SUPPLIERS QUALITY ASSURANCE REQUIREMENTS

BNGSQAR01

This document defines the Supplier Quality requirements for:-

- Britten-Norman Aircraft Limited
- BN Aviation
- BN Defence
- BN Aerosystems

The above referenced organisations are defined as 'Britten-Norman' in this document.

1. Britten-Norman Quality Policy

It is Britten-Norman's aim to provide high quality products and a professional and efficient service to ensure that all of the requirements and expectations of its clients are met or exceeded. The achievement of this aim will result in securing efficiency, a strong customer focus and enhancement of long-term sustainability and profitability within the Company.

The Senior Management Team will show leadership and commitment, and ensure through communication, engagement, practical example and training that the importance of Quality, within the Business Management System, is understood throughout the Company. They will bear the responsibility for establishing, implementing, integrating and maintaining the Quality Management System and will undertake to ensure sufficient resources are made available within the Company to achieve this.

Through direction and support, each employee will have a proper understanding of the importance of the Quality Management System, their responsibility to contribute towards its effectiveness, and its direct relevance to the success of the Organisation.

The Company has a policy of promoting continual improvement and setting Quality Objectives in line with the framework laid down within the ISO 9001:2015 Standard and our statutory, regulatory and business requirements. These objectives will address the risks and opportunities within the Company as determined by the Senior Management Team.

The Quality Management System will be monitored, measured, audited, evaluated and enhanced regularly under the Senior Management's direction, with regular reporting and communication of the status and effectiveness to all levels.

This policy will be reviewed regularly to ensure it remains appropriate to the purpose and context of our organisation, and continues to support our strategic direction.

W A Hynett OBE FRAeS
Chief Executive

2. Purpose

This document defines the quality requirements for Britten-Norman Purchase Orders. The requirements of this document shall constitute a contractual obligation on behalf of suppliers unless otherwise specified in the Purchase Order. In this way we aim to prevent non-conformities, maximise on-time delivery, and provide evidence of effective Supplier management, with a good level of customer service.

Organisations included on the Company Approved Suppliers List shall automatically be approved for supply to Britten-Norman. This will only apply where the supplier's scope of approval allows.

If the supplier has any concerns about these requirements, they are to contact Britten-Norman Quality or the applicable Purchasing departments prior to performing any work. All correspondence shall be in a written format.

3. Supplier Approval Policy

Britten-Norman aims to provide its customers with products and services which meet or exceed their requirements. Britten-Norman can only meet these requirements by using reliable and trustworthy suppliers with a firm commitment to quality. Britten-Norman will only select suppliers who fully accept responsibility for the quality of the products and services they supply, and can demonstrate this through the quality management systems they operate, their delivery performance and the quality of their products.

Acceptance of a Britten-Norman contract or Purchase Order indicates acceptance of the requirements of this SQAR document.

Britten-Norman shall provide the following to all suppliers and potential suppliers during the application for approval process:

1. Supplier Quality Assurance Desktop Audit Questionnaire.

2. Access to 'Supplier Quality Assurance Requirements' document (BNGSQAR01) and, where required, copies of drawings and Design Specifications (BNDS).

Britten-Norman maintains a database of approved suppliers who meet (and agree to continue to meet) the requirements defined by this document, from whom the Purchasing Department is authorised to purchase against. Unsatisfactory supplier performance can result in their removal from the database.

Britten-Norman shall systematically review all suppliers for their continued ability to meet the requirements of this document.

Objective evidence of suppliers' compliance will normally be accommodated by an on-site audit by our quality assurance department, a specialist or both. The frequency applied will be dependent on quality performance which is based on the number and type of non-conformances raised. Evidence of a third party accreditation or valid National Aviation Authority (NAA) approval is considered a pre-requisite. Britten-Norman Quality Assurance, at its discretion may honour second and third party AS9100/ISO 9001 audits, provided that the scope of the audit performed by the second or third party correlates with the type of product being delivered to Britten-Norman. But this process will normally be conducted on-site during routine surveillance.

4. General Quality Requirements

The supplier, through an arranged visit, shall afford the right of access to Britten-Norman, its customers, and the CAA/EASA or MoD representatives (as the regulatory body) to verify that the purchased product / service conforms to Britten-Norman specified requirements at the Suppliers' premises. When supplying parts or sub-contracted services for military aircraft, all requirements of this contract may be subject to Government Quality Assurance (GQA). You will be notified of any GQA activity to be performed.

Organisations performing sub-contracted "on-aircraft" maintenance on military aircraft are required to comply with those parts of MRP-145 relevant to the subcontracted work and will be subject to an annual audit (by arrangement) by the BN Quality Department.

