

# SUPPLIER QUALITY MANUAL

DOING BUSINESS WITH TEXTRON SYSTEMS MARINE & LAND SYSTEMS



## INSIDE:

- General Requirements
- Quality System Requirements
- Supplier Quality Audits
- Quality Clauses

**TEXTRON** Systems



## To Our Suppliers:

This manual is provided to assist you in understanding your responsibilities as a supplier to Textron Systems Marine & Land Systems (hereinafter referred to as Marine & Land Systems). Our company philosophy, as it pertains to our suppliers, is written in this manual and is intended to embrace the spirit of continuous improvement in an environment whereby mutual understanding, cooperation and trust will result in prosperity for our suppliers, Marine & Land Systems and Marine & Land Systems' customers.

This manual defines the basic quality systems and procedures required of suppliers to Marine & Land Systems. Supplier supplemental requirements may be provided based on the commodity procured by Marine & Land Systems. Acceptance of Marine & Land Systems' purchase order constitutes acceptance of the requirements set forth in this manual. Any deviations from the requirements of this manual require written consent from Marine & Land Systems Product Assurance management.

The Supplier's quality and inspection systems are subject to review evaluation, and approval. This manual in conjunction with ISO standards will serve as the basis for such reviews. If there are questions about this manual or its contents, please feel free to contact the quality department at Marine & Land Systems.

Thank you to all our suppliers for your continued support.

Manager, Quality Services

Textron Systems Marine & Land Systems

1010 Gause Blvd., Slidell, LA 70458

# Supplier Quality Manual

## Table of Contents

<b>Company Profile .....</b>	<b>1</b>
<b>Commitment to Quality .....</b>	<b>1</b>
<b>Integrating Suppliers as Marine &amp; Land Systems Team Members .....</b>	<b>2</b>
Goal of the Marine & Land Systems Supplier Quality Manual .....	2
Purpose of the Marine & Land Systems Supplier Quality Manual .....	2
Selection of Suppliers .....	2
<b>Marine &amp; Land Systems Supplier Quality Audits and Surveys .....</b>	<b>2</b>
Pre-Award Survey .....	2
Desk Audit .....	3
On-Site Quality System Audit .....	3
Audit Elements .....	3
<b>General Requirements for Marine &amp; Land Systems Suppliers .....</b>	<b>4</b>
Training .....	4
Calibration .....	4
Sampling .....	5
Inspection & Status .....	5
Procured Articles .....	5
Assembled/Manufactured Articles .....	6
Corrective Action: .....	6
Documentation .....	6
<b>Quality System Requirements for Marine &amp; Land Systems Suppliers .....</b>	<b>6</b>
<b>Marine &amp; Land Systems Supplier Quality Clauses .....</b>	<b>7</b>
Purchase Order Quality Clauses .....	7
Quality Program/Inspection System .....	7
Records Retention .....	7
Source Inspection .....	7
First Article Inspection/Conformance .....	8
Special Process Certifications .....	8
Certification of Compliance/Drop Shipment Certification .....	9
Counterfeit Parts .....	9
Shelf-Life Material/Age Control .....	9
Identification / Marking of Parts .....	10
Report of Discrepancy .....	10

Supplier Quality Manual

**Shipment to Marine & Land Systems..... 10**

    Delivery ..... 10

    Notification to Marine & Land Systems of Shipped Materials Found To Be Nonconforming ..... 11

    Management of Change ..... 13

**Appendix ..... 14**

**Primary Points of Contact ..... 15**

## MARINE & LAND SYSTEMS SUPPLIER QUALITY MANUAL



*Figure 1. Marine & Land Systems Manufacturing Facility, New Orleans, LA*

### Company Profile

Textron Systems Marine & Land Systems manufactures specialty marine craft including the Motor Life Boat for the U.S. Coast Guard and the Landing Craft Air Cushion for the U.S. Navy. We also produce land systems including Cadillac Gage gun turrets and a family of armored vehicles, including the Armored Security Vehicle (ASV) that continues to play an important role in military operations overseas. Marine & Land Systems, a business of Textron Systems, has facilities located in Eastern New Orleans and Slidell, Louisiana.

