



## Supplier Quality Requirements

### 1.0 SCOPE

This document and Quality Assurance Procedure 8.4 defines the Fleet Canada Inc. requirements for a quality control system to be implemented by its sub-contractors.

### 2.0 APPLICABILITY

This document is applicable to procurement of products or processes designed by Fleet or by Fleet's customers, and forms a part of Fleet's purchase orders and may not be construed as a waiver of any provision of the purchase order. The purchase order shall be the governing document in case of conflict.

Deviations to the conditions contained within this document must be agreed in writing with Fleet Canada Inc.'s Quality Department. Such deviations will be detailed in a Supplier Quality Plan unless agreed otherwise. This document is referenced on all purchase orders. For inquiries about the applicability or interpretation of this document and/or Quality Assurance Procedure 8.4, the sub-contractor should contact Fleet Quality Assurance.

### 3.0 GENERAL REQUIREMENTS

#### 3.1 General

The sub-contractor shall establish and maintain an effective system of Quality Control in accordance with the requirements of this Quality Assurance Procedure.

The system to be established shall be based on consideration of the complexity of product design, quantity to be procured, interchangeability requirements and manufacturing techniques. The system shall be documented, implemented and shall ensure control of product quality throughout all areas of contract performance, including as applicable, procurement, receiving, identification, stock control, issuance of material and the entire range of manufacturing, testing, packaging, shipping, storage and maintenance functions.

Suppliers shall maintain a QMS that is certified by an accredited third-party certification body and comply to one or more of the following, as applicable:

ISO 9001 - Quality Management System Requirements

AS9100 - Quality Management System Requirements (Aerospace)

AS9120 - Quality Management System Requirements (Distributors/Stockists)

AC7004 - Quality Management System Requirements (Nadcap Accreditations)

Calibration Suppliers – A2LA, ISO 17025 (Guide 25) or other country National certifying bodies

Note: Conformity to the above quality standards must be evidenced by either a third-party certification; or an MHICA-approved audit to assess any gaps to the relevant AS standard or ISO 9001 requirements.

Subcontractors will be audited by Fleet for compliance in accordance with established practices, where required. Before bidding on, manufacturing, or delivering products and/or parts, it is essential that the supplier fully understands the requirements of this document and associated technical documents.

#### 3.2 Responsibility

Source inspection and conformance to the requirements of this Quality Assurance Procedure shall not relieve the sub-contractor of the responsibility for ensuring that all contractual obligations have been met; nor do they guarantee acceptance of the product at destination.

The sub-contractor is responsible for performance of its obligations to fulfill the requirements of the purchase order. Furthermore, the sub-contractor shall be responsible for the performance of its lower tier suppliers, whether or not such suppliers were recommended by Fleet Canada or its customers.



## Supplier Quality Requirements

It is the responsibility of Fleets Procurement Department to ensure that Purchase Orders identify special processes or controlled operations and flow down contractual requirements where required, e.g. special requirements, critical items, key characteristics, etc.

### 4.0 FLEET, FLEET'S CUSTOMERS, & REGULATORY AUTHORITY PRIVILEGES

Fleet Canada Inc. shall communicate to the supplier the requirements for the methods, processes, products, and services including the identification of relevant technical data (e.g. specifications, drawings, process requirements, work instructions, equipment, etc).

#### 4.1 Audit & Inspection

To ensure conformance to the requirements of this Quality Assurance Procedure, Fleet Quality Assurance and its customers and regulatory authorities shall have the right to maintain continuous audit and inspection of the Sub-Contractor's Quality Control System.

#### 4.2 Facilities and Equipment

Fleet Quality Assurance may elect to carry out source inspection at the Sub-Contractors facility. In such instances the inspector assigned shall have the Right of Access to and reasonable use of the facilities and equipment of the Sub-Contractor to accomplish such product inspections as may be deemed necessary.

Where Fleet or its customer intends to perform verification at the supplier's premises, Fleet shall state the intended verification or validation activities/arrangements and method of product release in the purchasing information or other appropriate method. This includes subcontract tooling purchased for Fleet use.

#### 4.3 Sub-Contractor Personnel

When necessary, the sub-contractor's personnel shall be made available for operation of equipment during Fleet source inspections or audits. It is expected that the supplier shall ensure their personnel are aware of:

- (a) Their contribution to product or service conformity
- (b) Their contribution to product safety;
- (c) The importance of ethical behavior.

