



Segers Aero Corporation Supplier Quality Requirements

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Supplier Quality Requirements

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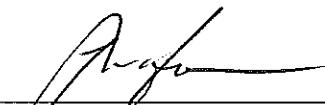
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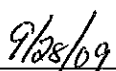
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Revision Summary

Revision	Date	Description
0	8/19/09	Original Issue



Director of Quality



Date



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1. PURPOSE

The purpose of this procedure is to describe, in general terms, the quality system requirements that Segers Aero Corporation (SAC) imposes on its suppliers to ensure that the highest quality of material, products and services are received

Suppliers of materials, products and services shall be subject to qualification assessment to assess the ability of the company to provide the desired level of quality. This assessment shall be in the form of a self-survey or a physical assessment at the supplier's facility.

2. SCOPE

This document under its current revision is a contractual obligation on the supplier when stipulated in the SAC purchase order. If a SAC purchase order defines different requirements from those listed in this requirement, the purchase order will take precedence. "Supplier", as mentioned throughout this document, refers to the organization providing a product or service to SAC.

3. Requirements

3.1. Quality Administration

Effective quality management shall be evident in the supplier's organization, Personnel performing quality functions shall have sufficient authority, well defined responsibilities, proper training and the freedom to identify and evaluate quality problems as well as recommend and implement solutions

3.2. Quality system

3.2.1. The supplier shall establish as documented quality system, which is communicated to all personnel

3.2.2. Initial quality planning

Prior to the initiation of any work, provisions shall be made for all necessary processes, fixtures, gauging, equipment, facilities, skills and controls necessary for compliance to applicable requirements. Methods shall be employed that will adequately and effectively enhance and protect product quality and process integrity. Emphasis shall be placed on controlling the process to prevent nonconformance.

3.3. Contract Review

3.3.1. The supplier shall have a documented procedure for establishing and maintaining contract review and associated activities. Verbal



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instruction or agreements are not permitted. This review shall be carried out prior to the acceptance of the purchase order and shall include

- The verification that the requirements are both adequately defined and documented
- The resolution of any exceptions to the contract or order
- The verification of the suppliers capability in fulfilling the contract or order requirements

3.4. **Quality system requirements for certificated repair stations**

A contract maintenance supplier shall maintain their FAA certified repair station in accordance with 14 CFR 145. The supplier shall maintain in a current condition their FAA Air Agency Certificate, Operations Specifications, Capabilities List, Repair Station Manual, Training Manual and a Drug and Alcohol test program in accordance with 14 CFR 121 & 135; only for suppliers located inside the United States. Being a National Aviation Authority (NAA) certificated FAA repair station does not relieve the supplier from their responsibility of complying with all SAC purchase order requirements and this manual.

3.5. **Quality requirements for non-certificated contract maintenance supplier**

A non-certificated contract maintenance supplier located inside the United States shall maintain a Drug and Alcohol test program in accordance with 14 CFR 121 & 135

3.6. **Supplier sub-tier control**

Suppliers are responsible for ensuring that all procurements from its subcontractors conform to all requirements of the SAC purchase order. Suppliers shall flow down to sub-tier suppliers all requirements in the purchasing documents, including the provisions of this document

3.7. **Supplier Performance Monitoring**

SAC evaluates supplier performance in accordance with data collected, tracked and analyzed from quality notification activity, supplier corrective action requests, pricing, and delivery performance. At SAC's discretion an on-site audit or source inspection (resulting from failure to comply with



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requirements or because of an unacceptable quality performance level) may be performed

3.8. Revocation of approval

SAC may revoke approval granted to the supplier for any of the following reasons.

- Quality and delivery performance
- Unsatisfactory response, late response, or failure to respond to Supplier Corrective Action Requests
- Suspected unapproved parts activities
- No business activity for an extended period
- Change in supplier's manufacturing or processing capability
- Unsatisfactory audit results.
- Changes in the supplier's management, ownership, location/address, name, loss of accreditation and/or quality system may require SAC quality re-approval. It is the responsibility of the supplier to provide to SAC a written statement within 72 hours of any of these changes. This notification shall be sent to the appropriate SAC buyer and the SAC Quality Assurance department. Upon receipt of this written notification SAC will determine what type of re-approval activities, if any, are required

