

SUPPLIERS QUALITY ASSURANCE REQUIREMENTS



BNGSQAR01



This document defines the Supplier Quality requirements for:-

- B-N Group
- Britten-Norman Aircraft Limited
- BN Aviation
- BN Defence
- BN Resources
- BN Logistics
- BN Aerosystems
- BN Aero Components

The above referenced organisations are defined as B-N Group in this document.

1 PURPOSE

This document defines the quality requirements for B-N Group Limited (BNG) 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 nonconformities, maximise on-time delivery, and provide evidence of control, with a good level of customer service.

Companies included on the Group Company Approved Suppliers list shall automatically be approved for supply to B-N Group Limited (BNG). This will only apply where the supplier's scope of approval allows.

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

All statements precluded by a bullet point are mandatory requirements.

2 SUPPLIER APPROVAL POLICY

B-N Group aims to provide its customers with products and services which meet or exceed their requirements. B-N Group can only meet these requirements by using reliable and trustworthy suppliers with a firm commitment to quality. B-N Group 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.

The letter of approval issued by B-N Group will detail the Scope of Approval of the supplier. These requirements will be established by the B-N Group Quality Department after the evaluation of supplier information or as a result of an audit visit or desk top review. Approval of a supplier will be confirmed by a letter which will confirm the scope of approval or issue of an approval certificate and the certification requirements for inspection.

Acceptance of a B-N Group contract or Purchase Order implies acceptance of the requirements of this SQAR document.

B-N Group 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).

B-N Group 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.

B-N Group shall systematically review all suppliers for their continued ability to meet the requirements of this document.

Objective evidence of suppliers' compliance, either by submittal of requested evidence, or evidence of a third party accreditation, may be acceptable for the purpose of re-survey, but will not preclude the use of on-site evaluations or other review methods. BNG 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 B-N Group. B-N Group reserves the right to perform additional assessments if deemed necessary.

3 GENERAL QUALITY REQUIREMENTS

- The supplier, through an arranged visit, shall afford the right of access to B-N Group, its customers, and the CAA/EASA or MoD representatives (as the regulatory body) to verify that the purchased product / service conforms to B-N Group specified requirements at the suppliers' premises.
- 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.
- B-N Group must be notified in writing of any changes in Company ownership, senior management, and organisation structure or quality representative.
- The supplier must ensure that the requirements of this standard are met and that the products and services supplied to B-N Group conform to the specified requirements.
- The suppliers' system shall demonstrate both recognition of the quality requirements of the order and an organised approach to satisfy these requirements by ensuring that quality requirements 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 B-N Group or Group Company contract or purchase order without the written approval of the Quality 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.

4 MATERIAL SUPPLY AND RECEIPT

B-N Group will, when required, supply raw materials for parts manufactured to 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 Manager, or his nominated representative, for clarification.

By prior agreement only with B-N Group or applicable Group Company, the supplier may be permitted to use material of his own supply or alternatively ordered material may be delivered directly to the supplier from the material supplier. These arrangements will be defined in the purchase order.

- B-N Group requires all suppliers release documents to make reference to:-
 - The Materials Specification used
 - The B-N Group Material Batch (where applicable)
 - The Material Heat Treatment condition
 - The incoming Release Document No. for the material
- 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 B-N Group purchase orders. The goods must be stored in a suitable Bonded Stores area, labelled and segregated to ensure that it is used only for B-N Group product
- Any goods that are supplied by B-N Group that are damaged, lost or unsuitable for use must be recorded and reported to the applicable B-N Group or Group Company Purchasing Department and should be stored in a quarantine store until dispositioned.
- All goods intended for use in B-N Group products shall be verified upon receipt that it is correctly identified and received in an undamaged condition.

5 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 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 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 B-N Group premises in good condition.

6 INSPECTION AND TEST

B-N Group will provide the supplier with special tools, fixtures or interchangeability gauges. The supplier is expected to provide all standard equipment.

- The supplier is responsible for maintaining and periodically checking all equipment loaned by B-N Group and returning it in good condition on the completion of the order.
- The supplier must have sufficient and adequate inspection, measuring and test equipment to verify that the product conforms to specifications.
- Each piece of test equipment must be uniquely identified and be 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.

7 PROCESS MONITORING AND CONTROL

- The supplier shall conduct planned quality audits to verify the correct operation of procedures and the effectiveness of their quality system. Records of these audits should be retained.

8 CORRECTIVE ACTIONS/ 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 must 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 be re-inspected to verify conformity and shall be clearly labelled as repaired or reworked.
- In the event of corrective action being required by a supplier, B-N Group shall issue a Rejection Note. This form must be actioned within 10 working days of receipt. The supplier must formally advise B-N Group or applicable Group Company of the causes, actions being taken and implementation date.
- Supplies of parts with insufficient or incorrect release documentation will be rejected. The purchase order number must be quoted on release certificates to ensure correct acceptance of goods.
- B-N Group 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 B-N Group 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 Manager at B-N Group or the applicable Group Company. Concession forms are available by direct request to the applicable Quality Department.
- Suppliers shall not Scrap non-conforming product made from B-N Group supplied material or parts without written authority from the applicable Quality Department.

9 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 B-N Group 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 B-N Group.

Examples of this data are:

- Work Record Cards
- Release Notes
- Concessions/ Production Permits
- Certification Records
- Test Results/ Reports

10 RELEASE AND DELIVERY REQUIREMENTS

- All supplies submitted to B-N Group must be conveyed under cover of a release certificate in accordance with the requirements of the B-N Group 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.
- Release Certificates from suppliers shall bear the following (or similar) printed certification:

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.

- 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.
- When returning supplies previously rejected by B-N Group or Group Companies, 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 B-N Group Rejection Note No.
- The supplier will have suitable procedures 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.