



# Mollart Supplier Quality Assurance Requirements

# Mollart Quality Department Representatives:

<b>Mollart Engineering Limited</b> Chessington Industrial Estate, Roebuck Road, Chessington, Surrey, KT9 1EU +44(0) 20 8391 2282	<b>Mollart Resolven</b> Neath Vale Supplier Park, Neath, West Glamorgan, WALES, SA11 4SR +44(0) 16 3971 1144
<b>Darren Crook</b> darren.crook@mollart.co.uk	<b>Martin Law</b> martin.law@mollart.co.uk

## Contents

Contents.....	3
1 Introduction .....	4
1.1. Revision control .....	4
1.2. Application .....	4
2 Mollart Expectations.....	5
2.1. Quality & Delivery .....	5
2.2. Cooperative Management Attitude.....	5
2.3. Confidentiality.....	5
3 Supplier Selection Requirements & Performance .....	5
3.1 Supplier performance monitoring .....	5
3.2 Supplier Quality System Requirements .....	5
3.3 Notification Responsibilities .....	5
3.4 Sub-Tier Management .....	6
4 General Requirements .....	6
4.1 Contract/Purchase Order .....	6
4.2 Traceability Verification .....	6
4.3 Certificate of Conformance.....	6
4.3.1 Subsequent Deliveries.....	6
4.4 Drawing & Change Control .....	6
4.5 Right of Access .....	6
4.6 Notification of changes .....	7
4.7 Inspection/ Test Requirements.....	7
4.7.1 Measuring & Test Equipment .....	7
4.7.2 Inspection records.....	7
4.7.3 Identification of Product Status .....	7
4.7.4 Non-conforming Product .....	8
4.7.5 Corrective Action .....	8
4.7.6 Counterfeit Part .....	8
4.7.7 Packaging .....	8
5 First Production Shipment Requirements.....	9
5.1 General.....	9
6 Reference documents .....	9

# 1 Introduction

---

We strive to continually improve our process performances by meeting quality objectives. It is important that our suppliers meet our quality and delivery requirements and the emphasis should be on eliminating non-conformances and the reduction of variation in the supply chain.

Materials provided by our suppliers are a vital ingredient for success, and this document has been compiled to define the basic systems and procedures we expect our suppliers to adopt to ensure that their quality responsibilities are fully met.

It is our intention to develop partnerships with those suppliers who can consistently meet these high standards so that together we can provide the level of quality excellence necessary to meet all our customer expectations.

This document is based on the quality system requirements of Mollart and is considered an integral and legally binding part of any Mollart purchase order referencing this document. Through adherence to the quality standards stated in this document, Mollart look forward to long and mutually beneficial relationships with our suppliers.

## 1.1.Revision control

- If there is a need to revise this document then the Quality representative will notify suppliers
- Products or services supplied under the purchase order shall be produced, inspected and tested in accordance with the specifications and drawings referenced at the time of the purchase order acceptance.

## 1.2.Application

The expectations and requirements described in this document apply to all suppliers of production components, materials and / or services. Sections highlighted in **green bold italics** are additional requirements in relation to aerospace work.

## 2 Mollart Expectations

---

### 2.1. Quality & Delivery

Mollart quality and delivery targets are zero defect occurrences and 100% on-time delivery. Any defect may result in rejection and return of defective product to the supplier.

As a company we intend to, at some stage, move away from inspecting goods that come to us from trusted suppliers. We regard those trusted suppliers to have formal quality systems that meet the requirements of ISO9001, AS9100 and as such can self-certify their products. Mollart expects that the supplier will develop processes and procedures to prevent occurrence of defects and strive to continually improve on those processes.

Any quality query concerning material certificates / special processes must be directed to the Mollart quality representative.

### 2.2. Cooperative Management Attitude

Mollart expects its supplier's senior management to share its commitment of meeting customer's quality and delivery expectations through continuous improvements.

### 2.3. Confidentiality

Mollart Engineering Limited shall only disclose proprietary information to suppliers on a need to know basis in accordance with an established confidential arrangement via a signed, active Non-Disclosure Agreement. Suppliers shall take care in protecting all proprietary information. This includes notification to Mollart prior to transfer of proprietary information to a third party, wherein Mollart will make the decision to initiate a Non-Disclosure Agreement with the third party.

## 3 Supplier Selection Requirements & Performance

---

The Purchasing Department at MOLLARTS will source goods from approved suppliers. This will be dealt with in line with procedure 12 (new supplier approval process). Supplier Performance will then be monitored according to the supplier performance monitoring procedure.

### 3.1 Supplier performance monitoring

MOLLART reserves the right, with prior notice, to audit the Supplier's QMS.

### 3.2 Supplier Quality System Requirements

Objective evidence shall be on file verifying that a system exists and is being kept up to date. If required, procedures and process records shall be made available for examination by an authorized Mollart quality representative.

### 3.3 Notification Responsibilities

If a supplier loses its certification (from an accredited Certification Body) then the supplier shall notify the Mollart Buyer and Quality representative in writing. When the supplier's quality certification expires, a copy of the new certificate shall be sent to the Mollart quality representative.

### 3.4 Sub-Tier Management

Mollart require that suppliers maintain responsibility for all sub-tier suppliers, flow down purchase order requirements, and provide guidance to their supply base consistent with our purchase order provisions.

The supplier shall have a process in place to ensure that all sub-tier suppliers have and maintain the ability to provide defect free products in accordance with Mollart's delivery requirements.

The supplier shall ensure that all sub-tier suppliers provide timely response to quality concerns.

