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SQR-01 MA

Supplier quality requirements Middlesex Aerospace

(This document should not conflict in any way to the top-level customer release requirements. Always refer to the customers release specification methods as the master in all instances if conflict occurs)

Issue	Date	Change
1	08/05/18	Document created
2	10/07/18	4.8 Ethical behaviour added. Product safety 4. Ultra link added.
3	28/09/20	Removal of Aeromet & update of Leonardo Portal address.

This policy includes;

- 1) Contents
- 2) Introduction
- 3) The safety of product, quality requirements and the control and release of product into Middlesex Aerospace
- 4) Mitigation of risk, maintenance, counterfeit and ethical behaviour
- 5) Performance analysis and continual improvement



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6) Customer references, website links and SOP's

## 2: Introduction

The purpose of this document is to identify the requirements for product and services received into Middlesex Aerospace from within the supply chain and in line with the latest revision requirements of ISO9001/AS9100 along with our customer requirements. A plan, do, check, act approach should be taken regarding all processes and procedures. It is your full responsibility to have fully read and understood the requirements of this document on doing business with Middlesex Aerospace.

## 3: Quality requirements

### 3.1 Customer specifications

The supplier is responsible in having the ability to correctly download or have access to the most up to date customer specifications where applicable. This will form part of Middlesex Aerospace audit check.

### 3.2 Control of quality documents



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The supplier shall store all relevant documentation to the applicable standards stipulated within the latest AS9100 revision and the top-level customers specification. If or when Middlesex Aerospace require to see live or archived documentation this should be available for use within 2 working days.

### 3.3 Certificate of conformity requirements

When a certificate of conformity is required the supplier shall ensure all information is published on the certificate. All required information will be stipulated on our purchase order and where applicable to the correct customer release.

### 3.4 Final inspection of product and services

The supplier shall only release product into Middlesex Aerospace that is 100% conforming. If there is any doubt of either potential reject/scrap or counterfeit product into Middlesex Aerospace this should be informed immediately to the supply chain department prior to delivery. The inspection area should be free from FOD and conducted in applicable environmental conditions.

### 3.5 Approved supply list

It is the responsibility of the supplier to have an up to date approved supplier list which is reviewed and monitored monthly.

### 3.6 Subcontracting and the purchasing of products and services

The supplier shall only sub contract work where the top-level customer allows. If an instant occurs where a supplier has deemed to have used an unapproved source Middlesex Aerospace will take the appropriate action.

### 3.7 Identification, Traceability & product safety



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Product safety will be maintained at all times throughout the supplier's processes. Traceability of product is of extreme importance with all steps of the process and manufacture being recorded and documented where applicable. All identification requirements will be stipulated on the top-level customer drawing and relevant specs.

### 3.8 Storing and preservation of product, associated processes & product safety

The supplier shall ensure that when storage is required that the relevant customer specifications are adhered to with all products being protected from environmental conditions during the whole process of manufacture.

### 3.9 Packaging, protection & product safety

Products should be protected from damage, deterioration and FOD at all times. Where provided, Middlesex Aerospace packaging should be used at all times to prevent damage and returned in the exact same packaging and condition as supplied.

### 3.10 Calibrated equipment

Only approved calibrated equipment shall be used to measure and record information. Supplier shall maintain their own calibration log for all calibrated equipment.

### 3.11 Audits & training

The supplier shall carry out internal audits as per latest ISO9001/AS9100 revision requirements. This information should be made available if requested. Effective training matrices are also required with the continuous upskilling of staff to be expected where applicable.

### 3.12 Supplier Concessions

If the supplier identifies an issue during process or manufacture the supplier will notify Middlesex Aerospace immediately. If a concession application is deemed necessary by Middlesex Aerospace part the supplier will forward all relevant documentation (8D/5 Why)



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to Middlesex Aerospace SCE department. Middlesex Aerospace will raise a concession on the supplier's behalf then forward on and monitor with our customer. Middlesex Aerospace quality department will log the information. This is then reviewed weekly with customer updates. Once the concession has been granted by the customer the supplier will then be informed to continue with processing/production. Until a root cause has been established in the form of an NCR (or 8D if required) no further processing/production will take place.

### 3.13 Non-conformance.

In the instance where there is a non-conformance to be found at the supplier the supplier shall notify Middlesex Aerospace with immediate effect through the purchasing department. All non-conforming product shall be identified and stored in a secure location ensuring product safety at all times.

