Cambridge PRECISION Ltd
EXCELLENCE EVERY TIME

Supplier Manual Contents

Forward

Compiled by Purchasing Manager
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Cambridge Precision Supplier Manual

Cambridge Precision Ltd (CPL) is totally committed to supply products and services that will meet or exceed our customer's requirements. It is essential that suppliers to CPL understand and fully respect their responsibilities within this relationship and ensure products and services conform to CPL standards every time they are supplied.
This manual briefly explains some activities from order placement through to product delivery with the purpose of assisting suppliers in understanding CPL requirements.

CPL's principle objective is to develop a supply base; who maintain integrity in Quality and Reliability of supply, and with whom we establish long term relationships.
To support this relationship CPL are establishing improved and closer communication with suppliers and this manual is part of that process.
To develop CPL's Supply Chain & Supplier Quality Assurance relationships with suppliers, in a continuous improvement climate.
CPL operates an Approved Supplier system to promote performance excellence in all activities including Quality, Delivery & Commercial cooperation.

CPL sub-contract out special processes to approved suppliers, for example Plating, Painting, other Surface Coatings (eg. Anodising), Heat treatment, Welding and Non Destructive Testing. The approved suppliers are responsible to ensure sufficient control levels of their processes (by appropriate validation testing and process monitoring) to ensure maximum process reliability and consistency is achieved.
CPL has a preference to visit all approved suppliers of special processes and materials to conduct an assessment of processes concerned, to understand methods, procedures, records & equipment involved.
This may not be achieved and revalidation with a self-assessment questionnaire for the supplier to complete is the alternative.

The management of Quality will be inline with the fundamentals of ISO 9001:2008 and AS9100 standards.
Our joint philosophy will be zero defective parts and planned delivery times are achieved. This manual will assist this philosophy by ensuring suppliers have an understanding of how CPL operates.

The CPL web site carries more information please feel free to browse; *www.cambridgeprecision.com*

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Purchasing

Unless CPL has entered into a contractual agreement with a supplier the normal method of requirements flow down to a CPL supplier is with a quotation request or a Purchase Order (PO).

It is the responsibility of a supplier to perform an effective contract review against all requirements identified in a PO and associated documents.
It is essential that all CPL requirements are clearly understood and can be achieved within the stated time scales and prices.
If for any reason finishing requirements are not stated on either the drawing or Purchase order do not proceed until requirements have been verified by CPL representative.
For any issues that require verification or requirements that can not be achieved or understood, it is the responsibility of the supplier to identify the issues in writing to CPL purchasing representative. Any agreed changes to an original Purchase Order must be highlighted & resolved with CPL changes must be obtained in writing or by order amendment.

CPL require order acknowledgement against Purchase orders received. The methods of PO confirmation can be by e-mail, Fax or written confirmations. The confirmation to include the CPL Purchase order number, part numbers & date when relevant, the supplier reference number & contact details CPL is to use when requesting progress status.

Control of Sub-tier Suppliers

CPL may reserve the right to nominate sub tier suppliers that a vendor must use against nominated operations, this information must be previously agreed &/or identified in the request for quotation.
The prime supplier (supplier who receives the CPL purchase order) must ensure relevant requirements flow down to its sub tier suppliers with respect to CPL purchase orders.

Access to Supplier sites

CPL operates an open and honest relationship with suppliers, there will be occasions when CPL will require access to a supplier's site, when related to CPL product. This extends to allowing CPL (and maybe CPL's customer & regularity authorities) or representative to perform an audit, a test or inspection of product on the suppliers site.
Any audits or inspections performed at a supplier site or sub-tier site, does not change the overall responsibility of a supplier to produce (or to control sub-tier suppliers) conforming product.
CPL may need to visit Sub tier suppliers (involved with CPL product) in conjunction with & with the vendor's authorisation. All such arrangements will be previously agreed with all involved parties.

