

FAME Supplier Handbook Issue 7

Future Advanced Manufacturing Excellence



Quality Assurance requirements for supply of goods and Services

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1. Introduction

Scope

These quality requirements provide the basis to maintain a quality level that satisfies the requirements of FutureAM Ltd. This document is intended to be supplementary to any supplier accreditations, and does not negate the supplier from compliance with any regulatory approvals.

Vendor Rating

FutureAM Ltd is operating a vendor rating system by which Key suppliers will be measured in specific areas of their supply performance. Key performance indicators will be collated monthly and used to determine a Quarterly Vendor Score. This is seen as a key part in FutureAM Ltd's business, as sourcing decisions will be subject to suppliers achieving and maintaining acceptable Vendor Scores and implementing formal improvement actions and strategies should performance and Vendor scores fall below the required level.

Confidentiality

Before any Intellectual Property of a sensitive nature can be disclosed, a FutureAM Ltd Non-Disclosure Agreement needs to have been signed and returned to FutureAM Ltd.

Accreditations

Suppliers are required to hold valid accreditations applicable to the Industry sector and level of work to be carried out:-

Accreditation to ISO 9001 is deemed to be a minimum requirement.

For Purchase Orders related to Aerospace applications, or any other high integrity applications whereby AS9100/AS9120 is stipulated. Special processes such as NDT, Heat Treatment, Surface enhancement etc. shall be accredited by Nadcap, unless otherwise authorised.

There may be specific exceptions to the above when the supplier is approved by the OEM but does not hold AS9100/AS9120 Such suppliers shall be specifically monitored by FutureAM Ltd to ensure adequate Quality requirements are maintained in line with this document where applicable.

For all other Industry Sectors and levels of work, suppliers are required to hold a valid ISO 9001 accreditation.

There may be specific exceptions to the above where there is a limitation in supply options or single source supply, and any such non-accredited suppliers shall be specifically monitored by FutureAM Ltd to ensure adequate Quality requirements are maintained in line with this document where applicable.



FutureAM Ltd will require evidence of suppliers' Third Party quality systems approvals and notification must be given to FutureAM Ltd of any suspension of those approvals, should there be an occurrence.

Any significant changes made to the Supplier's Quality Management structure shall be reported to FutureAM Ltd in writing.

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Supplier Approval:

Suppliers will be provided with a Supplier Registration Pack by FutureAM Ltd. Some particular cases may require specific documentation however this will as standard include the following:

-  [Supplier Profile Document \(Questionnaire\)](#)
-  [Non Disclosure Agreement \(where appropriate\)](#)

Performance Requirements

The Supplier is expected to achieve a delivery performance of 95 % OTIF and a Quality performance of 98% acceptable parts which is monitored and recorded on a monthly basis.

Right of Access

Representatives of FutureAM Ltd, our customers and regulatory authorities shall be granted access to the supplier, and its lower tier suppliers and subcontractors, premises at all reasonable times. Such representatives shall have the right to witness tests and inspections, have access to all technical data relating directly or indirectly to the quality and airworthiness of the product and have the right to evaluate and monitor the conformance to the requirements of this document and the purchase order.

FutureAM Ltd reserves the right to carry out a Supplier systems review and audit prior to or during a supply contract. FutureAM Ltd will contact the Supplier prior to any such review to arrange a visit.

Purchase Order

The Purchase Order placed on the supplier will specify the specific control/release requirement that are applicable to the order.

Purchase orders that are placed on suppliers for calibration of equipment, or equipment that is to be supplied calibrated, shall be calibrated in accordance with national standards, unless otherwise agreed, and a certificate of calibration shall be provided.

The Supplier shall not assign or transfer the Purchase Order/Contract or any part of it to any other person or organisation without the prior written consent of Future AM Ltd

Any advice given by FutureAM representatives to suppliers in the course of their work shall not free the Supplier from the fulfilment their obligations arising from the Purchase Order / contract.

