

# SUPPLIER EXPECTATIONS PACKAGE

PRESENTATION PURPOSE:

PROVIDE AN OVERVIEW OF EXPECTATIONS AND PROMPT DISCUSSION WITH TEXTRON SYSTEMS  
SUPPLIER QUALITY ENGINEER

# OVERVIEW

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- Section 1: Supplier Communications
- Section 2: Source Inspection (SI), [PO Code 2P or 2Q]
- Section 3: First Article Inspection (FAI), [PO Code B9, 4Y5, or 4M]
- Section 4: Process Review (PR), [PO Code PR]
- Section 5: Quality Management System (QMS) Assessments
- Section 6: Critical Safety Item (CSI) program, [PO Code CSI]
- Section 7: Supplier Quality Assurance Requirements (SQAR), [PO code 4M]
- Section 8: Supplier Scorecard
- Section 9: Nonconforming Material
- Section 10: Supplier Corrective Action Request (SCAR)
- Section 11: Change Requests (CR)
- Section 12: PO/Quality Codes

## Links

- [Supplier Information Site](#)
- [Supplier Resource Library](#)



# 1: SUPPLIER COMMUNICATIONS

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- All contractual communication between Textron Systems and the supplier shall be through the Textron Systems Buyer in the form of a PO, (ie., it must be in writing).
  - Example: Due date, technical data, quantity, etc.
- Textron Systems Engineering and Quality do not have the authorization to provide suppliers amendments to a PO. Only the Textron Systems Buyer shall provide a PO change or update.
- Any product or processes that do not conform to the PO requirements are to be evaluated as non-conforming and will be rejected.
- Drawings shall only be provided through a Textron Systems Buyer.
- Engineering can answer technical questions but are not permitted to authorize deviation to the drawing without an approved Use-as-is or repair MRB form. Please refer to Section 9: Nonconforming Material for more information.
- **Textron Systems requires delivery of product to conform to the Drawing and Revision identified on the PO.**



# 2: SOURCE INSPECTION (SI)

- Applies if Purchase Order (PO) includes Code 2P or 2Q, link to PO Codes below:  
Link to [Supplier Information Site](#) or search “PO Codes” in [Supplier Resource Library](#)
- A Source Inspection Request Form must be submitted to Textron Systems, via the below email, **Seven (7) Days** prior to shipment of the item(s).  
[supplierquality@textronsystems.com](mailto:supplierquality@textronsystems.com)
- Source Inspection Request Form is available at the below link:  
Search “Source Inspection Request” in [Supplier Resource Library](#)
- A Textron Systems Supplier Quality Engineer (SQE) may visit the Supplier’s facility to perform a workmanship and documentation review of the PO Line Item(s) prior to shipment.
- Once the source inspection is requested the SQE will decide either to:
  - Visit the supplier’s facility to preform a workmanship and documentation review of the PO Line Item(s) prior to shipment.
  - Issue a Source Inspection Waiver.
- **Do not ship product requiring source inspection without authorization from the SQE through either an SI waiver, SI report or Textron SQE signed packing slip.**

# 3: FIRST ARTICLE INSPECTION (FAI)

- Applies if PO includes Code B9 Full, B9 Partial, 4Y5, or 4M, (Sect 6 & 14), link to PO Codes below:  
Link to [Supplier Information Site](#) or search “PO Codes” in [Supplier Resource Library](#)
- A First Article Inspection (FAI) shall be performed on the first part or system representative of the production configuration in accordance with AS9102.
- The first article report shall be submitted to Textron Systems Supplier Quality prior to product shipment. FAIs are to be submitted to Textron Systems for review and approval via the below email address. [supplierquality@textronsystems.com](mailto:supplierquality@textronsystems.com)
- A copy of the Approved FAI shall be shipped with the item(s) to Textron Systems.
- Once FAIs are submitted to Textron and approved, the manufacturing process shall be considered as a “Frozen” Process and require the submittal and approval of a Change Request prior to the implementation of any process changes, (see Sec 11: Change Requests of this document). A new FAI is required upon implementation of the approved process change.
- Training guide is available at the below link:  
Link to [Supplier Information Site](#)
- Do not submit an FAI with a recorded nonconformance without indicating the FAI is not acceptable on the first page and highlighting the nonconformance in the report. When using the AS9102 Forms 1-3, mark as “Not Complete” on Form 1.