3.9. Latent Defect Report

In the event a condition is discovered that affects previously delivered product, the SAC buyer shall be notified immediately (not to exceed 24 hours) upon discovery of the condition. Furthermore, formal notification shall be in writing addressed to the attention of the SAC buyer and to the appropriate SAC Quality Assurance department. This notification shall include all pertinent information concerning the condition (i.e. purchase order, part numbers, serial number, quantities, time frame, description of condition, etc.) and the corrective action taken to prevent recurrence. Failure to comply may result in disapproval or other actions

3.10. Foreign Object Damage (FOD)

For products supplied on a SAC purchase order, the supplier shall have controls in place to prevent the introduction of foreign materials during the



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manufacture, assembly, test, and shipment of the product. These controls shall assure that the final product is free of any debris or foreign objects.

3.11. Document control

Implemented procedures must be in place for controlling work instructions, specification data, repair manuals etc. Procedures for using approved technical data must be in place to ensure processing of parts in accordance with any Federal Aviation Regulation. The supplier is responsible for obtaining the latest revisions of all documents referenced in the SAC purchase order.

3.12. Control of Digital Media

Records and procedures which control configuration and accuracy of software used to manufacture, test, or accept hardware shall be maintained. Software may include, but is not limited to, machine control data, Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) models, etc. The storage media for software may include, but is not limited to computer hard drives, CD's, and numerical controlled (NC) tapes

3.13. Purchasing

The supplier shall establish procedures, which maintain control of procurement sources, including source inspection and receiving inspection as required. SAC must be notified of any changes in sub-contractors concerning materials critical to the product or service being provided to SAC. No SAC work shall be sub-contracted without prior written approval from SAC

SAC and its customers shall be afforded the right to verify on the supplier's premises that the subcontracted product or service conforms to requirements

Suppliers shall have a documented system for evaluating suppliers of subcontracted processes. Subcontracted processes shall be performed by suppliers whose capabilities and performance are supported by objective evidence of control

3.14. Control of customer supplied product

The supplier shall establish and maintain documented procedures for the control, verification, storage and protection of SAC supplied product. Any



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such product that is lost, damaged, or otherwise unsuitable for use shall be documented and reported to SAC

3.15. **Product identification and traceability**

The supplier shall establish procedures to identify and maintain traceability of parts and materials at all stages (i.e batch cards, routers, planning etc.)

3.16. **Process Control**

3.16.1. The supplier shall ensure that all operations are accomplished in a proper working environment, under controlled conditions to include sequence of manufacturing and inspection operations.

3.16.2. Following initial approval of products and/or services, the supplier shall not make any significant changes to the manufacturing process, substitute critical material or change sources of applicable material without first notifying SAC

3.16.3. Work instructions

The supplier shall establish and maintain a system that provides employees with the applicable instructions for the processes, inspections and test employed. The supplier must also ensure that only the authorized personnel issue changes to these work instructions

3.17. **Inspection and test**

3.17.1. Receiving inspection

The supplier shall ensure incoming product is not used until it has been inspected or otherwise verified as conforming to specified requirements

3.17.2. Final inspection

Final inspection shall be carried out by the supplier in compliance with documented procedures to ensure conformance of the finished procedure to specifications. No product will be released until all required activities specified in the supplier's procedures have been completed and proper authorization and documented data available



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3.17.3. Inspection and test records

Records shall be maintained per documented retention requirements to demonstrate conformance to specified requirements and effective operation of the quality system. Records must include inspection status and documentation of the inspection authority responsible for releasing the product.

3.17.5 Non-Destructive Testing (NDT):

Processes as defined by ASNT SNT-TC-1A, type, level, extent and/or acceptance criteria shall be specified on the purchase order or referenced specifications. Records, film, or other suitable documentation stating the acceptance or the rejection of the test performed shall accompany each shipment and shall include the name of the supplier that performed the testing. The NDT report shall contain purchase order number or supplier's traceable number (i.e. work order or job number, lot control number, serial number, etc.)

3.18. Control of inspection, measuring and test equipment

For products supplied on a SAC purchase order, all suppliers shall maintain a National Institute of Standards and Technology (NIST), International Standards Organization (ISO) or equivalent agency, traceable calibration system capable of insuring the accuracy of all measuring equipment utilized in the inspection and acceptance of SAC products.

3.19. Inspection and test status

The inspection and test status shall be identified by suitable means and indicate the conformance or nonconformance of products with regards to inspection/test performed.

