

# QA0009 – INSTRUCTIONS TO SUPPLIERS

## REVISION 13

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### ORDER PROCESSING

Orders must not be sub-contracted without written authorisation from Reliance. If anything on the order is not clear then check with your Reliance contact.

### HANDLING

Take care to protect components at all times. Use individual containers whenever possible; parts should not be allowed to knock together.

Take care not to scratch or damage components during masking, deburring or machining. If any items supplied to Vendor are damaged on receipt then this should be reported to Reliance before starting work.

When holding work for machining, take care not to bruise or damage clamping surfaces.

### RIGHT OF ACCESS

Reliance Precision Limited, its customers and any agent of our customer, of any Government department, or of any relevant Regulatory Authority, reserve the right to perform audits and inspections at Vendor's facility and at any sub-tier facility at any reasonable time and with reasonable notice.

### CUSTOMER OWNED PROPERTY

Vendor shall clearly identify Customer owned property and tooling and store it as per any instructions. In the event that Tooling provided by Reliance becomes damaged or unsuitable for use, Vendor shall notify Reliance immediately.

### QUALITY ASSURANCE

We are very willing to help with any inspection or quality control matters. Please ask your Reliance contact if any inspection advice is required.

If Vendor is certified by a third party to an industry standard such as ISO9001, ISO13845, NADCAP, ISO17025, AS9120 or AS9100 then Buyers' orders shall be fulfilled in accordance with the relevant certification.

Maintain and retain records associated with the order (such as production records, non-conformance, delivery documentation for any sub contract operations and sub-components/materials used in satisfying the order) and record any defects noted. Prior to destruction of any record associated with production for Buyer's product, Vendor shall inform Buyer and transfer the relevant record(s) to Buyer if requested to do so.

Significant changes to Vendor's Management System, process or product shall be communicated to Reliance Precision in advance where possible. Changes including, but not limited to:

- a) Certification status or scope of Quality Management System
- b) Ownership
- c) Key Quality Management personnel
- d) Location of manufacture

Some orders will require a Certificate of Conformance to support the goods. This should

read: "The above parts have been manufactured, inspected and tested and except where stated below conform in all respects to the order no. \_\_\_\_\_ "and be signed by the person responsible for the Company's quality.

Ensure that all measuring equipment is calibrated.

Do not attempt any salvage scheme without consulting Reliance Precision Ltd; do not replace a scrapped component with Vendor's own materials.

All sub-standard or non-conforming products must be declared to Reliance Precision Ltd before despatch. If parts are subject to concession approval then this must be submitted formally using Concession Form (**QA0020**) or equivalent. Parts must not be despatched without concession approval or explicit authorisation from Reliance Precision Ltd.

If it is discovered after the event that nonconforming, counterfeit, or suspect counterfeit material has been shipped to Reliance without written agreement, then written notification must be sent to Reliance Precision within 24 hours of discovery.

When a Customer or organization has identified raw material as a significant risk, Vendor shall perform the appropriate tests as determined by the design authority or Buyer and make copies of the test reports available to Buyer.

## **NONCONFORMING PARTS**

If we receive parts from you that we believe to be nonconforming then we will send you a reject note and where required a non-conformance report or a supplier corrective action report (SCAR).

A SCAR contains the following sections for you to complete.

Root cause: this box should describe the root cause of the problem. Some thought should be given to identifying root cause and we may not accept responses that have not identified these. Please contact us if you need any help with this.

Action Taken to Re-work/Replace Parts: Please describe what you plan to do to the parts to correct them. Timescales for replacement of parts should be advised separately to your Reliance purchasing contact. If parts have not been returned then please leave this section blank.

Action Taken to Eliminate Root Cause: These actions should include a timescale and the name of those responsible for completing them. Reliance will check that these actions have been completed and that they have been effective at future visits.

Please acknowledge receipt of the corrective action form within 1 week. After investigation of the non-conforming parts, the completed corrective action form should be returned within 4 weeks.

## **COUNTERFEIT PREVENTION**

Vendor shall ensure that the Goods to be delivered shall be and only contain authentic materials obtained directly from the Original Component Manufacturer (OCM) or the Original Equipment Manufacturer (OEM) or an authorised reseller or distributor. Further, Vendor shall notify Buyer in writing immediately in the event that any material to be delivered cannot be procured in accordance with this requirement and Vendor must obtain Buyer's prior written authorization if an alternate source is required and for any deviation from the counterfeit risk mitigation requirements applicable to this Order.

## **THE ENVIRONMENT, HEALTH & SAFETY**

All processes and facilities used to process this order must comply with all applicable environmental and Health & Safety legislation.

Where the goods ordered are hazardous, the goods shall be clearly labelled as such and a Safety Data Sheet (SDS) provided

## **COMPETENCE AND AWARENESS**

Vendor shall ensure that all employees involved in provision of the products or services are suitably trained and competent.

Vendor shall ensure that all employees and external providers supporting the Vendor are aware of:

- a) Their contribution to product or service conformity;
- b) Their contribution to product safety; and
- c) The importance of ethical behaviour.
- d) Their contribution to prevention of counterfeit product

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