### Commitment to Quality

To achieve the highest level of quality and promote continuous improvement, Marine & Land Systems adopted ISO 9001:1994 as the template for our quality management system (QMS). This ISO standard was derived in part from the well-established base of MILQ-9858A and MIL-I-45208A quality system requirements. In 2009, the company upgraded its QMS to meet the requirements of ISO 9001:2008 and in 2016 to the requirements of ISO 9001:2015. ISO 9001 is used throughout the organization and is the cornerstone of our quality management system.

Marine & Land Systems strives to meet and/or exceed the expectations of our customers and their applicable requirements.

We are committed to meet the requirements of ISO 9001:2015, to continually improve the effectiveness of our QMS, to deliver defect-free, competitively valued products, and on-time deliveries to our customers. This is accomplished through our dedication to continuous improvement and our basic operating philosophy: "Do What's Right." It is our expectation that suppliers adopt the same philosophy.

## **Integrating Suppliers as Marine & Land Systems Team Members**

### **Goal of the Marine & Land Systems Supplier Quality Manual**

The goal of the Marine & Land Systems Supplier Quality Manual is to provide a uniform method to communicate general requirements, expectations, and guidelines to the supply chain. This Supplier Quality Manual supports continuously measuring supplier performance, developing suppliers as partners and embracing proactive quality planning as a routine part of doing business.

### **Purpose of the Marine & Land Systems Supplier Quality Manual**

The Marine & Land Systems Supplier Quality Manual has two purposes. First, this manual defines the fundamental Quality System activities that Marine & Land Systems expects from suppliers and their supply chain to ensure ongoing planning, control, and continuous improvement in order to achieve the highest possible level of quality. Secondly, suppliers should utilize this manual as an aid to further develop their own quality systems. Marine & Land Systems is committed to integrating suppliers as team members, and in sections of this manual, additional detail of requirements are presented.

This manual applies to suppliers where Purchase Order Quality Clause 200 (SELLER QUALITY PROGRAM), or 210 (SELLER INSPECTION SYSTEM) has been invoked on the purchase order.

### **Selection of Suppliers**

In order to remain an industry leader, and to become premier, we must conduct business with suppliers and service providers that are the best in their respective industries. Marine & Land Systems expects the suppliers with whom it does business to provide the highest quality products and services.

Flexibility and responsiveness are components of a successful relationship. The dynamics of this industry require Marine & Land Systems to periodically execute programs and projects with short lead times. Therefore, it is critical that our suppliers be able to respond accordingly.

Supporting Marine & Land Systems means that our suppliers take ownership of all aspects of the products and services that they provide. We rely heavily on our suppliers to be the experts in their respective products and services, and to show a willingness to provide extraordinary support, responsiveness, and expertise when required.

## **Marine & Land Systems Supplier Quality Audits and Surveys**

### **Pre-Award Survey**

All Suppliers are normally subjected to a Pre-Award survey. This requirement may be waived if the supplier has been previously qualified by another division of Textron, or is currently certified to ISO 9000, QS9000 AS9000, AS9100, or NADCAP (by a third party registrar). Marine & Land Systems Product Assurance (PA) maintains an Evaluated Supplier List (ESL) of sources who have been qualified to supply product to Textron.

# Supplier Quality Manual

Suppliers that require an onsite survey, as determined by Marine & Land Systems Product Assurance management, will be audited using the Textron Standard Audit Package.

## Desk Audit

Marine & Land Systems' Product Assurance or Supply Management may periodically distribute a Supplier Quality Questionnaire. The Supplier Quality Questionnaire is reviewed for significant changes to the supplier quality system in the past year. Additional survey forms may be sent to the Supplier for completion as applicable by PA.

Should the Supplier fail to return the questionnaire, a final request will be mailed or e-mailed to the Supplier. Should the Supplier not respond to the final request provided, the supplier may be subject to suspension from conducting business with Marine & Land Systems.

In addition, Marine & Land Systems conducts an annual review of each supplier, criteria including percentage of nonconforming product delivered, percentage of on time delivery, packaging and handling compliance, and compliance with P.O. Clauses are considered. These factors are compiled with data from Supply Management to establish and may affect supplier preference for future purchase orders.