#### 4.4 Sub-Contractors Records

Fleet Quality Assurance and, where required, Fleet's customers shall have the Right of Access to the Sub-Contractor's Quality Records and Procedures at any level of the supply chain. When requested by Fleet the sub-contractor will deliver said records, or any part thereof, to Fleet without charge.

The rating of a sub-contractor is subject to change based on quality history, performance, and corrective action responses. The rating will be based on Sub-Contractor audit results in reference to this QAP, and may be performed by Fleet on a specified frequency as required.

### 5.0 PROGRAM REQUIREMENTS

The Sub-Contractor shall have a Quality Program in place to ensure quality in all areas and for all Fleet contracts.

#### 5.1 Quality System Requirements and Management Responsibility

Management Policies, responsibilities, and objectives regarding quality, must be clearly defined. A current Organizational Chart must be readily available to illustrate reporting responsibilities and authorization, specifically for Quality. Fleet shall be notified by the Sub-Contractor in writing of all appointments of Quality Representatives, and any changes of such personnel. Inspection personnel reporting to the Quality Representative shall have the organizational freedom required to perform their functions.

## Supplier Quality Requirements

### 5.2 Quality System

Upon Fleet Canada Inc request, the Sub-Contractor shall make available their Quality Manual, which shall be current and approved by the Sub-Contractor's Management. It must allow for periodic reviews and updates, and shall be under controlled distribution. The program described in the Sub-Contractor's Quality Manual shall be subject to internal review to ensure the effectiveness and implementation of the system.

### 5.3 Inspection Procedures

The Sub-Contractor shall establish and conform to written inspection procedures as are necessary for the control of the processes of manufacture in order to ensure effective control over the quality of the product. The system shall ensure compliance with Fleet's Process Specifications or other specifications as referenced by the Purchase Order.

5.3.1 Special Processes may be performed only by facilities and agencies approved by Fleet's respective customers. Before sub-contracting work, the Sub-Contractor must contact Fleet's Procurement Department to ensure that the Special Process source has been approved by Fleet and/or Fleet's particular customer – see section 5.13.

### 5.4 Quality Records

Quality Records shall be controlled in a suitable environment and retained in accordance with Fleet's contractual requirements.

### 5.5 Document Control

The Sub-Contractor's quality control system shall provide for verification of and compliance with contractual requirements for incorporation of changes at the specified effectivity. Where appropriate this verification shall be documented in the inspection records. This requirement shall apply for the change in design, configuration, process and any other changes which directly affect the product.

#### 5.5.1 Requests for Design or Specification Changes

Request for design or specification changes shall be processed through the Fleet Purchasing Department using the Sub-Contractor's request format or such other form as may be agreed upon.

#### 5.5.2 Removal of Obsolete Information

The Sub-Contractor's drawing and change control system shall ensure that obsolete information is controlled, and removed from all points of production.

### 5.6 Inspection Status

The Sub-Contractor shall identify and control Inspection Status Indicators, such as tags and stamps. Application and removal authority of Status Indicators must be in writing.

Inspection status must be clear at all times from Receipt to Shipping.

### 5.7 Control of Non-Conforming Items

Fleet shall be notified of nonconforming product in order to obtain disposition. Non-conforming materials or supplies shall be positively identified, separated from the normal flow of production, and withheld (ensuring that they are not used) pending disposition.

Records of the disposition of non-conforming supplies shall be maintained by the Sub-Contractor.

5.7.1 Non-conforming materials and parts which are deemed to be salvageable, but which cannot economically be brought into conformance shall be disposed of as follows:

### Supplier Quality Requirements

Non-conformance to Fleets requirements shall be reported through the Fleet Purchasing Department to Fleet Quality Assurance for disposition. This may be done on Vendor's Rejection Report form, which must indicate:

- (a) The non-conformance
- (b) Reason for non-conformance
- (c) Corrective action taken to prevent recurrence

The Vendor may also submit a proposed repair or re-work procedure. Fleet will review the reported condition and respond with one of the following replies and retain a copy of the rejection in the Vendor file:

1. Re-work or modify
2. Use-as-is
3. Not acceptable

5.7.2 If the material or part is unfit for use and the Sub-Contractor does not request a waiver, or a requested waiver is denied, the material shall be permanently identified as non-salvageable or rendered unfit for production use. A record of the scrap shall be forwarded to Fleet Purchasing Dept.

