26 Records and Record Retention Time


The supplier shall retain verifiable objective evidence of inspection and tests performed. Quality records must be legible and reproducible and shall be made available for evaluation by representatives from the Purchaser, their customer and regulatory authorities. Records shall be maintained for a contractually agreed upon period. Unless otherwise specified, this period will be 20 years.

When applicable, test samples shall be sent to the Purchaser.

4.27 Traceability

Materials, products, standards and parts shall be traceable through the whole manufacturing process and storage operations up to delivery. Identification and separate storage shall be maintained throughout the manufacturing cycle.

When the process of final marking is subcontracted, the supplier shall guarantee that the items have not been mixed during the subcontracting.

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4.28 Certificate of Conformance

A Certificate of Conformance (CoC) is required. This document must be legible and reproducible. With the shipment of parts or services against this purchase order, the supplier shall assure in this writing, with each lot that the purchase order requirements have been met and that inspection documentation has been completed. The certificate shall indicate the specification and/or drawing number and revision, nomenclature, purchase order number, quantity, batch and serial numbers, reference to FAI (if applicable), reference to non-conform reports and shall contain the signature and title of an authorized representative.

4.29 Handling and Packaging

During fabrication and processing, special carts, boxes, containers and transportation vehicles shall be used as necessary to prevent damage due to handling. Prior to shipment to the Purchaser, all products shall be cleaned so as to be free of all foreign substances or residue from processing or handling. Product shall be protected from deterioration by using a corrosion preventive compound according to MIL-PRF-16173 (unless otherwise specified). Product shall be packaged and protected for shipment in a way that will prevent damage. All parts shall be checked for damage prior to shipment to the Purchaser.

4.30 Customer Property

Where applicable, the supplier assumes responsibility for all parts, raw material, tools and equipment, furnished by the Purchaser. Parts, raw material, tools and equipment shall be adequately protected to prevent deterioration and must be returned to the Purchaser at the completion of order or contract.

4.31 Right of access

Quality Audit Surveys might be conducted at the Supplier's facilities by Purchaser's QA Auditors on the basis of the requirements specified in the present document. Such verification by the Purchaser representatives, their customer or regulatory authorities shall not be used by the supplier as effective control of quality. Verification by the Purchaser representatives, their customer or regulatory authorities shall not absolve the supplier of the responsibility to provide acceptable product, nor shall it preclude subsequent rejection by the Purchaser.

4.32 Human resources

The supplier shall ensure that human resources carried out for the order are enough skilled and are appropriate. Personnel needed for Special Processes shall be identified and qualified.

Supplier's focal point shall be able to communicate in English language. Technical documents written exclusively in English shall be understandable, including by concerned employees in the workshop if any. These kind of documents may be entirely or partially translated under the own responsibility of the suppliers and shall in no case supersede the original document.