Technical documentation

FutureAM Ltd will provide the Supplier with all relevant documentation to enable the Supplier to comply with the Purchase Order.

Thereafter, control of all documentation issued to the Supplier will be in accordance with the Supplier's own document control system.

Any specifications or documents that are specified on the purchase Order are intended at latest issue unless specifically agreed.

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It is the responsibility of FutureAM Ltd to ensure that the contracted part drawing is issued to the Supplier where applicable, nonetheless it is the sole responsibility of the supplier to ensure the correct information as provided by FutureAM Ltd is being used throughout their manufacturing and processing.

Contract Review

The Supplier will have recorded evidence to demonstrate that contractual requirements are understood and accepted, and that specifications as determined by FutureAM Ltd on their Purchase Order

Order Acknowledgement

The supplier will provide FutureAM Ltd with a formal Order Acknowledgement after Contract review has been completed, this acknowledgement shall confirm that all the requirements of the Purchase Order submitted by FutureAM Ltd are acceptable and achievable, and a firm order completion date will be stated on each order acknowledgement.

Should the supplier request to deviate in any way from the Purchase Order requirements, FutureAM Ltd shall be notified in advance and prior to the issue of any order acknowledgement by the supplier and if agreed by FutureAM Ltd, the Purchase Order shall be updated accordingly and re-issued.

Packaging

The supplier is responsible for agreeing all packaging requirements with FutureAM Ltd and should form part of the contract review process. If not specified at the time of order placement, then all parts should be packaged in accordance with packaging and delivery requirements, detailed later in this Handbook.

Customer Supplied Material / Components

Upon receipt of FutureAM Ltd supplied material or components, the Supplier will verify that documentation is present and correct.

All items delivered shall be visually inspected to identify any damage that may have occurred during transit. All non-conformance found by the Supplier must be reported to FutureAM Ltd immediately.

All quantities relevant to the Purchase Order/s must be verified on receipt of goods.

When verification of all above has been carried out, the goods shall be stored so as not to cause damage or deterioration, prior to and during production.

FutureAM Ltd supplied material shall only be used for the purpose of the Purchase Order and all surplus material shall be returned to FutureAM Ltd on completion of the Purchase Order.

Sub-Contracting

In the event of an agreed sub-contracting work, the 1st tier supplier to FutureAM Ltd will be responsible for the 2nd tier supplier meeting the required specifications and standards on all products and documents submitted. Any late or rejected parts submissions related to sub contracted work will be deemed the responsibility of the original selected supplier (1st tier supplier to FutureAM Ltd) who will incur any costs associated with sub-contracting issues.

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Personnel

It is the responsibility of the suppliers to ensure their personnel are adequately trained and aware of their contribution towards the safety and conformity of the product or service they provide. The Supplier shall have an adequate training programme or review mechanism in place and have training records available to show evidence those personnel are sufficiently qualified to perform their duties.

Evidence shall also be available, for personnel who have authority to perform tests or Inspections, such authority shall only be given by approved personnel.

FutureAM Ltd and its Customers reserve the right to confirm the extent, to which personnel are trained, in order to satisfy themselves that compliance to the Purchase Order will be fulfilled.

The suppliers are responsible for the ethical behaviour of their personnel at all times. FutureAM Ltd will take any unethical behaviour seriously and would consider temporarily or permanently suspension of services from suppliers that have shown unethical behaviours.

Traceability

The Supplier shall ensure that full traceability is maintained at all times in order to assure compliance to order and quality of items. Batch identification and / or serialisation will be identified on Purchase Orders submitted by FutureAM Ltd where applicable.

2. Production / Process Monitoring

The supplier shall have in place, procedures to control the purchased product/process. These will identify inspection stages required to achieve and maintain conformity.

When requested on the Purchase Order and agreed by both parties, Statistical Process Control (SPC) shall be used to control the process.

