



## **CONTRACT SOLUTIONS (SCOTLAND) LTD**

### **SQAR – SUPPLIER QUALITY ASSURANCE REQUIREMENTS**

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#### Overview

Contract Solutions Scotland Ltd. is committed to continually improve the quality level of products and services at our facilities. This document will define general and specific quality requirements to meet the needs and expectations of Contract Solutions Scotland Ltd. and its customers.

The supplier is responsible for maintaining the current revision of this document when providing products and services to Contract Solutions Scotland Ltd. This document is maintained on our website and is controlled to ensure that the current version is available for all suppliers.

#### Purpose

The purpose of this document is as a guide to our supplier in understanding the requirements and expectations of Contract Solutions Scotland Ltd. and its customers. This document will

form part of Contract Solutions Scotland Ltd. purchase order process.

#### Scope

The scope of this document applies to suppliers who provide products and/or services used by Contract Solutions Scotland Ltd in relationship to our AS9100 Aviation, Space & Defence accreditation.

This document does not apply to products and services considered by Contract Solutions Scotland Ltd. as non-aerospace products and services.

Requirements listed in the engineering specification and on the purchase order shall take precedence over the requirements of the Supplier Quality Assurance Requirements Manual.



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#### **1.0 Supplier Quality Assurance Requirements**

##### **1.1 General Quality Management System Requirements**

The supplier shall maintain a quality management system which complies with industry standards and specification appropriate to the type of product or service provide.

Contract Solutions Scotland Ltd. strongly recommends our suppliers to be certified or compliant with ISO9001 or BSEN9100. Supplier shall provide a current copy of their certifications through our approved supplier process.

Recommendations for Supplier Quality Management Systems by supplier type:

Calibration: BSEN ISO10012

Special Process: NADCAP, AC7004, BSEN9100

Manufacturer: ISO9001, BSEN9100

##### **1.2 Changes in Quality Management System**

The supplier shall promptly notify Contract Solutions Scotland Ltd. within five business days of any change in management representation, company name changes, ownership, quality system or manufacturing location, supplier or process and where required obtain approval.

The supplier shall submit written notification to Contract Solutions Scotland Ltd.

##### **1.3 Employee Awareness**

The supplier shall ensure that employees are aware of their contribution to the product or service conformity, the product safety and the importance of conducting the duties inn ethical manor.

##### **1.4 Sub-tier Control**

The supplier shall flow down the requirements of Contract Solutions Scotland Ltd. purchase orders and documented requirements to any sub-tier suppliers who provide products and services which are subsequently delivered to Contract Solutions Scotland Ltd.

##### **1.5 Right of Access**

Contract Solutions Scotland Ltd. reserves the right to perform initial and/or periodic review of the supplier's quality system to obtain objective evidence of compliance to an acceptable quality



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system. Contract Solutions Scotland Ltd. may honour qualified second- and third-party audits to provide evidence of compliance to the supplier's quality system.

Suppliers shall provide Contract Solutions Scotland Ltd, Contract Solutions Scotland Ltd customers or regulatory agencies access to supplier's facility and records related to the verification of product conformity.

#### **2.0 Document Control Requirements**

##### **2.1 Document Management Requirements**

The Supplier shall maintain a document control process which ensures the latest technical data is easily identifiable and available at point of use. The document control system must include provisions for approval, review, update and re-approval. The distribution of documents must be controlled to prevent unintended use of obsolete technical data.

##### **2.2 Revision Control**

The supplier shall be responsible for obtaining the correct revision level of technical data as specified in Contract Solutions Scotland Ltd purchase orders.

##### **2.3 Document Control**

The supplier shall ensure adequate control of engineering documentation, including drawings, specifications, datasets or other engineering media.

#### **3.0 Control of Non-conforming Material**

##### **3.1 Documented Nonconforming Material Procedure**

The supplier shall have a documented procedure to systematically identify, segregate and dispose of nonconforming material to prevent unintended use or release to Contract Solutions Scotland Ltd.

##### **3.2 Dispositions**

The supplier disposition authority is limited to: rework to specification, return to their supplier or scrap.

##### **3.3 Internal Material Review**



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The supplier shall provide written notification to Contract Solutions Scotland Ltd for dispositions which are not listed in this section. Disposition of product or services which affect form, fit, function, safety, weight interchangeability or unique key characteristics require written notification to be submitted for Contract Solutions Scotland Ltd approval.

#### **3.4 Disclosure/Notification of Nonconforming Delivered Product**

The supplier shall provide immediate verbal and written notification to Contract Solutions Scotland Ltd. Quality Management of nonconforming product released from the supplier's facility or delivered to Contract Solutions Scotland Ltd. Notification must include product name and number, quantity, clear description of discrepancy, release date, purchase order number, and provide root cause and prevention method to correct the process for subsequent shipments.

#### **3.5 Foreign Object Damage (FOD) Prevention Program**

The supplier shall promote the awareness of foreign object damage which includes prevention, detection, removal and reporting foreign objects. Contract Solutions Scotland Ltd reserves the right to obtain information regarding the FOD knowledge of personnel.

### **4.0 Material Identification and Part Marking Requirements**

#### **4.1 Product Identification – General Requirements**

The supplier shall ensure all products to be delivered to Contract Solutions Scotland Ltd are identified in accordance with purchase order requirements and traceable to the supplier.

#### **4.2 Raw Material**

The supplier shall provide certifications of metal materials which include the mill certificate or material test report. Test reports must include the chemical and physical characteristics for product shipped to Contract Solutions Scotland Ltd. Under no circumstances shall the supplier supply any materials that originates from high-risk countries of origin without full test certificates that verify chemical composition of materials. If any materials originate from high-risk countries, then prior approval must be gained from Contract Solutions Scotland Ltd before shipping, even if full test certification is available.

