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KLINGE COATINGS

QP-07-420

SUPPLIER QUALITY MANUAL

Replaces: QP-06-200

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1.0 **PURPOSE**

1.1 **The Objective** of this procedure is to set forth the general quality requirements that must be followed by suppliers of direct material or services to Klinge Coatings.

1.2 **The Intent** of this procedure is to ensure that:

- a) All purchased materials or services meet or exceed the quality requirements of Klinge Coatings, Inc. and its customers
- b) The quality systems requirements imposed by Klinge Coatings on its suppliers are communicated in a logical and easily understood format.

2.0 **APPLICATION**

2.1 This procedure applies in total or in part to all suppliers of direct materials, parts, and services to Klinge Coatings.

3.0 **DEFINITIONS/ABBREVIATIONS**

- 3.1 **Deviation** A deviation addresses material, which has not been produced or has a known material substitution.
- 3.2 **Documentation** Defined as all written correspondence and records related and pertaining to the manufacture of a product.
- 3.3 **Nonconforming** Any component containing one or more defective characteristics is considered to be nonconforming.
- 3.4 **Purchaser** Klinge Coatings
- 3.5 **Supplier** Any company or organization that provides material, parts, or assemblies to the purchaser. Also describes provider of quality assurance services or manufacturing services such as passivation, chemical stripping, etc.
- 3.6 **Waiver** A waiver addresses nonconforming material which has already been produced.

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3.7 **Abbreviations**

3.7.1 **MRB** - Material Review Board

3.7.2 **P.O.** - Purchase Order

4.0 **ASSOCIATED DOCUMENTS**

4.1 **AS9100** Section 7.4 - Purchasing

4.2 **ISO 10012-1** Metrology

5.0 **PROCEDURES**

5.1 **Right of Access** - The Supplier must permit immediate access by the company, their customer, and regulatory authorities to all facilities involved in the order and to all applicable records.

5.2 **Surveillance** - The Supplier's Quality System will be subject to initial and periodic audits/surveys and acceptance by Klinge Coatings, its customers, and government regulatory agencies (e.g. The Department of Defense and Federal Aviation Administration functions), to the extent required to assure the suppliers conformance to this procedure. The intent of these audits/surveys is to evaluate the suppliers quality system to the degree necessary to ensure conformance to Supplier requirements, and to detect any changes which could affect the quality of the product.

Suppliers are responsible for ensuring that Products or Services meet established Klinge Coatings Quality Requirements, and provided process specifications. Audits, approvals or verification by Klinge Coatings of the Supplier's facility, quality system, process controls, acceptance activities, etc., does not absolve the Supplier of the responsibility to provide acceptable Product or Services, nor will it preclude the sequent rejection to unacceptable Product or Services.

5.3 **Survey, Audit, and Source Verification** - The Supplier Evaluation (**Form 07-410/01**) will be mailed to all applicable sources of material, parts, and services on an annual schedule.

5.3.1 **Surveys** - The Supplier Evaluation will be mailed to all applicable sources of material, parts, and services initially and on a as needed basis thereafter.

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- 5.3.2 Audit Schedule Modification - While the primary survey tool is the Supplier Evaluation, additional surveys and on-site audits may be scheduled if the quality history, changes to the Supplier quality system, or significance/ type of procured materials and services warrant.
- 5.3.3 The purchaser reserves the right to conduct source inspection and the right to witness manufacturing operations inspections and tests as necessary to verify conformance of the product or services. The Supplier will provide reasonable facilities, equipment, records, and assistance as required to satisfy this requirement.
- 5.3.4 Performance Evaluation – will be performed / reviewed every quarter for supplier delivery performance. At the discretion of the Quality Manager, a corrective action may be issued to the supplier in the event that a supplier has missed (2) delivery dates within a one year period causing a delay in product delivery.

5.3 General Supplier Responsibilities

- 5.4.1 The Supplier will ensure all processes to make product or provide services required by Klinge Coatings will be performed by qualified personnel.
- 5.4.2 The Supplier will maintain an inspection system, which will assure that all material and services submitted to the purchaser for acceptance meet the requirements of the P.O. This requirement applies to material and services manufactured or purchased by the Supplier.
- 5.4.3 The Supplier will perform or have performed, the inspections and/or tests required to ensure product conformance to drawing, specifications, and P.O. requirements.
- 5.4.4 The Supplier's inspection system will be documented, and available for review by the purchaser, prior to the initiation of production and during the life of the P.O.
- 5.4.5 The Supplier will notify the purchaser, in writing, of any change to the Supplier's inspection system, changes in product and/or process, changes of suppliers, changes of manufacturing facility location and where required, obtain organizational approval. The inspection system will be subject to disapproval if changes thereto could result in nonconforming product. In that event, organization must be notified of the nonconformance(s).

