

Supplier Quality Manual

**QOP 7-25
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1. Purpose

The purpose of this manual is to provide a guideline to Albany Engineered Composites (AEC) suppliers of the basic expectations we have regarding the supplier’s quality management systems, design requirements and manufacturing process controls required for doing business with AEC.

2. Scope

This manual applies to all suppliers providing AEC with materials, products, processing and related services, including intra-company suppliers. The general requirements contained within this manual do NOT supersede conflicting information found on contract or drawing. These items take precedence.

In this manual, the terms “shall” and “must” mean that the described action is mandatory; “should” means that the described action is necessary and expected with some flexibility allowed in the method of compliance; and “may” means that the described action is permissible or discretionary.

Questions concerning this manual should be directed to your respective AEC Buyer.

3. Definitions / Acronyms

AEC	Albany Engineered Composites
MPC	Material Procurement Card
CAPA	Corrective and Preventative Actions
APSL	Approved Supplier List
QIR	Quality Information Request (AEC CAPA Form)
MRO	Maintenance, Repair, Overhaul

4. Responsibilities

Quality	Responsible for maintenance of this document
Supply Chain	Provide supplier with copy of document and updates.
Supplier	Comply with this procedure and the complete text of purchase orders. Supplier shall be required to furnish all request documentation at time of shipment.

5. Procedure

General Requirements

Applicability: All suppliers are to fully comply with the stated requirements of this manual. Individual waivers on certain elements may be granted at the discretion of Albany Engineered Composites, contact your buyer to document this process. All suppliers shall provide all documentation in the English language only.

These general requirements do not apply to MRO purchases of material and services such as paper, cleaning, supplies and consumables that do not form a part of the product delivered by AEC to its customers.

Right of Access: Suppliers shall provide access to their premises and facilities for AEC, our customers and regulatory authorities for co-operation on product, process and business issues, including all subcontractors or sub-tier suppliers and all applicable quality records. Notifications shall be addressed to the attention of the quality director via your buyer.

Notification of Organization Changes: Changes to the supplier's organization that may affect quality and/or finance, shall be communicated in advance to AEC. These changes may include: company ownership, company name, organizational leadership, manufacturing location, quality approvals, significant changes to process or inspection techniques.

Purchase Order Requirements: The supplier shall adhere to all purchase order terms and conditions and any stated special instructions. The PO is the controlling document and overrides any requirements specified in this document. <http://www.albint.com/en-us/company/Pages/Suppliers.aspx>

Industry Standards/Customer Specifications:

AEC cannot provide copies of copyrighted industry standards and in some instances customer specifications. Suppliers may obtain copies of industry standards from the agency that controls the standard. For customer specifications, contact your buyer if unable to attain via end-use customer.

Responsibility for Product Conformance:

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AEC and its customers expect our suppliers to deliver and certify material that is 100% compliant with all the purchase order requirements.

Suppliers and their sub-tier supplier(s) shall be responsible for quality, reliability and safety of their products/services to meet all fit, form, function, industry and regulatory requirements.

AEC reserves the right to reject any material that doesn't meet fit, form, function, industry, regulatory and AEC requirements.

Communications:

All communications related to the fulfillment of purchase order(s) shall be carried out through the AEC Purchasing Organization.

AEC Quality reserves the right to contact suppliers and their sub-tier supplier(s) for all quality related questions, issues, request for failure analysis, CAPA actions or any related quality concerns.

Protection of AEC Technology and their customer's propriety information: Any information the supplier receives from AEC must be kept confidential and not disclosed to any third party without the prior written agreement with AEC. The proprietary information can include, but is not limited to all versions of electronic data, drawings, documentation, tooling and materials.

Counterfeit Parts Prevention

Counterfeit parts shall mean a part, component, module or assembly whose origin, material, source of manufacture, performance, or characteristics are misrepresented. This term includes, but is not limited to (a) parts that have been (re)marked to disguise them or falsely represent the identity of the manufacturer, (b) defective parts and/or surplus material scrapped by the original manufacturer, and (c) previously used parts pulled or reclaimed and provided as new.

As used herein, authentic shall mean (a) genuine; (b) from the legitimate source claimed or implied by the marking and design of the product offered; and (c) manufactured by, or at the behest and to the standards of, the manufacturer that has lawfully applied its name and trademark for that model/version of the material.

Independent distributor shall mean a person, business, or firm that is neither authorized nor franchised by an original component manufacturer (OCM) to sell or distribute the OCM's products but which purports to sell, broker, and/or distribute such OCM products. Independent distributors are also referred to as un-franchised distributors, unauthorized distributors, and/or brokers.

