

Tekdata Document	Supplier Quality Assurance Requirements	Document No. QD069
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1 Scope

1.1

This document details the requirements to be satisfied by suppliers to Tekdata Interconnections Ltd (TIL). TIL requires each supplier and their sub-tier suppliers to comply with the quality requirements set forth in this document and other applicable documents, and to maintain a quality system that ensures supplies and services comply with all requirements. **If a supplier cannot comply with any portion of this document, then the supplier must advise TIL Quality Manager in writing.**

1.2

TIL design, manufacture and support aerospace safety-critical products which demand that it and its suppliers provide a high level of product integrity and customer satisfaction.

1.3

These requirements are additional to the Purchase Order and do not replace or alter any of the terms and conditions covered by the order, or other contractual requirements. If there is conflict between these requirements and the purchase order or contract, then the purchase order / contract shall take precedence

2 Purpose

2.1

To establish the Supplier Quality Assurance requirements of TIL on external suppliers used for supplying materials, goods and services for use in a TIL product or part thereof.

3 Terminology

3.1

In the vocabulary used in ISO9000:2005, the term organization now replaces the term supplier. However, in this document the term supplier is maintained in order to differentiate between it and TIL, and because the term is common throughout TIL documentation. The term sub-tier is used to indicate any parts of the supply chain below the first tier supplier to TIL. The term supplier shall be deemed to mean both first tier suppliers to TIL and all sub-tiers. The term customer refers to the immediate customer of the supplier, which may be TIL or a supplier to it.

4 Introduction

4.1

TIL is dedicated to continuous improvement in the quality and integrity of its products and services and to the satisfaction of its customer requirements and expectations. The suppliers' contribution to this approach through the quality and reliability of their products and services is a prerequisite.

4.2

The supplier shall manufacture, service, release and deliver all products in accordance with the purchase order and all requirements identified on it.

4.3

All products shall be manufactured strictly and in accordance with the purchase order. The delivery of incomplete product is not permissible unless specified on the purchase order.

4.4

Enquiries concerning the content of this document and other referenced documents should be referred to the TIL **Supply Chain Manager** / Buyer responsible for the Purchase Order.

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Tekdata Document	Supplier Quality Assurance Requirements	Document No. QD069
-------------------------	--	---------------------------

5 Fundamental Requirements from the Supply chain

5.1

It is the responsibility of all suppliers to ensure that:

5.1.1

They understand the requirements of the purchase order, and all the terms and conditions quoted on it

5.1.2

They understand all engineering drawings and specifications, process requirements, inspection and verification instructions, relevant technical data and adhere to them completely

5.1.3

They deliver product which conforms to all quality, delivery and cost expectations of TIL

5.1.4

They will advise of any importation or exportation restrictions on any components supplied against the purchase order. The restrictions should not be limited to those being applied under ITAR

5.2

If in doubt, ASK.

6 The Quality Management System

6.1

As a minimum, the QMS must conform to BS EN ISO 9001:2008, and be certified by an accredited company. For the requirements of TIL, accreditation for a certifying body must be by an organization registered with the International Accreditation Forum (IAF), e.g. UKAS within the UK.

6.2

The supplier should also seek approval to AS 9100/EN 9100/JIS Q 9100 (BSEN9100:2009) as applicable if the volume of their aerospace work is greater than 50% of their annual turnover.

6.3

Additionally the QMS must take account of the additional requirements by TIL, as contained herein.

6.4

These are structured as additions to the standard clauses within BS EN ISO 9001:2008. They are in all cases, additions to, not substitutes for, the standard clauses.

6.5

Suppliers must have a documented method for reviewing and incorporating changes to the TIL requirements and be capable of demonstrating that the requirements have been reviewed and that they are compliant by means of a compliance matrix or similar.

6.6

Suppliers that do not hold suitable accreditations may still be used by TIL, subject to their ability to demonstrate objective evidence of:

Contract review (to include risk mitigation and configuration management), traceability, record retention and documentation / change control, internal auditing, effective corrective action & root cause analysis implementation, management commitment, to supply fully to the Purchase Order requirements - including delivery of purchased product to Tekdata with a Certificate of Conformity, where applicable.

