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*Failure to meet any of these requirements may result in non-processing of received goods until satisfied.*



# Supplier Quality Requirements

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# Supplier Quality Requirements

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## 1. Purpose

To define the requirements that must be fulfilled by suppliers to Drallim Industries Limited and to describe how our suppliers can work together with us to improve the processes, products and services they supply.

## 2. Scope

This requirement document applies to all suppliers of materials and services used directly in the manufacture of our product.

These requirements are specific to Drallim orders for parts identified as “Drallim Internal QC Category CAA/A” and may in some part be additional to the requirements identified within your approved quality management system. The QC Category will be identified on the drawing. This document is contractual when referenced in a Purchase Order and or Trading Agreement and can be supplemented with technical documents such as Drawings, Quality Plans, purchasing specifications, regulatory requirements or referenced customer requirements.

## 3. References

When applicable, the documents referenced in this document shall be those current at the date of the order.

- ISO 9001 Quality Management Systems Requirements
- AS 9100 Quality Management Systems Aerospace Requirements
- AS 9102 Aerospace First Article Inspection Requirements.

## 4. Abbreviations and Definitions

- Supplier - A direct supplier or subcontract manufacturer to Drallim Industries Limited.
- Second Line subcontractor – An indirect supplier or subcontract manufacturer to Supplier.
- Special Processes – Surface Treatment, Heat Treatment, welding, manufacture of composites etc.
- NDT – Non-Destructive Testing
- QMS – Quality Management System
- ESD – Electrostatic Sensitive Devices

## 5. Monitoring of Supplier by Drallim Industries Limited

Supplier will be monitored on their delivery performance and quality of product or service, they will be reported back to if any are found to be below expectations.

## 6. Required Controls

### 6.1. Document Control

The Supplier shall regularly review this document on the Drallim website and ensure that they are referencing the latest issue.

### 6.2. Quality Management Process Control

#### 6.2.1. Maintaining an effective third-party accredited QMS

The supplier must operate an effective QMS, to AS 9100 or ISO 9001 and must also meet any other identified specific customer or regulatory requirements.

The supplier will ensure that following any change affecting their approval that they inform Drallim Purchasing Department and the Finance Department immediately and supply copies of new or renewed certification as soon as possible.

Suppliers falling into this category may be subject to a risk-based audit dependent upon the criticality and complexity of product being supplied, along with high reject or concession rate.

## 6.2.2. Operating without a third-party accredited QMS

For suppliers that do not have a third-party approved accreditation the following must be observed and controlled in a suitable manner.

Suppliers that fall into this category may be subject to an audit review carried out by members of the Quality and of the Engineering Departments based upon the criticality and complexity of product being supplied. This audit may also extend to include any sub-tier subcontractors, stockist or distributor used by the supplier.

## 6.3. Order Review

Orders must be formally reviewed to confirm the technical and logistical capabilities to meet the requirements. Any discrepancies or queries must be resolved before the order is accepted. Amendments to orders shall be formally reviewed.

Records of contract review and acknowledgements shall be maintained.

## 6.4. Record Control

Documentation and records necessary to demonstrate compliance with the requirements of the purchase order, including records of all “on receipt” inspections and approval certificates covering materials, traceability of raw materials and supplies must be maintained in a legible manner.

Provision should be made for the maintenance of inspection and test records. These records must be made available for auditing by Drallim or its customers’ representatives upon request at all reasonable times.

Records to be retained for future reference are:

- material certificates of conformity where applicable
- inspection and test reports including FAI reports where applicable
- non-conformance and corrective action data
- personnel training and competency records

### 6.4.1. Record Retention

- For manufactured items identified as CAA/A graded parts (Safety Critical) these records must be retained indefinitely and no records pertaining to Drallim proprietary products (CAA Grade A parts) shall be destroyed without the permission of Drallim.

**Note:**

If the Supplier is not able to continue to retain these records, they must be offered to Drallim for retention. Ensure records are available for evaluation by Drallim on request.

## 6.5. Traceability Control

Traceability must be maintained through all stages of the Supplier’s manufacturing process, including production, manufacture, assembly, inspection and test.

