

QUALITY REQUIREMENTS FOR SUPPLIERS TO:

GKN AEROSPACE SERVICES COWES

SQA01 Issue 13

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RECORD AMENDMENT SHEET			
Issue	Date	Reason for Change	Authorised by
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FOREWORD

GKN Aerospace Services - Cowes (hereinafter referred to as the Company or GKN) operates in a highly competitive environment.

To be successful it is essential that continuous improvement to the quality of our products and services is actively pursued.

It is recognised that quality, productivity, cost effectiveness, efficiency and reduction of waste are essential in achieving the Company's goals and suppliers of materials, products and/or services to the Company play a major role in meeting the Customers' requirements.

The Company intends to establish long term relationships with suppliers who share these values and seek to encourage relationships such that continuous improvements may be pursued for mutual benefit.

It is the supplier's responsibility to ensure continuous compliance with the latest revision of this document and the Purchase Order clause requirements (QCF-GEN/02) which are available on the GKN Cowes web site www.gkncowes.co.uk in Quality Documents and should be checked regularly for updates.

The order of Precedence of Company Quality requirements is:

- Contract / Purchase Order referenced Quality clauses
- Requirements of SQA01

1. INTERPRETATION

In addition to defined terms set out within this SQA01 the following terms shall have the meanings as set out below:

"Concession" shall have the meaning set out in Section 16;

"Company" means GKN Aerospace - Cowes

"Customer" means the customer of the Company;

"FAIR" means First Article Inspection Report;

"LAIR" means Last Article Inspection Report;

"Purchase Order" means any purchase order, vendor schedule, contract or other delivery schedule including amendments thereto placed by GKN on the Supplier;

"SCAR" means [Supplier Corrective Action Request];

"Section" means a numbered section of this SQA01;

"Drawing" shall be taken to mean the Engineering definition including specification where appropriate.

"Supplier" means the supplier of goods and/or services that are subject to this SQA01;
and

"Tooling" means any and all dies, jigs, tools, patterns, moulds, models, machinery, programmes, equipment, software tools, material, products, documentation and other items, required for the design, development, testing, manufacture and support of the goods and/or services.

2. **SCOPE**

Suppliers are required to implement and maintain a quality system that supports each element of the applicable AS9100, AS9120 or ISO 9001 standard, as applicable to the Supplier's scope of supply.

Supplier's quality management system must be approved and certified by an accredited Certification/Registration Body (CRB).

The quality system, product and parts requirements specified herein are intended to be complementary to all contract requirements, and other requirements which may require compliance by the Supplier, including any legal, regulatory or administrative requirements.

It is the Company's policy to procure supplies and services from Suppliers who gain the Company's approval by demonstrating that their quality system meets the Quality Control Requirements specified in this document in a consistent manner.

Suppliers will be formally advised of their approval and scope. Suppliers are not permitted to carry out any work for GKN that is not covered by their scope of approval.

Quality approval by GKN does not imply that Purchase Orders will be forthcoming and such approval may be discontinued by the Company without prejudice.

The Supplier shall ensure that their personnel are aware of their contribution to product or service conformity, their contribution to product safety and the importance of ethical behaviour.

In the event of Quality problems arising, timely root cause corrective action is required.

Persistent failure by a Supplier to meet the requirements of the Company's Purchase Orders may result, at the Company's sole discretion, temporary suspension of the Suppliers' approval. Additional quality control activities will take place to improve the Suppliers' performance or if the Suppliers' performance is consistently unacceptable and cannot be improved the Supplier's approval will be withdrawn.

3. **MINIMUM APPROVAL REQUIREMENTS**

This document contains the Quality System requirements for Suppliers to the Company.

The Supplier's Quality System shall meet the requirements of: -

- a) The relevant standards shown in the table below and be approved by an accredited third party certification body (e.g. LRQA, BSI, Bureau VERITAS).

STANDARD	STATUS/SCOPE
ISO 9001 : 2008 / 2015	This standard supersedes ISO 9001: 1994, ISO 9002: 1994 & ISO 9001:2000. Defines the requirements for a quality management system.
AS9100 or internationally recognised equivalent, e.g. EN9100	Specifically intended for use by the Aerospace industry and contains extra elements to which particular attention should be given by companies undertaking Aerospace work.

ISO 14001:2004 (E)	Environmental Management System. The Company shall flow down this requirement onto the Supplier and the Supplier shall attain appropriate registration.
NADCAP	The Supplier shall hold or shall attain within a reasonable period of time acceptable to GKN and maintain NADCAP approval for any 'special processes' undertaken where Aerospace primes mandate this requirement.

Copies of these Standards may be obtained from a Supplier's local national standards body e.g. British Standards Institute. They will not be supplied by the Company.

For details regarding NADCAP contact www.pri-network.org

b) The contents of this document.

4. COMPANY APPROVED SOURCES

Evidence of meeting the requirements of this document is to be provided as part of the initial review of the Supplier by the Company prior to approval.