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-------------------------	--	-------------------------------

7 Special Processes

7.1

Special processes shall only be carried out by those companies whose scope of approval includes reference to the process.

7.2

TIL are committed to the use of NADCAP (National Aerospace and Defence Contractors Accreditation Program) for the accreditation of processors and this is deemed mandatory for the following processes;

- 9.2.1 NDT
- 9.2.2 Heat Treatment
- 9.2.3 Chemical Processing
- 9.2.4 Welding
- 9.2.5 Non-conventional machining
- 9.2.6 Coatings
- 9.2.7 Materials Testing Laboratories

7.3

It shall be the responsibility for any supplier wishing to carry out any of the above processes on behalf of TIL to ensure that they have completed NADCAP certification

7.4

Notification for loss of QMS or Special Process certification must immediately be reported to TIL Quality Manager in writing.

8 Quality Assessment

8.1 Suppliers will be assessed by TIL or their delegated agents at regular intervals. In order for these assessments to be meaningful to both TIL and the supplier, it is essential that any corrective actions raised are resolved with adequate corrective actions within the timescale agreed at the time of the audit. Failure to carry out these actions may result in suspension of TIL approval or action as seen appropriate by the TIL Quality Management review.

9 TIL Code of Conduct

9.1 Protection of proprietary information

Any information you receive through business dealings with TIL must be kept confidential and never used for personal gain. This includes both commercial and technical information. Appropriate non-disclosure or confidentiality agreements are and will continue to be used to formalise the process of protecting proprietary information.

Refer to the TIL terms and conditions between our respective organizations or existing non-disclosure agreements for details on obligations relating to proprietary and confidential information.

9.2 Gifts and hospitality

Suppliers to TIL should not offer gifts and favours to TIL employees that may be seen as an attempt to influence business decisions.

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Tekdata Document	Supplier Quality Assurance Requirements	Document No. QD069
-------------------------	--	---------------------------

9.3 Supplier selection

TIL will select and work with suppliers on compliance with the principles in this code of conduct. Suppliers should use the same principles within their supply base and incorporate these as part of their routine improvement, compliance and audit activities.

9.4 Flowdown of requirements

Suppliers to TIL are requested to flow-down the requirements of this document to their (sub-) suppliers, and also those of TIL Customer's when specifically requested.

Subcontract of any purchase order requirement should be conveyed to TIL Supply Chain Manager / Quality Manager and authorisation to proceed obtained.

9.5 Source control

If specific suppliers have been nominated for items and these are referenced on the drawing, the supplier shall not source parts elsewhere.

10 Quality Management Systems - TIL additional requirements

10.1 Scope

10.1.1 As BS EN ISO 9001:2008, paragraph 1

10.2 Normative Reference

10.2.1 As BS EN ISO 9001:2008, paragraph 2

10.3 Terms and definitions

10.3.1 As BS EN ISO 9001:2008, paragraph 3

10.4 Quality management system

10.4.1 As BS EN ISO 9001:2008 paragraph 4 plus

10.4.2 Paragraph 4.2.4 Control of records

10.4.2.1 Records shall be retained in accordance with the table in Appendix 1. Records relating to product realisation may not be disposed of without written permission from the Supplier Quality Assurance Manager, TIL. All records shall be legible and identifiable to the product involved. Records shall be stored and maintained in such a way that they are readily retrievable in facilities that provide a suitable environment to minimise deterioration or damage and to prevent loss.

10.4.2.2 Documentation and records applicable to TIL shall not be amended with correction fluid. A single inked line shall delete any revisions and/or correction of errors and will be accompanied by a recognisable initial (or stamp) and date. Retrospective amendment of any product related record is not permitted.