#### **4.3 Shelf-Life Materials**



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The supplier shall provide certification which indicates the manufacture date, lot number, expiration date or length of shelf life and storage requirements. No more than 20% of shelf life shall have expired for any item of product requested on the purchase order. Contract Solutions Scotland Ltd shall reject items where the shelf life has expired by more than 20%.

#### **4.4 Counterfeit Parts**

The supplier shall plan, implement, and control processes for the prevention of counterfeit or suspect counterfeit part use and their inclusion in products supplied.

#### **5.0 Inspection Requirements**

##### **5.1 First Article Inspection Report and Approval Requirement**

Where specified on the purchase order, the supplier shall perform first article inspection (FAI) and provide documentation of manufactured product in accordance with the requirements of BSEN9102 First Article Inspection Report. Supplier shall obtain approval on first article inspections from Contract Solutions Scotland Ltd, prior to subsequent shipments to Contract Solutions Scotland Ltd.

##### **5.2 Release of Products and Services**

The supplier is responsible for the conformity and required documentation of products released to Contract Solutions Scotland Ltd. The supplier shall perform appropriate inspection activities to ensure product conforms to specified requirements. If the supplier does not perform 100% inspection prior to release, the inspection sample plan must be a minimum of 10% or quantities detailed on AQL (Acceptable Quality Limit) matrix for product inspections.

Product will be released to requirements specified on our purchase order as follows: product to be released to requirements of BS EN ISO 9001 or product to be released to requirements of BS EN 9100. Appropriate certification i.e., C of C must accompany release and where specified test/inspection reports.

##### **5.3 Source Inspection**

Contract Solutions Scotland Ltd reserves the right to perform source inspection activities at the supplier's facility. The supplier shall ensure product is not released to Contract Solutions Scotland Ltd if source inspection is required.

##### **5.4 Test Equipment Requirements**



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The supplier shall ensure tools, used for inspection purpose, are included in the supplier's periodic calibration program. Suppliers shall provide evidence of periodic calibration inspection activities to Contract Solutions Scotland Ltd on request.

#### **6.0 Shipping Documentation Requirements**

##### **6.1 Shipping Document**

The supplier shall provide shipping documents including a delivery note, a certificate of conformance and applicable documentation to support product conformity.

##### **6.2 Packaging Method**

The supplier shall ensure product is packaged in accordance with industry standards to prevent damage and deterioration through the delivery process.

#### **7.0 Quality Records Requirements**

##### **7.1 Quality Records Maintenance Process**

The supplier shall maintain quality records which provide evidence that processes meet requirements or conformity to requirements is evident. Quality records must be in English, legible, identifiable, appropriately stored to protect from damage, deterioration or loss and easily retrievable for review.

##### **7.2 Type of Records**

Records include but are not limited to:

Test Results, Inspection Reports, Raw Material Certificates, Special Process Certificates, Certificate of Conformance, Material Test Reports, Calibration Records, Control Charts, Traceability Records, Education, Training and Skills Records.

##### **7.3 Record Retention**

The supplier shall retain quality records for the periods documented within their 'data retention' policy or as required by the relevant quality standard from fulfilment of the purchase order. Supplier shall flow down this requirement to sub-tier suppliers.



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#### **8.0 Corrective and Preventive Action**

##### **8.1 Correction and Preventive Action Process**

The supplier shall complete and submit a corrective action report by the due date indicated on the request. The due date may be extended upon request to allow the supplier to effectively respond, but the supplier must request an extension prior to the initial due date.

Contract Solutions Scotland Ltd reserves the right to verify corrective action has been implemented to ensure the root cause has been eliminated. Contract Solutions Scotland Ltd may perform verification at the supplier's facility or the supplier shall submit objective evidence as requested.

#### **9.0 Special Process Requirements**

##### **9.1 Special Processes**

At a minimum, Contract Solutions Scotland Ltd require that their supplier be compliant to the requirements of the applicable section of the ISO9001 with process controls in place according to the governing process specification.

While NADCAP (National Aerospace and Defence Contractors Accreditation Program) accreditation is not required as a prerequisite for business, it does benefit the supplier's rating from which procurement decisions are made.

##### **9.2 Approval of Special Process Suppliers**

Suppliers shall use special process sources approved by Contract Solutions Scotland Ltd. or from their own approved supplier list. These suppliers must have valid and relevant certifications. Special process requirements are listed on a Contract Solutions Scotland Ltd purchase order. Special processes could include: electroplated coatings, alochrom, anodising, welding/grinding, heat treatment or non-destructive testing.

It is the responsibility of the special process supplier to ensure that they have adequate information in relation to special processes. This includes ensuring that all instructions are understood or clarified prior to commencing works. This is applicable to drawing specifications, size or thickness tolerances, finishes or jiggling positions.



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#### 9.3 Special Process Certificate

For processes performed under the NADCAP certification, the NADCAP process statement, accreditation number and expiration date must be included in the certification provided to Contract Solutions Scotland Ltd.

#### 9.4 Calibration Service Providers

Calibration Service providers will immediately notify Contract Solutions Scotland Ltd Quality Management of any out of tolerance conditions during calibration or servicing. Immediate notification will be verbal, followed by written notification.

### **10.0 Delivery Requirements**

#### 10.1 Purchase Orders

All purchase orders sent by Contract Solutions Scotland Ltd will include delivery date requirements. These are to be confirmed by the supplier or service provider.

#### 10.2 Notifications of Changes to Requested Delivery Dates

Any supply or service which cannot meet our confirmed delivery date requirements must be advised to us within 24 hours to allow Contract Solutions Scotland Ltd to advise customers of planning changes and new delivery timescales.