Contract Review

The supplier shall perform an effective review (sometimes referred to as Planning of Product Realisation) of requirements related to the product detailed in a PO or contract documents. The supplier is to indicate acceptance of the CPL PO in writing (see purchasing section) to the purchase representative (or nominated expeditor).

The supplier is responsible to retain records of the review, along with authorised signature of acceptance and any listed actions arising from the review.

It is the supplier's responsibility to ensure that all elements of the PO requirements are achievable; any required adjustments are the supplier's responsibility to highlight and resolve with CPL.

The contract review is to evaluate all risks with respect to delivery times, resource planning, quality conformance, new technology, sub-contract management. ISO9001 & AS9100 covers the subject well in sections 7.2.1 & 7.2.2.

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Non Conforming Product

On discovery or on being informed (by CPL) of non-conforming product, a supplier must take immediate action to contain all product(s) linked to the identified problem throughout the supply chain, from suppliers(s) through to customer. If there is a risk of non conforming product having been delivered to CPL or nominated delivery site, then CPL (Purchasing or Quality contact) must be contacted immediately.

When a non conforming product is discovered by CPL the supplier will be informed and a Supplier Non Conformity Report (SNCR) raised and forwarded (with supporting data when available) to the supplier. The SNCR will require closure, within a target of 14 days from issuing; extensions can be requested via CPL Quality dept. see contact details on the SNCR. Help notes on completing a SNCR form are on the 2nd tab of the SNCR excel form (sent in paper form), further support is available from CPL's Quality department, in explaining what is required to complete the form.
The purpose of the SNCR is for the supplier to identify the root cause(s) and preventative actions to the product process(s), to ensure a non conformance is not repeated.

Circumstances may require a supplier support at CPL site to facilitate prompt containment of product at the site; any liaison will be via CPL Purchasing or Quality personnel.

The non conforming product may require rework, repair or concession 'use as is'. For all of these conditions a supplier shall submit a formal request for concession, giving full explanation of any additional controls, verification tests required, and ensuring conformance to the revised condition. Formal acceptance of this request, either by a supplied CPL concession form & number or the suppliers own concession document, signed and dated by an authorised CPL person. Either method is required prior to shipment to CPL, the necessary documentation to accompany the goods to CPL. All these details to be described in the completed SNCR, when submitted to CPL Quality contact.

Returning the repaired/reworked/concessed product must be accompanied by updated documents when applicable for example; C of C's, Test/inspection reports etc., reflecting any changes. (Explaining C of C's is in another section)

There will be an expectation that unavoidable expenses incurred by CPL returning non-conforming product to a suppler may be recovered from the supplier.

A suppliers Quality performance is directly linked with the number of rejects identified/raised verses the total number of delivered parts to CPL.

Inspection & Testing

It is the supplier's responsibility to ensure product assurance by using all necessary controls through out the process up to and including delivery to CPL. CPL may nominate the stages at which inspections & tests are to be performed. They may be defined in a Purchase Order and/or product manufacturing instructions or other appropriate media. Where a supplier compiles their own Manufacturing Process Control documentation, it must make due consideration of any Key Characteristics, identified in CPL documentation. The purpose of such processes is to ensure material/product conformity during manufacture. A record of inspection & test details to be maintained as part of traceability requirements.

For special processes (plating, painting, heat treatment, welding etc.) the supplier's process controls come into play. Test pieces or sacrifice pieces or process test results are examples that could be used to verify production batch control. It is the suppliers responsibility to demonstrate process control thus product conformity.
A record of these activities and inspection results shall be maintained. Effective traceability records to be ensured from base material conformance through to despatch documentation.

CPL have occasions to compile First Article Inspection Reports (FAIR's) for our customers, these reports may in turn require a supplier to compile such a report to support CPL's FAIR.
FAIR's to be compliant with AS9102 by structure & layout. The measured part to be taken from the first production run and is representative of all parts. The report to include all relevant details (die/mould number etc.), tests (mechanical/electrical, non-destructive etc.), and visual, functional and sub tier supplied elements.
The request will be identified in CPL's quote request &/or PO. If assistance is required to compile the report please contact CPL's Quality department for guidance.

