

# D.P.E.LTD

## QUALITY CONTROL PROCEDURE NO 9

### QUALITY CONTROL REQUIREMENTS FOR SUPPLIERS

**MASTER COPY**

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*Dated: 19/10/2010*

*Approved By: P Knight*

*Title: Quality Manager*

*Signed:*

A handwritten signature in blue ink, appearing to be the initials 'PK' or similar, written in a cursive style.

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## **1,0 Purpose & Scope**

- 1,1 This document defines the quality requirements for suppliers of goods and manufacturing services to DPE Ltd. It is based on the international Standard BS EN ISO 9001 and AS9100.
- 1,1 This document establishes the requirements for a suppliers Quality Control System and identifies each of the elements of the system to be established and maintained by the supplier for the purpose of ensuring that supplies and services comply with contractual requirements.
- 1,2 In the interest of suppliers, we shall develop a long term relationship with those suppliers who can continually satisfy our Quality, Price and Delivery Performance requirements.

## **2,0 Approval Process**

- 2,1 When required to protect both parties a confidentiality agreement shall be signed between supplier and DPE Ltd. Refusal to accept or sign the agreement will result in no further business.
- 2,2 Where a potential supplier has been assessed and holds 3<sup>rd</sup> party registration, the requirements of an on-site visit may be relaxed at the discretion of DPE Ltd.
- 2,2 When the potential supplier does not hold 3<sup>rd</sup> party registration a suitable authorised personnel shall conduct an initial audit of the supplier to ensure that the management system is adequate to meet the requirements of DPE Ltd.
- 2,3 Thereafter, conduct periodic audit to ensure continuing compliance.
- 2,4 Suppliers shall have their quality performance reviewed on an annual basis where suppliers are always in the good category 95/100% a desk top audit will be carried out every 3 years.
- 2,5 To record the approval of a supplier DPE Ltd maintains a list of approved suppliers of known capability to which reference will be made prior to placing purchase order.

## **3,0 Right of Access**

- 3,1 Representative of the purchaser, the purchaser's customer and regulatory authorities shall be granted access to the suppliers and its lower tier suppliers and subcontractors, premises at all reasonable times.

## **4,0 Management system Requirements**

- 4,1 The supplier shall maintain a management system based on the principles of either BS EN ISO 9000 or AS 9100 latest revision but not necessarily 3<sup>rd</sup> party assessed.

4,2 Preference shall be given to suppliers who currently hold and maintain 3<sup>rd</sup> party registration, however irrespective of whether supply hold 3<sup>rd</sup> party registration or not, in all instances when supplying to the requirements of a DPE Ltd purchase order the requirement of this document shall take precedence.

## **5,0 Health & Safety**

5,1 The supplier shall comply with the requirements of the current Health & Safety legislation, to ensure a safe system of work is in operation to protect the health and safety of their employees, DPE Ltd representatives.

5,2 Product safety shall be maintained at all times. Where appropriate products shall be supplied with the relevant information to enable DPE Ltd to conduct risk assessments.

## **6,0 Environment**

6,1 All necessary precaution shall be taken by the supplier to meet the current legislation requirements, to prevent damage to the environment.

6,2 As far as reasonably practical, no ozone depleting substances shall be used on DPE Ltd products, without prior approval of DPE Ltd.

## **7,0 Control of Documents, Drawings & Specifications**

7,1 The supplier shall maintain a system of control of documents, drawings and specification required to meet the requirements of the purchase order.

## **8,0 Contract Review**

8,1 Purchase order requirements shall be reviewed by the supplier, any queries on drawings or specifications shall be notified in writing to DPE Ltd

8,2 In instances whereby the requirements contradict the objectives, DPE Ltd QA shall arbitrate.

## **9,0 Control of Measuring & Test Equipment**

9,1 All Measuring A Test Equipment including personal equipment shall be identified and subject to periodic calibration which is traceable back to national standards.

9,2 The supplier shall ensure that all Gauging and Test Equipment provided by DPE Ltd has been certified for conformance prior to use, protected from damage and deterioration at all time.

9,3 Gauging and Test Equipment to be returned on completion of the purchase order.

**10,0 Material Receipt & Control**

- 10,1 The supplier shall ensure that the supplier has proof of compliance traceable back to the mill of manufacture.
- 10,2 Incoming material shall be issued Goods Receiving Number (GRN) in order to correlate with incoming documentation.
- 10,3 Any “X” Rays or Test Reports shall be retained by supplier as part of their manufacturing records.
- 10,4 Periodic independent raw material validation checks shall be carried out to ensure that material meets requirements of applicable specification.
- 10,5 Test pieces must be identified with GRN and Works Order Number and accompany the batch at a times.