19. Signature:	<input type="checkbox"/> FAI Complete	<input checked="" type="checkbox"/> FAI Not Complete
21. Reviewed By:		
23. Customer Approval :		

# 4: PROCESS REVIEW (PR)

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- A Process Review at the Supplier's facility may be requested by Textron Systems Supplier Quality Engineer (SQE) prior to purchase order placement or anytime thereafter.
- The presence of a “PR” PO code indicates a PR may be requested by the SQE. No action from the supplier is necessary for this code unless otherwise notified by Textron Systems SQE or buyer.
  - Note: A Process Review may be requested/required by Textron Systems with or without the presence of a PR PO Code.
  - Link to [Supplier Information Site](#) or search “PO Codes” in [Supplier Resource Library](#)
- Supplier is not required to notify Textron Systems of scheduled delivery date or submit a request for the Process Review.
- A copy of the Process Review form is located here  
Search “Process Review” in [Supplier Resource Library](#)

# 5: QUALITY MANAGEMENT SYSTEM (QMS) ASSESSMENTS

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- A Quality Management System (QMS) Assessment (or Audit) is a review of the Supplier's policies and procedures as they apply to the Suppliers Quality Management System.
- A QMS Assessment will determine the level of oversight Textron Systems will establish with the Supplier to ensure that expectations are met or exceeded.
- Textron Systems uses AS9100 as a benchmark
- It is preferred that a Supplier maintains a Quality Management System in line with ISO9001 or AS9100 specifications, if not ISO9001 or AS9100 Certified.

A copy of our QMS audit form is located here

Search “Supplier Quality Systems Assessment” in [Supplier Resource Library](#)

# 6: CRITICAL SAFETY ITEM (CSI) PROGRAM

- Applies if the PO includes the Code CSI, link to PO Codes below:  
Link to [Supplier Information Site](#) or search “PO Codes” in [Supplier Resource Library](#)
- A Critical Safety Item (CSI) Control Plan is required for all Notes, Dimensions, and Features identified as a CSI and is incorporated into the terms, conditions, instructions, and requirements of the purchase order.
- Requirements are defined in QA-SP65, CSI Program Activities Guide, available at:  
Link to [Supplier Information Site](#)
- A detailed overview is available on the [Supplier Information Site](#)





# 7: SUPPLIER QUALITY ASSURANCE REQUIREMENTS (SQAR)

- Applies if PO includes Code 4M, link to PO Codes below:  
Link to [Supplier Information Site](#) or search “PO Codes” in [Supplier Resource Library](#)
- This document defines Textron Systems minimum Supplier Quality Management System requirements.
- Supplier acceptance of a PO with PO Code 4M requires the Supplier to be fully compliant to all SQAR Requirements.
- **This document should be reviewed, checked for revision changes, and fully understood prior to PO acceptance.**



# 8: SUPPLIER SCORECARD

- Textron Systems' Supplier Quality and Delivery Performance rating system.
- Supplier Score Cards are sent to Suppliers on a monthly basis and are intended for Suppliers to monitor reported performance, take corrective actions as required, and initiate Continuous Improvement activities.
- Quality Performance  
$$\text{Quality} = ((\text{Total Parts Received} - \text{Nonconforming Parts}) / \text{Total Parts Received}) \times 100$$
- On-Time Delivery Performance (OTD)  
$$\text{Delivery} = (\text{Total Shipments Received} - \text{Late Shipments}) / \text{Total Shipments Received} \times 100$$
- To receive or remove members from email notification, contact Textron Systems via [supplierquality@textronsystems.com](mailto:supplierquality@textronsystems.com)
- Details of Textron Systems' Supplier Rating System are available at [Supplier Information Site](#)

# 9: NONCONFORMING MATERIAL

- Textron Systems is under no obligation to accept nonconforming products from Suppliers.
  - Approval will be granted (or denied) by Textron Systems and its Customer through Material Review Board activity.
- The supplier shall not repair or ship to Textron Systems any nonconforming products that have not been dispositioned and approved by Textron Systems MRB, (unless authorized by Textron Systems in writing or via a PO Change).
- MRB Request Forms can be obtained via the below link:  
Link to [Supplier Information Site](#) or search “MRB” in [Supplier Resource Library](#)
- MRB Requests Forms that are not fully filled out and/or do not contain effective analysis of cause, may be returned to the Supplier without approval.
- The acceptance of nonconforming parts by Textron Systems and its Customer establishes no precedent for the continued acceptance of parts in similar condition
- **SUPPLIERS ARE NOT TO ACCEPT VERBAL DIRECTION REGARDING PRODUCT ACCEPTANCE OF NONCONFORMING MATERIAL FROM TEXTRON SYSTEMS BUYERS, ENGINEERING, OR SQE. ALL DIRECTION MUST BE AUTHORIZED IN WRITING.**



