



# AVPE Supplier Quality Contract Requirements AVPE Ref No. AVPE 25

**Warning**

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## 1.0 Scope

- 1.1 This document details the requirements to be satisfied by the suppliers to AVPE Limited (hereinafter referred to as AVPE). AVPE requires that each supplier must comply with the quality requirements set forth within this document and to maintain a Quality Management System that ensure materials, goods and services comply with all our specified requirements.
- 1.2 These contract requirements are additional to the details on our Purchase Order (which focus on product quantity, logistics, part descriptions, special references, etc.).

## 2.0 Purpose

- 2.1 To establish and confirm a supplier’s Quality Assurance requirement for AVPE for organisations supplying materials, goods and services that have a direct impact on the specification and or performance of a AVPE product.

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## 4.0 Related Documents / Terminology

The following documents are internal to AVPE and may be available upon request:

Procedure	Number Subject
AVPE 03-01/02	Purchasing (for reference only)
AVPE 13	Selection of Suppliers (Supplier Quality Questionnaire)
AVPE 08	Non Conformance (for reference only)
Form AVPE 004	Non Conformance Report (Complaints / Recall) (for AVPE use / completion)
Form AVPE 006	Supplier Assessment (for supplier completion)
AS9102/EN9102	FAIR - First Article Inspection Report (for AVPE use / completion)

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## 5.0 Approval Requirements

5.1 Suppliers shall as the terms so require, manufacture service, release and deliver all products in accordance with the purchase order and all requirements identified therein.

AVPE require its suppliers to have relevant certifications to meet AVPE customer requirements. If a test and or calibration laboratory, the supplier must be accredited by UKAS.

5.2 All products shall be manufactured strictly in accordance with the purchase order (and technical specification provided). The delivery of incomplete product / shortages is not permissible unless specified on the purchase order or by written authority of AVPE.

5.3 Material Stockists / Distributors / Franchised Distributor shall be defined by specific customer requirements.

Note: Documentation and data supplied with the purchased item shall ensure that full traceability of the purchased item is maintained, as defined on AVPE purchase order, confirming that the purchased item conforms to specification and are actually produced by the designated manufacturer (objectively).

5.4 In the event that a supplier has its accreditation withdrawn, the supplier must immediately inform AVPE in writing stating reason / status of withdrawal.

## 6.0 General

6.1 Enquiries concerning the content of this document and other referenced documents, or requests for additional copies should be referred to the purchasing representative responsible for the purchase order within AVPE.

6.2 The requirements of this document and of AVPE 13 Selection of Suppliers will be used in to provide both existing and potential suppliers with visibility of the current quality & standard requirements and expectations of AVPE contracts.

6.3 It is the policy of AVPE to manufacture and supply products and services, which result in, or contribute to, safe conditions for its customers and the end-users of such products and services. In furtherance of this policy, suppliers shall establish controls and procedures that ensure that the attention necessary for the achievement of this objective is objectively provided throughout the production in support of their products.

6.4 Suppliers are required to comply in full with the contents of this document. If a supplier cannot comply with any portion of this document, then the supplier must advise AVPE in writing. AVPE will review the supplier request and advise the supplier of the results in writing. The supplier is responsible for keeping all related documentation on file at their facility. No deviation from this document is acceptable in advance of formal agreement to do so in writing from AVPE. Such formal agreement must be retained by the supplier.

6.5 Verbal agreements are un-acceptable.

6.6 Suppliers shall provide AVPE with order acknowledgement either electronically or by hard copy.

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6.7 Suppliers shall maintain relevant specifications and other standards at the latest issue, in line with their approval and accreditations, and shall review the issue status of specifications on receipt of a purchase order and / or at least once within a six month period (particularly for repeat contracts).

**7.0 Business Quality Improvement Objectives**

7.1 AVPE is dedicated to continuous improvement in the quality and integrity of its services and to the satisfaction of its customer requirements and expectations. Supplier’s contribution to this approach through the quality and reliability of their products and services is a prerequisite.

