# QUALITY AND BUSINESS MANAGEMENT SYSTEM

# FLOWDOWN OF REQUIREMENTS TO SUPPLIERS



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# PREFACE

This document expressly communicates quality and business requirements of AmSafe Bridport's Suppliers. All Suppliers should comply with the contents of this document.

In the event of any areas of non-compliance, a mutual variation must be agreed in writing with AmSafe Bridport's Procurement Team, in advance of product supply.

The document details areas which many Suppliers already comply with, but also provides guidance for those who do not currently have Quality Management System approvals. Many clauses of this document will be complied with under the Supplier's own current Quality or Business Management Systems. Support will be available from AmSafe Bridport for those Suppliers who either request it, or whom AmSafe Bridport recognise as requiring such support.

The document is designed to foster productive and mutually beneficial relationships between AmSafe Bridport and it's Suppliers.

Any queries regarding this document should be directed to the AmSafe Bridport's Procurement Team: Procurement-Commercial@amsafebp.com and copied to the Quality Team: QA1@AmSafe Bridportbp.com (FAO Supplier Quality).

# Document Approval Status

Delete or amend key personnel as applicable for document approval

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# Document Change Details

| Document Issue | Date | Reason / Description of Change |
|---|---|---|
| 01 | 15 May2013 | Issue to Suppliers |
| 02 | 01 August 2013 | Preface Included Page 2, Dispatch checklist Pg 18,19 updated.2.16 (4) amended Page 10 and 2.12 (1) amended Page 9,Acceptance Slip Issue number updated |
| 03 | 22 August 2013 | Para 2.1 sub-tier supplier notification |
| 04 | 12 October 2015 | Removal of FAI form and replaced with reference to AS9102. Appendices updated. |
| 05 | 03 October 2016 | NOE inclusion, Boeing suppliers' requirements, rework controls. Key Characteristics control. |
| 06 | 25 April 2017 | Section 3 Removal of Supplier Acceptance Returns Slip<br>Section 2.23 Supplier Dispatch Checklist deleted |
| 07 | 02 May 2017 | Change of date format throughout the document,<br>Section 2.19 Change of opening times |
| 08 | 25 October 2017 | General update, additional support for 2.9 Counterfeit Parts and 2.12 Non-Conforming Product |
| 09 | 15 August 2018 | Added paragraph 2.21 Personnel. |
| 10 | 21/11/2018 | Full Review and update including remove delegated responsibilities and rewrite change management / counterfeit parts / add AAM |
| 11 | 04/12/2018 | Removal of Appendix 1 (CNA Form) and change of Appendix 2 to Appendix 1 |
| 12 | 04/12/2018 | Updated document issue control page |

Shading denotes changes

# Contents –

# 1. GENERAL

(1) Where AmSafe Bridport requires a product to be manufactured to drawing, the Supplier shall not carry out any changes without notification to AmSafe Bridport using AmSafe Bridport's Form "Supplier Change Notification & Approval CNA" – see Appendix 1

(2) The Supplier agrees to ensure that all information in this document is implemented within their business and flowed down to Sub-Tier Suppliers, if applicable, prior to commencing any work

(3) Preferred Supplier status is awarded to Suppliers complying with the requirements within this document. Further details for gaining Preferred Supplier status can be made available upon request.

(4) All AmSafe Bridport Suppliers are monitored closely, and measures are established as detailed within this document to achieve the highest level of performance.

(5) Non-conformances will adversely affect Supplier Performance Ratings. Suppliers agree to the fullest extent to avoid submitting non-conforming product to AmSafe Bridport, and agree to address any discrepancies in this regard in a timely manner.

**(6) Any deviations to the requirements stipulated in this document must be submitted in writing and subsequently approved in writing by AmSafe Bridport in advance of product supply.**

**(7) It is essential that Suppliers fully comply with Purchase Order conditions. As a minimum release documentation requirement, Certificate of Conformances shall be supplied as well as any additional documents stipulated within the Purchase Order.**

## 1.1 QUALITY SYSTEM

(1) The Supplier will provide and maintain an effective Quality Management /Inspection system that is compliant with this document.

