



# ***SUPPLIER REQUIREMENTS MANUAL***



# **Supplier Quality Requirements Manual**

## **1.0 Introduction**

The aerospace and defense industries are both competitive and demanding with ever increasing levels of customer expectations for both product performance and reliability and related certifications of both processes and products.

Our objective is to develop a reputation of excellence in manufacturing standards for composite materials and products. In order to achieve this, continual improvement initiatives will be the strategy practiced to sustain a desired outcome.

Purchased materials/services from our suppliers are a vital ingredient identified for success. The purpose of this manual is to define the basic systems and procedures we require our supplier to adhere to in order to ensure that their quality responsibilities are completely understood and executed as required and recorded for evidence of conformance in all areas.

We look forward to your commitment and support in achieving this goal.

Please review and understand this manual. It has been made available in electronic format and is considered a controlled document. It is the user's responsibility to ensure the revision level of any printed copies match the level as shown or available on the Middletown Composites, Inc. Website.

***Mark McCowan  
Operations Manager  
Middletown Composites, Inc.***



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## **References**

The following publications are required to complete the requirements established in this manual.

- ISO 9001 Standard, latest edition
- Aerospace SAE AS-9100 Standard, latest edition
- AS-9102 Standard, latest edition
- AS 6174 Standard latest edition
- NAS 412 Foreign Object Damage/Debris Prevention, latest edition

Middletown Composites, Inc. considers our suppliers as an integral part of our success. This consideration and relationship has never been more important than today. A good relationship between Middletown Composites and our supplier base will provide:

- Improvements in Quality
- Reduced Costs
- Increased Productivity
- Advantages in the Market Place

Middletown Composites, Inc. continues in the quest of full customer satisfaction and superior performance status in our products. The formation of long-term relationships with our suppliers becomes a key ingredient in our strategy.

This document communicates the Middletown Composites expectations for our approved suppliers involved in Aerospace and Defense contracts.



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## **Section 1**

### **Supplier Development Program**

The first step towards the preferred supplier status is to communicate the necessary information about your organization such as:

- Capabilities
- Status regarding your Quality Business Management System.
- Certifications/accreditations earned or received.
- Customer feedback and audit results

This information will assist us in categorization as a quality supplier. We encourage all “Aerospace Suppliers” to be third party registered to at least ISO-9001 latest edition Quality System Standard. As an Aerospace AS-9100 Certified customer we are required to use only top Quality Suppliers and we trust this is your goal also. Compliance to ISO-9001 or Aerospace AS-9100 requirements is evident by Third Party Certification. Special Process Suppliers are encouraged to utilize the NADCAP Special Process Accreditation.



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## **Section 2**

### **Middletown Composites Inc. Quality System Requirements**

#### **1. Shared Responsibilities between Middletown Composites and its suppliers**

- 1.1 Middletown Composites must provide very clear, detailed purchasing requirements for purchased materials and services. This information includes specifications and record requirements that are part of the normal flow down requirements from our customers through Middletown Composites to you the supplier.
- 1.2 Purchase Orders and related documentation will contain the specific requirements of our customer that are further to be flowed down to our suppliers such as conformance specifications, standards, testing requirements and other standard practices.
- 1.3 Changes to our purchasing requirements must be documented and communicated to you in a timely manner. No verbal revisions in purchase order or documents requirements will be honored.
- 1.4 Adequate lead-time will be given to fill the purchase requirements as agreed to and outlined in our purchasing documents. The lead time and due date must be strictly adhered to and can only be changed with documented approval from Middletown Composites personnel.
- 1.5 Suppliers will be provided with feedback information regarding non-conformance to your performance as the incidents occur. This nonconformance will be included into our supplier monitoring system and evaluation process.

#### **2. Supplier Evaluation System**

All suppliers are perpetually monitored for Performance on Delivery and Quality as agreed to in the purchase order accepted by the supplier. Best price practices are expected at the time of the purchase and must reflect your best cost proposal to Middletown Composites. The purchasing documents form the basis for the specific product, quality and delivery requirements including price as agreed or quoted.

The Initial evaluation system begins with the communication of your capabilities to Middletown Composites Personnel. This information includes such items as:

- Certifications and accreditations you may have received
- Customer feedback and audits.
- Equipment lists with capacities if specifically requested
- Brochures
- Contact information with contact lists
- Samples of product with inspection records



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### **3. On-time Delivery**

Due Dates as listed on the Purchase Order or purchasing information communicated to the supplier is the date the order / material is due on the dock at our facility and not the **ship date out of your facility**. You are required to meet the date as listed or to communicate problems or delays to us in advance to allow for alternate measures to be determined and initiated.

Continuous, on-time delivery of purchased products and outsourced services is critical to Middletown Composites in order to meet our customers' needs and expectation.