## On-Site Quality System Audit

An on-site survey is normally conducted every three years when the annual performance review is satisfactory. The survey period may be extended due to satisfactory performance, volume and logistics considerations, as determined by Marine & Land Systems' Product Assurance management. Surveys are normally scheduled to be completed on or before the three-year interval, but Marine & Land Systems's Product Assurance management is authorized to vary the date up to three months beyond this interval to accommodate Marine & Land Systems' or the supplier's schedule.

NOTE: In situations where a supplier is being utilized in a limited manner (infrequent purchases or limited quantities), Product Assurance shall determine if an on-site survey is required or an extension needs to be granted. Such extensions shall be reviewed annually.

On-site resurveys may be conducted more frequently when rejection summary data indicates a need.

## Audit Elements

The on-site survey is conducted per the Textron Audit Package. The following factors, appropriate to the clauses invoked, are also included.

1. Quality Policy deployment and understanding
2. Risk assessment and mitigation plan in place
3. PA/QC organization appropriately staffed and effective
4. Facility management leadership in the Quality process
5. Contract review and pre-production review
6. Design control

# Supplier Quality Manual

7. Inspection and Test Plan defined, appropriate, and implemented
8. Data collection system and reporting
9. Quality System and operational procedures documentation
10. Acceptance criteria defined and deployed
11. Document control
12. Measuring and Test equipment (calibration system)
13. Purchasing and Supplier quality process
14. Material receiving and incoming Inspection
15. In-process inspection
16. Final inspection
17. Inspection status
18. Identification and traceability
19. Welding process documentation and control
20. NDT process documentation and control
21. Other special processes (Coating, Hot Forming, etc.)
22. Shipping process documentation and control
23. Nonconformance system controls and documentation
24. Training
25. Internal quality audits
26. Quality records
27. Customer feedback and warranty documentation
28. Management review and improvement action planning

## General Requirements for Marine & Land Systems Suppliers

### Training

Suppliers, prior to performing work specified in Marine & Land Systems' purchase order, shall train and certify as competent those personnel in suppliers' manufacturing and inspection functions who have job assignments requiring a demonstrated level of knowledge and skill. Special processing and nondestructive testing require that suppliers establish and maintain documented training and certification programs. The certification programs shall include provisions for periodic recertification of personnel, including demonstration of proficiencies where appropriate.

### Calibration

As appropriate to the scope of activities performed, the Supplier shall maintain a calibration system that complies with or meets the intent of ISO 10012-1 "Quality Assurance Requirements for Measuring Equipment".

## **Sampling**

Sampling and inspection shall be defined in the supplier's quality plan developed as part of the QMS or inspection system. The frequency for inspections may be per an established sampling procedure or by statistical techniques when quality history and / or inherent characteristics of articles justify less than 100 percent inspection.

If requested, the Supplier shall define the articles and characteristics to be subject to the sampling plan, and the point in the procurement and manufacturing sequence at which the plan is to be used. Marine & Land Systems' Quality Engineering may, at any time, require additional sampling and inspection. This may be the result of supplier inspection failures, a quality system audit nonconformance, failures detected by source inspections, failures detected at a Marine & Land Systems facility, or failures in the field .

## **Inspection & Status**

The Supplier shall perform final inspection of all articles prior to submittal to Marine & Land Systems for acceptance, and shall maintain a system for identifying the inspection status of all articles as defined in clauses 200 or 210. Unless otherwise specified, this requirement applies to distributors to the extent that damaged parts, as detected when received or as a result of internal handling, must be segregated to prevent shipment to Marine & Land Systems.

Identification may be accomplished by means of stamps, tags, routing cards, labels, or other control devices. Inspection status identification media shall be controlled by Supplier to prevent use by non-designated personnel. The design of Supplier's inspection acceptance stamps, if used, shall not resemble Government inspection acceptance stamps. The Supplier shall maintain procedures for the rework and re-inspection of articles, which can be completed to drawing or specification configuration after an inspection rejection

## **Procured Articles**

As defined in the Supplier's quality system, the Supplier shall inspect and test purchased articles to verify conformance to applicable requirements.