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

Britten-Norman must be notified in writing of any proposal to carry out any of the following changes before such changes take place. This will enable Britten-Norman to determine continued compliance with BNGSQAR01 and internal Supplier Management formalities, except that in the case of proposed changes in personnel not known to the management beforehand, these changes must be notified at the earliest opportunity:

1. The name of the organisation.

2. The main location of the organisation.

3. Additional locations of the organisation.

4. The Accountable Manager / Managing Director.

5. Any member of the senior management team associated with the contacted work or order.

6. The facilities, equipment, tools, material, procedures, work scope or certifying staff that could affect the approval.

The supplier must ensure that the requirements of this standard are met and that the products and services supplied to Britten-Norman conform to the specified requirements.

The suppliers' system shall demonstrate recognition of the quality requirements associated with the order and an organised approach to satisfy these requirements by ensuring that they are defined and implemented throughout all phases of the order process.

The supplier is not permitted to sub-contract any work in support of a Britten-Norman contract or purchase order without the written approval of the Quality Assurance Department. The Quality Department shall have the right to review and audit any proposed second tier suppliers prior to acceptance of the sub-contracting arrangement.

5. Material Supply and Receipt

Britten-Norman will, when required, supply raw materials for parts manufactured to company supplied drawings. Should any discrepancies exist between material specifications supplied and the requirements of the drawings it must not be automatically assumed that the material supplied is an approved alternative. Reference must be made to the Quality Assurance Manager, or his nominated representative, for clarification.

By prior agreement only with Britten-Norman, the supplier may be permitted to use material of his own supply. This is on the condition that the supply must originate from either a Britten-Norman approved Material Manufacturer or Stockist. Alternatively ordered material may be delivered directly to the supplier from the material supplier. These arrangements will be defined in the purchase order.

Britten-Norman requires all suppliers release documents to make reference to:-

1. The Materials Specification used.

2. The Britten-Norman Material Batch (where applicable).

3. The Material Heat Treatment condition (where appropriate).

4. The incoming Release Document No. for the material.

5. All items received from an Approved Stockist must be accompanied by its original approved documentation, or a certified true copy.

Goods supplied to the supplier are supplied only for work carried out against Britten- Norman purchase orders. The goods must be stored in a suitable Bonded Stores area, labelled and segregated to ensure that it is used only for Britten-Norman product.

Any goods that are supplied by Britten-Norman that are damaged, lost or unsuitable for use must be recorded and reported to the applicable Britten-Norman Purchasing Department and should be stored in a quarantine store until dispositioned.

All goods intended for use in Britten-Norman products shall be verified upon receipt that it is correctly identified and received in an undamaged condition. To this end, suppliers must use suitable packaging and delivery methods to ensure the product arrives at Britten-Norman premises in good condition.

6. Product Manufacture, Control, Identification and Traceability

The supplier is required to have a procedure for identifying the product at all stages of manufacture, inspection and shipping.

Full traceability back to raw materials / manufacturers' records must be possible for each batch, with Certificates of Conformity (or an applicable Release Certificate) being supplied from all second tier suppliers, for their goods. Suppliers must provide a Certificate of Conformity with each batch. This is a mandatory requirement.

The product must be clearly stage certified and properly identified throughout the manufacturing process to indicate the inspection and test status (i.e. awaiting inspection, serviceable or unserviceable). Products of different inspection and test status must be clearly segregated.

The position of identification markings, including inspection marking and the method by which they are applied are shown on the relevant drawings or within BNDS 2. It is also essential that where the individual identity of the part has to be preserved during manufacture, a system exists to ensure the transference of marking from one surface to another as the part progresses.

The supplier will have suitable procedures to ensure that all personnel affecting quality are competent, and able to carry out their duties. Personnel shall be suitably qualified based on appropriate education, experience and training. Training Records shall be clearly maintained to identify individual's responsibilities and authorisations.

Suppliers who handle product containing electronic components must have suitable procedures to minimise the risk of ESD. This includes the use of suitable packaging and delivery methods to ensure the product arrives at Britten-Norman premises in good condition.

7. Inspection and Test

Britten-Norman will provide the supplier with special tools, fixtures or interchangeability gauges as required when the order is placed. The supplier is expected to provide all standard equipment.

The supplier is responsible for maintaining and periodically checking all equipment loaned by Britten-Norman and returning it in good condition on the completion of the order or when calibration becomes due.

The supplier must have sufficient and adequate generic inspection, measuring and test equipment to verify that the product conforms to specifications.

