



# QUALITY REQUIREMENTS FOR SUPPLIERS

## PROCEDURE SSW-P283

### 1 PURPOSE

To set a minimum Quality Systems Requirement that suppliers are expected to operate within in order to prevent non-conformities in process or product and to provide evidence of control, with satisfactory levels of customer service.

### 2 SCOPE

This procedure applies to all goods and services that may affect quality.

The requirements of this document are contractually binding on the supplier accepting an S.S.White Technologies UK Ltd purchase order.

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

### 3 APPROVAL REQUIREMENTS

Suppliers shall design / manufacture / service / release / deliver all products in accordance with the purchase order and all requirements identified on it.

All products shall be manufactured strictly and in accordance with the purchase order. Delivering incomplete products is only permissible if specified on the purchase order.

### 4 GENERAL

S.S.White Technologies UK Ltd is dedicated to continuous improvement in the quality and integrity of its products. This can only be achieved with a commitment to quality from its suppliers.

Suppliers shall only accept agreements and instructions in writing, e.g. purchase orders.

All communication and documentation are to be in English.

S.S.White Technologies UK Ltd will only select those suppliers who fully accept responsibility for the quality of the products and services they supply. They can demonstrate this through the quality systems they operate and in their delivery performance.

The supplier shall have defined responsibilities for personnel engaged in work affecting quality. There shall be a management quality representative with sufficient resources to ensure that the requirements of this standard are maintained, regardless of other responsibilities.

S.S.White Technologies UK Ltd must be notified of changes in company ownership, change of premises, senior management and organisation structure, quality representative, and change of external providers/planned



work transfers.

The supplier shall notify S.S.White Technologies UK Ltd of any changes to the product, process, sub-supplier and facilities that affect the Quality and/or product fit or function of components/material delivered to S.S.White Technologies UK Ltd.

S.S.White Technologies UK Ltd will monitor suppliers using a Supplier Scorecard; where the supplier consistently fails to meet the required rating, they will be asked for written corrective action. Further action may be taken if the supplier fails to meet the rating.

The supplier must ensure that no counterfeit parts are used.

## 5 QUALITY MANAGEMENT SYSTEM

Approval by an appropriately accredited third-party certification body to ISO 9000 series standards represents all suppliers' minimum preferred Quality Management System. Where the supplier has AS9100, the supplier shall permit access to the OASIS and, if applicable, access to the NADCAP database.

Notification of any change in Certification, registration, or accreditation must be received within 48 hrs.

Objective evidence must be available to demonstrate compliance with the requirements of this document and the S.S.White Technologies UK Ltd purchase order.

The supplier shall ensure that quality systems procedures are available to all personnel, customers and relevant authorities as necessary.

The supplier must demonstrate regular and planned audit and corrective action management.

Where appropriate, the following items are included in the purchase documents:

Requirements for design, test, inspection, verification (including production process verification, use of statistical techniques for product acceptance), and related instructions for acceptance by CMC and, as applicable, critical items including key characteristics;

Requirements for test specimens (e.g., production method, number, storage conditions) for design approval, inspection, investigation and auditing.

The supplier shall ensure that all company members are aware of the following.

- a) Their contribution to product or service conformity.
- b) Their contribution to product safety.
- c) Their importance of ethical behaviour.

## 6 PURCHASE ORDER REVIEW

The supplier shall ensure that orders/contracts are reviewed to establish that the requirements are satisfactorily defined and that the supplier can meet those requirements. Evidence of these reviews shall be maintained.

The delivery date on the Purchase order will be considered accepted by the supplier unless the supplier sends an order acknowledgement with a revised delivery date.

If any sub-tier subcontract is required, the supplier must ensure that all S.S.White Technologies UK Ltd purchase



order conditions, including this requirement, are cascaded to the subcontractor. The S.S.White Technologies UK Ltd supplier is responsible for ensuring that the product conforms to all specifications and maintaining all records of manufacture and inspection.

The supplier shall have documented evidence of the review of any subcontractor and their suitability for use. The supplier shall ensure the flow down of all contract/design & test requirements to their subcontractor and shall ensure control and verification of all characteristics of the product/processes supplied.