The extent of inspection shall be consistent with the nature and intended application of each article, and with the quality history established through previous inspections and tests of like articles. When it is not feasible to determine the quality acceptability of purchased articles at Supplier's plant, Supplier shall accomplish inspection at his procurement sources, or shall obtain verifiable objective evidence of conformance to purchase order requirements. Supplier shall maintain records of all inspections and tests performed in connection with the procurement function. Supplier shall ensure a physical separation of procured articles into the following categories during receiving operations:

- a. Articles pending inspection or test results.
- b. Articles conforming to purchase order requirements.

- c. Articles rejected or withheld because of nonconformance.

The Supplier shall maintain the integrity of procured articles pending inspection and test results.

## **Assembled/Manufactured Articles**

In-Process Control: The Supplier shall plan and document a program which will ensure that each phase of fabrication, processing, and assembly meets the requirements of applicable drawings and specifications before the succeeding manufacturing operation is performed. The Supplier shall give particular emphasis to in-process quality evaluation of characteristics which cannot be fully examined in the end article without disassembly or destructive testing, and shall maintain records of inspections and tests performed throughout the manufacturing cycle.

If Statistical Process Control (SPC) is used, suppliers must have a procedural document or work instruction in place that defines an SPC system that, as a minimum, implements charting analysis.

## **Corrective Action:**

The Supplier shall maintain a documented system of corrective action to eliminate the causes and prevent recurrences of nonconformance. This system shall cover all inspection activities from material procurement through delivery of articles to Marine & Land Systems, and shall include corrective action with Supplier's procurement sources. The Supplier shall respond promptly to Marine & Land Systems' requests for reports describing action taken to correct deficiencies found in articles. The Supplier shall define actions taken to preclude recurrence of these deficiencies for future shipments. It is the Supplier's responsibility to follow up on these actions to ensure its effectiveness in eliminating causes of nonconformance.

## **Documentation**

The Supplier shall ensure the adequacy and completeness of all documents that affect the Quality Program. Changes shall be incorporated into affected documents and obsolete documents shall be removed from use. These documents include, but are not limited to, quality assurance procedures, engineering drawings, specifications, procurement documents, inspection procedures, engineering orders, processing instructions, manufacturing instructions, and work instructions.

## **Quality System Requirements for Marine & Land Systems Suppliers**

Quality requirements are invoked through the formal purchase order issued by Marine & Land Systems Supply Management and the specific Purchase Order Quality Clauses [TML-QA-FM-005 (TMLS 4156)] when listed on the purchase order. The requirements addressed in this document are not a complete list of quality clauses but are the common requirements invoked by specific clauses and through the requirements of a quality or inspection system.

## Marine & Land Systems Supplier Quality Clauses

### Purchase Order Quality Clauses

Purchase Order Quality Clauses referenced on the Marine & Land Systems Purchase Order are considered part of the specification and any exceptions to these must be waived in writing by an authorized person from Marine & Land Systems Product Assurance. For specific requirements regarding Purchase order Quality Clauses please see TML-QA-FM-005 (TMLS 4156).

### Quality Program/Inspection System

(Quality Clause 200 or 210)

The Supplier shall develop and maintain a quality or inspection system that complies with this document as well as the specific Purchase Order Quality Clauses [TML-QA-FM-005 (TMLS 4156)] listed on this purchase order. Details of the Quality Management System (QMS), clause 200, or inspection system, clause 210, requirements may be found in the Marine & Land Systems Audit Scorecard. The Supplier's quality or inspection system shall be subject to periodic audits by Marine & Land Systems representatives. Providing the materials or services specified by the contract and complying with all requirements is the ultimate responsibility of suppliers.

As appropriate, Suppliers shall maintain procurement, manufacturing, and inspection instructions to implement engineering drawings and specifications, and to provide detailed direction to personnel at established control points. These instructions may include but is not limited to directions for calibration, handling, storage, preservation, packaging, and shipping.