**11,0 Process Control**

- 11,1 The supplier shall ensure that they have the necessary in operation, that are capable and in control to meet the requirements of purchase order.
- 11,2 Material:
  - 11,2,1 The supplier shall ensure that all material procured and used, comply with the requirements of both drawing and DPE Ltd purchase order.
  - 11,2,2 The supplier shall only purchase material from DPE Ltd list of approved suppliers.
- 11,3 Traceability:
  - 11,3,1 The supplier shall maintain batch/lot manufacturing traceability from receipt to despatch, for all materials, products, processes and services.
- 11,4 Identification:
  - 11,4,1 All parts shall be marked in accordance with the drawing requirements and shall carry a unique code number by which full manufacturing traceability shall be possible.
  - 11,4,2 If the drawing states “not marked” identification should be by means of an individual bag and tag.
- 11,5 Work Instructions:
  - 11,5,1 The supplier shall create and maintain an operation plan, or route card, for each part with a break down of each operation.
  - 11,5,2 Controls shall be in place to ensure changes to instructions are properly controlled.

11,5,3 Where there is a requirement to provide electronic transmission files to a supplier, in order to assist in the preparation of a CNC programs, these shall be produced in IGES format. These files may be sent to supplier via e-mail or CD.

11,6 Sub-Contract:

11,6,1 When manufacturing part to a DPE Ltd purchase order, supplier may only sub-contract work from DPE Ltd list of approved suppliers.

## **12,0 Inspection & Test**

12,1 Goods received by the supplier must be accompanied with a certificate of conformance relating to the purchase order and services carried out.

12,2 Incoming goods must be inspected to confirm that they meet the requirements prior to use and records maintained.

12,3 First off to be carried out on each operation, prior to be running a production batch.

12,4 The supplier shall maintain quality records that show the product has been inspected and tested during all stages of manufacture. The records shall identify the individual who certified the results and where applicable include the results of the inspection and test.

## **13,0 Inspection and Test Status**

13,1 Inspection stamps shall be used to indicate the acceptance/rejection of parts. The stamp shall be designed to identify the individual inspector.

13,2 It is the responsibility of the quality manager to maintain a register of inspection stamps showing the name of holder, date issued and date withdrawn.

13,3 When an inspection stamp is withdrawn from service, the stamp cannot be re-issued for at least six months.

13,4 Stamp holder must keep stamps in their possession. Periodic checks must be made to assure availability and legibility of stamps.

## **14,0 First Articles:**

14,1 When an item is manufactured for the first time, one of the items from the first time manufactured batch shall be selected and identified and subject to a first article in accordance with BS EN 9102.

14,2 Any item subject to drawing up-issue change will require a further partial first article report on the affected area.

14,3 If an item has not been manufactured for 2 years a full first article will be required.

### **15,0 Internal Audits**

15,1 The supplier must audit quality system against the requirements of this document by and maintain records of audits and actions taken against any non-conformance found.

### **16,0 Training**

16,1 The supplier shall ensure that all personnel performing activities affecting quality have been suitably trained. Personnel performing assigned task must be qualified on the basis of appropriate training and/or experience.

### **17,0 Quality Records**

17,1 Essential records must be retained for the life of the equipment in services use plus two years.

17,2 Essential records are those that provide evidence of the quality of the product and include material certificates, lower tier and subcontractor certificates of conformity, manufacturing documentation, x-ray films, release certificates and any records associated with the product and certification.

17,3 Quality records shall be legible and stored so they are readily retrievable. These records shall be stored in a suitable environment that provides minimal risk of damage or deterioration and prevent loss.

### **18,0 Information Technology**

18,1 All electronic data to be backup and backup media stored remotely.

### **19,0 Non-Conformance**

19,1 The supplier must inform DPE Ltd if he suspects that non-conforming items have been supplied.

19,2 The supplier shall identify any non-conforming item and immediately segregate from acceptable product, and in the sentencing shall document the item and preventive action taken.

19,3 The supplier may request that DPE Ltd accept the non-conformance by first notifying DPE Ltd quality department, then submitting a concession or production permit application.

- 19,4 Before submitting the application the supplier shall discuss the problem first with the quality department so that a quick preliminary decision can be made. This can save time if the items are not acceptable and have to be re-manufactured.
- 19,5 Accepted non-conforming item(s) shall be identified with the concession number and the information included on the certificate of conformance.
- 19,6 Where accepted non-conforming item is found to be not fit for purpose after the acceptance under concession, DPE Ltd reserve the write to return the item(s) to supplier without liability.
- 19,7 Rejection after Delivery:
- 19,7,1 When the supplier is informed by a formal DPE Ltd reject report that a non-conforming item(s) has been found, the supplier shall conduct a thorough investigation to determine the route cause of the error and implement corrective action to prevent recurrence.

## **20,0 Delivery**

- 20,1 All deliveries must be accompanied with a certificate of conformance with all relevant information recorded.
- 20,2 The supplier must ensure that each type of product is to be suitable protected and packaged to prevent damage, corrosion or other forms of deterioration.
- 20,3 Any parts returned from the supplier after rectification the certificate of conformance must refer to DPE Ltd reject report.
- 20,4 Any item(s) that were subject to first article must be identified and information recorded on the certificate of conformance.