The Company will continually assess the Supplier's approval; this will include Quality and Delivery Performance Data.

On acceptance of any Company Purchase Orders, the Company representatives shall have the right of access to any and all facilities where work is being performed or is scheduled to be performed, including those facilities of Suppliers agents and sub-tiers, in order to review Supplier performance or perform item inspections, surveys or systems/process surveillance audits as verification of conformance to the requirements of Purchase Orders. This right of access shall extend to the Customers associated with the Purchase Order, including government and other regulatory authorities.

Any approval granted will not extend to the Suppliers' Sub-Contractors, unless notified as part of the approval.

The Company Procurement Quality Department shall be notified as per Section 17; of all changes affecting any approval granted including change of: - trading or legal name, manufacturing site location, change of legal presence or identity, Quality Management System Approvals, Managing Director, Quality Manager (or nominated Management Representative) or organisational changes affecting the quality system or approval scope including lapse or withdrawal of other party certification or major audit findings.

If there is no business activity for an extended period, the Supplier has closed or through poor performance of the Supplier they will be removed from the GKN Approved Supplier List

5. COMMUNICATIONS

The Supplier's Quality Manager is regarded as the principal link between the Supplier and the Company's Procurement Quality Department on all matters affecting the quality of the supplies submitted to the Company.

If the Supplier has any doubts or queries regarding the requirements stated in this document, concerns regarding GKN Purchase Order clause requirements or part

conformity then immediate contact should be made with the GKN Procurement Quality Department via supplier.quality@gknaerospace.com

6. CONTRACT REVIEW

To ensure conformity of the supplied product, the Supplier should complete a full and thorough multi-functional review of all the Purchase Order requirements (new and amendments/up issues) related to the product and ensure that all these requirements can all be met. The Supplier must ensure that all information required to manufacture the part e.g. Drawings, Specifications, Engineering instructions are formally obtained at the appropriate revision / issue from the Company or Customer sources prior to commencing part manufacture.

The Supplier must verify that any special process approvals required to manufacture the part are held by the Supplier or held by a 2nd tier subcontractor prior to acceptance.

A record of this review should be available for the Company to view upon request.

7. BUSINESS CONTINUITY PLANS/ RISK MANAGEMENT

The Supplier should:

- a) Establish Business Continuity Plans that identify, analyse, evaluate and / or mitigate risks related to business continuity that includes (but is not limited to) the following:
 - Product, facility or individual skill uniqueness
 - Access to alternative production facilities
 - Single points of failure (including sub-tier suppliers) or key processes
 - Remote backup of computer data
 - Access to alternative information technology systems
 - Action plans and timescales for business recovery
 - Contacts, process owners and procedures to follow in the event of an emergency
 - A strategy to control, review periodically and communicate plans to all relevant personnel

- b) Perform a business risk assessment, the output of which will be used as part of the business continuity plan, that includes (but is not limited to) the following:
 - Risk identification - identify sources of risk, their cause and effects and their potential business impact
 - Risk analysis - consider the likelihood and level of impact of the identified risks
 - Risk evaluation - compare the level of risk found during the analysis process and prioritise risks treatment
 - Risk treatment - prepare contingency and / or mitigation plans to reduce risk levels
 - Monitor and review the risk management activities to ensure controls are effective

- c) APQP/Zero Defects (Advance Product Quality Planning) practices will be used for NPI (New Product Introduction), source & method changes and major quality issues as per AS9145. These practices can be used to cover, specification compliance, production process design, quality inspection standards, process capability, production capability, product packaging and operator training plans. PFMEA (Process Failure Mode & Effects Analysis) approach shall be used to structure the mitigation for Risk. Control plans are in place ensuring product specifications are clearly defined and the quality team understands the quality risks associated with each step.

The Supplier shall submit the risk register and contingency plans to GKN on request

8. PURCHASING

The Supplier is responsible for adhering to all terms and conditions of the Purchase Order / Contract.

Acceptance of the Purchase Order must be received in writing within 7 working days, or the Purchase Order will be deemed to be accepted in full by default.

Flow down of specific requirements will either be by engineering documentation or by notes or quality clauses defined on the Purchase Order (see Section 28 for Quality / Contract Clause listing).

Should further sub-contracting be required, a formal request shall be made by the Supplier to the Company's Quality Department. The Company Quality Departments agreement to the use of the proposed sub-contracting is required prior to use. Any Sub-Contractors used must comply with the requirements of this document and the flow down of specific requirements of the engineering documentation or quality clauses defined on the Purchase Order. The term Sub-Contractor shall be taken to mean any second tier Supplier who acquires materials, products or services including all processes and treatment sources used in any item supplied by the Supplier.

The Supplier must assume total responsibility for the second stage sub-contract activity and is totally accountable for compliance to the Company requirements.

The Supplier shall only sub contract to Suppliers identified on the BiS Licence for Military contracts. The Supplier is requested to contact their GKN Buyer for further information / clarification.

