4.3.10.90 EXTERNAL PROVIDER QUALITY REQUIREMENTS

AEROSPACE AND DEFENCE ITEMS

Contents

1. FOREWORD

This document is based upon the requirements of ISO 9001:2015 with the addition of prEN9120 clauses where appropriate. In addition, specific requirements of our customers are also included. This document is designed to provide direction to all external providers as to the requirements necessary to supply products and/or services to Bufab (UK) ltd., irrespective of supplier rating.

2. NORMATIVE REFERENCES

The following documents, in a whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies, for undated references, the latest edition of the references document (including any amendments) applies.

EN 9120:2016 Quality Management Systems – Requirements for Aviation, Space and Defence Organisations

ISO 9000:2015 Quality Management Systems – Fundamentals and Vocabulary

ISO 9001:2015 Quality Management Systems - Requirements

3. TERMS AND DEFINITIONS

For the purpose of this document, the terms and definitions given in ISO 9001:2015 and the following apply.

Within this document, the term manufacturer is intentionally used to clearly delineate the relationship between the product creator and the organization. The terms external provider and original manufacturer can be synonymous.
external provider → organization → customer
(manufacturer / provider)

3.1
article
material, part, component, assembly or appliance which is listed by the design organization as eligible for installation in/on the product or included in the design data approved by the authority.

3.3
certificate of conformity (commonly referred to as a ‘certificate of conformance’)
documented information that attests to product conformity; conformance to defined process, design and specification requirements.

3.4
counterfeit part
a fraudulent part that has been confirmed to be a copy, imitation or substitute that has been represented, identified or marked as genuine and/or altered by a source without legal right with intent to mislead, deceive or defraud.

Note 1 to entry: Examples of a counterfeit part can include, but are not limited to, the false identification of marking or labelling, grade, serial number, date code, documentation or performance characteristics.

3.6
product safety
maintaining the state of product so that it is able to perform to its designed or intended purpose without causing unacceptable risk of harm to persons or damage to property.

3.8
suspected unapproved part
a part in which there is an indication that it may have been misrepresented by the supplier or manufacturer and may meet the definition of fraudulent part or counterfeit part.
Note 1 to entry: This includes: articles shipped to an end user by a supplier who does not have direct delivery authorization from the approved production organization; new articles that do not conform to the approved design/data; articles that have not been manufactured or maintained by an approved source; articles that have been intentionally misrepresented, including counterfeit parts and articles with incomplete or inappropriate documentation.

3.10
unapproved part
a part that was not produced or maintained in accordance with approved or acceptable data and applicable statutory, regulatory and customer requirements.

4. QUALITY MANAGEMENT SYSTEM

External providers should establish, implement, maintain and continually improve a quality management system, including the processes and their interactions, in accordance with the requirements of ISO 9001 as a minimum.
All distributors in the supply chain shall be certified by an industry accredited body to AS/EN/JISQ 9100, AS/EN/JISQ 9120, ISO 9001 or IATF 16949.

5. LEADERSHIP/ MANAGEMENT COMMITMENT

Top Management should demonstrate leadership and commitment with respect to their quality management system and customer focus.

All external providers shall have a business continuity plan in place that provides for recovery of services in the most expedient manner.

6. SUPPORT

External providers should plan processes to ensure conformity with customer requirements.

External providers should determine and provide the resources needed for the establishment, implementation, maintenance and continual improvement of their quality management system.

External providers should determine and provide the persons necessary for the effective implementation of their quality management system and for the operation of control of its processes.

External providers should determine, provide and maintain the infrastructure necessary for the operation of its processes and to achieve conformity of its products and services.

External providers should determine, provide and maintain the environment for the operation of their processes and to achieve conformity of products and services.

External providers should determine and provide the resources needed to ensure valid and reliable results when monitoring and measuring is used to verify conformity of products and services to requirements.

External providers should determine the knowledge necessary for the operation of their processes and to achieve conformity of products and services.

External providers should make all staff aware of their personal contribution to product and service conformity, product safety and ethical behaviour. Refer to Bufab Supplier Code of Conduct available at https://www.bufab.com/office/bufab-uk.