10.4.2.3 Should a supplier cease trading with TIL, records shall still be maintained until disposal is authorised by the Supplier Quality Assurance Manager. If the supplier ceases trading completely, or is unable to maintain the records, the Supplier Quality Assurance Manager must be informed so that alternative arrangements can be made to store the records. Should a sub-tier cease trading or be unable to store records, it is the responsibility of the first tier supplier to TIL to make alternative arrangements.

10.5 Management Responsibility

10.5.1 As BS EN ISO 9001:2008 paragraph 5

10.6 Resource management

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Tekdata Document	Supplier Quality Assurance Requirements	Document No. QD069
-----------------------------	--	-------------------------------

10.6.1 As BS EN ISO 9001:2008 paragraph 6 plus;

10.6.2 Human Resources

10.6.2.1 All personnel involved in inspection activities, or taking part in self inspection activities shall be subject to a Jaeger No 2 or equivalent visual acuity test check annually.

10.6.3 Work environment

10.6.3.1 All inspection areas shall have a light intensity of at least 850 lux.

10.7 Monitoring and measurement of product.

10.7.1 Sampling inspection may only be used if the plan is statistically based and appropriate for use. Plans must prevent the acceptance of parts with known non-conformities. The use of such plans as “first and last” or “1 in 4” when checking parts on coordinate measuring machines is not permissible unless the machine tool has a demonstrated process capability to permit this.

10.8 All parts shall comply with the requirements as stated on the drawings / **Purchase Order.**

10.9 First article inspection

10.9.1 A First Article Inspection (FAI) report may be required with the goods demonstrating compliance with all of the procurement specifications called up in the design package.

10.9.2 The requirement for First Article Inspection Reports (FAIR) and their content shall be in accordance with program requirements. This will be defined at the contract stage.

10.9.3. A copy of the FAIR shall be supplied with the product as stated on the purchase order. The supplier must store the FAIR as a Quality record, and they may not be disposed of without written permission from TIL. This shall not absolve the supplier of responsibility for the quality of the delivered product nor preclude its subsequent rejection should other quality issues arise.

10.10 Control of non-conforming product

10.10.1 The supplier shall have no discretionary power to depart from the specification requirements. TIL pursue a zero concession policy and requests for concessions will only be accepted under exceptional circumstances and must be supported with full root cause analysis and evidence of preventive action. Parts subject to concession may not be delivered until the concession is approved by the TIL Material Review Board. The supplier shall ensure that control requirements (part marking, certificate of conformance) are followed as required by the controlling procedure.

10.10.2 Rework on metallurgically or chemically treated parts must be carried out with caution. TIL must be consulted if any additional processes are required (i.e. stripping plating) or if parts are to be processed a second time. A detailed record must be maintained of any rework carried out.

10.10.3 Where the supplier has any reason to suspect non-conformance of any delivered product, then the supplier shall immediately notify the TIL Supplier Quality Manager and the Procurement Manager. **No product manufactured specifically for TIL may be disposed of without prior notification and approval from TIL Supply Chain or Quality Manager.**

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-------------------------	--	---------------------------

10.10.4 Scrap components shall be physically damaged beyond repair prior to disposal.

10.10.5 Rework may only be carried out to remove a non-conformance that subsequently returns the product to full drawing / specification compliance.

If a repair is required (to return a defect product to one 'fit-for-purpose') that modifies the product away from drawing / specification intent, then prior approval from TIL must be sought before this action commences.

10.11 Product or process changes

10.11.1 TIL shall be notified in writing of any changes in product and/or process, changes of suppliers, changes of manufacturing facility location and authority to proceed obtained.

10.11.2 A plan to support the change, to include risk analysis maybe requested.

10.12 Obsolete components

10.12.1 It is the supplier's responsibility to notify TIL in a timely manner of any 'End-of-life' components

10.12.2 Supplier's are expected to take a pro-active approach to obsolescence management

10.13 Counterfeit parts

10.13.1 It is reasonably expected that supplier's will control the supply of goods, so as to reduce the eventuality of counterfeit parts entering the supply chain.