The Supplier shall provide, on request, a list of the Suppliers and sub-tier suppliers used on the Company programs (including Special Process Suppliers). The list shall include details of the Supplier approvals and any approved processes.

The Supplier should refer to contract clauses document QCF-Gen/2 for specific raw material procurement requirements per end Customer. If specific Customer requirements are not defined within this document; then Suppliers should refer to the Company's Approved Material Mills List to identify an approved source. Both these documents are available on the GKN Cowes web site www.gkncowes.co.uk in Quality Documents.

Supplier's Raw material distributors/stockists do not require specific approval from the Company, provided the material is sourced from an approved manufacturer

Raw material certifications for material or parts shall reflect the form and size of the raw material as originally manufactured by the raw material producer. Raw material certifications shall show clear traceability to the manufacturer (s) of the raw material including ingot source, all processing (i.e. forging, rolling, Drawing etc.), heat treatment, chemical processing and inspections as required by applicable raw material specification requirements.

Where material is sourced via a number of stockists, then the traceability (via the original manufacturers' lot number) through all stockist movements is required.

If Metallic raw material is unavailable from a Company approved Material Mill, it will be acceptable to use material from an alternate source only if all the clauses below are met:

- I. Traceability of material is provided from the original mill through all stockists to the final supplier.
- II. The final supplier is a GKN approved stockist.
- III. All testing, required for product verification from the specification; Including Chemical composition, metallurgical and mechanical testing is successfully performed on each delivery, by a lab approved to ISO17025 or a NADCAP approved captive laboratory.
- IV. The original mill is approved for supply of the specified raw material by the appropriate specification issuing body e.g. AMS.
- V. All records shall be retained and be available for future audit purposes.

Failure to adhere to any of the above clauses will render all parts to be considered unapproved parts and subject to rejection.

It is the responsibility of the Supplier to receive and adequately ensure conformance of any GKN supplied raw material that is direct shipped from the material stockist to the Supplier. Evidence of the on-receipt acceptance activity will be required by GKN for release certification purposes. When supplier utilises test reports to accept purchased raw material, then test reports are to be 100% checked against the applicable specification and the Company requirements.

The Supplier shall ensure that raw material is procured to the latest revision of the specification unless otherwise requested by the Engineering definition.

9. SPECIAL PROCESSES

A special process is an operation or series of operations in the manufacturing process which is liable to cause a change to the physical, chemical or metallurgical properties of the material or product including NDT and surface finishes, not directly detectable in the normal sequence of the manufacturing process.

For list of Company Special Processes requiring approval see the GKN Cowes web site www.gkncowes.co.uk in Quality Documents/Guidance Material.

The Supplier may not carry out or sub-contract any special processes unless the Company's Quality Department, or relevant Customer, formally approves that facility to perform the process. The approval status of any facility should be checked by contacting the Company's Quality Department prior to processing. Any changes to a previously approved special process or change of plant must also be re-approved by the Company's Quality Department or relevant Customer refer to Section 17.

Where applicable (e.g. for non-destructive testing processes, welding) operators are subject to training and certified to a qualification acceptable to the specification.

Water jet cutting does not require special process approval if in excess of 3mm is left on all water jet cut edges on the part, which is removed by conventional machining.

For the list of Special Process Approved Suppliers see the GKN Cowes web site www.gkncowes.co.uk in Quality Documents.

10. **TEST & ANALYSIS**

The Supplier shall comply with any Test Piece requirements requested on the Purchase Order or associated Engineering documentation, Process Specifications, Quality Documentation, or any Customer requirements flowed on to the Supplier. For composite materials (e.g. pre-preg, honeycomb, resins, adhesives, cloths) copies of manufacturer's certificates of test and analysis must accompany each delivery.

11. **HEALTH, SAFETY AND ENVIRONMENT**

The Supplier shall notify the Company of any circumstances, whether related to materials, manufacturing, processing methods, disposal or design which might affect the safe operation of that product or be hazardous to Company employee, third party or the environment, prior to or after delivery. Health and safety data sheets for material, where applicable, shall be provided with the initial delivery.

12. **FIRST ARTICLE INSPECTION**

Suppliers shall perform a First Article Inspection (FAI) as required by AS9102 guidelines e.g. on the first part manufactured for new parts, a change of sub-tier or following the implementation of engineering changes.

The FAI shall be completed in accordance with the requirements of the latest AS9102 standard and encompass additional contract specific requirements as flowed down by GKN Purchase Order clauses.

The Supplier must notify GKN of any planned production changes **as per Section 17** prior to any activities which constitute a FAIR submission as defined in AS9102. The Supplier shall inform the Company's Procurement Quality department with a FAIR Plan detailing how the FAI will be achieved for the affected products.

All FAIRs are to be submitted to GKN via Net Inspect. Contact Net-Inspect at: <http://www.net-inspect.com> to obtain access to this software and applicable familiarisation training. Supporting Net Inspect information can also be found at the GKN Cowes web site www.gkncowes.co.uk in Quality Documents.