In the event of certain processes being sub-contracted, traceability to the second line control, inspection and or test records must be maintained and identified on any release certificate.

## 6.6. Raw Material control and Segregation.

Where a Mill certificate is required, indicating raw material traceability is required, the materials will be segregated and controlled in such a manner to prevent loss of identification or batch traceability and incorrect issue throughout the supply chain always. When possible a copy of the Mill certificate should remain with the raw material to confirm traceability control.

## 6.6.1. Conflict Minerals

Where practical, the Supplier shall ensure that their products do not use any components, metals or any other products that contain conflict minerals Tin, Tungsten, Tantalum and Gold (known as 3T'sG).

Where this cannot be avoided, suppliers must apply due diligence to the purchase of their raw materials, ensuring ethical behaviour within their supply chain, by asking their suppliers and sub-tier suppliers about the presence, source and origin of any Conflict Minerals in their products, and that this information will be shared with Drallim.

Where applicable, Drallim will issue a questionnaire each year which must be completed and returned to cover the previous years' supply of items.

## 6.6.2. Counterfeit Materials

Each supplier shall apply due diligence to its own supply chain, to maintain a controlled process, appropriate to the company and the product, that will ensure prevention of counterfeit or suspect counterfeit parts being used in product(s) delivered to Drallim.

If a supplier becomes aware of counterfeit parts, then they must ensure that these parts are identified and controlled in such a way to prevent re-entry into the supply chain and will be disposed of through the correct channels, the supplier must inform Drallim immediately especially where there is the possibility that counterfeit materials have already been delivered.

## 6.7. Product, Process or Material Obsolescence

As soon as a Supplier becomes aware of product or material obsolescence, the supplier shall inform Drallim Purchasing department and advise them of an available alternative. Drallim Purchasing will co-ordinate an engineering change request to specify a replacement.

Stability of on-going supply based on minimum two years future supply is required.

Where a Supplier becomes aware of an identified secondary or special process being superseded or becomes obsolescent they must contact Drallim Engineering department for a concession to enable the work to continue.

## 6.8. Preservation and identification of product control

The Supplier shall preserve the conformity of product during internal processing and delivery to the intended destination which shall include, where applicable: -

- Cleaning and prevention, detection and removal of foreign objects
- Marking and or labelling including safety warnings
- Shelf life control and stock rotation
- Special handling and packaging including that of hazardous materials and ESD components

## 6.9. Product Quality and Conformity

The Supplier will be responsible for ensuring the quality and conformity of all products including those subcontracted to second line subcontractors and shall carry out inspection of all products and services before submitting them to Drallim.

For special process and NDT testing, the personnel performing the function shall be suitably qualified in accordance with the applicable standards.

Where software is used in manufacturing or inspection and testing of deliverable hardware the software must be controlled, such as CNC machining programs and co-ordinate measuring machine programs.

## 6.9.1. Change of Appearance

The Supplier must advise Drallim Engineering Department in writing if any proposed deliveries differ from previous deliveries in any unusual visual condition which may result in unfavourable reaction or question when seen by a customer, such as change of design, colour, packaging or external marking etc.

## 6.9.2. Changes to Product and Processes

The Supplier must advise Drallim Purchasing Department of any changes including changes of external providers or location of manufacture, as these will affect the FAI requirements (refer paragraph 6.10.4).

## 6.10. Inspection, verification controls.

Inspections or tests may require to be witnessed by Drallim personnel, their customer or regulatory body, the Supplier will be notified at placement of purchase order.

### 6.10.1. Tooling, Gauging and Measuring Equipment Control

Each Supplier is expected to have suitable calibrated tooling, gauging or measuring equipment to ensure conformity to fulfilment of each order.

### 6.10.2. Drallim Gauge Loan

A Supplier may request tooling, gauging or measuring equipment from Drallim, which if available may be released under a Gauge Loan system.

All Drallim owned tooling, gauging or measuring equipment released to a Supplier becomes the responsibility of the supplier whilst in their possession as agreed in writing stating the scope of responsibility until returned or requested by Drallim.