5.7.3 If a discrepancy is accepted, or if the parts are sent in for evaluation or scrapping, reference to the material review tag or form must be made on the Sub-Contractors release note of the material having the discrepancy.

5.7.4 Any non-conforming parts sent to Fleet for evaluation or scrapping shall be segregated from the acceptable lot where possible, and identified as non-conforming. The rejection documentation must accompany the rejected part(s).

5.7.5 Non-Conforming Material Shipped To Fleet

Fleet shall be notified of nonconforming material already shipped. When a part or material is found to be unacceptable at Fleet, Fleet raises a Vendor Rejection Report, disposes the part or material, and forwards the rejection form to the Sub-Contractor for a corrective action statement.

The corrective action statement on each of the rejection forms shall be returned to Fleet within ten days or as specified by the Buyer.

5.8 Corrective Action

The Sub-Contractor is responsible for investigating and taking prompt Corrective Action on Quality Control system and product non-conformances.

The Sub-Contractor's Management is required to participate in Corrective Actions and the review of Corrective Action procedures.

5.9 Incoming Inspection

The sub-contractor shall institute suitable procedures for checking all incoming raw materials to ensure compliance with applicable specifications. A certificate of conformance (report on physical and chemical tests) shall be obtained for all raw materials to be used in the product.

5.9.1 Incoming inspection of Fleet supplied material shall be verified for freedom of damage, identification for traceability, and quantity.

## Supplier Quality Requirements

### 5.10 In-Process Inspection

First Article Inspection must be performed for all manufactured parts in accordance with AS9102 unless waived by the contract, or Fleet QA. The reports shall define acceptance criteria obtained from the Engineering Drawing, or per other information/ instructions supplied by Fleet. All First Article Reports shall be made available to Fleet Quality Assurance. A copy of FAI must accompany the part and shall be noted on the Subcontractor Release Certificate.

5.10.1 The Sub-Contractor's Quality System shall allow for inspection of products after incoming inspection of materials and prior to final inspection to ensure product quality through all phases of manufacture.

5.10.2 When stipulated by contract or Sub-Contractor's procedures, First Article reports shall be made and retained on file.

5.10.3 Test, inspection, verification (including production process verification) and the use of statistical techniques for product acceptance shall be acceptable to Fleet Canada Inc.

### 5.11 Final Inspection

The Sub-Contractor's Quality System shall allow for a Final Inspection of products; to include verification of completion of applicable tests, inspections and records.

### 5.12 Identification & Traceability

Product identification shall be controlled and available throughout all phases of manufacture, inspection and testing to allow for traceability from receipt and throughout all operations.

### 5.13 Special Processes

Special Processes shall be controlled by maintained procedures to describe processing methods and controls. Records of qualification of personnel, and of the laboratory must be available, upon request.

Customer requirements shall be adequately imposed on the sub-tier supplier and shall include, but is not limited to, calibration services, cleaning/etching facilities, process control tests, materials and equipment, inspection facilities, etc as related to Special Processes e.g. (Composites, Chemical processing, NDT, etc.).

All processing for controlled operations must be approved by Fleets' customer(s) e.g. Boeing Document D6-1276, etc. Any changes to the controlled process must also be submitted to Fleet for approval by Fleets' customer.

### 5.14 Measuring and Testing Equipment

The Sub-Contractor's Quality System shall include the control and accuracy of all measuring and testing equipment used to evaluate (accept/reject) products. The equipment shall be calibrated on a regular basis using standards traceable to National Standards, and identified with the calibration status. The calibration records are to be retained and available, and shall be in accordance with ISO 10012-1 (supercedes MIL-STD-45662A) or system approved by Fleet Canada Inc.

Calibration documentation shall identify or provide traceability to requirements for the standard to be used, accuracy, range of use and number of points to be checked (3 minimum unless otherwise stated in the applicable method standard) encompassing that range.

5.14.1 The Quality system shall require Corrective Action to be taken on previously inspected items when equipment is found to be out of calibration.

