SUPPLIER EXPECTATIONS PACKAGE

PRESENTATION PURPOSE:
PROVIDE AN OVERVIEW TO PROMPT DISCUSSION WITH YOUR SUPPLIER QUALITY ENGINEER
OVERVIEW

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

YOUR GOAL = EXCEED Textron Systems EXPECTATIONS
1: 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:

• 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
2: 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:
3: PROCESS REVIEWS (PR)

• 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.
4: 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
5: 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:

• A detailed overview and training is available at:
6: SQAR

• Applies if PO includes code 4M.

• The document is available at:

• 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”!
7: SUPPLIER QUALITY RATING SYSTEM

• Textron Systems’ supplier quality rating system is very simple

• Rating = accepted quantity / accepted + 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:
  
8: 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.
9: 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:

• 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.
10: SUPPLIER COMMUNICATIONS

• All contractual communication between Textron Systems and the supplier shall be through the buyer in the form of a PO (put in writing).

• Any product or processes that do not conform to the PO requirements are to 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!

• Drawings shall only be provided through a Buyer.
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.