NOTE: Regardless of approval status the supplier is responsible for ensuring product compliance to drawing/specifications.

Documents, Records & Configuration control

CPL require the supplier to operate a strict document control system, that document configuration management must prevent any unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose. This process to include the coordination of CPL documents and any related regulatory authorities linked with CPL product.

If a supplier wishes to change or has to change a process that has a risk to effect fit, form or function of a component being made for CPL, written authority from CPL must be obtained, prior to any components being shipped using the different process. For example use of alternative type of machining process turning to milling, site change, sub-tier supplier change. Normally validation of conformance using the changed process is by submitting a full or partial ISIR or FAIR.

The supplier shall ensure appropriate controls are in place for all processes, system requirements, drawing, specifications, test documents, special process, software etc. Note these responsibilities are not limited to the suppliers own sites, they need to be extended to sub-tier suppliers contributing to the final product.

Records of documents to be defined in a procedure controlling Identification, Storage, Protection, Retrieval, Retention & Disposal of records.
The supplier must maintain control of all relevant documents involved with the completion of PO requirements, including sub-tier suppliers that the prime supplier is managing.

Product information records/documents to be stored for the duration as stated on CPL Purchase Order or Contract. The storage to be appropriate for the duration required. If no duration is stated on the order or contract the default minimum is set at indefinitely and the supplier to contact CPL Purchasing representative for verification.

Certificate of Conformity

CPL may request materials & products delivered to CPL to be accompanied by a Certificate of Conformity (C of C); this will be specified by contract or PO.
The purpose of a Certificate of Conformity is to reflect and state as such the following intent: '*It is hereby certified that the whole of the supplied product detailed hereon have been validated & verified, and unless otherwise stated, conforms in all aspects to the specifications &/or contract/purchase order so related. Also that the raw materials &/or parts used have been obtained from approved sources and supported by release notes & related C of C's*'

The C of C shall display the following minimum information:

- Suppliers name & address (site of manufacture if different)
- Reference number & Date of Certificate
- CPL Purchase order or contract number with issue number
- Quantity of product supplied, along with part description
- Drawing/Specification number
- Batch/lot numbers, Special ID marks, Serial numbers etc
- For lifed materials the Date of Manufacture and Expiry date
- All temporary design changes or concession/deviation numbers
- The C of C must carry a signature of the companies approved & authorised member of the Quality department, including their company position. It is acceptable to use an electronically generated signature on the C of C.

On the occasion when authorisation is given in writing by CPL, for a supplier to ship with a concession pending (investigation in progress). The supplier must annotate the situation on the shipping documents and C of C, along with a copy of said CPL '*authority to ship*' document.

When the product has additional information in the form of tests &/or reports &/or process certificates &/or control reference numbers, all these documents must be referred to in the C of C; with the original documents being retained by the supplier. Especially with respect to Special processes, such as Plating, Painting, Heat treatment. Welding etc.

If corrective work has been carried out on a supplied product the C of C must carry a statement reflecting the work that has been carried out and referencing the CPL document numbers i.e. Return to Advice (RAN) &/or Non-Conformance Action Report (NCAR)

If the CPL contract/PO requires multiple copies of a C of C then duplication of all supporting documentation is also required.

Lifed Product
Where a product has a limited shelf life the product must have at least 80% of specified life remaining at the time of receipt at CPL.

Traceability, FIFO Stock control

A supplier to CPL is responsible for establishing & implementing a material control system that enables traceability from base material through the manufacturing process up to despatching to CPL. The supplier's traceability system is to ensure batch or serial numbering is maintained as a positive traceable identification throughout manufacturing & assembly.