7.2 Each supplier shall demonstrate continuous improvement based on pro-active loss-prevention, root cause analysis and effective timely corrective action.

**8.0 Organisation**

8.1 Any change to the management representative responsible for Quality Management System and / or inspection within the supplier’s organisation (or group ownership) shall be communicated to AVPE. Changes to premises shall be notified sufficiently in advance to AVPE.

**9.0 Purchase Order / Documentation Issue Control**

9.1 Purchase order amendments shall be subject to review by AVPE prior to acceptance. The review shall ensure that copies of all processes and specifications quoted within a purchase order are available, and that, where a supplier is unable to carry out any operations, approved sub-contractors must be identified.

9.2 AVPE shall be afforded the right of entry to verify at source and / or upon receipt that purchased product conforms in all respects to specified requirements. This action shall not absolve the supplier of the responsibility for the quality of the delivered product nor preclude its subsequent rejection should other quality issues arise at a later date / time.

9.3 Where the use of a sub-contractor is permitted, the identification and selection shall form a part of the initial contract review. Suppliers may consider / use a sub-contractor suitable given the following circumstances: *The sub-contractor suitable to maintain quality requirements and accreditations.*

9.4 Suppliers must reference AVPE Ref No on all purchase orders issued in support of activity for AVPE (referring their suppliers to the AVPE web-site for latest version documentation).

**10.0 Procurement of Components**

10.1 Failure of components can have major effects on airworthiness, safety, reliability, operational integrity – with related cost impact. All parts are therefore termed “controlled” and should be treated as such (bonding requirements may be appropriate and / or necessary).

10.2 Any component, which is sourced, and has the manufacturer identified on the Bill of Material (BOM) may only be purchased from that supplier or their approved agent. Suppliers must not source parts from non-approved sources.

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NOTE: Identification of a supplier on a controlled BOM does not automatically approve them for use. It is the supplier's responsibility to check that any sub-contractor is correctly approved prior to use (objective evidence for audit purposes is required).

### 11.0 Control of Non-Conforming Material

11.1 The supplier shall have no discretionary power to deviate from the specification requirements as detailed with purchase order (and supporting documentation). Concessions will only be accepted on receipt from the Supplier of a full "root cause analysis" report detailing the issues and evidence of preventative action. Parts subject to concession must not be delivered to AVPE until AVPE approves a concession.

Note: Concessions are normally only issued to suppliers when a product is non-conforming, and the non-conformance does not affect fit, form or functionality.

11.2 No rework shall be permitted on identified non-conforming product without written approval from AVPE. Manufacturing records shall clearly record the operation and the results achieved, should re-working under a concession be approved.

11.3 Where the supplier has any reason to suspect non-conformance of any delivered product, then the supplier must immediately notify AVPE.

11.4 Scraped (or non-conforming) components must be physically damaged beyond repair prior to actual disposal (to prevent mixing with conforming product of the same / similar type / model). The AVPE management representatives (or their customer) may require a report from the supplier and / or witness by inspection and of process of damage and / or disposal.

### 12.0 Rejections after Delivery

12.1 The supplier shall be notified of non-conforming supplies found after delivery. AVPE will contact the supplier and issue an NCR against the parts prior to return.

12.2 Following receipt of an NRC notification the supplier shall take immediate containment action. The action shall include 100% inspection of all supplier stock or work in progress. This containment action shall be taken within 48 hours of notification from AVPE. The supplier shall provide within 14 days an investigation into the root cause of the problem and provide corrective action to prevent recurrence. The findings, corrective action and effective date shall be reported to AVPE.

### 13.0 Supplier Monitoring

13.1 All suppliers shall monitor the quality and delivery performance of product delivered to AVPE. In addition each supplier's quality and delivery performance is continually monitored by AVPE. Suppliers whose performance does not achieve and maintain an acceptable level shall be formally notified of their supplier status and may be required to implement improvement actions accordingly.