Each piece of test equipment must be uniquely identified and supplier furnished precision measuring equipment calibrated to standards that are traceable to national standards.

Each item of equipment must have a record of frequency of calibration, check method and result.

Before final acceptance of parts, assemblies or components on which concessions have been granted; the supplier's quality organisation must ensure that the concession number is marked on the items adjacent to the Part No. prefixed by the symbol 'C'. The method of marking must be the same as for the identification marking shown on the relevant drawing.

8. Process Monitoring and Control

The supplier shall conduct planned quality audits focused on Britten-Norman products to verify the correct operation of procedures and the effectiveness of their quality system. Records of these audits should be retained and made available to the Britten-Norman Quality Engineer during planned audit or other relevant visits.

9. Corrective Actions and Rejection Notes

The supplier shall maintain documented procedures for corrective actions to prevent the recurrence of non-conforming product, and for ensuring that the actions are effective. The procedures shall include 100% inspection while the causes are investigated and the corrective actions implemented.

The supplier shall have procedures to control non-conforming product and to prevent inadvertent use. This shall include methods for identifying, segregating, evaluating, documenting and disposal / rectification. Repaired or reworked product shall by definition be classified and managed consistent with the concession process. Validation of conformity by way of re-inspection and marking consistent with paragraph 6 is considered essential. In addition the product shall be clearly labelled as repaired or reworked. Reference to concession or production permits shall be made on the product release certificate.

The supplier must report to BN any quality or safety occurrences that potentially affect any delivered product.

Britten-Norman requires that all supplies shall comply with their order/drawing or specification requirements and failure to satisfy these requirements normally involves rejection. However, in certain circumstances, the suppliers' quality organisation may be authorised by Britten-Norman concession action to accept parts which, although they fail to meet the stipulated requirements, are considered serviceable.

Application for concessions must be submitted to the Quality Assurance Manager at Britten-Norman. Concession forms are available by direct request to the applicable Quality Assurance Department.

In the event of corrective action being required of a supplier, Britten-Norman raises an internal Rejection Note. This form will generate communication with the supplier in one of two ways, depending upon the type of rejection:

1. Supplies of parts with insufficient or incorrect release documentation will be rejected. (N.B. The purchase order number must be quoted on release certificates to ensure correct acceptance of goods). Regarding these cases of rejection, the supplier is required to forward the correct documentation within one working week.

2. Supplies of parts rejected for reasons other than documentation will result in a Non-Conformance Report (NCR) being raised on the supplier by the applicable Quality Assurance Department. The supplier must respond to this NCR within the target date(s) indicated on the NCR, detailing the containment and initial corrective actions taken, the root cause of the non-conformance and actions taken to prevent reoccurrence. Notes for guidance will be provided on each NCR.

Suppliers shall not scrap non-conforming product made from Britten-Norman supplied material or parts without written authority from the applicable Quality Assurance Department.

Britten-Norman may carry out audits on suppliers at a frequency determined by Britten-Norman Quality. This frequency shall depend upon the risks associated with the products or services provided. Where non-conformities are identified Britten-Norman Quality shall raise a formal non-conformance report (NCR). The supplier is required to respond to the NCR within the following timescales:

1. NCR Level 1 (Major) – 5 days

2. NCR Level 2 (Minor) – 30 days

Note: *In all cases the supplier shall document the following actions: Containment & Initial Corrective Action; Root Cause Analysis; Preventive Action.*

10. Quality Records and Documentation Control

The supplier will maintain a documented procedure to ensure controlled distribution of all documents relating to the requirements of this Procedure.

All obsolete documents must be removed from circulation.

The control and issue of purchase orders, drawings and specifications issued by Britten-Norman shall be covered by this procedure, which shall ensure that these documents are available to the quality organisation and are kept confidential and in a controlled manner.

All inspection records are to be kept and maintained as required in a dry secure store away from hazardous areas and in such a way as to minimise the risk of fire damage. Records are to be kept for no less than 7 years from the date of issue of the related Certificate of Conformance or Authorised Release Certificate.

Data that is considered essential for continuing airworthiness should be kept throughout the operation life of the product, part or appliance. Any such data must not be destroyed during or after this period without prior written approval from Britten-Norman.

Examples of this data are:

1. Work Record Cards.

2. Release Notes.

3. Concessions/ Production Permits.

4. Certification Records.

5. Test Results/ Reports.

11. RELEASE AND DELIVERY REQUIREMENTS

All supplies submitted to Britten-Norman must be conveyed under cover of a release certificate in accordance with the requirements of the Britten-Norman Purchase Order.