Reviews of product due at Middletown Composites will be conducted to identify any missed deliveries in comparison to the purchasing documents if shipments have been missed. An inquiry is communicated to suppliers of product that is due and has not been received requesting a firm date of shipment and reasoning as to why the purchased product or service is late. You are requested to supply credible information in a timely fashion.

If a response is not received, the Middletown Composites Personnel authorizing the purchase will contact you for the expected shipping date, reason for nonconformance to specified requirements and a request for corrective action. This information is entered into your performance history and is monitored for a trend or repeat nonconformance.

### **4. Supplier Quality Performance Communication**

All products received at Middletown Composites are expected to be as specified on the purchase order/requisition and other related prints, drawings and specifications. Drawings and specification revision levels are listed on each purchase order and can be obtained from Middletown Composites or other agencies that publish and control the documents.

Middletown Composites will notify your organization of defective material and its disposition that is identified during receipt or processing. Quick decisive action is expected to mitigate the effects of the nonconformance on our process and customer products. It is critical in our industry that product be fully to the purchase order, drawing and related specifications. It is expected by Middletown Composites that your organization controls processes and performs required inspections to products to ensure only the best products can be shipped to us.

Corrective action in response to nonconformance is not considered a "punishment" but rather a tool in determination of root cause and application of corrective action and will include documentation from your organization as to what will be done to correct the Non-Conformance and prevent a recurrence.

Debits will be issued for any rework, materials, or premium freight costs that are occurred by Middletown Composites due to the nonconforming issues for delivery or product quality.



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### **5. Supplier Performance Monitoring System**

- 5.1 Suppliers will be perpetually monitored to evaluate your performance. Our “Approved Supplier Lists” is reviewed on a routine basis to identify suppliers who are having recurring issues regarding delivery and nonconforming product or any contractual issues.
- 5.2 Suppliers who continually fail to meet the purchasing requirements/delivery requirements will be notified of the evaluation results and what the specific issues are. It is expected that the evaluations be taken seriously and corrective actions implemented.
- 5.3 Failure to correct poor performance in the future will result in removal from the active supplier list, and future purchases will be suspended. Our Management Team does not communicate good performance. Good performance results in a lasting supplier, customer relationship and future business with Middletown Composites.
- 5.4 If at any time you feel that a Non-Conformance has been unjustly issued, please contact the Purchaser/Management Personnel at Middletown Composites for clarification or correction.

### **6. Resolution of Drawing / Specification Discrepancies**

If there are discrepancies in any of the purchase requirements or related documentation, please contact the Middletown Composites Personnel authorizing the purchase for resolution or clarification. Do not assume you have the answer or can correctly determine the information content in our behalf. A careful review of the purchase order, specifications and related purchasing information is imperative on your part and if there are issues which are communicated to Middletown Composites this will allow us to make certain the issue is corrected and the customer will receive quality products to specified requirements.

It is the supplier’s responsibility to control drawing revision levels and specifications. If there are any questions it is better to ask the question than to proceed with incorrect information.

### **7. Premium Freight**

Premium freight (for any of the listed reasons below) will be at **YOUR** organization s’ expense:

- **Behind schedule to the due date as agreed upon**
- **Material Shortages**
- **Labor Shortages**
- **Equipment Breakdowns**

You will be required to notify Middletown Composites if for any reason you must expedite the order to us.



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## **8. Surveys, Audits, and Inspection**

At times it may be required to have Middletown Composites Personnel/representative or our customers representative to inspect product at your location. If the need arises, Middletown Composites will notify your organization in our purchasing documents, and we will ensure that the visit is feasible from your prospective. This applies as well to customer visits and inspection of processes at the supplier's facility.

Internal Audits may be needed to ensure us that your Quality System is in place and functioning correctly. Internal audits at supplier locations may be outsourced to a third party independent auditor or Government Auditor.

We anticipate that you will cooperate fully with any requests for information. Survey forms and required information will be requested in writing and will be based on a sound need for the information.

## **Section 3**

### **Contractual Order Requirements**

#### **1. Print / Product Specification**

It is imperative for **you**, your organization and Middletown Composites the customer to ensure that the contract and order requirements are completely documented and understood. Our contract review process is in place to ensure all customer requirements from our standpoint are fully understood and are flowed down to our suppliers as needed.

Any incomplete, missing or conflicting information in the order, prints, and associated documentation, will be resolved and clarified through Middletown Composites Personnel initiating the purchase from your company. Please ensure this information is communicated and clarification obtained prior to filling our orders for products and outsourced services.

#### **2. Part Marking Requirements**

All products supplied to Middletown Composites must be correctly and **positively** identified on receipt.