Bufab (UK) Ltd. requires external providers to maintain documented information relating to their purchase orders in perpetuity unless written permission for disposition is granted. Documented information should be stored in a way to prevent loss, damage and deterioration and facilitate retrieval. Documented information should be maintained in a secure environment that conforms The General Data Protection Regulation (EU) 2016/679.

7. COMMUNICATION

External providers shall only accept agreements and instructions in writing (e.g. purchase order, purchase order supplements/ amendments). Verbal agreements and instructions shall not be considered as approval or authorization.

External providers shall have the capability to communicate in English, including the following documents unless otherwise approved by Bufab (UK) Ltd: Quality Manual, main procedures, process documentation requiring Bufab (UK) approval, all formal communication (e.g. PPAP, FAIR documents). In cases where the external provider maintains copies in their native language as well as in English, and there is a conflict, the English language document shall take precedence.

External provider shall permit Bufab (UK) Ltd. access to all data in OASIS and Nadcap databases (e.g. registration documentation, certification, audit reports and findings, corrective actions).
Bufab (UK) Ltd. reserves the right to access external providers' facilities and have access to documented information related to its purchase orders. Such access must also be granted to Bufab (UK) Ltd. customers and appropriate regulatory organisations.

External provider shall notify Bufab (UK) Ltd. of any changes in its certification, registration or accreditation within 48 hours of receiving notification of change. Additionally, if there is a significant facility or organizational change such as company name, change in approval status, location and senior management, the external provider must notify Bufab (UK) in writing.

8. OPERATIONS

All articles for shipment to Bufab (UK) Ltd. or its customers should be adequately packed to preserve it and prevent loss, damage or contamination during transit and storage. All containers should, as a minimum, be labelled with quantity and description of contents and where appropriate, traceability reference. External providers should refer to Bufab (UK) Ltd. Works Operating Procedure 078 General Packaging and Shipping Instructions which is available from Bufab (UK) Ltd. website https://www.bufab.com/office/bufab-uk. Packaging of dangerous goods must comply with the latest edition of UK Carriage of Dangerous Goods Act and IATA/DGR

Bufab (UK) Ltd. may stipulate additional requirements on purchase orders such as product traceability requirements, packaging and labelling, product certification etc. External providers are expected to comply with stipulated requirements unless otherwise agreed by the purchaser.

Where Bufab (UK) Ltd. designates a specific manufacturer, supplier or brand on a purchase order, the external provider must supply articles sourced from the designated provider. Alternatives will not be accepted without prior permission being given by Bufab (UK) Ltd. All stipulated requirements must be flowed down throughout the supply chain.

External provider shall notify Bufab (UK) Ltd. in writing, prior to implementation of any change that may affect quality and/ or product fit, form or function (e.g. a change in design characteristic, manufacturing or assembly process, inspection method, tooling, materials).

Where a designated manufacturer has been agreed, the external provider will notify and obtain permission from Bufab (UK) Ltd. before any changes are made to the manufacturing processes and/or locations.

External provider shall notify Bufab (UK) Ltd. prior to any planned work transfers (e.g. from one supplier facility to another, from the supplier to a member of its supply chain, from one member of its supply chain to another). Prior approval shall be obtained when required by Bufab (UK) Ltd.

All free issue tooling remains property of Bufab (UK) Ltd. unless otherwise agreed in writing. The external provider shall identify, verify, protect and safeguard Bufab (UK) Ltd. property provided for use or incorporation into the products and services. Any tools in the possession of an external provider need to be recorded along with records of any transfers (date, transfer details, supplier, location and condition as a minimum). If Bufab (UK) Ltd. property (can include materials, components, tools, equipment, intellectual property) is lost, damaged or otherwise found to be unsuitable for use, the external provider shall report this to Bufab (UK) and retain documented information on what has occurred.
If maintenance or modification is required for tooling, Bufab (UK) should be informed of the extent prior to any modification being undertaken to assess whether a FAIR is required. Records should be kept to show dates, timing, changes and the identity of personnel involved in any maintenance or modification.

Consumable materials used in manufacturing processes which have a defined ‘Life restriction’ shall be subject to a control process that assures no risk of out-of-life material being used (through effective labelling, monitoring and disposal). All product must have minimum 80% of the shelf life remaining upon receipt to Bufab (UK), unless otherwise stated on the Purchase Order.