The release certificates must correctly define the supplies to which they relate, together with endorsements to cover processes such as heat treatments, non-destructive testing, pressure testing etc, which have been carried out, and by which company if not the supplier, together with test reports as appropriate. Where applicable release certificates shall also state product life, cure date, overhaul period etc…

Release Certificates from suppliers shall bear the following (or similar) printed certification:

1. Certified that the goods listed hereon have been inspected and tested and, unless otherwise stated, conform to the full requirements of the order. Furthermore, the raw materials and/or parts used have been obtained from approved sources supported by Release Notes/Certificates.

2. Suppliers retaining EASA/CAA approval including Part 145 and Part 21 must supply documents as appropriate in accordance with current regulations, e.g. EASA Form 1.

3. When returning supplies previously rejected by Britten-Norman, the supplier must indicate on the accompanying release certificates whether the supplies have been re-worked, repaired or returned without actions, referring also to the applicable Britten-Norman Rejection Note No.

The supplier will have suitable procedures and facilities to ensure that all products are stored, packaged, handled and delivered in a suitable manner to prevent loss, damage or deterioration.

Hazardous product, product with limited shelf life and product with special storage or handling instructions must be clearly marked on each container to indicate the restrictions or limitations of use.

Products are to be supplied to Britten-Norman with a minimum of 75% usable life left. This includes but is not limited to:

1. Shelf life

2. Finite Life (hours or calendar based)

3. Time to next overhaul (hours or calendar based)

Note: *Products that have less than 75% useable life remaining may be supplied with written agreement from Britten-Norman.*

11. Supply of Articles Containing Restricted Chemicals (REACH)

The European Regulation (EC 1907/2006) regarding the Registration, Evaluation, Authorisation, and Restriction of Chemicals (REACH) came into force on the 1st of June 2007, replacing a number of European Directives and Regulations with a single system.

Under this regulation the identification of a substance of very high concern (SVHC) and its inclusion on the European Chemicals Agency (ECHA) candidate list of SVHC, creates certain legal obligations for the importers, producers and suppliers of articles containing such substances.

In general terms an SVHC is a substance meeting one or more of the following criteria:

1. Class 1 or 2 carcinogen, mutagen, or toxic for reproduction (CMR).

2. Substance which is PBT (persistent, bio-accumulative and toxic) or vPvB (very persistent and very bio-accumulative) in accordance with Annex III of REACH.

3. Other substances for which there is evidence of equivalent degree of concern (e.g. endocrine disruptors).

Article 33 of the REACH Regulation, states that any supplier of an article containing an SVHC on the candidate list in a concentration above 0.1 % by weight, has the duty to provide the recipient of such an article with sufficient information to allow its safe use.

The REACH Candidate List Table is available at https://echa.europa.eu/candidate-list-table.

To that end it is requested that you notify Britten-Norman in writing, should any articles that you supply to the company fall within the above legal requirements. Further guidance is available at https://echa.europa.eu/documents/10162/13632/articles_en.pdf.

12. Avoidance of Counterfeit Materiel

Suppliers shall implement an appropriate strategy to ensure that materiel supplied to Britten-Norman that is intended for use in an aircraft or airborne system, is not counterfeit or suspect counterfeit (see DefStan 05-135 or ISO12931for further guidance). Such counterfeit materiel includes but is not limited to:

1. An unauthorised copy or substitute of an Original Equipment Manufacturer (OEM) item.

2. An item that is not traceable to the source of supply sufficiently to ensure authenticity in OEM design and manufacture.

3. An item that is supplied with forged documentation or documentation that has been modified without proper authorisation from the certifying authority.

4. An item that does not contain proper external or internal materiel or components required by the OEM, or is not constructed in accordance with the OEM design.

5. An item that has been re-worked, re-lifed, re-marked, re-labelled, repaired, refurbished, or otherwise modified from OEM design, but not disclosed as such or is represented as OEM authentic or new.

6. An item that has not passed successfully all OEM required testing, verification, screening, and quality control processes.

Where a supplier suspects, becomes aware, or it is confirmed that materiel that has been supplied to Britten-Norman is counterfeit; the supplier shall promptly notify Britten-Norman. Such items shall be impounded and investigated by Britten-Norman and immediately replaced with a verifiable genuine item by the supplier, at their cost.

The supplier shall assist Britten-Norman with any investigation at the supplier's expense.

The supplier shall be responsible for procuring authentic items from its subcontractors and shall ensure that all such subcontractors comply with the requirements of this policy.

Britten-Norman will report and surrender any materiel that has been confirmed as counterfeit, to the appropriate authority.