(2) AmSafe Bridport recognises national and international standards for Quality Management as meeting requirements for Approved Supplier Status. AmSafe Bridport requirements are that the supplier maintains a Quality Management System to the standards which follow :

- Manufacturers AS/EN 9100 / ISO9001
- Maintenance and Repair AS/EN 9110
- Distributers AS/EN 9120

Suppliers who are not certified to any of the above standards may be subject to higher levels of surveillance activity.

(3) The additional requirements identified in this document are essential except where wavered for preferred Supplier Status.

(4) The Supplier's Quality Representative shall be directly responsible to a senior executive of the company.

(5) The Supplier shall carry out inspection of all products and services before submitting them to AmSafe Bridport, and will certify that all such products and services conform to the requirements of the purchase order.

(6) Where contractually agreed only, Process Control must be established for features on applicable Purchase Order documented information (e.g. Key Characteristics stipulated in drawings or specifications). The suggested standard is AS9103 – Quality Management Systems, Variation Management of Key Characteristics.

(7) Documentation and records necessary to demonstrate compliance with the requirements of the purchase order will be maintained and made available for auditing by AmSafe Bridport's representatives upon request at all reasonable times.

(8) The use of correction fluid on all forms of documented information is unacceptable.

(9) The Supplier's Quality Representative must have access to all purchase order requirements, drawings, specifications and other related documentation necessary to fulfil their duties.

## 1.2 RECORD RETENTION

(1) All documentation must remain legible and readily identifiable ideally for an indefinite period, or for a minimum of 10 years provided the Supplier ensures all product traceability and test records are supplied with each AmSafe Bridport delivery.

(2) If at such time the company ceases to trade, all records must be passed to AmSafe Bridport.

## 1.3 EVALUATION

(1) AmSafe Bridport's approved suppliers will be continuously monitored to assess their on-going suitability by measurement of quality, cost and delivery performance and surveillance through audits, source Inspections and/or witnessing First Article Inspections.

Suppliers are required to achieve minimum standard of 98% conforming goods, calculated by line items. These metrics will be available upon request.

(2) Should a Supplier's performance fall below the aforementioned minimum standard, Supplier may be notified in writing and the following steps may be undertaken by AmSafe Bridport as part of a recovery plan:

(a) The Supplier will be subject to a review with a view to improving their performance to the aforementioned standard

(b) Approval may be suspended or withdrawn if the standard is not met within an agreed time-scale – See Appendix 1

## 1.4 ACCESS

(1) The Supplier will permit reasonable access to their company premises for AmSafe Bridport Quality/Purchasing Team, AmSafe Bridport's representatives and Customer representatives and also allow access to regulatory authorities If necessary to :

(a) Discuss the terms and conditions of the Purchase Order with the Quality representative

(b) Conduct periodic audits/assessments of the Supplier's quality/business operating system and supporting facilities,

(c) Conduct Source Inspections and other visits which may include examining general processes and products,

(d) Agree corrective action plans following a reported non-conformance

(2) Records, Specifications and other related documented information must be made available to support the above activities.

(3) **The performance of the aforementioned requirements does not in any way relieve the Supplier of their contractual obligations and/or responsibilities.**

## 1.5 SUB CONTRACTING / SUB-TIER SUPPLIER CONTROL

(1) AmSafe Bridport reserves the right to evaluate and audit any 2nd line sub-contractor / sub-tier supplier. Any such action will not relieve the Supplier of his responsibility to ensure the quality of any product supplied or service provided to AmSafe Bridport.

(2) All relevant AmSafe Bridport quality requirements must be flowed down to respective sub-tier Suppliers.

(3) The Supplier will retain documented information pertaining to incoming goods which should include, certificates of conformity (as a minimum) and any applicable material certificates and results of incoming inspections.