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- 5.5 **Inspection and Testing Documentation** - Inspection and testing will be prescribed by clear, complete, and current instructions. The instructions will assure inspection and test of material, work in process, and completed articles as required by specification and the P.O. In addition, criteria for acceptance and rejection will be included.
- 5.6 **Records** - The Supplier will maintain adequate records of all inspections and tests. The records will indicate the nature and number of observations made, the number and type of defects found, the quantities accepted and/or rejected, and the nature of corrective action taken as appropriate.
- 5.7 **Corrective Action**
- 5.7.1 The Supplier will take prompt action to correct assignable conditions, which have resulted or could result in the submission of nonconforming material or services to the purchaser.
- 5.7.2 The Supplier will respond, in the time frame allotted, to any Supplier Corrective Action Request from the purchaser. If the allotted time is not adequate, the Supplier may request an extension, in writing, prior to the expiration of the assigned due date.
- 5.8 **Drawings and Changes** - The Supplier's systems will provide controls, which will assure that the latest applicable drawings, specifications, and instructions required by the P.O.; as well as, authorized changes thereto, are used for manufacture, inspection, and testing.
- 5.9 **Measuring and Test Equipment**
- 5.9.1 The Supplier will provide and maintain gages and other measuring and test devices necessary to assure all delivered product is conforming.
- 5.9.2 In order to assure continued accuracy all inspection, measurement, and test devices will be calibrated at established intervals against certified masters, which are traceable to national standards. The calibration system will be in accordance with **ISO 10012-1** or equivalent.

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- 5.9.2.1 The requirements of Paragraph 5.7.2 will apply to any production tooling, such as jigs, fixtures, templates, and patterns, which are used as a media for product acceptance.
- 5.10 **Special Process Controls**, will be an integral part of the inspection system when such processes are part of the purchase order. As such, special process procedures will not be modified without prior approval of the purchaser.
- 5.11 **Indication of Inspection Status** - The Supplier will maintain a positive system for identifying the inspection status of all product. Identification may be accomplished by use of stamps, tags, routers, move tickets, tote box cards, or other control devices.
- 5.12 **Purchaser Furnished Material**
- 5.12.1 When material is furnished by the purchaser, the Supplier's procedures will include, as a minimum, the following:
- 5.12.1.1 Examination upon receipt, consistent with practicability, to detect damage in transit.
- 5.12.1.2 Inspection for completeness and proper type.
- 5.12.1.3 Periodic inspection and precautions to assure adequate storage conditions and to guard against damage from handling and/or deterioration during storage.
- 5.12.1.4 Identification and protection from improper use and disposition.
- 5.12.1.5 Verification of quantity
- 5.12.2 The Supplier will report to the purchaser any purchaser furnished material found damaged or otherwise unsuitable for use. In the event of damage or malfunctioning during or after receipt, the supplier will determine and record probable cause and necessity for withholding the material from use.
- 5.13 **Nonconforming Material**
- 5.13.1 The Supplier will maintain an effective and positive system for controlling nonconforming material.

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- 5.13.2 Nonconforming material will not be shipped to the purchaser without written authority. The Supplier will submit a complete description of the nonconformance, cause of the nonconformance, and corrective action, which will permanently resolve the cause. Unless otherwise instructed by the purchaser, the Supplier will hold such material until the purchaser reviews and dispositions the request.
- 5.13.3 Nonconformances which can be reworked by repeating part or all of the initial process (other than special processes) will be considered as rework and can be accomplished without purchaser approval.
- 5.13.4 Nonconformances which are produced by a special process or do not meet the requirements of Paragraph 5.13.3, will be considered repair items and will require purchaser approval prior to performing the repair. These items will be reported in accordance with Paragraph 5.13.2 with the addition of a documented repair procedure.
- 5.13.5 If during gage calibration, rejection analysis, etc., it is determined that nonconforming material may have inadvertently been shipped, the purchaser will be notified immediately.
- 5.14 **Sampling Inspection** - Dimensional or visual sampling may be used where the process capability is acceptable and stable. Sampling plans require the approval of the purchaser.
- 5.15 **Subtier Control** - Subcontracted or purchased material and services will be subjected to receiving inspection and any other controls, as required, to ensure compliance to the purchase order and this procedure.