

SUPPLIER EXPECTATIONS PACKAGE

PRESENTATION PURPOSE:

PROVIDE AN OVERVIEW TO PROMPT DISCUSSION
WITH YOUR SUPPLIER QUALITY ENGINEER

TEXTRON Systems

OVERVIEW

- Section 1: Supplier Communications
- Section 2: Supplier Quality Assurance Requirements (SQAR) [PO code 4M]
- Section 3: Nonconforming Material
- Section 4: Change Requests
- Section 5: Source Inspection (SI) [PO code 2P or 2Q]
- Section 6: First Article Inspection (FAI) [PO code B9 or 4M]
- Section 7: Process Reviews [PO code PR]
- Section 8: Quality Management System (QMS) Assessments
- Section 9: Critical Safety Item (CSI) program [PO code CSI]
- Section 10: Supplier Quality Rating System

**GOALS: MEET REQUIREMENTS,
EXCEED EXPECTATIONS**

1: SUPPLIER COMMUNICATIONS

- All contractual communication between Textron Systems and the supplier shall be through the buyer in the form of a PO (in writing) or via contractual letter
- Any product or processes that do not conform to the PO requirements will be rejected
- Textron Systems Engineering and Quality do not have the authorization to provide suppliers amendments to a PO. Only the Buyer shall provide a PO!
- Do not take direction, verbally, through email, or otherwise, regarding product conformance, from Textron Systems Engineering. If product does not meet PO and drawing requirements it will be rejected (see topic 3, Nonconforming Material)
- Drawings and revisions (ECNs) shall only be provided through a Buyer.

2: SQAR

- Applies if PO includes code 4M
- The document is available at:
 - <http://www.textronsystems.com/sites/default/files/resource-files/QA-SP47%20SQAR%20for%20aaicorp.pdf>
- This document outlines Textron Systems' requirements of your Quality Management System as applicable to your business
- Read this document carefully upon receipt of a PO including the 4M code!
- Do not assume these requirements are “industry standard requirements”!

3: NONCONFORMING MATERIAL

- Textron Systems/AAI is under no obligation to accept nonconforming products from suppliers.
 - Approval will be granted (or denied) by Textron Systems/AAI and its Customer through a Material Review Board activity.
- MRB requests that do not contain effective analysis may be returned to Seller without action.
- The supplier shall not repair or ship to Textron Systems/AAI any nonconforming products that have not been dispositioned by Textron Systems/AAI MRB unless authorized by Textron Systems/AAI in writing
- The acceptance of nonconforming parts by Textron Systems/AAI and its Customer establishes no precedent for the continued acceptance of parts in similar condition
- For any questions, refer to your Supplier Quality Engineer

4: CHANGE REQUESTS (CR)

- If supplier wishes to modify a non-COTS drawing, a CR form must be completed and submitted to your Textron Systems Supplier Quality Engineer.
- The form is available at:
 - http://www.textronsystems.com/sites/default/files/resource-files/QAPGQE63-FM1_item%20chg%20request.docx
- Textron Systems requires delivery of product to conform to the drawing and Revision identified on the PO only.
- Proceeding to manufacture to a changed drawing prior to release with updated PO is at the risk of the supplier only.
- Textron Systems reserves the right to reject any CR form.

5: SOURCE INSPECTION (SI)

- Applies if PO includes code 2P or 2Q
- 7 Days prior to shipment of item, a Source Inspection Request Form must be submitted:
 - [http://www.textronsystems.com/sites/default/files/resource-files/M-791 Source Inspec Request 0.docx](http://www.textronsystems.com/sites/default/files/resource-files/M-791_Source_Inspection_Request_0.docx)
 - A Supplier Quality Engineer (SQE) will visit your site and review the workmanship and documentation of the item prior to shipment
 - A Source Inspection (SI) waiver may only be assigned by an SQE

6: FIRST ARTICLE INSPECTION (FAI)

- Applies if PO includes code B9 or 4M (Sect 6 & 14)
- Completed on first production run (identified by Buyer and SQE)
 - Assume first item delivery is first production run
- Use AS9102 as a baseline of activities
- Training available at:
 - <http://www.textron.com/sites/default/files/resource-files/FAI%20for%20Suppliers.pdf>

7: PROCESS REVIEWS

- An item may be identified to be reviewed under PR, as apposed to an SI. PR may not be identified by a PO code.
- PR's are completed at a random interval decided by your SQE. Your SQE will notify you of the need for a PR.
- A PR is a item-targeted assessment designed to maintain confidence with your production and quality processes.

8: QMS ASSESSMENTS

- A Quality Management System (QMS) Assessment is a review of your policies and procedures as they apply to your QMS which may be defined by ISO9001 or AS9100
- A QMS determines the oversight Textron Systems will establish with a supplier to ensure that expectations are met.
- Textron Systems uses AS9100 as a benchmark

9: CSI PROGRAM

- Applies if the PO includes the code CSI
- Critical Safety Items (CSI) are clearly indicated as such on the PO and Drawing
- CSI Items require Textron Systems and supplier attention to the supplier processes beyond “standard items”
- Requirements are defined in QA-SP65, CSI Program Activities Guide, available at:
 - http://www.textronsystems.com/sites/default/files/resource-files/QA-SP65_Rev.doc
- A detailed overview and training is available at:
 - http://www.textronsystems.com/sites/default/files/resource-files/CSI%20Training%20for%20Suppliers_Jan%202012.pdf

10: SUPPLIER QUALITY RATING SYSTEM

- Textron Systems' supplier quality rating system is defined as:
- Rating = $\text{accepted quantity} / \text{accepted} + \text{rejected quantity}$
 - Rejects may occur at Source Inspection, Receiving Inspection, Production Assembly, or End Customer
- Ratings below 95% require Quality Approval before new orders may be placed
- Details of Textron Systems' Supplier Rating System are available at:
 - <http://www.textronsystems.com/sites/default/files/resource-files/QA-SP48.pdf>

SUMMARY

- Request identification of your assigned Textron Systems Supplier Quality Engineer through:
 - AAI-supplierquality@textronsystems.com
- Review your Textron Systems Supplier Rating regularly.
- Discuss PO requirements with your Textron Systems Buyer.
- All direction shall only be provided through your Buyer in writing.