Where SPC is not employed, there shall be adequate "In-Process" checks or validations carried out to maintain conformity of parts. This may include, but not limited to: first off dimensional sample; patrol inspection; audit activities; and fool proofing.

Any formal plans used in pursuance of the above, shall be made available to FutureAM Ltd or its Customer upon request.

Where applicable and mutually agreed FutureAM Ltd shall supply a critical dimension sheet associated to supplied products or processes which shall be completed and submitted by the supplier as requested.

On specific part manufacture and part processing there may be a requirement for control of special characteristics or critical dimensions. These characteristics will generally be defined by FutureAM Ltd and agreed with the supplier in advance, and shall be recorded on a specific document for internal control by the supplier, to ensure compliance and consistency of process, and shall be issued with release documentation to FutureAM Ltd as and when requested.

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3. Quality

Calibration

The Supplier will ensure that all equipment used for accept and reject criteria in furtherance of the Purchase Order is calibrated against standards which are traceable to National or International standards; such equipment shall be controlled by the Supplier's own calibration procedures.

Calibration records of equipment used in furtherance of a FutureAM Ltd Purchase Order are to be available on request.

It is the responsibility of the Supplier to ensure that calibration frequencies are controlled, for both customer-supplied and the Supplier's own calibrated equipment.

Non-Conformance

Any non-conformance detected by the Supplier should immediately be reported to FutureAM Ltd via the Supply Chain Department using the supplier's own non-conformance report form.

Control of internal non-conformances shall be in accordance with the Supplier's own Quality System.

Provision must be made by the Supplier to control the quarantine of non-conforming items found.

The Supplier shall ensure that systems are in place to prevent the recurrence of non-conformances found at the Supplier or as a Customer complaint; this shall also be documented.

Dependent on the nature of the non-conformance FutureAM Ltd may request that a concession request form is sent by the supplier for review by FutureAM Ltd and/or its customer, all parts should remain in a secure Quarantine area until a formal disposition has been agreed and sent to the supplier in writing.

If a concession has been granted by FutureAM Ltd the supplier must endorse the delivery and release notes with the concession number and attach all relevant associated documentation.

Under no circumstances should suppliers agree to carry out verbal specification changes or changes not covered by a formal, released drawing update.

Rejection Notification

Any part or raw material found to be non-conforming and not acceptable to FutureAM Ltd will be made available for inspection by the Supplier. A FutureAM Ltd Reject Note will be attached to the goods.


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Supplier Corrective Action Request (SCAR)

Where a non-conformance is found on a supplier's component or material and a reject note has been raised, the Supplier will be issued with a SCAR form for completion. This document takes the form of a corrective/preventative action report and must be completed by the Supplier within 30 days of receipt..

If a response cannot be generated in this timescale, the supplier shall notify FutureAM Ltd that the SCAR is under investigation, stating a date for completion of the investigation. Should no response be received by this date then approval status can be removed. If the nature of the non- conformance is of a safety critical nature then the appropriate regulatory authority will be notified.

FutureAM Ltd will continuously measure and rate suppliers using the established vendor rating system. Key elements of the vendor rating system will be:

-  Quality - % Good Parts
-  Delivery - % OTD & No of Days Late







The Supplier has total responsibility for ensuring that appropriate measures are introduced and maintained to preserve product integrity during process, handling, storage, subsequent packaging and transit. Consideration should also be given to shelf life and stock rotation where applicable.