## 1.6 SPECIAL PROCESSES

(1) If specified on the Purchase Order, special processes must be performed by organisations holding Nadcap or Boeing approvals. Special processes include but are not limited to:

(a) Non-destructive Testing (NDT)
(b) Heat Treatment (HT)
(c) Coatings including painting (CT)
(d) Chemical Processing (CP)
(e) Welding (WLD)
(f) Non-Conventional Machining and Surface Enhancement (NMSE)
(g) Surface Enhancement, e.g. shot peening (SE)
(h) Composites (COMP)

## 1.7 MATERIAL SEGREGATION AND CONTROL

(1) The Supplier will provide secure facilities, preferably a bonded area, to ensure that material is not used until inspected or otherwise verified as conforming to specification. A clear distinction is required between material in quarantine and material accepted for use and waiting issue.

(2) The Supplier agrees to control materials in such a manner to maintain batch traceability and to align with current AmSafe Bridport Purchase Order requirements.

(3) Where material is procured or made specifically for AmSafe Bridport orders, necessary steps shall be taken to ensure that the designated material and only that material is used on the order.

(4) Materials will be stored and protected in such a manner to prevent damage and deterioration or loss of identification and traceability at all times.

(5) When sub-tier test reports are utilized to verify supplied products, the Supplier shall implement a process to evaluate the data in the test reports to confirm that the product meets requirements. When raw material is identified as a significant operational risk within the supply chain, the Supplier shall implement a process to validate the accuracy of test reports.

## 1.8 TRACEABILITY

(1) All raw material obtained by the Supplier to meet an order, and all parts incorporated into assemblies which are subsequently supplied to AmSafe Bridport must be traceable to the manufacturing source and identifiable to the manufactured item.

(2) Traceability must be maintained through all stages of the Supplier's manufacturing process, including the maintenance of inspection and test records. These records include any applicable documented information such as use of a Concession, Production permit, Rework or corrective actions.

(3) For any given AmSafe Bridport product, the Supplier must maintain documented information pertaining to it's production, manufacture, assembly, inspection and test.

(4) In the event of certain processes being further sub-contracted; traceability to the 2nd stage control, inspection and / or test records must be maintained for the aforementioned documentation retention periodicities.

## 1.9 PREVENTION OF COUNTERFEIT PARTS

To mitigate the risk of Counterfeit Parts entering the supply chain:

(1) All AmSafe Bridport Suppliers shall implement a process for the prevention of counterfeit parts. Industry Standards for guidance are as follows:

AS6174 Counterfeit Materiel; Assuring Acquisition of Authentic and Conforming Materiel

AS5553 Counterfeit Electrical, Electronic, and Electromechanical (EEE) Parts; Avoidance, Detection, Mitigation, and Disposition

(2) All AmSafe Bridport Suppliers shall use distributors/stockists that are EN9120 certified and authorised by the Original Equipment Manufacturer (OEM) unless specifically authorised by AmSafe Bridport

(3) **A Certificate of Conformity is mandatory to ensure traceability. The Supplier commits to carrying reasonable due diligence activities to confirm the authenticity of any documented information provided to them by sub-tier suppliers.**

(4) Material Certification is mandatory if requested on the Purchase Order

(5) If applicable, functional validation of the supplied parts must be carried out.

(6) The Supplier shall ensure control of Counterfeit Parts is cascaded to sub-tier at any level of the supply chain as applicable and ensure they are understood and fulfilled.

(7) Suspect counterfeit parts shall be controlled to prevent entry or re-entry into the supply chain.

## 1.10 TOOLING, GAUGING & MEASURING EQUIPMENT CONTROL

(1) All AmSafe Bridport supplied tooling becomes the responsibility of the supplier whilst in their possession.

(2) The equipment must be maintained in a reasonable condition and subject to an effective and appropriate calibration process where applicable.

(3) All AmSafe Bridport tooling must be Identified and maintained in good working order and promptly returned when requested by AmSafe Bridport.

(4) All gauging and measuring equipment shall be identified by a unique serial number and a record maintained of the initial and subsequent dimensional and operational inspection examination of such equipment.

(5) All equipment shall be subject to an Initial calibration check against a National Standard and subsequent checks will be carried out on each item of equipment, the frequency of which shall be based on objective evidence of stability and continuing accuracy.

(6) Records will be compiled for each item, stating the date and result of each check.