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## 14.0 Records & Archives

- 14.1 All (Quality Management System) records held by suppliers shall be legible and identifiable to the product involved. Records shall be stored and maintained in such a way that they are readily retrievable in facilities that provide a suitable environment to minimise deterioration or damage and to prevent loss. Records shall be available for evaluation by AVPE staff for a period of 25 years.
- 14.2 Documentation and records applicable to AVPE shall not be amended with correction fluid. A single linked line shall delete any revisions and/or correction of errors and will be accompanied by an initial and date.
- 14.3 All records shall be retained by the supplier for a period of 25 years. Should a supplier cease trading with AVPE, quality records must still be maintained. If the supplier ceases trading completely, or is unable to maintain the records, AVPE must be informed so that alternate arrangements can be made to store the records.

## 15.0 Certificate of Conformance

- 15.1 A Certificate of Conformity (C of C), which shall include sufficient information to enable it to be correlated to the supplies must accompany supplies submitted / provided to AVPE. Certificates and supporting documentation will be identified by purchase order / contract number. Certificates shall include a statement of conformity individually signed by an authorised signatory of the Supplier.

Note: \*\* The Supplier shall be able to demonstrate to the satisfaction of AVPE that the nominated authorised signatory has controlled usage of the authority (with the technical competence demonstrated by qualification and experience).

- 15.2 Where the supplier utilises an automated system for generation and / or authorisation of certificates / records, then those systems shall be subject to robust management and security controls to protect the integrity of the certification process. 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. Where required, the supplier is responsible for providing a C of C that confirms that the products, processes, and/or services furnished meet the requirements for lot, of each shipment, of the AVPE purchase order. The C of C must have at a minimum the following:

- a) Consignees name and address
- b) Consignors name and address
- c) Reference number and date of the certificate
- d) Description and quantity of supplied.
- e) Related specification or drawing numbers and issue (as appropriate)
- f) Identification marks and serial numbers (as appropriate)
- g) Manufacturing lot no. or traceability reference (works order / batch number)
- h) Any limitations/shelf life expiry dates (as appropriate)
- i) Signature(s) of \*\* approval (for inspection / release)

When the purchase order and / or applicable documents does not specify a method of packaging and preservation, it is the supplier's responsibility to assure that product is

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preserved and packed using methods and materials that will assure that it arrives damage free to AVPE.

15.3 Packaging: The method of packaging must:

- a) Prevent damage or deterioration in transit
- b) Permit safe handling
- c) Assure that all necessary warnings are completely visible
- d) Assure the shipping address, supplier name, quantity, and part number are visible.
- e) Assure that the packing list, quality documents, and other important information is enclosed
- f) Securely fastened

15.4 First Article Inspection Report (FAIR)

When a FAIR is required with the goods to demonstrate compliance with all the procurement specifications detailed in the design package the following must apply: First Article Inspection Reports shall be in accordance with AS9102/EN9102.

When requested, a copy of the FAIR shall be supplied with the product. The supplier shall retain the FAIR as a quality record for a period of 25 years. This shall not absolve the supplier of the responsibility for the quality of the delivered product nor preclude its subsequent rejection should other quality issues arise.

15.5 AVPE right of access

Any person authorised by AVPE, including the customer or regulatory authority, shall not be unreasonably refused permission by the supplier to enter any works, warehouse or other premises under the supplier's control for the purpose of surveillance or inspection of any tools or materials procured or used for the manufacture of the goods or process of manufacture on the completed goods themselves before dispatch.

15.6 Business continuity planning

AVPE advises each supplier to have a written business continuity plan to cover disaster recovery and the responsibilities and actions to be taken in the event of an emergency that may affect deliveries to AVPE that will bring the supplier on line in the shortest possible time.

15.7 Change Control

Uncontrolled change within the supply chain is the major cause of deficiency escapes into AVPE. It is crucial therefore that all change, no matter how trivial it may appear, is assessed for potential risk and then subject to mitigating actions and control.

AVPE must be informed of any changes which has impact on product. A DELTA FAIR will be required on products that previously required a FAIR.

15.8 Traceability

All product supplied to AVPE must have traceable history in line with quality release of the supplied product.