Any newly created FAIR's are to be up-loaded into Net-Inspect for the Company's review and approval 2 weeks prior to PO date of affected product.

FAI parts **shall not be despatched** to the Company until the FAI has been formally approved in Net Inspect and the Supplier has received confirmation of the approval.

If during the Company's review of the Supplier's FAI report there are some discrepancies or other query's then Net-Inspect is used to return the FAIR for correcting or clarification.

The Supplier is responsible for maintaining the FAIR status of all parts manufactured. The requirement for FAIR and production of the FAIR is regardless of whether Quality Clause QA-FAI is shown on the Purchase Order.

For purchased kits, the Supplier shall perform FAIRs for the kit and for each of the products within the kit, these are to be linked within Net inspect to the kit FAIR.

Net inspect submissions require, AS9102 forms one, two, and three (including box 21 on form 1) to be completed and include copies of all relevant supporting FAIR documentation not limited to,

- **GKN Purchase order**
- **GKN Routing**
- **Marked up /Ballooned Drawing**
- **Material certification to include all chemicals used**
- **Supplier manufacturing process card**
- **Relevant specification pages**
- **Certification of Conformance (including all special processes carried out).**
- **Photo of part marking**
- **Photo of part to verify finish requirements as defined on the Drawing**
- **Supporting Sub tier / Sub Contracted FAIR's (meeting all requirements noted herein Section 12)**
- **Weight card SP6379 (available on the GKN Cowes web site www.gkncowes.co.uk under Quality Documents).**
- **Any associated Concessions**

These shall be supplied to the Company for review as part of the Net-Inspect submission; any supplied CMM reports shall be defined in a clear, concise method. The CMM inspection method, dimensioning and (if applicable) geometric tolerancing shall be clearly linked to the characteristic numbers of the Engineering Drawing / model. Other supporting objective evidence may be required upon request.

All forms shall be completed in English, and all measurements shall be recorded in the same units as the Company supplied Drawing or specification.

Suppliers shall be responsible for the flow down of these FAIR requirements to any sub-tier. Suppliers shall be responsible for the review and approval of sub tier FAIR's ensuring that any process approvals required are correct and in place prior to any activity being completed.

The acceptance by the Company of a Supplier FAIR does not relieve the Supplier of their responsibility for the quality and supply of conforming products.

In the event of **Proprietary information** the Supplier must state the reasons why there is a lack of key information which has been deemed proprietary but necessary to the specification / requirements within the FAIR. As such the FAIR must contain a Supplier headed letter duly titled and contain a statement of proprietary information which must be referenced on the form one comments section. This is to state that the specific (named process) proprietary information has been withheld and reference the letter as attached.

Source / vendor controlled products, the Supplier FAIR shall be performed to verify compliance to the Company supplied source controlled Drawing requirements. The top level FAIR shall contain as a minimum the approved form one for any sub tier / sub contracted activity referenced within the top level assembly. Providing evidence that the sub tier levels have been completed and are approved supporting the top level / assembly FAIR submitted to GKN for approval.

Unless the requirement for a FAI is stated on the GKN Purchase Order, FAIR's **are not** required for the following.

- Supplier spare parts (POG orders) on a supplier who previously manufactured the same configuration part
- Development and prototype parts that are not considered as part of the first production run.
- Procured standard catalogue items, COTS (commercial –off –the-shelf), or deliverable software.
-

Spares FAI requirement, if it is deemed an FAI is required the following is the minimum requirement for a Spare part order (POG orders), an FAI submission within Net Inspect to ensure product compliance containing the following:

- Completed FAI forms 1, 2 & 3 (including box 21 on form 1)
- GKN Purchase Order
- GKN Routing (if applicable)
- Marked up Drawing / Concessions / production permits etc.
- Material certificates (traceability from source)
- Certificate of Conformance (product release, ensuring all special processes are referenced on the final release document)

Guidance and support material related to First article Inspections can be found at www.gkncowes.co.uk under; Quality Documents; Supplier Guidance Material.

13. **SUPPLIER SPECIAL MEASURES PROCESS**

The special measures process comprises a series of controls and processes that may be imposed on a Supplier considered as high risk, poor performing or failing.

Placing a Supplier in special measures implements a set of actions aimed at instigating control over product conformity or shipment.

Procurement Quality may impose special measures on any Supplier for one of the following reasons:

- The receipt of a Notice of Escape
- For a specific concern regarding the quality performance of a Supplier
- Specific product conformity issues
- Loss of AS9100 approval
- Loss of Customer approval (where applicable)
- Concern resulting from GKN Audit
- Other specific reason / issues determined by Procurement Quality

Special Measures may affect all products from the Supplier or specific part numbers.

The special measures to be applied will be determined by the Procurement Quality Department as applicable to the particular concern and following liaison with other interested departments (i.e Procurement, Quality, Engineering).