(7) The Supplier shall arrange for measuring equipment which is the personal property of their employees and used on products supplied to AmSafe Bridport to be identified and controlled In accordance with these requirements.

(8) Where the calibration status of equipment is not clear, it shall not be used until the calibration has been verified.

(9) The Supplier must ensure that environmental conditions are suitable for all calibrations, inspections, measurements and tests being carried out.

## 1.11 NON-CONFORMING PRODUCT

The Supplier shall ensure that outputs generated internally, received from an external provider, or identified by a customer that do not conform to requirements are identified and controlled to prevent their use. This shall also apply to nonconforming products and services detected after delivery.

The Supplier's nonconformity control process shall be maintained as documented information including the provisions for:

(1) Defining the responsibility and authority for the review and disposition of nonconforming outputs and the process for approving persons making these decisions;

(2) Taking actions necessary to contain the effect of the nonconformity on other processes, products, or services;

(3) Defining root cause and corrective actions for nonconforming products and services. AmSafe Bridport recommend utilisation of a Cause Chain methodology such as 5-Why

(4) Identifying all products, product families and manufacturing processes which may have contributed to the non-conformity (inclusive of sub-tier as applicable)

(5) Implementing agreed corrective actions for all affected nonconforming products and services

(6) Reporting to AmSafe Bridport of nonconformities affecting delivered products and services. Notification must occur within three (3) business days

Product dispositioned for scrap shall be permanently marked, or positively controlled, until physically rendered unusable.

## 1.12 PRODUCTION PERMIT AND CONCESSION APPLICATION

(1) It is the policy of AmSafe Bridport to restrict non-conforming parts and hence discourage the Submission of Production Permits and Concession Applications for non-conforming materials. Such submissions may be rejected and any accepted may have an adverse effect on Supplier Performance Rating.

(2) **Where necessary, requests for permission to deviate from the purchase order, drawing or specification requirements in advance of manufacture (Production Permit) and requests to use or release items which do not conform to order, drawing or specification (Concession) are to be made in writing using Section 1 of AmSafe Bridport's FORM-ENG-02.11.01. Written authority must be received by AmSafe Bridport prior to manufacture or delivery.**

(3) **The Concession Number must be quoted on the release documentation, and the part identified. Failure to observe these requirements may result in rejection of goods**.

## 1.13 REJECTION AND RESUBMISSION

(1) **Products that do not conform to the requirements of AmSafe Bridport purchase orders, or of this document, are liable for rejection. The Supplier may incur a Corrective Action Report (CAR) and payment may be delayed.**

(2) The Supplier will investigate the cause of non-conformance and instigate corrective action to prevent a recurrence.

(3) Non-conforming products will be reworked or replaced at the Supplier's liability (unless otherwise agreed). Reworked or replaced product should be re-certified and resubmitted.

(4) When returning materials previously rejected by AmSafe Bridport, the Supplier will:

(a) Quote the relevant AmSafe Bridport VRMA Number / CAR number on the release documentation

(b) Complete and return a copy of the CAR indicating the cause of non-conformance and the corrective action that has been taken.

(c) Provide evidence that any items that have been reworked or repaired have been re-inspected and accepted.

(d) Provide documented evidence that items deemed as No Fault Found (NFF) are conforming.

(5) The CAR must be completed within 30 days of receipt. Failure to do so may result in the Supplier being suspended from the AmSafe Bridport Approved Suppliers List – See Appendix 1

(6) Non-conforming products retained by AmSafe Bridport because of manufacturing constraints will be notified to the Supplier via the CAR system.

(7) Any defects found to have originated within AmSafe Bridport should be recorded on the CAR.

(8) Any repair or salvage action proposed, not covered by the manufacturing drawing proposed, must be approved by AmSafe Bridport in writing prior to resubmission.

## 1.14 QUALITY PLANS

(1) Where AmSafe Bridport is contractually required to prepare and issue a Quality Plan for the product, the Supplier shall supply such information on the quality systems and procedures operating throughout the Supplier's company, as requested. Confidentiality of commercial processes is recognised by AmSafe Bridport.