3.20. Nonconforming material control

All nonconforming material shall be identified as such and segregated from conforming material. The reason for the nonconformance and details of the action being taken to correct must be documented and available upon request. The supplier shall not ship any nonconforming product without first notifying SAC and receiving written approval. All nonconforming product will be returned to SAC unless otherwise directed by SAC in writing.



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3.21. Corrective and preventive action

The supplier shall establish and maintain procedures for timely implementation of corrective and preventive action, both for customer complaints and the identification of process nonconformance. The procedures for corrective action must include the following items

- Root cause
- Corrective action
- Action to prevent recurrence
- Method of follow-up to ensure effectiveness

3.22 Packaging and Delivery

It is the responsibility of the supplier to insure that all products are packaged and shipped properly using the following requirements:

- Each product will be clearly identified and packaged
- Products are to be packaged per industry standard with paper layers and/or individually in bags. No metal to metal contact will be accepted. This also applies to products made from other materials
- The supplier shall package shipments of multiple line items in quantities not to exceed the quantity ordered per each line item
- Each line item shall be packaged separately
- Proper and appropriate containers shall be used to prevent damage to packaged product
- Proper and appropriate packing material is to be used as cushioning to prevent shifting of products and damage in transit, and
- Products outside the weight and dimension limit for UPS or Federal Express need to be shipped in appropriate packaging to prevent damage, and
- The supplier shall include with each shipment, all documentation required by the applicable purchase order and the SAC Supplier Quality Requirements Manual. All documents shall be accurate, legible, and written in English language.



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3.23 Handling, Storage, and preservation

The supplier shall establish and maintain procedures for handling, storage, packaging and preservation of articles to prevent damage, deterioration and substitution

3.24 Certification

Suppliers must provide Certificate of Analysis, Certificate of Test, Certificate of Compliance/Conformance or Certificate of Calibration with each lot and/or shipment to SAC. For sub-contracted repairs the supplier shall certify the components using 8130-3 form. All certification shall include the latest revision of the specification used. If the supplier has EASA approval the 8103-3 tag will include a dual release.

Certificates are required to contain the following information, as a minimum

- Supplier's name and address
- Name and address of the source of the material, product, test or calibration (as applicable) if different from above.
- Title of authorized representative, signature and date
- Material/product identification including the product name, material type, designation (i.e. grade, trade name, etc.) manufacturing lot number/batch number and shelf life (if applicable). The applicable specification number should also be listed.

Material supplied by a distributor requires a copy of the source's certification to be supplied with each lot/shipment. If additional verification or testing is performed by the distributor, copies of both certifications are required and shall accompany each lot/shipment.

3.25 Quality Records

The supplier shall establish and maintain documented procedures for identification, collection and storage of quality records. Quality records shall be maintained to demonstrate conformance to specific requirements and the effective operation of the quality system. Retention requirements shall be documented and will not be less than **two** years. Records will be made available to SAC upon request.

Quality records to be maintained shall include, but are not limited to:



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- a. Raw material and process certifications,
- b. Test reports,
- c. Test data records of acceptance test performed,
- d. Inspection data,
- e. First Article Inspection Reports (FAIR),
- f. Records of periodic inspection of inspection media,
- g. Fabrication records,
- h. Certification of personnel as required by specification,
- i. Non-conformance reports, and
- j. Quality notices of nonconforming material that were issued externally, i.e. FAA, customer, etc

3.26 Training

The supplier shall establish and maintain quality documented procedures for identifying training needs and provide training for all personnel performing activities affecting quality. Personnel performing assigned tasks shall be qualified on the basis of appropriate education, training and/or experience as required. Records of training shall be maintained.

3.27 Right of entry

The supplier shall afford SAC, SAC agents and all federal, state, local regulatory agencies and customers the right of entry onto the supplier's premises with or without cause. This right of entry is applicable to the supplier's approved subcontractors. SAC will attempt to notify the supplier in advance.

3.28 Supplier Approval

SAC will conduct self assessments or on-site surveys of sub-contractors or suppliers based on the type of product or service provided. SAC reserves the right to perform an on-site audit to complete the initial supplier approval status, maintain current acceptance or in the event of quality errors.

3.29 International Traffic in Arms Regulations (ITAR)

Sub-contractors will read and acknowledge their understanding of the ITAR Compliance Program Guidelines provided by SAC.