One (or a combination) of the following measures will be employed;

- Shipment stop (all parts or a specific part)
- Enhanced oversight action plan
- Source Inspection
- Audit
- Pre-authorisation to deliver

The Supplier will be officially informed that special measures are being imposed and acknowledgement requested

Reviews of the progress with special measures actions will be conducted to determine the effectiveness of the actions and the continued need for special measures.

When special measures are implemented, the company may proceed to recover all costs incurred by the Company (directly associated to the special measures) from the supplier

14. IDENTIFICATION

Identification marking of components shall be in accordance with Drawing specification requirements that will enable traceability of the manufacturing and material details.

This same identification shall be recorded on the Supplier's Certificate of Conformity.

15. CERTIFICATE OF CONFORMITY (C of C)

The Supplier shall provide a Certificate of Conformity (C of C) uniquely serial numbered stating the products and/or parts conform to applicable Drawings and/or specifications as required by the Contractual (Purchase Order) requirements.

The C of C must include the part configuration identification, i.e. Part number, Dash Number, and GKN routing issue (as noted on the GKN Purchase Order) to which the delivered product and/or part was manufactured.

The Supplier must verify that the C of C information is correct and matches the GKN Purchase Order information prior to signing and despatching the product

Authorised Quality personnel must sign the C of C (Quality stamp and initials are also acceptable). Electronic signature is acceptable providing the Supplier has documented procedures to control the acceptance authority media.

All items listed below are mandatory items to be stated on the C of C:

- a) Supplier's name;
- b) Supplier's address
- c) Purchase Order number;
- d) GKN or Supplier's part number as per P.O. requirements;
- e) Quantity delivered by traceability number (must be exactly as identified on the part);

- f) Routing issue as specified on the Purchase Order (for PO items);
- g) Kit list document issue (for vendor schedule items);
- h) Purchase Order item number;
- i) Shelf-life expiry date (Where shelf life is specified, a minimum of 75% is remaining);
- j) Serial number (if a serialised part).
- k) "Country of Origin" for delivered item(s)

Additionally, depending upon the parts being supplied, the following may apply:

- Cure date, date of assembly or manufacture (applicable to items subject to ageing restrictions).
- For goods manufactured from rubber materials, the life identification must be quoted on the C of C. This will be established from the applicable standard. Examples of these include; SAE AS5316, ISO 2230:2002 & BSF68.
- When a kit of parts is supplied a kit list including batch / traceability number
- Reference to test results, when applicable
- For products that have been subjected to special processes, the Certificate of Conformity (or Kit List) must define the special process description, specification, specification issue and the process supplier for each individual part.
- The Company approved Net Inspect First Article Inspection Report number.

16. **NON-CONFORMANCE**

It is the Company's policy not to accept non-conforming parts.

Products that do not comply with the engineering Drawing (and any referenced Material or Process specifications) are considered as non-conforming to the engineering design requirements and shall not be delivered to the Company.

In extenuating circumstances, the Company may consider the acceptance of non-conforming parts via a Concession or engineering change to the condition of supply. The Supplier is responsible for applying to the Company, via the relevant Buyer, to obtain formal authorisation for any non-conforming products **before** being dispatched to the Company.

Supplier Concession Application forms are available at the GKN Cowes web site www.gkncowes.co.uk in Quality Documents. Ref BS.08.02.01 (for Airbus UK related products the AUK ASI forms must be used). Concessions applications will only be accepted as per the above format, including completed checklists and copy of the Suppliers Root Cause Analysis (e.g. 5 Why) as detailed in BS.08.02.01. Submissions on any other format will not be accepted.

GKN shall return a copy of the approved Concession disposition to the Supplier. GKN shall be under no obligation to accept or approve a Concession application.

Any repair/ further work defined as part of the approved Concession disposition becomes part of the GKN Purchase Order requirements on the Supplier, i.e. the Supplier is responsible for the completion of the defined actions prior to delivery to GKN. It is required that the Supplier's manufacturing records document the actions taken to accomplish the required repair/ further work, including the re-inspection to verify the completion of the work in accordance with the approved Concession.

Suppliers shall not deliver components to GKN with open Concessions, e.g. unanswered Concession applications.

The Supplier's Certificate of Conformity shall declare all applicable GKN or Customer Concession numbers on delivery of non-conforming product that have been accepted via approved Concessions.

GKN reserve the right to apply a minimum charge of £500 per Concession application.

For product marking of the Concession number, refer to BS.08.02.01 and the answered Concession. BS.08.02.01 can be found at the GKN Cowes web site www.gkncowes.co.uk in Quality Documents.

In extenuating circumstances, the Company may provide a Permission to Ship (PTS) document to request that the Suppliers deliver product in advance of a product being fully suitable for delivery. The PTS number must be quoted on the Supplier Certificate of Conformity and a copy of the form attached.