(2) Where a Quality Plan is required from the Supplier, this will be requested in writing and the document must be submitted for written approval by AmSafe Bridport within the time period agreed and prior to any commencement of work.

## 1.15 CHANGE MANAGEMENT & OBSOLESCENCE

(1) The supplier shall communicate to AmSafe Bridport all changes that could have an impact on the supply of parts. All changes stipulated in Table 1 below shall be submitted in writing using the AmSafe Bridport Form-PURCH-03.01.06 Supplier Change Notification & Approval CNA available on request

TABLE 1 KEY:
For Change types categorised as "Notification" no express approval from AmSafe Bridport is required prior to the supplier's implementation. For change type "Approval" express approval in writing from AmSafe Bridport must be received prior to implementation:

**Table 1: Change Management**

| CHANGE TYPE | NOTIFICATION | APPROVAL |
|---|---|---|
| Manufacturing Process | | * |
| Production Equipment | * | |
| Tools & Jigs | * | |
| Raw Material Source | * | |
| Location | * | |
| Manufacturing Layout | * | |
| Product Fit, Form or Function | | * |
| Other Design Change | | * |
| Service | * | |
| Sub-tiers | * | |
| ERP System | * | |
| Major Organisational Change | * | |
| Testing Format | | * |
| Obsolescence | * | |
| Accreditation Status | * | |

(2) In the event of component obsolescence the supplier shall offer AmSafe Bridport a "last time buy" notification to ensure adequate materials are made available during the transition to an alternative source.

## 1.16 FIRST ARTICLE INSPECTION

Suppliers shall carry out First Article Inspections, and supply the data using the AS9102 Standard FAI Forms (latest released version) when requested via the Purchase Order, in the following circumstances:

(a) Initial First Article Submission (Including drawing Issue changes),

(b) Change in manufacturing source or location, which includes product between sites within their organisation,

(c) Change in manufacturing method, including but not limited to changes to manufacturing processes, production equipment, tools and programmes,

(d) Change to the design of Supplier's proprietary equipment used in the manufacture of AmSafe Bridport products

(e) Changes to testing format

(f) Corrective action for a part which has been rejected more than one time, upon request from AmSafe Bridport

(g) A lapse in production for 2 years, unless written received from AmSafe Bridport to derogate from this requirement

## 1.17 CERTIFICATION RELEASE REQUIREMENTS FOR MANUFACTURED ITEMS

(1) Supplier shall ensure all release certificates and associated documentation (including Certificate of Conformity) are supplied prior to or with delivery of the goods. Failure to do so may affect Supplier rating performance and may delay payment.

(2) The Release Certificate / Certificate of Conformity must carry the following information:

(a) Unique Document Identity (through which traceability to original materials, manufacturing sources and records can be achieved)

(b) Document Issued date

(c) AmSafe Bridport Purchase Order Number and Line Item Number

(d) Description of Product / Service supplied

(e) Part Number and/or Drawing Number and Issue Number

(f) Quantity Supplied

(g) Batch Number / Serial Number, if applicable

(h) Material Specification and Batch Identity, if applicable

(i) Inspection Report/ Concession/ Permit/ Reject Note Number, if applicable

(j) Statement of conformance by approved personnel with a declaration as detailed on the Purchase Order

(k) Any applicable supporting documents.

## 1.18 CERTIFICATION & RELEASE REQUIREMENTS FOR STOCKISTS (DISTRIBUTORS)

(1) All AmSafe Bridport Suppliers shall ensure the usage of distributors/stockists that are EN9120 certified and authorised by the Original Equipment Manufacturer (OEM) unless specifically authorised by AmSafe Bridport

(2) Alternative products are not to be delivered without prior written approval from AmSafe Bridport

(3) Certificate of Conformity is mandatory to ensure traceability and authenticity should be verified by the Supplier

(4) Material Certification and/or Batch Traceability is mandatory if requested on AmSafe Bridport Purchase Order

(5) The Supplier shall ensure the product is checked against their Purchase Order upon receipt at Goods Inwards and records are kept for the aforementioned retention periodicities.

(6) If applicable, testing and/or validation of the supplied parts must be carried out.

