

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:
 - http://www.textronsystems.com/sites/default/files/resource-files/M-791_Source_Inspec_Request.doc
- 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:
 - <http://www.textron.com/sites/default/files/resource-files/FAI%20for%20Suppliers.pdf>

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:
 - 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

6: SQAR

- Applies if PO includes code 4M.
- The document is available at:
 - <http://www.textron.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”!

7: SUPPLIER QUALITY RATING SYSTEM

- Textron Systems' supplier quality rating system is very simple
- 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>

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:
 - 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.

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.