



# **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 SS White Technologies UK Ltd purchase order.

These requirements are additional to the Purchase Order and do not replace or alter any of the terms and conditions covered by the order, or other contractual requirements. If there is 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 accordance with the purchase order. The delivery of incomplete product is not permissible unless specified on the purchase order.

### **4 GENERAL**

SS White Technologies UK Ltd is dedicated to continuous improvement in the quality and integrity of its products and this cannot be achieved without a commitment to quality from its suppliers.

SS White Technologies UK Ltd will only select those suppliers who fully accept responsibility for the quality of products and services they supply, and 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.

SS White Technologies UK Ltd MUST be notified of changes in company ownership, change of premises, senior management, and organisation structure or quality representative.

The supplier shall notify SS White Technologies UK Ltd of any changes to product, process, sub supplier and facilities, which affect SS White Technologies UK Ltd components.

SS 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. If the supplier still fails to meet the rating, further action may be taken.

## **5 QUALITY MANAGEMENT SYSTEM**

Approval by an appropriately accredited third party certification body to ISO 9000 series standards represents minimum preferred Quality Management System for all suppliers.

Objective evidence must be available to demonstrate compliance with the requirements of this document and the SS 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 be able to 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 acceptable), 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.

## **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 has the capability to meet those requirements. Evidence of these reviews shall be maintained.

If any sub-tier subcontract is required it is the supplier's responsibility to ensure that all SS White Technologies UK Ltd purchase order conditions, including this requirement, are cascaded to the subcontractor. It is the responsibility of the SS White Technologies UK Ltd supplier to ensure that the product conforms to all specifications and to maintain all record 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.

SS White Technologies UK Ltd shall be afforded the right 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, full 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 SS 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 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 SS White Technologies UK Ltd order.

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

All parts supplied to SS White Technologies UK Ltd shall be identified in accordance with SS White Technologies UK Ltd 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 product and prevent inadvertent use. These shall include methods for identifying, segregating, evaluating, documenting and disposing of the product. Repaired and reworked product 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 SS White Technologies UK Ltd.

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

## **10 DELIVERY**

A Certificate of Conformity must accompany supplied goods to SS 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 number, mill certificates, test report and results shall also be supplied when specified on the purchase order.

The supplier shall ensure completion of all requirements of the purchase order prior to delivery including all processes. Deliveries of goods that do not fulfil the purchase order requirements will not be accepted.

## **11 REJECTIONS AFTER DELIVERY**

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 supplier will be contacted by the relevant Manager or Quality Engineer to register the problem and 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 SS White Technologies UK Ltd within 14 days. Failure to improve or respond positively may result in their removal from the "PREFERRED SUPPLIERS" list.



## **12 RIGHTS OF ACCESS**

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

## **13 Control of Documents**

Documents must be legible, identifiable and retrievable.

Documents must be store in a manner to avoid deterioration.

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

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| APPROVED BY:<br>Barry Martin - Quality Manager | DATE:<br>MAY 2015 |
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