

SUPPLIER QUALITY MANUAL

API-QM-02

Document Owner: Quality Manager

Author	Approved By	Revision	Change History	Date
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Daniel Hough	I Bryson	2	Cross reference to PO General T & Cs	07-12-20

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1. Introduction

API Design & Build Ltd, hereafter referred to as API, are contractually obliged by their customers to control the activities of their supply chain in so much as those activities and the product they supply affect compliance of API product supplied to customers, as well as the requirements of the international standards AS9100, ISO45001 and BS EN ISO14001 where appropriate.

The appropriate clauses shall apply to all contracts dependent upon the item or service being procured.

2. Scope of the Supplier Quality Manual

It is within the Scope of this document to: -

- Define the extent of API's Supplier requirements,
- Communicate those requirements to the Supplier.

In the event of a conflict between the requirements of this Manual, international standards or applicable statutory or regulatory requirements, the latter shall take precedence.

General Purchase Order Terms and Conditions are available on the API Design & Build website (and on request).

3. Definitions

On Time Delivery – is defined as the delivery of the procured product or service within +3 days of the date specified on the Purchase Order. **Note:** API do not currently measure early delivery against Supplier performance.

In Full – is defined as delivery of the complete balance of procured products and/or services by the date specified on the Purchased Order.

PO – API Purchase Orders.

4. General Requirements.

4.1. Applicability.

The requirements stated in this document are applicable to all API Suppliers. Acceptance of an API Purchase Order will be deemed by API to be an acceptance of the requirements stated within this document.

4.2 Rights of Access.

With reasonable notice, API or an API customer shall have the right to visit a supplier at their premises where activities associated with a contract/Purchase Order are being performed to: -

- Evaluate supplier actions in relation to non – conformance/delivery activities;
- Conduct verification of product activities prior to product/service release;
- Evaluate compliance with flow down requirements.

4.3 Supplier Responsibilities.

The supplier is responsible for identifying the type and extent of control required to ensure that 100% all the product and/or services that they provide under an API Purchase Order satisfies specified requirements and is delivered On Time In Full (OTIF).

The supplier is also responsible for monitoring customer satisfaction and, in the event of failing to provide the same, shall take appropriate steps to address any dissatisfaction.

4.4 Sub – Contracting API work.

No API work shall be sub-contracted by a supplier without the prior agreement of API.

4.5 Supplier Approvals.

Where a supplier has stated that they have achieved 3rd party certification against international standards or NADCAP certification for specific products they supply, they shall inform the API Quality Authority of any to the following: -

- The Scope of their certification;
- The suspension of their certification;
- The removal of their certification.

Failure to meet these requirements will result in the immediate suspension of a supplier from the API Approved Supplier List.

4.6 Supplier changes.

The supplier shall inform their API Purchasing contact in the event of any change to the following: -

- Change of ownership;
- Change of name;
- Change of Quality Representative;
- Change of approval status per paragraph 4.3 above.

4.7 Customer Focus.

Top Management are responsible for ensuring high levels of Customer Satisfaction by measuring and monitoring product/service conformity and on time in full delivery. In addition, they shall provide a Quality Representative with whom API may be in contact as appropriate.

4.8 Risk Management.

It is expected that the supplier shall consider any risks associated with the manufacture of parts insofar as they effect product quality and/or on time in full delivery of an API order and address those risks in an appropriate manner.

4.9 Work Environment.

The supplier shall provide and maintain an environment suitable for the operation of its processes and achievement of conformity of its products and services. Consideration shall also be given to the Health and Safety of employees engaged in those processes.

4.10 Calibration.

When measurement activities are required to give confidence in the dimensional accuracy of a purchased part the instruments used shall be verified for accuracy at specified intervals against recognisable international standards. In addition, the supplier shall ensure that such instruments are protected from unauthorised adjustment and damage that may invalidate the validity of any verification activities.

4.11 Training Requirements.

The supplier undertakes to ensure that work carried out to satisfy API PO's is performed by suitably approved staff, qualified by formal qualification, internal training and/or experience to carry out the tasks required of them.

4.12 Requirements for Documented Information.

The supplier shall ensure that Documented Information that is provided is accurate, clear, concise and understood before accepting an API Purchase Order.

The supplier shall ensure that all information required by its Quality Management System during the course of providing products and/or services procured by API, is suitable for use and available where it is needed. In addition, the supplier shall undertake: -

To maintain a file of records relating to Contracts which shall be protected from loss, damage or misuse for a period of not less than 10 years.

To maintain any record associated with an API product, whether maintained as a hard copy or electronic copy shall be easily retrievable and kept for a period of not less than 10 years from the date of acceptance of the product/service by API.

To provide any record requested by API within 48 hours of the request having been made.

4.13 Process Control.

The supplier shall consider what process controls are required to ensure product or service conformity and the resources required to achieve appropriate control. Such control includes configuration management suitable to ensure the control of the physical attributes of the product or service they provide.

4.14 Counterfeit parts.

The supplier shall take all reasonable steps to ensure the prevention of counterfeit or suspected counterfeit product supplied against an API Purchase Order.

4.15 Customer Communication.

It is expected that suppliers will communicate with either their API purchasing, Project Management or Quality contacts in a timely manner. In particular, the supplier shall inform their API contact in the event of the discovery of non-conforming product or other event likely to prevent the on time in full delivery of a API Purchase Order requirement within 24 hours of the discovery of the same.

4.16 Product Testing.

In the event of a requirement for product testing to verify compliance with specification constraints such testing shall be performed in a controlled manner and the results verified to ensure that acceptance criteria are met prior to despatch of product to API.

4.17 Control of Production/Service Provision.

The supplier shall identify such monitoring and measurement activities as are considered necessary to ensure compliance against specified requirements and shall ensure that they are implemented at appropriate intervals to verify that acceptance criteria are met.

In the event of it not being possible to verify process outputs by monitoring or measurement activity (special processes) the supplier shall take all appropriate actions to ensure that: -

- Process approval criteria are defined, validated and revalidated at regular intervals,
- Facilities and equipment approval criteria are defined and validated and revalidated at regular intervals,
- The output of people qualified to operate processes and equipment is monitored as appropriate,
- Documented information is retained as appropriate.

4.18 API Property.

In the event of API providing property to suppliers for the execution of work associated with satisfying an API Purchase Order, including the provision of free issue material, the supplier will exercise care over the property to ensure its continued fitness for purpose.

4.19 Product Release.

The supplier shall not release product or services to API until all planned arrangements have been met and evidence of conformity can be provided. Products and services shall be released with appropriate documented information demonstrating that all acceptance criteria have been met.

4.20. Control of Non – Conforming Outputs.

In the event of the discovery of non – conforming outputs the supplier shall inform API within 24 hours of the discovery. This applies to the discovery of non – conformances after product/service delivery. The supplier shall seek authority from API prior to the disposition of the non – conformity as use-as-is, rework or repair. If product is to be scrapped, the supplier shall take all reasonable steps to ensure that non – conforming material does not re-enter the manufacturing cycle.

Where API require some root cause investigation, the associated Corrective Action Report (CAR) shall be completed and returned to API within 28 days of its receipt.

5. API Assessment

API reserve the right (on behalf of themselves and their customers) to perform an assessment of the suppliers Quality Management System (QMS), including Auditing where appropriate, at any supplier within its supply chain and expect the supplier to comply with the requirements stated in paragraph 4.2 above.

6. Improvement.

The supplier shall review its performance against API's specified requirements at appropriate intervals. In the event of the identification of areas for improvement, the supplier shall take all reasonable steps to ensure that improvement activities are performed, and that customer satisfaction is enhanced.