### Records Retention

(Quality Clause 220)

Records of inspection test data, procurements, processing, traceability, etc., shall be maintained. All records shall be retained for a minimum of seven years unless otherwise specified by the Marine & Land Systems purchase order. At the end of the seven-year period, Marine & Land Systems shall be notified before records are destroyed. The Supplier shall maintain all certifications at their facility and have implemented a record retention system whereby records requested by Marine & Land Systems, can be submitted within 24 hours.

**NOTE:** Some programs may require certifications be submitted with parts shipment. Such requirements shall be noted on the Marine & Land Systems purchase order or in Purchase Order Quality Clauses.

### Source Inspection

(Quality Clauses 300 and 350)

Surveillance and/or inspection at the Supplier's facility by a Marine & Land Systems Quality Representative is required prior to shipment. The Supplier shall furnish, at no cost, acceptable facilities and equipment,

# Supplier Quality Manual

supply data, and perform tests as required by applicable drawings, specifications, and inspection instructions under surveillance of the Marine & Land Systems Quality Representative.

The invocation of clause 300 indicates that in addition to inspection by a TMLS representative, inspection by a Government representative is also required prior to shipment.

**NOTE:** When source inspection is required by the purchase order, it is the responsibility of the supplier to request source inspection prior to the release or shipment of the material.

Evidence of the source inspection shall accompany each shipment when specified in the purchase order.

## **First Article Inspection/Conformance**

(Quality Clauses 420 and 425)

Assembled and manufactured parts Suppliers shall perform a First Article Inspection (FAI) and prepare a First Article Conformance Report (FACR), to assure that the “first article” fulfills Marine & Land Systems requirements. Each initial shipment of hardware for a new Purchase Order requires the submittal of a completed FACR covering all purchase order, print, process, and specification characteristics and requirements with the shipment. The FACR shall include the purchase order number, part number(s), process identification and reference to the requirement. All FACR submittals must be sent by Fax at 985-661-3770 or electronically via e-mail, to QA@tmls.textron.com, prior to the receipt of the material at TM&L. If these requirements were complied with on a previous order, a re-submittal of the FACR is not required providing the previous first-article was not more than 12 months previous and no changes in process/equipment and personnel have been implemented since the last first-article. In the event of any characteristics or requirements change, a new FACR for the changes is required.

The report shall include engineering tolerances and show actual results/values of inspections and tests. Specified limits and tolerance are considered to be “absolute.” Measurements shall not be “rounded off” to meet requirements.

Some items such as “Standard Hardware” may be exempt from FACR.

## **Special Process Certifications**

(Quality Clauses 440 and 442)

When a Marine & Land Systems purchase order requires special processing the supplier shall perform such processing only after being certified by Marine & Land Systems or shall have such processing accomplished only by processors that are fully qualified under Marine & Land Systems requirements. Prior to performing any special process under this purchase order, the Seller must submit their procedures and certifications to Marine & Land Systems, by Fax at 985-661-3770 or electronically via e-mail, to QA@tmls.textron.com. The Seller must also obtain written approval authorized by a Marine & Land Systems Quality Representative for Seller procedures, personnel, and associated equipment as set forth in the applicable drawings, PO and PO Notes, specifications and standards prior to performing the required special process. The Supplier shall also resubmit to Marine & Land Systems the required revised procedures/data if any of the personnel and

# Supplier Quality Manual

process parameters changes from the previous submittal. For additional detail on special process and instruction on deployment please see Quality Clause 440 & 442 in Form TML-QA-FM-005 (TMLS 4156).

## **Certification of Compliance/Drop Shipment Certification**

(Quality Clause 470)

Drop shipped materials require that a certification of conformance be submitted. The information shall be sent via fax at 985-661-3770 or electronically via e-mail, to [QA@tmls.textron.com](mailto:QA@tmls.textron.com), indicating that a drop shipment was authorized by Marine & Land Systems and completed by the Supplier. The certification shall state the name of the Marine & Land Systems Customer/Supplier who received the drop shipped materials along with the Marine & Land Systems purchase order number and responsible Supplier's name.

The standard Marine & Land Systems purchase order note verbiage identified in clause 470 that negates the certification requirement is not applicable to drop shipments.