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Containment action must be implemented immediately to protect the customer on any defects found that affect quality of the product.

All records in relation to AVPE must be kept for a period of 25 years (ref section 14) and shall be made available to AVPE upon request.

15.9 Special process requirements (Ref. section 19.0 of this document for requirements)

Any special process supplier must be AS9100 or ISO9001 approved or meet the requirements outlined in section 19 of this document. The supplier performing the special process must certify that all applicable requirements have been met.

15.10 Manufacturing & Process Control

Adequate, clean well-maintained facilities shall be provided to enable products to be consistently produced in accordance with the requirements of the AVPE order.

Suppliers shall establish a procedure detailing the general workmanship practices for the prevention of Foreign Object Damage.

Suppliers must not omit any part of any specification except when defined on the purchase order or covered by a non-conforming report authorised by AVPE.

Suppliers providing shelf life items shall ensure they are correctly labelled with shelf life expiry and suitably packaged. No shelf life items within 6 months of expiry with the exclusion of solder paste shall be accepted by AVPE. Suppliers are expected to establish procedures for identifying adequate statistical techniques for determining process capability of key characteristics, especially when these are identified on the documentation. Such techniques shall demonstrate management ownership and responsibility and be based on recognised industry models.

Where the supplier uses a sample inspection plan as a means of product acceptance, the plan shall be predicated on industry recognised models, statistically valid and shall preclude the acceptance of known non-conforming product. Documented procedures and records to demonstrate this shall be available.

All parts supplied to AVPE shall be identified in accordance with the requirements of AVPE. Suppliers shall maintain records to identify the materials used and the manufacturing and processing history of each batch of parts supplied to AVPE. A lot number that enables all associated records to be retrieved shall identify each batch.

15.11 Inspection Reports

The supplier is required to maintain and provide upon request all inspection records. The records must be at a minimum based on an established/recognized sampling plan.

**16.0 Source Inspection**

16.1 Source inspection will be used by AVPE to help develop a new supplier, or a supplier that is having quality issues. Source inspection at a supplier's site will be imposed by a letter issued from AVPE to the supplier. In the event AVPE imposes source inspection, only AVPE can remove or waive source inspection.

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AVPE will also use source inspectors to perform in process checks at a supplier, process audits at a supplier, or corrective action development, or follow up. AVPE will select a UKAS and / or other approved inspector.

**17.0 Concessions / Permits**

17.1 If a supplier’s quality system discovers a non-conformance to the AVPE purchase order, the supplier can submit a request for a concession to the AVPE buyer. Any concession will only be approved by AVPE customer.

Note: The supplier is not authorised to dispatch items requiring concession until they have been informed of the applicable concession number and the supplier has a copy of the approved concession. This concession number must appear on his certificate of conformity, each time a delivery is made from the batch that has been approved under concession.

**18.0 Corrective Actions**

18.1 If AVPE performs a supplier audit and finds a non-conformance a request for corrective action will be issued to the supplier. Corrective actions for issues found during an audit will be documented. Before an audit will be closed out all open audit CARs must be answered by the supplier and accepted by AVPE.

**19.0 Special Process Suppliers**

19.1 AVPE uses AS9100 or ISO 9001 approved special process suppliers. In addition to AS9100 & ISO 9001 approval the special process supplier must demonstrate the ability to satisfy all applicable requirements. Failure to satisfy any requirement will prevent AVPE from using that supplier. Coded welder status is required when requested.

19.2 AVPE considers the following to be examples of (but not limited to) special processes:

- Case Machining
- Sheet Metalwork
- Anodizing / Other / Plating
- Welding / Soldering / Brazing (all)
- Conformal Coating
- Painting / Power-coating
- Non-destructive testing (NDT)
- Dry Wire Crimping (crimp tools)

**20. Distribution (appropriate access of this document)**

**Internal**

- AVPE (purchasing)

**External**

- All AVPE suppliers, supplying against:
- Defence / Aerospace and related contracts (as identified by AVPE)
- AVPE customers (on request)
- Auditors from certification bodies (on request)

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