First article inspection reports










When a First Article Inspection Report (FAIR.) is requested via the Purchase Order, the supplier must provide FutureAM Ltd with their First Article Inspection Report for suppliers accredited to AS9100 this shall be completed on the document AS9102 at the latest issue. For Non AS9100 suppliers a FAIR can be submitted in the suppliers format or a template can be provided by FutureAM Ltd

Delivery Documentation

All deliveries MUST be accompanied by a delivery note that states the following:-

-  Delivery Note Number
-  Purchase Order Number
-  Quantity
-  Unit of Measure – defined on Purchase Order
-  FutureAM Ltd Part Number
-  Description of Goods




All deliveries that are associated to a Production Purchase Order (order prefix PO) and all Sub Contract Purchase orders (order prefix SUB) shall be accompanied by a Certificate of Conformity signed by an approved signatory of the supplier and shall state the following:-

-  Certificate Number
-  Purchase Order Number
-  Quantity
-  Batch No & Serial Numbers where applicable
-  Unit of Measure – defined on Purchase Order
-  FutureAM Ltd Part Number
-  Description of Goods
-  Concession Note/Reject Note Number – if applicable
-  Release details

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Products Protection, Packaging and Identification

All goods should be adequately protected from corrosion and potential damage during transportation. All item packaging MUST be marked/labelled with the following:

-  Future/Supplier Part Number
-  Product Description
-  Quantity

All individual items should be packed/bagged and labelled individually where possible. Any other method must be approved by FutureAM Ltd.

Hazardous goods

Any goods supplied to FutureAM Ltd that are classified as Hazardous Goods shall be safely packaged and labelled in line with current UK regulatory requirements and a copy of the current MSDS for the product(s) shall accompany the goods delivery.

Counterfeit Parts

It is the responsibility of the suppliers to have measures in place to ensure Counterfeit parts are not entered into their manufacturing process and not sold to FutureAM Ltd.

FutureAM Ltd takes the subject of Counterfeit parts extremely seriously and will not only immediately cease trading with any suppliers, suspicious of trading counterfeit parts, but will also notify the relevant authorities of such activities.

FutureAM Ltd also reserves the right to quarantine and destroy any product proven to be counterfeit.

4. Records

Storage of Records

All documents and records relevant to a FutureAM Ltd order, specifically:

-  Mill certificates
-  Test certificates
-  Manufacture process record
-  Calibration records
-  Inspection reports

All documentation must be stored adequately and shall be available, on demand

If requested, all copies of supplied documents must be returned to FutureAM Ltd.

Record Retention

Essential records as listed above shall be retained for the life of the product/equipment + 6 years. Where records are retained electronically original records may be destroyed providing a document is authenticated as a true copy.





In the event of contract termination, insolvency or upon request all records applicable to FutureAM contracts must be surrendered.

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5. General

Information Technology

Suppliers are required to use standard software systems enabling easy and rapid transfer of information. The primary software systems in use by FutureAM Ltd are:

-  Microsoft Project
-  Microsoft Excel
-  Microsoft Word
-  Microsoft Outlook

It will be expected that all documentation such as reports, plans etc. will be provided to FutureAM Ltd via e- mail using, where appropriate, the electronic templates provided.

Health & Safety

FutureAM Ltd expects all suppliers to comply with Health and Safety Legislation and best practice at all times. It is the Supplier's responsibility to inform FutureAM Ltd of any Health & Safety related concerns with the product supplied.

Environmental

FutureAM Ltd is committed to maintaining and improving the environmental impact of all products and working practices. FutureAM Ltd expects its suppliers to hold the same commitment. Selected suppliers

must, at a minimum, demonstrate compliance with environmental legislation and best practice. Certification to the environmental management standard ISO 14001 is strongly encouraged. If possible recycled and /or reusable products, materials and packaging should be used on FutureAM Ltd parts. This can be discussed and implemented during the development of supplier contract process.

Modern Slavery Policy

FutureAM Ltd supports the aim of the Modern Slavery Act 2015 and seeks to ensure that slavery and human trafficking does not feature in our business or supply chain. Accordingly, our expectation is that our suppliers ensure that they are taking appropriate steps to prevent modern slavery from occurring within their own business and supply chain.

If you have one, please provide a copy of your Modern Slavery Policy or Statement for our records.

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Engineering Excellence by Design