Quality Clause 475 need not be invoked to activate the certification/data submittal requirement by the Supplier.

All drop shipments require a certification of compliance to be provided to Marine & Land Systems. Along with the required certification the Supplier shall provide any and all other test/inspection data required by Quality Clauses invoked on the Marine & Land Systems Purchase Order.

Certifications and test/inspection data should not accompany the drop shipped materials shipment; however, it must be sent to Marine & Land Systems, as indicated above.

## **Counterfeit Parts**

(Quality Clause 480)

The supplier shall develop and implement a comprehensive counterfeit parts and assembly prevention and control plan to prevent the introduction of counterfeit parts and assemblies into items delivered to Marine & Land Systems.

## **Shelf-Life Material/Age Control**

(Quality Clauses 550, 551, 555, 560 and 561)

The Supplier shall provide for control of materials and articles which have limited storage life requirements. The age control system must include a method for identifying the age of such materials, for correlating calendar age with environmental exposure when special environments are a part of the limited-life stipulations, for removing over-age materials and articles from stock, and for ensuring that over-age materials and articles are not delivered to Marine & Land Systems.

## Identification / Marking of Parts

(Quality Clause 720)

Parts shall be identified and marked in accordance with applicable specifications and drawings. In addition, all individual materials / parts shall have a marking to identify the Supplier or Manufacturer so that materials can be readily identifiable to the material source or point of origin. Parts received at Marine & Land Systems shall be marked with the part numbers as listed on the purchase order.

## Report of Discrepancy

(Quality Clause 800)

For manufactured products the Supplier shall provide for the identification and segregation of articles that do not conform to Marine & Land Systems' requirements, and shall document each instance on a Supplier Material Review Request (SMRR). For additional detail on the Reporting of Discrepancies and instruction on deployment please see Quality Clause 800 in Marine & Land Systems Document TML-QA-FM-005 (TMLS 4156).

Articles that do not conform to Marine & Land Systems-controlled requirements shall be recorded by the Supplier and dispositioned by Marine & Land Systems's Material Review Board (MRB) unless MRB authority has been formally granted to the supplier.

For assembled products the Supplier shall provide for the identification, segregation, and disposition of articles which do not conform to Marine & Land Systems' or Supplier's documented requirements. The Supplier shall document each instance of nonconformance or repair of nonconformance. Disposition for acceptance, either "as is" or with repair, shall not encompass an adverse effect on article operation, performance, safety, reliability, interchangeability, replaceability, or weight, or on any special characteristic defined in Marine & Land Systems' purchase order.

If a part or assembly deviates from any Marine & Land Systems configuration requirement, the supplier may not disposition the part or assembly as "use as is" or "repair" without proper documented approval from Marine & Land Systems on the SMRR form unless MRB authority has previously been granted.

Acceptance of an article that does not conform to the supplier-controlled requirements shall be dispositioned on supplier's documentation and presented to Marine & Land Systems for review and final disposition. Included with the supplier's documentation shall be supplier's MRB roster and member's qualifications.

## Shipment to Marine & Land Systems

### Delivery

The Supplier shall provide for inspection during packaging and shipping operations to assure the following:

- a. The articles are as ordered by Marine & Land Systems, are complete, and are properly identified.

- b. Packaging and markings are as required by the purchase order.
- c. Materials are packaged and shipped in a manner to prevent damage. c. ALL documentation required by the purchase order is correct, complete, and legible.
- d. Marine & Land Systems Source Inspection and Government Source Inspection are evidenced, as applicable.

**NOTE:** It is the responsibility of the supplier to assure documentation required by the Purchase Order Quality Clauses has been included in the shipping document package.

### **Notification to Marine & Land Systems of Shipped Materials Found To Be Nonconforming**

If materials are known or suspected to be nonconforming and have been released from the supplier's control, the appropriate Marine & Land Systems Supply Management representative or the Marine & Land Systems Manager, Quality Services should be notified on the same business day that the known or suspected nonconformity is detected. This requirement applies to all nonconforming materials regardless of the time since shipment.