### Supplier Quality Requirements

5.14.2 When production or master tooling is used as a media of inspection, it shall be initially proven and subsequently re-checked at established intervals, the results documented, and the tooling identified with the calibration status.

Any equipment received out of tolerance by the external calibration source requires immediate notification of the Fleet Quality Manager for investigation.

#### 5.15 Non-Destructive Test Methods

When non-destructive test (NDT) methods are required as part of the purchase order the sub-contractor shall maintain written procedures and techniques describing the methods used which are approved by Fleet Canada and/or Fleet's Customer and shall provide the operator's valid certificate and laboratory controls to ensure conformance to requirements. NDT processes are considered Special Processes (see Attachment 1 section 5.13).

#### 6.0 PURCHASING CONTROL

Sub-Contractor's Purchase Orders shall include the Right of Access by Fleet, Fleet's customer and regulatory authorities to the applicable areas of all facilities, at any level of the supply chain involved in the order and to all applicable records to control and allow reference to information applicable to the contract requirements.

#### 6.1 Control of Subtier Suppliers

Fleet Purchasing shall monitor suppliers performance – this information may be provided upon request to the Fleet Purchasing department.

6.1.1 The sub-contractor shall be responsible for ensuring that all supplies and services procured from outside sources for use in performance of the Sub-Contractor's to Fleet contract shall conform to all applicable requirements as defined by the purchase order.

6.1.2 The Sub-Contractor shall use positive methods to select, evaluate and control his suppliers of the raw materials, and shall contact the Fleet Buyer to ensure that the supplier is a qualified source.

6.1.3 Sub-Contractor's shall notify Fleet of changes in product and/or process changes, change of lower tier suppliers, change of manufacturing facility location and where required obtain Fleet approval and flow down to the supply chain the applicable requirements including customer requirements.

6.1.4 Fleet shall flow down applicable requirements (e.g. customer PO Clauses, DPD documents such as D6-51991, ITAR/CG, etc.) in order that adequate purchasing information ensures supplier compliance with customer requirements. Objective evidence of flowdown shall be maintained by Fleet Purchasing.

6.1.5 The Supplier shall provide Material Authenticity Assurance i.e. Certificate of Conformance (CofC) that formally declares that all purchase order requirements have been met. Only product that has passed the required inspections and tests shall be shipped to Fleet. Processes are required (planned, implemented and controlled) for the prevention of counterfeit or suspect counterfeit product, and their inclusion in product(s) delivered to Fleet. Counterfeit material prevention requirements shall also be flowed down to the Supplier's suppliers at all lower-Tier levels via contract/PO.

The Supplier shall ensure aerospace materials, parts or products not procured directly from an Original Manufacturer (OM) or from the OM's Contract Manufacturer (CM), i.e. procured instead from a distributor, shall be obtained with its original CofC issued by the OM/CM. The Supplier shall in all cases possess supply chain traceability to the OM/CM, including a list of all handling transactions and the full names and addresses of all intermediaries in the supply chain from the OM/CM through to Fleet Canada Inc.

### Supplier Quality Requirements

- 6.2 Fleet Supplied Items or Materials  
The Sub-Contractor's Quality System shall provide for positive methods of controlling Fleet supplied raw materials. Raw materials must be identified, protected and controlled during storage and release for manufacturing. The system of incoming inspection shall require Fleet Procurement Department to be notified promptly upon receipt of any discrepant or damaged material.
- 6.3 Handling and Storage  
The Quality System shall provide for adequate handling and storage of Fleet's products. The products are to be protected to prevent damage, and stored in suitable environmental conditions.
- 6.4 Preservation, Packaging and Shipping  
The Sub-Contractor shall provide preservation, packaging and identification of products in accordance with Fleet's contractual requirements.
- 6.5 Certificate of Conformance  
The sub-contractor shall complete and deliver with each shipment of products and services a release note or certificate of conformance signed by the sub-contractor's Approved Inspector.
- 6.6 Control of Records/Record Retention  
Sub-Contractors shall maintain Quality records including, but not limited to, Quality and Engineering records/data. These records shall be retained for a period of not less than (10) years from completion of the purchase order. Sub-Contractors must impose this requirement on their sub-tiers. Quality and Engineering records/data shall be available to Fleet and regulatory authorities upon request. Contact shall be made with Fleet Canada Inc. prior to the disposal of any documented information.