For non-conformances captured on site at Middlesex Aerospace an external NCR will be raised. The supplier shall receive the NCR via email with initial containment action being enforced and in place within 2 days with corrective action and close out to be completed within 30 days. Exceptions to the 30 day rule will be made upon discussions and agreement with Middlesex Aerospace supply chain department when an in depth 8D/quality investigation is required. The supplier should keep Middlesex Aerospace informed on a weekly basis of the ongoing investigation during this time.

For all Work in progress due into the supplier it is the supplier's responsibility to ensure previous NCR issues have been resolved before processing/reprocessing product.



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## **4.0: Mitigation of risk, maintenance, counterfeit, ethical behaviour**

### 4.1 Contingency plan

The supplier shall preferably have a rolling 5 year contingency plan in place. This information should be made available when requested from Middlesex Aerospace.

### 4.2 Risk assessments

The supplier shall conduct risk assessments and maintain a risk register. Middlesex Aerospace purchasing and supply chain should be notified of any risks to the business with immediate effect.

### 4.3 Personnel changes

The supplier shall notify Middlesex Aerospace purchasing and supply chain of any key personnel changes.

### 4.4 Middlesex purchased equipment

For any equipment which has been purchased by Middlesex Aerospace this should be logged and maintained whilst in the supplier's possession.

### 4.5 Maintenance

A rolling preventive maintenance plan shall be in place for key machinery and tooling and available upon request.

### 4.6 Counterfeit

It is the supplier's responsibility to ensure products and processes are not affected by counterfeit. If the supplier deems a product or process to be affected by counterfeit, in anyway Middlesex Aerospace are to be informed immediately.



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#### 4.7 Docuware

For suppliers with access to Docuware for drawings please refer to the IT department at Middlesex Aerospace for further information.

#### 4.8 Ethical Behaviour

We expect our suppliers to operate using honesty, openness and fairness to all employees and third parties promoting a positive environment for staff and co-workers.

### **5.0 Performance analysis and continual improvement**

#### 5.1 DSA

The supplier will receive their DSA figures once a month. The supplier will review this information on a monthly basis and analysis their performance vs the target. Middlesex Aerospace review the delivery performance of our suppliers on a monthly/weekly basis and actions may be put in place for the supplier to complete. We expect full co-operation from the supplier in these instances.

#### 5.2 DPPM



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The supplier will receive their DPPM figures once a month. The supplier will review this information on a monthly basis and analysis their performance vs the target. Middlesex Aerospace review the quality performance of our suppliers on a monthly/weekly basis and actions may be put in place for the supplier to complete. We expect full co-operation from the supplier in these instances.

### 5.3 NCR Review

Middlesex Aerospace review all open NCR's on a monthly basis along with a review of the corrective action detail. If in any instance Middlesex Aerospace do not agree with an answer or a closed action the supplier will be informed by the supply chain department. All suppliers reject data is recorded and analysed on a monthly basis.

### 5.4 KPI'S, Actions, Continuous improvement

The supplier shall always strive for best practice in all areas of business. It is to be expected that key processes within the business are monitored, recorded with effective actions plans being put in place to aid improvement.

## 6.0 Customer references, website links and SOP's

When conducting a process or a service for Middlesex Aerospace please refer to the below applicable customer site to gain access to the most recent specifications. Only top-level customer approved suppliers will have access to the relevant site with usernames and passwords required. Where noted \* customers may not have a current portal but using the contact information below will enable the supplier to ensure they have the relevant specifications and approvals needed by contacting your top-level customer representative. The supplier is responsible for ensuring that they are working to the correct customer specification revision level where applicable on receipt of the Middlesex Aerospace purchase order.





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## 6.1 Customer links.

- \*BAE: <https://www.baesystems.com/en-uk/what-we-do/suppliers>
- \*DAP: <http://dowty.com/contact/>
- Safran: <https://dk6000.mbd.safran.fr/DK6000/index.do>
- Leonardo: <https://www.leonardocompany.com/en/suppliers/supplier-portal/helicopters/quality-requirements-for-suppliers>
- Triumph Group: <https://www.triumphsupplysource.com/suppliers/index.php>
- Bombardier: <https://bombardierquality.service-now.com/sp>
- \*Aeromet: <http://www.aeromet.co.uk/contact>
- Ultra: <https://www.ultra-pcs.com/supplier-downloads/>

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