### 6.10.3. Verification of product

Suppliers are expected to apply a verification check to all products. As a minimum a sample inspection process should be carried out in accordance with BS6001 sampling plan general inspection level II against an AQL of 2.5%

#### 6.10.3.1. Using an outside sub-tier contractor for verification

Where an outside sub-tier contractor is used for verification of product their equipment must be controlled and calibrated. Records of calibration must be maintained for all equipment used to verify released product.

### 6.10.4. First Article Inspection

Where requested the Supplier shall provide an FAI Report on a representative item from the first product from a manufacturing batch of in accordance with AS 9102 using AS 9102 Forms 1, 2 and 3

All components subject to FAI are to be clearly identified to an FAI Report, which shall accompany the product on delivery. The FAI will clearly be referenced from the Suppliers' certificates of conformity.

**Note:**

If a supplier does not have their own version, official Drallim versions are available on request.

### 6.10.5. Non-Conforming product

The supplier is responsible for requesting concessions where discrepancies to design data are found or noted. This must be done at point of discovery and **MUST** be submitted to Drallim Engineering Department in advance of delivery.

Products that do not conform to the requirements of the purchase order, or of this document, are liable for rejection by Drallim and formal notification will be sent. The Supplier shall implement and, when requested, formally report to Drallim the

corrective actions taken to ensure future conformity. A pre-prepared Corrective Action form will be supplied with any relevant rejection.

Suppliers must notify Drallim Purchasing in the event of any calibration failures that may affect any products previously supplied

## 6.11. Product Delivery

### 6.11.1. Identification and Packaging.

The Supplier will ensure that all parts are delivered correctly identified, as required by the drawing and the Purchase Order and are correctly packaged to prevent damage, deterioration, corrosion and other risks during transportation.

### 6.11.2. Certification and Release

Certification and documentation requirements of the Drallim order must accompany each delivery as appropriate unless otherwise agreed with Drallim Materials Goods Receipt department before dispatch of goods.

When requested, a Certificate of Conformity, duly signed by an authorised signatory, will accompany all supplies and services cross referencing **ALL** applicable subcontractor, stockist and or distributors certification.

The Certificate of Conformity must be in accordance with BS EN 10204 and carry as a minimum the following information:

- Unique Document Identity Number (through which traceability to original materials, manufacturing sources and records can be achieved)
- Document date
- Drallim Order and Line Item Numbers
- Description of Product and or Service supplied
- Drallim Part Number and or Drawing Number and Issue
- Quantity Supplied
- Batch and or Serial Number
- Material Specification and Batch Identity
- Mill certificate reference number
- A conformity statement with reference to the QMS applied e.g. ISO 9001, AS9100 etc.

#### **Note:**

If you do not hold a QMS an example conformity statement could read:

“Certified that the whole of the above items supplied in the completion of your order have been inspected, tested and unless otherwise stated, conform to the full requirements of the appropriate drawing and specification.”

The below must appear on the certificate if they are applicable to the product:

- Secondary process certificate number
- Concession Number
- FAI reference

Copies of Mill certificates, Secondary process certificates and Concessions charting traceability must be supplied as part of the certificated release pack.

#### **Special Note:**

All NDT processes will be approved by a Level 3 Technician and accompanying certification MUST reflect this.





## 6.12. Flow-Down and Access

### 6.12.1. Flow-Down of These Requirements

The supplier is to ensure these requirements are flowed down to any sub-tier subcontractors, stockist or distributor that they use in the fulfilment of the order, where practicable.

### 6.12.2. Regulatory and Customer Access

The Supplier will permit reasonable access to their company premises for Drallim personnel engaged in surveillance or other investigative activities. The Supplier will allow full and free access to Drallim customers and regulatory bodies to perform investigations on products and parts.



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# Supplier Quality Requirements

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DRALLIM INDUSTRIES LIMITED

GROUP QUALITY CONTROL

SQR1

Issue 02

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**The Drallim Group**  
*Leading innovators in technology and quality*



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