Small parts that are packaged in Boxes, Containers, and Plastic Bags or packages are to have each unit identified with the appropriate number or identification and lot information. Chemicals, resins and other time sensitive materials with shelf life must have the date of manufacture and the expiration date clearly documented on the containers and also in the material certifications and product information.

Any product not properly marked to specifications will be returned and considered a Non-Conforming Product, and made part of your organization s' supplier evaluation system.





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### **3. Non-Conforming Product**

Non Conforming Product returned by Middletown Composites to the supplier must be correctly processed upon receipt at your location. All paperwork will state that the product returned was non-conforming with documentation that identifies the specific issues/issues. Your organization is responsible to ensure that the records and documentation that accompany the replacement product contain information certifying that the matter was resolved and what actions took place.

If you identify Non-Conforming material while still in your facility. It is expected that you will segregate it and control it from affecting Middletown Composites. It is required by Middletown Composites that any scrap be destroyed or rendered unusable. This will prevent scrap product from potentially being allowed in the product stream.

Any Non conforming material that has been shipped in error to Middletown Composites and discovered to be defective will require that Middletown Composites be notified immediately so we can contain the material and quarantine it our facility.

Any acceptance of known non-conforming material must be made by Middletown Composites prior to shipment and documented to identify the Middletown Composites Personnel authorizing the shipment. **The supplier does not have MRB authority in any matter of nonconforming materials, parts or products.**

A document specifically listing the following information is required to be sent:

- Part Numbers
- Purchase Order Number
- Print Specification / Dimension
- Actual Condition of the Non-Conforming part.

Appropriate Middletown Composites Management staff will make the decision to accept or reject the product and provide you with information regarding the decision. These records must be maintained by your organization and a copy of the record forwarded to Middletown Composites for inclusion into our records system.

### **4. Government, Safety & Environmental Regulations**

All purchased materials used in part manufacture will satisfy current governmental and safety constraints on restricted, toxic, and hazardous materials; as well as environmental, electrical, and electromagnetic considerations applicable to the country of manufacture and sale. Supply of materials from foreign countries banned by the United States from business transactions is strictly prohibited.



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### **5. Supplier FAIR Requirements**

- 5.1 FAIR requirements will be communicated to your organization by our purchase order or during the quotation process. If FAIR is a requirement contractually, your FAIR submission is to be submitted to the AS-9102 Requirements or other specific Middletown Composites Customer requirements listed in the purchase order and information.
- 5.2 FAIR requirements will also be required to be recorded on the latest level records and forms available with the AS-9102 Standard or upon request from Middletown Composites. All FAIR submissions will contain:
- Objective evidence of conformance to all dimensions, notes, and specifications referenced in product drawings or specifications. This requirement is the actual results of your measurements and testing, not check boxes showing accept or reject.
  - Actual results recorded in the same units as the drawing or specifications
  - Identification of your personnel performing the inspections
  - Listing of the gage identification number that was used for the measurement that provides traceability to the calibration records.
  - Identification of the drawing, specification or document number and the related revision level.
- 5.3 Your organization will perform the necessary inspections and tests to determine conformance with all drawing and specification requirements. In order to confirm the validity of the test results for chemical, metallurgical or physical testing results, your laboratory or outside laboratory must be accredited to ISO/IEC 17025 NADCAP Special Process Laboratory Requirements and a copy of the certificate and scope of the laboratory registration supplied to Middletown Composites.
- 5.4 If your organization cannot perform all the required inspection or tests within an accredited laboratory, such services will be procured from a third party source accredited to ISO/IEC 17025 or NADCAP and a copy of their certificate and scope of their laboratory registration supplied along with your FAIR documentation and product test results.
- 5.5 If there are any questions or concerns about the FAIR submission requirements, please direct them in writing to Middletown Composites.



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## **6. Supplier Records**

6.1 All supplier records associated with purchase orders and contracts from Middletown Composites are to be retained at your facility for a minimum of fifteen (15) years from dated of creation. These records must be made available to Middletown Composites or our customer on request. Examples of these records include: (not all inclusive)

- Inspection reports
- Material certifications
- Test certificates
- Gauge calibration certificates and records
- Control plans, routers, travelers etc...
- Audit records
- Raw Material Traceability Records

## **7. ITAR Requirements**

7.1 Suppliers identified by the Purchasing Department/Documents as Military, Aerospace or Government Regulated are required to supply applicable documentation to Middletown Composites related to:

- ITAR Registration if required
- ITAR Documentation, Data & Records Control, distribution and confidentiality controls and procedures for conformance to government regulations
- Control of subcontracted products and processes with downstream suppliers that required controlled documents and information
- Acknowledgement of Middletown Composites ITAR documents and program requirements and agreement for conformance.
- Return of all original documents and records as requested.