The suppliers product identification and control system to be sufficiently comprehensive, enabling correct sequence control of material ensuring 'First in First Out' (FIFO) activity, can be clearly perceived. Any inspection & test status to be stored & be easily obtainable from the designated system. The identification system must be linked to all necessary processes & or base material certificate/information. When material is segregated it must be clearly identified on the system along with the process status clearly identified on the product.

The supplier is responsible for validating all incoming material (whether self purchased or free issued) to required specifications including all required documentation. The supplier to ensure that any physical material ID, is clearly legible and maintained on any part material sections/pieces as necessary.

There will be occasions when CPL request full traceability of material back to the original manufacture of a product/material. Where suppliers buy in product/material from sub tier suppliers, it is the tier one supplier's responsibility, to flow down the relevant requirements to the sub tier suppliers.

If the supplier is using lifed product (product that has limited life span) it is essential that the suppliers system has sufficient control to prevent use of any expired lifed material.

Packaging, Handling, Shipment Documentation

Suppliers are responsible for packing any supplied product to good commercial practises, ensuring there is no degradation during delivery to required destinations.

When a supplier receives components for processing from CPL, that are at risk of damage due to the inadequate packing used by CPL, the supplier must inform CPL's Quality Department immediately.

A supplier to establish procedures to control (and not limited to) product identity, preservation, suitable storage and safe handling during the suppliers responsible life cycle of the concerned product. This also applies to free issue material supplied by CPL.

Any special precautions or requirements for handling/shipping hazardous/sensitive material shall be understood & implemented by suppliers in an appropriate manner. Any warning/instruction labels must be clearly and robustly attached to relevant packaging.

The supplier to support when required, correct and adequate material segregation preventing cross mixing of commercial & aerospace (specialist) material.

The supplier is responsible for adequately marking all container/packaging with appropriate lifting, loading and shipping information, ensuring all necessary documentation is clearly identified and appropriately attached/included with the shipped product/material to arrive intact at CPL.

When choosing materials for packaging, CPL advocate that Recyclable &/or Biodegradable materials to be used where ever possible. If the order is for a significant order quantity, spread over several deliveries, CPL would welcome a discussion on options for utilising '***REUSABLE***' packaging for the contract.

Cambridge Precision's Environmental policy

To conserve and protect the environment, by operating in a practical and responsible manner throughout our business. To operate a minimal waste policy where ever possible, with respect to renewable, reusable and recyclable materials, energy and utilities. To comply with and support current legislation, consents and customer requirements to protect our environment and natural resources.

CPL's intent to produce products in an environmentally friendly manner, to support legislation in the control, throughout our supply chain, in preventing the use of banned substances as per RoHS and REACH directives plus agreements held with customers.

To reduce the impact to the environment by controlling levels of energy usage in manufacturing processes and site services, by managing utilities, energy usage plus recycling and/or the responsible disposal of waste materials produced by CPL

CPL would like to extend this policy where practicable through out our Supply Chain.

Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH)

New European Union (EU) legislation known as **REACH** came into effect on 1st June 2007 in all of the Member States of the EU, as well as Norway, Iceland and Liechtenstein. This is a wide-sweeping legislative act regarding the use of chemicals which applies and affects companies both in and out of the EU. All registrations are dealt with by the European Chemicals Agency (ECHA) based in Helsinki.

CPL fully supports the intent of the REACH regulation. Its purpose is to protect the environment and people residing within the EU through improved management of the effects and usages of chemicals. This includes the possibility of prohibiting, restricting or removing the most hazardous ones from the market.

As an overview: 'REACH' requires the compulsory registration of all substances that are sold, imported, manufactured or used in quantities exceeding 1 metric tonne per year within the EU. If a company is a manufacturer, importer or user of ANY chemical substances either on their own, contained within a preparation (mixture) or within a product it makes, then REACH shall be applicable.

If as a supplier to CPL you have any questions relating to REACH please contact our Purchasing representative.