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Supplier represents and warrants that only new and authentic materials are used in products required to be delivered to Albany Engineered Composites and that the products delivered contains no counterfeit parts. No other material, part, or component other than a new and authentic part is to be used unless approved in advance in writing by AEC. To further mitigate the possibility of the inadvertent use of counterfeit parts, supplier shall only purchase authentic parts/components directly from the original equipment manufacturers (OEMs/OCMs) or through the OEMs/OCMs authorized distribution chain. Supplier must make available to AEC documentation that authenticates traceability of the components to that applicable OEM/OCM. Purchase of parts/components from independent distributors is not authorized unless approved in writing by AEC procurement.

Supplier shall flow the requirements of this document to its subcontractors and suppliers at any tier for the performance of this contract/purchase order.

Material Obsolescence: Seller shall make discontinued material and spare parts available for 5 years after the material or spare parts are discontinued by:

- a. Finding an acceptable source to provide the discontinued material or spare parts to buyer, or
- b. Finding a substitute for the discontinued material or spare parts which is acceptable to buyer, or
- c. Carrying an inventory of the material or spare parts as required to support the buyer, or
- d. After exhausting the above alternatives, providing the buyer with the opportunity to make a last-time buy after allowing buyer a reasonable time to assess its needs.

Supplier Assessment/Qualification

It is a requirement of AEC that suppliers conform to one or both of the following controls before being listed on our Approved Supplier List (APSL).

Supplier Quality Questionnaire:

A supplier quality questionnaire shall be completely filled out, evaluated and approved prior to placing a purchase order with the supplier. All questions must be appropriately answered and rated. If the supplier has any questions regarding the supplier quality questionnaire, please contact the AEC Purchasing Department.

The purpose of the questionnaire is to give an initial overview of the supplier's organization. After the completed questionnaire has been evaluated by AEC Quality, a decision will be made as to the level of approval granted.

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The supplier's quality system will have to be assessed and approved by AEC Quality. As part of the AEC supplier development program and control process, all approved suppliers may be subject to a supplier verification audit. Selected suppliers will be audited as necessary to verify product /process conformance.

Supplier Performance:

On-Time Delivery and Quality delivery performance will be tracked by AEC and communicated to suppliers through performance scorecards and/or during business review meetings. Business Review meetings will be scheduled at the discretion of AEC Purchasing or AEC Quality. Supplier performance ratings for delivery and quality will be measured as follows:

<u>Performance</u>	<u>Rating</u>
99 – 100%	Preferred-Always Meets Expectations
97% - 98%	Acceptable-Usually Meets Expectations
95-96%	Meets Minimum Expectations
<95%	Unsatisfactory-Fails to Meet Expectations

AEC expects suppliers to promptly address any adverse trends or specific non-performances identified. AEC Quality may take actions, which may include but not limited to, source inspections, Un-scheduled quality system audits, removal from ASL, or any other actions deemed necessary.

Quality Management System Requirements

General:

It is preferred that all suppliers have a quality management system certified by a third party registrar or be in compliance to the intent of AS9100 - Quality Management Systems - Requirements for Aviation, Space and Defense Organizations.

Supplier shall implement and maintain a quality management system, which complies with the applicable quality system standard or specifications throughout the performance of all work under the purchase order.

The supplier shall establish and maintain a clearly documented quality system that provides a means of ensuring that product conform to specified requirements. This system shall control the issue of MPCs, drawings, specifications, procedures, etc. Provision shall be made for the control of obsolete copies and subsequent archiving and disposition.

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Any changes in the supplier's certification status shall be reported within 48 hours to the AEC Quality Director via your buyer.

Quality Records

The supplier shall maintain a documented procedure for record creation, change (handwritten or other), completion and control of quality records in accordance with applicable quality system standard (i.e. ISO 9001, AS 9100)

Unless otherwise approved by AEC in writing, the supplier shall retain all required records for a minimum of 40 years after completion of the manufacture of product. Prior to destruction, contact AEC for forwarding information if AEC wishes to retain.

Management Responsibility

The supplier shall make known a person to AEC, who will have the necessary authority to assume responsibility for product quality. It is expected that the named person will provide evidence of the supplier's commitment to the development and implementation of the quality management system and continually improving its effectiveness.

Resource Management

The supplier shall determine and provide the resources needed to maintain the quality system and continually improve its effectiveness, and enhance customer satisfaction by meeting AEC requirements. Personnel performing work affecting product quality shall be competent on the basis of appropriate education, training, skills and experience. The supplier shall determine, provide and maintain the infrastructure needed to achieve conformity to product requirements.

Product Realization**Customer Related Processes (Contract Review)**

Orders or contracts shall be formally reviewed to ensure that the supplier has the technical and logistical capabilities to meet the requirements. Any discrepancies or queries shall be resolved before the order or contract is accepted. Amendments to orders or contracts shall be formally reviewed. Records of contract review shall be maintained.

Design and Development

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If design activities are undertaken for AEC by the supplier, design inputs and outputs shall be adequately specified (e.g. by specification). Formal documented reviews shall be held at appropriate stages of design. Designs shall be checked by verification (theoretical check) and validation (practical check). All design changes shall be documented and approved by AEC personnel before implementation.