Notice of Escapes (NOE)

The Supplier shall formally notify GKN in writing **within 72 hours** of a non-conformity being discovered for product that has already been delivered to GKN. The NOE shall be sent to supplier.quality@gknaerospace.com

The NOE shall apply to any product nonconformance to Drawing, specification or Purchase Order requirements. Including delivery of either components or assemblies and is not limited to special process failures including tests and inspections, unapproved sources, substitutions of components, or the use of substandard components in products, or any other components/assemblies for a product already delivered.

The Suppliers letterhead is to be used and a management representative must sign the notification. The Supplier shall submit the notification to GKN Procurement Quality Department.

The notification must include as a minimum:

- a) A clear description of the non-conformity;
- b) Affected aircraft programmes and part number(s)
- c) Serial number, lot number, batch number, manufacturing date; C of C numbers of delivered quantities, date of delivery
- d) Immediate containment action
- e) Requirements for components/parts delivered.
- f) Potential impact on aircraft safety, if known;
- g) Root cause analysis (provide supporting data analysis);
- h) Corrective action implementation (effectivity serial number, lot number);
- i) Long-term corrective action and preventive action shall include details and schedules (provide evidence).

17. REQUEST FOR CHANGE

Supplier must notify the Company of any changes in its organisation affecting;

- Manufacturing site location

- Manufacturing processes
- Significant changes to the Quality Management System including changes in key personnel
- Approved sub-tier suppliers and sub-contractors
- Any other changes affecting supplier scope of approval

The notification of change is submitted via the appropriate form available at www.gkncowes.co.uk.

- For administrative changes use form BS.02.04.07
- For changes affecting product manufacture or configuration use form BS.02.04.08.

Supplier designed/supplied product approved for aerospace use by GKN shall not be changed/alterd without prior GKN approval (source control products supplied to GKN part numbers)

18. DELIVERY

All products delivered in connection with the Company shall be correctly identified. All products shall be packaged to provide suitable protection to preserve quality, there shall be no metal to metal contact on any products when delivered to the Company. The products shall be addressed by the Supplier as specified on the Purchase Order. Bar coding / direct part marking will be introduced in line with the Customer's requirements.

When required via the Purchase Order, Engineering Drawing or other associated engineering documentation or Process sketch, key characteristic measurements or other specified measurement result shall be supplied as part of the delivery documentation.

Each delivered batch shall be inspected by the Supplier to ensure conformance to Drawing requirements.

19. REJECTED ITEMS

Non-conforming items will be returned to the Supplier.

A Rejection Note will be raised and submitted to the Supplier who shall implement immediate containment action and identify and implement suitable corrective/preventive actions. The details of the corrective action shall be provided to supplier.quality@gknaerospace.com

Upon receipt of a returned part, the Supplier is requested to provide a credit note for the rejected goods. The credit note should quote both the Purchase Order reference number and the rejection note number and be sent directly to; cowes.financecreditreqs@gknaerospace.com

GKN will then raise a new order line with the Supplier should a replacement be required.

Where rejected items are required urgently, immediate rectification activity may be requested of the Supplier to be carried out at the Company's premises.

If the rejected part is being returned to the Company (either after rework or rectification to return it to a conforming condition) the Suppliers Certificate of Conformity must clearly declare that the part was originally a rejection and state the GKN reject note number.

20. CORRECTIVE ACTION

The Company will require the Supplier to formally respond to any Supplier Corrective Action Requests (SCAR's) or Quality Notifications (QN's).

For SCAR's, the response should be made on form numbers BS.08.06.01 and BS.08.06.04 which are available at the GKN Cowes web site www.gkncowes.co.uk in Quality Documents.

The Supplier shall instigate an immediate containment action and carry out a timely investigation into the cause of the defect and shall report the steps intended to be taken in order to prevent recurrence. The 48 hour containment action shall be completed and sent to GKN even if the part has not been returned to the Supplier. An acceptable corrective action response with supporting evidence (if applicable) must be received by the due date on the SCAR form.

For QN's, a corrective action response is required by the due date. The response shall include supporting evidence (if applicable) and can be submitted using the Suppliers own format.

21. COMPANY SUPPLIED MATERIAL, PRODUCTS, DOCUMENTATION & TOOLING

The Supplier shall ensure that the relevant issue of the Company's Drawings and specifications are available, maintained and utilised in furtherance of all Company Purchase Orders. These are available via the GKN Collaboration Portal (Trubiquity).

All specifications and special process requirements shall be completed in accordance with the documents revisions as published on the Specification Definition list which is available at the GKN Cowes web site www.gkncowes.co.uk in Quality Documents unless otherwise directed on the Purchase Order.

The Supplier shall check to ensure that the latest revision of the documents are held and have been incorporated into the production process on receipt of each Company Purchase Order as part of the contract review process.

As a minimum the document revisions on the Specification Definition list (available at the GKN Cowes web site www.gkncowes.co.uk in Quality Documents) are expected to be reviewed, and those reviews recorded, on a monthly basis regardless of Purchase Orders being placed. Please contact the Company procurement department if you require a copy of a document at the revision stated within the Specification Definition list.