In addition, any materials that are subject to decanting shall always be fully traceable in respect of material identity, batch traceability and life restriction if applicable.

Free issue material remains property of Bufab (UK) Ltd.
Bufab (UK) Ltd. will be compensated for free issue material where scrappage limits are exceeded.

For the control of monitoring and measuring equipment the external provider shall meet one of the following requirements: ISO 10012, ISO 17025 or ANSI/NCSL Z540.3. The monitoring and measuring equipment selected shall have a minimum accuracy ratio of 4 to 1 (product tolerance to equipment tolerance) unless otherwise specified.

External provider shall have a process for on-going verification of visual acuity and colour vision for individuals performing product inspection.

External providers should practice obsolescence management.

All articles that are sold to Bufab (UK) Ltd. will be in new condition unless otherwise agreed.

No part of contract is to be assigned without Bufab (UK) Ltd. permission being grated in writing.

External providers should maintain a list of approved suppliers.

External providers shall apply appropriate controls throughout the supply chain to ensure product and service conformity.

9. DOCUMENTATION

A certificate of conformity confirming that parts conform in all ways to the requirements of the purchase order and have been verified by inspection and test is required with each shipment.

Bufab (UK) Ltd. is to be informed if products to be supplied are subject to ITAR and/or EAR restrictions.

All Bufab (UK) Ltd. intellectual property, drawings and specifications etc. are subject to copyright.

When requested, chemical and physical test reports and other supporting documentation are to be retained by external provider and made available on request.

Changes to documented information (e.g., work instructions, job cards, routers, test reports, shipping documents) shall be recorded, dated, and traceable to a qualified person making the change (e.g., name, signature, stamp, electronic signature) with a permanent marking method and the original information being legible and retrievable after the change.

A FAIR (First Article Inspection Report) shall be documented and performed in accordance with AS 9102 for the products supplied if required on the purchase order.

Quality records relating to supply of products must be retained indefinitely and not disposed of without Bufab (UK) Ltd. permission.

10. COMPLIANCE

It is the responsibility of the external provider to obtain the latest revisions of all documents specified by this document.

The Bufab general purchasing conditions which can be found at https://www.bufab.com/office/bufab-uk. shall apply to all orders for products received from any external provider.

External provider shall comply with the latest revision of this document and shall establish compliance within 60 days of the document effective date unless otherwise specified.

The external provider should have procedures to prevent, detect and remove foreign object debris (FOD) that comply with the requirements of AS/EN/JISQ 9146 prior to shipment to Bufab (UK) Ltd.

No conflict minerals should be used in the manufacture of any product supplied to Bufab (UK) Ltd.

No class 1 ozone depleting substance should be present in or used in the manufacture of any product supplied to Bufab (UK) Ltd.

External providers should have procedures compliant with the requirements of AS 5553 for electronic components and AS 6174 for non-electronic product, to prevent the shipment of counterfeit parts. The use of material and hardware with broken traceability or sourced from a non-authorized supplier is prohibited unless written approval has been obtained.

External providers should have procedures to prevent the shipment of unapproved and suspected unapproved parts.

11. AUDITS AND MANAGEMENT REVIEW

Top Management should review the organisation's quality management system at planned intervals to ensure continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organisation. On time delivery to customers should be measured and action taken when customers' expectations are not achieved, Bufab (UK) Ltd. expects 100% on-time delivery.

12. IMPROVEMENT

External providers should inform Bufab (UK) Ltd. when nonconforming product has been produced and obtain written instruction from Bufab (UK) Ltd. regarding its disposition. Corrective action should be flowed down throughout the supply chain.

External providers shall inform Bufab (UK) Ltd. within 24 hours of discovery of suspect nonconforming product having been shipped regardless of destination. The root cause and corrective action process shall be consistent with the 8D methodology in AS13000.

All product rework shall have documented work instructions. Approval for rework of product shall be requested and obtained.

Upon implementation of corrective actions, to ensure effectiveness, the external provider shall have a documented process in place to ensure that 100% over inspection of the affected characteristics is performed for a minimum of three consecutive deliveries unless otherwise specified.