Purchasing

Supplier shall not sub-contract any work awarded by AEC without the prior written approval from AEC.

Supplier shall maintain records of lot traceability throughout the product life.

Supplier shall establish and implement activities to ensure that purchased material is conforming to applicable requirements.

Supplier Sub-Tier Control

The supplier shall ensure that subcontractors/suppliers are evaluated and selected on their ability to meet specified requirements. An approved list of subcontractors/suppliers shall be maintained. Purchasing documents shall clearly describe the relevant drawings and specifications including issue status and the quality requirements to be applied.

The supplier is required to use customer approved sources when identified on the purchase order and/or drawing.

Product and Service Provision

Manufacturing processes shall be defined by documented procedures. Criteria for quality shall be defined by documented procedures. Criteria for quality shall be defined in a clear and practical manner. Where processes cannot be verified by subsequent inspection or testing, such processes shall be performed by qualified operators or have suitable process control parameters established.

Control of Monitoring and Measuring Devices

All measuring and test equipment used to demonstrate conformance of product shall be calibrated with reference to national or international standards. Such equipment shall be clearly marked with identification of its calibration status, including expiry date. Records of calibrated

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equipment shall be maintained. When equipment is found to be out of calibration, actions shall be taken to identify and rectify any affected product including product already shipped.

FOD Program

Supplier FOD prevention practices shall include: Training, work area cleanliness and restriction of unessential items in the production work area and inspection work surfaces.

Handling and Packaging

If not defined by contract, supplier shall use best business practice to package product to prevent damage, substitution, corrosion and deterioration.

Measurement, Analysis and Improvement**Monitoring and Measurement of Product**

The supplier shall monitor and measure the characteristics of the product to verify that the product requirements have been met. This shall be carried out at appropriate stages of the product realization process per planned arrangements.

Supplier First Article Inspection (FAI)

First article inspections shall be performed per AS9102 -Aerospace First Article Inspection Requirement. FAI shall be performed prior to product acceptance and/or shipment to AEC.

Supplier shall provide a process for the inspection, verification and documentation of a representative item from the first production run of a new part, or following any subsequent changes that invalidates the previous FAI.

The FAI Report must be submitted to AEC with the first shipment of the impacted product.

Control of Non-Conforming Product

Supplier shall have an established procedure and require their sub-tier suppliers for advance notification to AEC for escaped non-conforming product and make necessary arrangements for immediate containment and product recall if necessary.

The advance notification of escape to AEC shall be completed immediately to your AEC buyer using the Request for Deviation/Waiver form. This communication is required whether from supplier or their sub-tier supplier. This notification shall include all production information, non-

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conformity, manufacturing date and part traceability, containment plan and actions in all locations to include en route product.

If seller identifies non-conforming product, and wishes to pursue a deviation through AEC, contact your AEC buyer. Under no circumstances shall non-conforming product be shipped to AEC without approval on "Request for Deviation/Waiver" form.

In either of these circumstances, a corrective action (Quality Information Request - QIR) maybe assigned to the supplier. This form will ask for a high level summary, and suppliers are welcome to use their own form, as long as it answers all questions found on AEC Quality Information Request. It is expected that a systematic solution be applied to the root cause for corrective action and that objective evidence is provided.

Shipping Documentation Requirements

Packing Slip/Certificate of Conformance (CofC)

The supplier shall provide a packing sheet and CofC (this may be a combined document) for each separate shipment with the following requirements:

- a. Supplier's Company name and address
- b. Purchase order and line item
- c. AEC material number
- d. Quantity (unit of issue) total by line item
- e. Certified to appropriate documents listed on MPC Card
- f. Certified to the MPC Revision applied to the purchase order
- g. Vendor lot number (i.e. traceability code)
- h. Statement that all work performed in connection with the purchase order conforms to requirements. This supplier's quality management or designee must sign and/or stamp the document.
- i. Distributors must attach original manufacturer's C of C with their own.
- j. If shipping multiple lots of the same part number, each lot must have a corresponding quality stated on the C of C
- k. Dispositioned non-conformance report (if applicable)
- l. MSDS (if applicable)

Suppliers of Age Sensitive Materials

Supplier shall provide expiration date, if applicable, that meets AEC MPC requirements. If shelf life is not within stated requirements, treat as non-conforming product and notify AEC buyer for approval to ship.

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7. References

ISO 9001	Quality Management System Standard
AS9100	Aerospace Quality Management Standard
AS9102	Aerospace First Article Inspection Requirements Standard
QOP 7-04	Supplier Approval and Control
MPC	Material Procurement Card as defined by AEC Material Number
Form xxxxx	Request for Deviation/Waiver
Form xxxxx	Acceptance of AEC Specification by Supplier/Customer