Note: The "relevant issue" of the Company's Drawing will be the issue called up via the Company Purchase Order/Vendor Schedule agreement and may not necessarily be the latest issue available via the GKN Collaboration Portal (Trubiquity). If there is not an issue stated via the Company Purchase Order then the latest issue of the Drawing available via the GKN Collaboration Portal (Trubiquity) shall be utilised. Any queries relating to the applicable Drawing issue must be resolved with the Company prior to manufacture.

The Supplier shall ensure that any Company-supplied Tooling and gauging is satisfactory for the purpose intended and is maintained in an acceptable as received condition. This also applies to property of the Customer and Government property. Any damage or error identified during periodic inspection by the Supplier is to be formally reported to the Company immediately. The Company must be notified immediately if any Company Tooling is either scrapped or transferred from the Supplier for whatever reason.

All tools shall be identified with a unique tool number. The Supplier shall provide, attach and maintain to each physical item of Tooling a metal fireproof nameplate in a reasonably prominent position bearing an inscription "PROPERTY OF GKN" substituting the name of the Company for the Customer's name as appropriate, to evidence the interest of the Company or the Customer as the case may be and to protect that interest against the claims of any third party."

A register of all the Company's Tooling must be maintained specifying as a minimum the following:

- Tool number
- Description
- Date of manufacture
- Location of tool (either storage or manufacturing area)

Verification checks should be carried out on these tools by the Supplier.

The Supplier shall report to the Company any errors or discrepancies revealed in Drawings, specifications, orders or other related documents, using tool query note SP5627 as evidence of reporting. Reports to be sent to supplier.quality@gknaerospace.com.

Where a tool has been subject to a Tool Query Note (TQN) (SP5627) the Supplier must either quote the TQN Number or supply a copy of the TQN with their release documentation.

TQN's shall only be approved by GKN Tool Designers and must be fully completed prior to tool acceptance.

It is the responsibility of the Supplier to ensure tooling conformance with procedures and requirements, and not to request the Company to conduct stage or final inspection overview until tool/jig/paperwork conforms in all aspects.

Strict segregation and control of material is required when supplied by the Company. No alternative material substitution is permitted without prior Company written approval.

22. INSPECTION ACTIVITIES

All employees engaged in inspection tasks shall possess a suitable level of competence for the activity being performed. Inspection staff shall have eye sight assessments (not exceeding 2 yearly) in accordance with the relevant national/international standard in force at the time.

The Supplier shall perform 100% inspection for in process and final inspection unless a formal sampling plan has been formally approved by the Company. The Supplier shall have a documented process to cover the sampling process.

23. DISPOSAL OF SCRAP

Scrap generated from sub-contract repair Purchase Orders may have Customs implications. In this case, the affected items remain the property of the Company or Customer and can only be scrapped/ returned as instructed by the Company.

Scrap product shall be conspicuously and permanently identified as scrap before being destroyed or rendered unusable, to prevent unauthorised salvage or inadvertent use by the Supplier.

The Company must be notified of free issue items scrapped by the Supplier who shall request disposal instructions from the Company.

24. RECORDS

Products are required to be traceable through all the stages of manufacture, including:

- a) All Bill of Material levels, including batch numbers and records of material
- b) Lower sub tier Supplier information and part data.
- c) The configuration status/history of the part.

The Supplier shall maintain Quality Records traceable to the manufacture and conformance of the products deliverable to the Company: such records include, but are not limited to, Certificates of Conformity, Regulatory Delivery Certificates (e.g EASA Form 1), Material Certificates, Manufacturing records (e.g. job cards), on receipt testing certificates. All Records must remain legible, identifiable, retrievable and stored so as to conserve data and provide adequate protection from deterioration, accidental damage and fire / flood.

The Supplier shall retain Quality records indefinitely and such records will remain as property of the Company and shall not be destroyed without the formal authorisation of the Company's Quality Department. At the Company's discretion such records may be required to be transferred to the Company, if so then the format of how they will be transferred will be agreed by both the Supplier and the Company.

Occasionally the Company may request the supply of specific records from the Supplier: these shall be supplied within seven days of receipt of such a request.

Any Supplier or Sub-Tier Quality Records shall be made available in English.

The Supplier shall notify the Company of any potential discontinuation of business activities and arrangements shall be made for the records to be forwarded to the Company.

25. SOFTWARE / ELECTRONIC DATA

All technical data generated by the Company or transferred to the Company from our Customers, remains our responsibility up to the termination of requirement, to hold that data. Technical Data shall be exported or transferred securely and be managed in accordance with the following;

The Supplier shall have suitable procedures to ensure the adequate and effective control of all software and/or electronic data used for the purpose of design, manufacture, or inspection of all parts manufactured for the Company. This procedure should the following to ensure the safety and security of the data.

A copy of the Data Transfer Document must be retained with the data at all times and supplied with all internal transmissions.