S.S.White Technologies UK Ltd shall be allowed to verify at source or upon receipt that purchased products conform to specified requirements. 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.

## **7 IDENTIFICATION AND TRACEABILITY**

Where requested, traceability returning to raw materials must be possible for each batch, with C of C's or an applicable Certificate being supplied from each supplier for their goods. This is a **MANDATORY** requirement from S.S.White Technologies UK Ltd, Aerospace customers.

Where applicable, the supplier must ensure that all certification is received and is fully traceable, including all chemical and mechanical properties.

Suppliers will maintain procedures for identifying the product during all stages of manufacture and shipping. Suppliers must provide a C of C with each batch. Suppliers will ensure manufacturing processes are carried out under controlled conditions and in a suitable environment. The product shall be identified throughout the manufacture to indicate the inspection and test status.

## **8 PROCESS CONTROL**

Adequate, well-maintained facilities shall be provided to enable products to be consistently produced in accordance with the requirements of the S.S.White Technologies UK Ltd order.

The supplier will have a good Foreign Object Debris (FOD) prevention system.

Any process specified on the drawing or engineering specification shall be completed. Suppliers must not omit any part of any specification except when defined on the purchase order.

The Supplier shall select monitoring and measuring equipment with a minimum accuracy ratio of 4 to 1 (product tolerance to equipment tolerance) unless otherwise specified.

All parts supplied to S.S.White Technologies UK Ltd shall be identified in accordance with S.S.White Technologies UK Ltd's requirements of drawings/specifications on the purchase order.

## **9 CONTROL OF NONCONFORMING PRODUCT**

The supplier shall have no discretionary power to depart from the specification requirements.

All suppliers will maintain procedures to control non-conforming products and prevent inadvertent use. These shall include methods for identifying, segregating, evaluating, documenting and disposing of the product. Repaired and reworked products shall be re-inspected to confirm conformity with specification requirements.

Where the supplier has any reason to suspect nonconformance of any delivered product, they must



immediately notify S.S.White Technologies UK Ltd.

Any scrap components shall be clearly identified, segregated, and physically damaged beyond repair, and any part markings removed before disposal by the supplier.

## **10 DELIVERY**

A Certificate of Conformity must accompany supplied goods to S.S.White Technologies UK Ltd where specified on the purchase order. This shall include a statement of conformity individually signed by an authorised signatory.

For all raw materials, cast / batch numbers, mill certificates, test reports, and results shall also be supplied when specified on the purchase order.

The supplier shall ensure the completion of all purchase order requirements before delivery, including all processes. Deliveries of goods not fulfilling the purchase order requirements will not be accepted.

## **11 REJECTIONS AFTER DELIVERY**

If the Supplier suspects a faulty product has been delivered, they must notify S.S.White Technologies UK within 24 hours.

The supplier shall be notified of nonconforming supplies found after delivery.

Where a nonconformance arises relating to a supplied product or service, it will be investigated and recorded on an "RPR" (Reject Product Report).

The relevant Manager or Quality Engineer will contact the supplier to register the problem. A copy of the "RPR" will be sent to the supplier containing details of the problem and requesting their proposed corrective/preventive actions and root cause.

The supplier shall acknowledge receipt of the complaint/rejection and report their findings, corrective action and effective dates to S.S.White Technologies UK Ltd within 14 days. Failure to improve or respond positively may result in their removal from the "PREFERRED SUPPLIERS" list.

All corrective actions need to be documented & a 100% inspection must be carried out on the following three deliveries.

## **12 RIGHTS OF ACCESS**

Authorised S.S.White Technologies UK Ltd representatives, its customers and other regulatory authorities shall not be unreasonably refused permission to access the supplier's premises at mutually agreed times to surveil the supplier's quality system and product verification when necessary.

## **13 Control of Documents**

Documents must be legible, identifiable and retrievable.

Changes to documents (e.g. work instructions, travellers, routers, test reports, shipping documents) shall be recorded, traceable



Documents must be stored in a manner to avoids deterioration.

Documents relating to Aerospace must be kept for the project's life of +10 years.

APPROVED BY:  
Barry Martin - Quality Manager

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