10.13.2 Where suspected counterfeit parts have been received, TIL is to be immediately informed.

11 Packaging

11.1 All metallic parts for delivery to TIL shall be cleaned and packaged in a way which will prevent any chance of corrosion. Packaging containers will be dependent upon the size, weight and fragility of the components being packed. It is the responsibility of the supplier to ensure that the packaging is adequate to protect the components during transportation, handling and storage. Large parts may require individual packages, whereas smaller parts may be supplied individually packaged to protect the components but supplied in one container.

11.2 Metal staples and clips must not be used to close the wrappings or to affix labels.

11.3 All containers must be labelled as follows

11.3.1 TIL part number and issue.

11.3.2 Manufacturing lot number or traceability reference.

11.3.3 Supplier' name

11.3.4 Total quantity in the package.

11.3.5 Serial number of the certificate of conformity

11.3.6 Details of any TIL authorised concession

11.4 All electronic parts or parts which may be Electro Static Discharge sensitive shall be packed in accordance with BS EN 61340-5-1 "Protection of Electronic Devices from Electrostatic Phenomena".

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-----------------------------	--	-------------------------------

12 Delivery

12.1 A Certificate of Conformity, which shall include sufficient information to enable it to be correlated to the supplies, must accompany supplies submitted to TIL (where concession or material non-conformities have been applied / identified, these should be included).

12.2 Certificates and supporting documentation will be identified by Purchase Order/Contract number and shall include the following information:

- 12.2.1 Consignee's name and address
 - 12.2.2 Consignor's name and address
 - 12.2.3 Reference number and date of the certificate
 - 12.2.4 Description and quantity of supplies
 - 12.2.5 TIL drawing numbers and issue
 - 12.2.6 Related specification or drawing numbers and issue (as appropriate)
 - 12.2.7 Identification marks and serial numbers (as appropriate)
 - 12.2.8 Manufacturing lot number or traceability reference
 - 12.2.9 For all raw materials cast and/or batch numbers/ date code/lot number, test report reference and, if called for, copies of test results.
 - 12.2.10 Where alternative/replacement materials are used, the identification of the alternative material and its source of approval must be quoted.
 - 12.2.11 Certificates for date coded electronic parts must also include these details
- 12.3 Where a supplier is approved by the national aviation authority as a "production organization" (eg EASA 21, FAR 21) and has authority to issue authorised release certificates, (e.g. EASA Form One, FAA Form 8130-3) and where the supplier has been issued with a statement of eligibility by TIL, such certification is required in place of a certificate of conformance.

12.4 The Certificate shall include a statement of conformity individually signed by an authorised signatory of the supplier and shall be as stated below or similar, subject to agreement by TIL.

12.4.1 'Certified that the whole of the supplies detailed hereon have been manufactured, inspected and tested and, unless otherwise stated, conform in all respects with the requirements of the contract or order.'

12.5 The supplier shall be able to demonstrate to the satisfaction of TIL that the nominated authorised signatory has controlled usage of the authority given. Where the supplier utilises an automated system for generation and / or authorisation of certificates / records, then those systems shall be subject to robust management and security controls approved by TIL to protect the integrity of the certification process.

12.6 The supplier shall ensure completion of all requirements of the purchase order prior to delivery including all processes. Deliveries of goods that do not fulfil the purchase order requirements will not be accepted.

12.7 When Kanban or Direct Line Feed processes are used to control product delivery, it is the responsibility of the supplier to ensure that adequate part traceability exists at all times.

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13 Right of Entry

13.1 The Supplier shall grant any person authorised by TIL, including its Customers, Statutory and Regulatory Authorities, and other third parties authorised and approved by TIL to enter any works, warehouse or other premises under the Supplier's control for the purpose of audit, surveillance, inspection of any tools or materials procured or used for the manufacture of the goods, or process of manufacture on the completed goods themselves before despatch. TIL hereby agrees to give the Supplier as much prior notice as reasonably possible

14 Referenced Documents

AS9100 RevC (BSEN9100:2009)
AS9102
ISO9001:2008
BS EN 61340-5-1

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