# 10: SUPPLIER CORRECTIVE ACTION REQUEST (SCAR)

- Supplier Corrective Action Request (SCAR) may be issued from Textron Systems to the Supplier for Supplier Non-Conformances identified at Textron Systems or Textron Systems Customers.
- Suppliers are to Investigate the reported issue and respond, in writing using Textron Systems SCAR Form M-803, within Thirty (30) days of notification or as noted on the SCAR form.
  - The supplier will be provided a SCAR form by Textron Systems with the Problem Description, if a SCAR is issued.
- SCARs shall contain the following actions:
  - Containment Plan, (At Supplier, in Transit, at Textron Systems)
  - Root Cause Description, (Investigation, Root Cause)
  - Corrective Action, (Correction taken to Rework of Specific Non-Conformance, applicable)
  - Preventative Action, (Recommended Corrective Action to prevent Reoccurrence)
  - **Note: Textron Systems SQE Approval is required prior to Preventative Action Implementation**
- Textron Systems SCAR Form M-803 and RCCA worksheet are available at the links below:  
Search “Supplier Corrective Action Request” in [Supplier Resource Library](#)  
Link to [Supplier Information Site](#) or search “RCCA” in [Supplier Resource Library](#)

# 11: CHANGE REQUESTS (CR)

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- The Supplier shall not make any changes in material(s), software, design, manufacturing source(s), process(es), or tooling, which potentially affects fit, form, or function without notification and approval of the Textron Systems Buyer.
- Supplier Change Request forms must be completed, submitted, and approved by Textron Systems Supplier Quality Engineer prior to the implementation of the requested change(s).
  - Note 1: Supplier Change Request forms should also be used when requesting a change to a Textron Systems Drawing or Specification.
  - Note 2: an FAI (or Change Only FAI), may be required as a result of Process, Drawing, or Specification Change.
- Change Request forms available at below link:  
Search “change request” in [Supplier Resource Library](#)
- **Textron Systems requires delivery of product to conform to the Drawing and Revision identified on the PO.**
- Supplier(s) producing product to a changed process, drawing, or specification, prior to receiving Textron Systems approval via updated PO, is manufacturing at the supplier’s risk.
- Textron Systems reserves the right to reject any Change Request form.



# 12: PO/QUALITY CODES

Here is an example of how PO/Quality codes are displayed on a purchase order.

LINE	QUANTITY	UOM	ITEM	ITEM REV	DESCRIPTION	UNIT PRICE	EXT. PRICE
1							
ITEM REQUIREMENT/NOTE: *2A							
ITEM REQUIREMENT/NOTE: *4M SUPPLIER QUALITY ASSURANCE REQUIREMENT (SQAR) DOCUMENT APPLIES.							
ITEM REQUIREMENT/NOTE: *4Y1							
ITEM REQUIREMENT/NOTE: *7U CERTIFICATION OF CONFORMANCE REQUIRED TO BE MAINTAINED AT SUPPLIER (Revision: 28-August-2013)							

Some codes have a short description of the requirement. Note- this may not be the full description of the code.

Some codes DO NOT have a description of the requirement.

Please reference the PO code document on Textron System's website for the full code definitions.  
Link to [Supplier Information Site](#) or search "PO Codes" in [Supplier Resource Library](#)

# SUMMARY

- Request identification of assigned Textron Systems Supplier Quality Engineer through: [supplierquality@textronsystems.com](mailto:supplierquality@textronsystems.com)
- Review the Textron Systems Supplier Score Card and Supplier Quality Assurance Requirements (SQAR) on a regular basis.
- Discuss PO Codes and Requirements with the Textron Systems Buyer and/or Supplier Quality Engineer.
- All contractual communication shall only be provided through the Textron Systems Buyer in writing.
- Any material that is not compliant to all drawing requirements must not be shipped without written approval.
- **Textron Systems requires delivery of product to conform to the Drawing and Revision identified on the PO.**