(7) The Release Certificate / Certificate of Conformity must carry the following information:

(a) Unique Document Identity (through which traceability to original materials, manufacturing sources and records can be achieved)

(b) Document Issued Date,

(c) AmSafe Bridport Purchase Order Number and Line Item Number

(d) Description of Product / Service supplied,

(e) Part Number and/or Drawing Number and Issue Number

(f) Quantity Supplied,

(g) Batch Number / Serial Number, if applicable

(h) Material Specification and Batch Identity, if applicable

(i) Inspection Report/ Concession/ Permit/ Reject Note Number, if applicable.

(j) Statement of conformance by approved personnel with a declaration as detailed on the Purchase Order

## 1.19 DELIVERY

(1) The Supplier will ensure that all parts are delivered correctly identified, as required by the drawing and the Purchase Order.

(2) Deliveries shall be correctly packaged to prevent damage, deterioration, corrosion and other risks during transportation.

(3) AmSafe Bridport reserve the right to reject product after delivery for a reasonable period to allow for post-delivery inspection activities

(4) Certification and documentation requirements of the AmSafe Bridport order accompany each delivery as appropriate.

(5) Failure to meet these requirements may result in a rejection and subsequently a Supplier Corrective Action Report being raised to prevent a recurrence. Rejects will adversely affect the Supplier Performance Rating and may delay payment.

(6) **The due date stipulated on the AmSafe Bridport Purchase Order is the date for latest receipt at the AmSafe Bridport facility. Early deliveries up to 5 days prior are acceptable.**

(7) **If lines are delivered >0 days after the Due Date then they are deemed Late. Late deliveries will adversely affect the Supplier Performance Rating.**

## 1.20 PERSONNEL

(1) The Supplier will ensure persons performing work on behalf of AmSafe Bridport are:

(a) Competent to perform work as assigned, as evidenced by training record or other documentation.

(b) Aware of their contribution to product and service conformity to AmSafe Bridport requirements.

(c) Aware of their contribution to product safety in this stage and further stages of product or service lifecycle.

(d) Aware of the importance of ethical behaviour.

## 1.21 BOEING SUPPLIERS ONLY

(1) AmSafe Bridport requires that the provisions within this clause are included in the Supplier's contracts/Purchase Orders, and that provisions are flowed down to their sub-tiers

(2) The Supplier also accepts the obligation to access the Boeing supplier portal in order to utilise the following Boeing supplier documents:

a. D33200 - Boeing Suppliers' Tooling Document - accountable maintained in the Boeing tool accountability system

b. D1-4426-Boeing Approved Process Sources

c. D6-85622 - "Foreign Object Debris/Foreign Object Damage (FOD) Prevention Requirements for Boeing Suppliers."

d. Operator Self-Verification programs must follow requirements as set forth in AS9162, if applicable

(3) If a Supplier cannot access the Boeing portal then support from AmSafe Bridport must be requested in writing in advance of supplying the product/services.

(4) For all Boeing Special processes, Suppliers should use Boeing approved Processors as set forth in D-14426. Where special processes are industry or military standards, Suppliers shall use as a minimum NADCAP accredited processors.

(5) Suppliers shall comply with Acceptance Authority Media (AAM) requirements. AAM can be summarised as Quality Assurance throughout the entire process of authorising a product from design to release, specifically relating to authorised personnel signatory/stamping competencies, control, documentation and security on all associated media.

## 1.22 APPENDIX 1: Criteria for un-approval and re-approval of Suppliers

| Criteria for the un-approval of suppliers | Criteria for the re-approval of suppliers |
|---|---|
| Failure to respond to supplier re-approval questionnaire within thirty (30) days | Supplier re-approval questionnaire completed in accordance with QA requirements |
| Failure to respond to a CAR document within 30 days | CAR responded to in accordance with QA requirements |
| A repetition of a product quality issue | Quality issue resolution |
| Unacceptable external audit results | Closure of external NCN's in accordance with QA requirements |
| Failure to meet on-time delivery and/or product conformance targets of 98% within six (6) months of notification | Creation of an action plan for the achievement of on-time delivery and/or product conformance targets |