Reasons for a known or suspected nonconformity may be but are not limited to:

1. Detection of a quality system failure that could cause a negative impact on materials meeting requirements
2. Non-certified personnel performing work where certification is a requirement
3. Incomplete in-process where final test or inspection does not ensure requirements are met
4. Incomplete final inspection
5. Out-of-tolerance data from internal inspection not previously approved by Marine & Land Systems on a Supplier Material Review Request (SMRR)
6. Departures from drawing, Operation Process Sheet or specific purchase order requirements not previously approved by Marine & Land Systems on an SMRR
7. Out-of-calibration of the equipment used in the manufacture or inspection of materials
8. Incomplete information from sub-tier suppliers that could cause a negative impact on materials shipped to Marine & Land Systems
9. Incomplete information from sub-tier suppliers not meeting Marine & Land Systems documentation requirements

## Supplier Quality Manual

10. Out of tolerance data from sub-tier suppliers that could cause a negative impact on materials shipped to Marine & Land Systems
11. Materials not properly marked or serialized as defined by the purchase order
12. Noncompliance with Quality Clauses invoked on the purchase order
13. Use of unapproved materials or parts in the manufacturing process or the assembly process where prior Marine & Land Systems approval is a specific requirement

Notification will include:

1. Date of shipment
2. Delivery date or expected delivery date
3. Marine & Land Systems purchase order number
4. Marine & Land Systems part number
5. Quantity nonconforming
6. Quantity shipped
7. Details of the nonconformity
8. Number of parts previously received by Marine & Land Systems impacted by this known or suspected nonconformity
9. Number of parts in transit to Marine & Land Systems impacted by this known or suspected nonconformity
10. Remaining inventory parts with known or suspected nonconformity
11. Details on how the product will be recalled and if Marine & Land Systems should conduct a stock sweep

Depending on the particular material and circumstances, Marine & Land Systems may require a Supplier Material Review Request (SMRR) detailed in Quality Clause 800 to be submitted immediately. See “Report of Discrepancy” for further instructions regarding submittal of a SMRR.

Marine & Land Systems may issue a corrective action request requiring the supplier to investigate the cause for the nonconformance of the material.

Suppliers are expected to determine:

- The root cause of why materials were released with a nonconformance

# Supplier Quality Manual

- Impact of the root cause on other materials or shipments
- Immediate actions taken to correct or control the problem including responsibility and effective date
- Systemic changes to eliminate the root cause including responsibility and effective date
- Actions taken to prevent failures similar in nature including responsibility and effective date

Details describing the failure that resulted in the release of materials are to be documented and available on request.

## Management of Change

Changes to process shall be communicated to Marine & Land Systems Product Assurance by Fax at 985-661-3770 or electronically via e-mail, to [QA@textronsystems.com](mailto:QA@textronsystems.com). Changes will be evaluated to determine the impact, if any, on the item or services being provided. Changes include but are not limited to:

- Changes in raw materials or components
- Changes to sub-tier suppliers
- Changes in equipment or tooling used
- Changes to special processes
- Changes in test or inspection methods
- Changes in test or inspection services or laboratories used
- Changes in certification status
- Other deviations from the status of the process of systems after First Article Inspection.

The Supplier shall maintain a documented change control system which will assure definition of an effectivity point for each engineering change; identification of the change in records associated with the changed articles; and change identification on affected articles when required.

## Appendix

These documents may be referenced in this procedure but are not a part of this document. They may be obtained separately from Marine & Land Systems.

- Marine & Land Systems Audit Scorecard
- Supplier Corrective Action Request (SCPAR) [TML-QA-FM-007 (TMLS 5034)]
- Supplier Material Review Request (SMRR) (TMLS 0091)
- Purchase Order Quality Clauses[TML-QA-FM-005 (TMLS 4156)]

## **Primary Points of Contact**

Quality: Ken Maddox

Phone 985-661-3788

E-Mail [kmaddox@textronsystems.com](mailto:kmaddox@textronsystems.com)

Supply Management: Eric Irmischer

Phone 504-254-7202

E-Mail [eirmischer@textronsystems.com](mailto:eirmischer@textronsystems.com)