The recipient Supplier is prohibited from transmitting any part of Company/Customer data except in accordance with Company/Supplier Non-Disclosure Agreement.

Company data must not be stored to local drives. Inadvertent breaches should be reported immediately, to Cowes Manufacturing Engineering Data Transfer Team via Cowes.MEdata@GKNAerospace.com

The recipient Supplier is required to store data packages in a central repository and assure the Company of only verified recipients for internal transmission access to storage of data, for controlled programs. If the Company advises the recipient they require destruction of the data, the Company will provide a Supplier with Data Transfer Documentation to assist with the destruction.

The destruction of Controlled data must be performed under controlled conditions by verified personnel only. The Company will establish a formal validation/verification process with the Supplier to ensure that digital data supplied by the Company has been translated correctly. This will include any Customer specified requirements.

The Supplier's procedures shall also provide for adequate and effective control of Company software and/or electronic data provided by the Supplier to its sub-tier suppliers.

Development of Software

Where development of software is required for internal test use or delivery to the Company, either embedded or stand alone, the controls under which it is developed will be agreed and referenced in any Purchase Order placed.

26. ELECTRONIC ASSEMBLIES

A Company approved Electronic Sensitive Discharge (ESD) programme must be in place where handling of electronic assemblies is involved. All soldering must be performed by qualified operators trained to J-STD-001 or equivalent standard.

27. SUSPECTED UNAPPROVED PARTS (SUPS) AND COUNTERFEIT PARTS

The Supplier shall establish and maintain controls to prevent the purchase of Suspected Unapproved Parts ("SUP") and Counterfeit Parts (unauthorised copy, imitation, substitute or modified part which is knowingly misrepresented) that meets the requirements of AS5553 & AS6174. SUPs are generally parts which fail to meet the specified requirements and cannot enter the aviation system until they have been approved. A Counterfeit Part is a part made or altered so as to imitate or resemble an "Approved Part" without authority or right and with the intent to mislead or defraud by passing off the imitation as original or genuine. None of these types of parts should be installed on an aircraft. The Supplier must inform the Company without delay if it knows or reasonably suspects it has supplied to the Company or the Customer a SUP or Counterfeit Part in accordance with the NOE requirements identified in Para 16 of this document.

The Supplier shall plan, implement and control processes, appropriate to the organisation and the product for the prevention of counterfeit or suspect counterfeit part use and their inclusion in products' delivered.

Prevention processes to be considered:

- Training of appropriate persons in the awareness and prevention of counterfeit part
- Application of a parts obsolescence monitoring program. The Supplier shall notify the Company as soon as an event arises that will expose the Company to an obsolescent condition.
- Controls for acquiring externally provided product from original or authorised manufactures, authorised distributors, or other approved sources.
- Requirements for assuring traceability of parts and components to their original authorised manufactures
- Verification and test methodologies to detect counterfeit part
- Monitoring of counterfeit parts reporting from external sources
- Quarantine and reporting of suspect or detected counterfeit parts.

28. QUALITY / CONTRACT CLAUSES

The contract specific quality Clauses are listed in document number QCF-GEN/2 which is available at the GKN Cowes web site www.gkncowes.co.uk in Quality Documents and are used to flow down programme / Customer requirements applicable to the contract / Purchase Order.

The Supplier should review the clauses referenced on the Company Purchase Order during the contract review process to ensure all the requirements of the clause are reviewed and can be adhered too.

29. EXPORT CONTROL

The Supplier shall, at all times, be cognisant and committed to compliance with all applicable export control laws including the International Traffic in Arms Regulations and the Export Administration Regulations, as well as UK Strategic Export Control Lists. GKN is committed to compliance with all sanctions and export control regulations and expects that compliance to also be shown by its supply chain.

The Supplier must ensure that relevant export Licences are in place and are maintained.

The Supplier must ensure that individuals within their organisation are authorised under the relevant export control Licences where applicable.

GKN may request classification information from the Supplier and this should be provided in a timely manner. Should the classification of an item change at any time, GKN must be made aware as soon as the Supplier becomes aware.

The classification of the item from all relevant jurisdictions. Where this is from a US jurisdiction, particularly the US Dual Use list, this should be made clear with the prefix ECCN.

All applicable export control Licence numbers must be included within the shipping document accompanying the delivery.

30. FOREIGN OBJECT DAMAGE (FOD) PREVENTION

The Supplier shall maintain a FOD Prevention Program in accordance with Aerospace Standard AS9146 (Foreign Object Damage (FOD) Prevention Program - Requirements for Aviation, Space, and Defence Organisations).

Prior to closing inaccessible or obscured areas and compartments during assembly, the Supplier shall inspect for FOD and ensure protective devices (e.g., bags, caps, covers and plugs) remain embedded. The Supplier shall ensure Tooling, jigs, fixtures, and test or handling equipment are maintained in a state of cleanliness and repair sufficient to prevent FOD.