## 4 General Requirements

---

### 4.1 Contract/Purchase Order

A Purchase Order is a legal contract between Mollart and the supplier. If it is necessary to deviate from the conditions of the purchase order then written authorization must be obtained from Mollart.

The Mollart Buyer will authorize any cost or schedule changes.

The Mollart Quality representative will authorize any technical or quality changes.

### 4.2 Traceability Verification

The supplier must maintain traceability throughout all steps of their manufacturing process including any outside processing. All components must be traceable back to the receipt of raw materials.

### 4.3 Certificate of Conformance

If required by the Mollart Purchase Order the supplier will submit a copy of his or her Certificate of Conformity with each shipment of material or products.

The suppliers C of C shall be signed by an authorized person signifying that all products have met the requirements of the Mollart Purchase Order including any drawings or specifications.

#### 4.3.1 Subsequent Deliveries

Subsequent deliveries must be supported with the suppliers C of C, the material certificate which includes the chemical and mechanical test results, C of C of any special processes which may also include test results or process documentation.

### 4.4 Drawing & Change Control

The supplier shall have a process for reviewing part and drawing revisions against all new Purchase Orders (Contract Review). The supplier must maintain a record of change effective dates.

### 4.5 Right of Access

Mollart reserves the right of access to the supplier's premises during the course of the contract. **Access may also be required by our customer or regulatory authorities.**

## 4.6 Notification of changes

**The supplier shall notify Mollart of changes in product and / or process, changes of supplier, changes of manufacturing facility and where required obtain Mollart's approval.**

## 4.7 Suppliers staff awareness

**Ensuring that persons are aware of:**

- **their contribution to product or service conformity;**
- **their contribution to product safety;**
- **The importance of ethical behaviour.**

## 4.8 Inspection/ Test Requirements

Inspection and test should be carried out in accordance with the Mollart purchase order and related drawing / specification requirements. The supplier should use equipment that is appropriate for the required tolerances and characteristics of the parts to be manufactured / tested. The supplier will use measuring and test equipment that is calibrated and traceable to national standards. **Where a First Article Inspection Report is required it should be prepared for each part supplied to Mollart (Using FAIR 9102 documentation).**

### 4.8.1 Measuring & Test Equipment

The supplier shall maintain a calibration system which includes gauges, tools and fixtures used to verify conformity to requirements of the purchase order.

1. Measuring and test equipment will be maintained, checked and calibrated in accordance with the manufacturers' recommendations or the suppliers ISO procedures.
2. Recalibration dates must be clearly visible on all measuring equipment.
3. Calibration will be carried out to a recognised standard. Records will be kept to demonstrate this.

### 4.8.2 Inspection records

1. The supplier will prepare and maintain adequate quality records, including inspection and laboratory test instructions, gauge and test equipment verification and calibration and engineering specification test methods, where applicable.
2. The supplier will maintain quality performance records indicating inspection and test results were required.
3. These records must be made available for review by Mollart's quality representatives and copies made available upon request.
4. **Records may not be destroyed without prior written permission from Mollart**
5. Generally records must be maintained for a minimum of 7 years unless otherwise specified by MOLLART or as required by legislation.

### 4.8.3 Identification of Product Status

The supplier will identify the status of the product at all times.

#### 4.8.4 Non-conforming Product

1. Non-conforming product or materials, when identified by the supplier, will be immediately segregated into a specified quarantine area to prevent unintended use and the supplier should notify Mollart. A decision will be made at the earliest possible opportunity as to the disposition of the Non-conforming product.
2. Concession, rework and scrap procedures will be adhered to when the disposition of non-conforming product is agreed. A supplier's request for a concession to accept non-conforming product must be made directly to the quality manager. If granted a copy of the concession must accompany the parts when delivered.

#### 4.8.5 Corrective Action

The supplier is responsible for implementing a quality system capable of resolving problems affecting quality and correcting those conditions. The supplier's corrective action(s) should be documented and as a minimum include:

- Identification of root cause
- An analysis of similar items that may be affected
- A list of improvements and actions to prevent problem re-occurrence
- Records are maintained and available to Mollart (if required)

If Mollart receive non-conforming product we will issue the supplier with a supplier non-conformance report (NCR) carrying a unique number. We will require a response within 2 working days that the supplier has received the NCR and a completed Supplier Corrective action report returned to Mollart within 7 working days. The NCR will remain open until the Mollart Quality Representative has verified evidence that the supplier's corrective actions were effective. A failure by the supplier to respond to the NCR in a timely manner may place the supplier on conditional approval.

#### 4.8.6 Counterfeit Part

***The Supplier warrants that only new, unused, authentic, genuine and legitimate Items shall form part of the Supplies supplied to the Purchaser.***

***The Supplier shall maintain a method of traceability that ensures tracking of the supply chain back to the manufacturer of all Items included in the Supplies being supplied.***

***If Counterfeit Supplies or suspect Counterfeit Supplies are supplied or furnished under the Order such Supplies shall be impounded. The supplier shall promptly replace such supplies with supplies acceptable to the Purchaser and the supplier shall be liable for all costs relating to impoundment, removal and replacement.***

#### 4.8.7 Packaging

All pallets and/or packages must carry a label with the following information contained, as a minimum:-



1. Mollart Part Number
2. Quantity of items delivered (against each part number)
3. Date of shipment
4. Supplier's Name
5. Any concessions

## 5 First Production Shipment Requirements

---

### 5.1 General

1. After approval of initial samples from the production process, the supplier must carry out appropriate first production process checks to confirm process capability and confirmation of product.
2. Packing specs are designed to ensure that items are protected sufficiently from damage and deterioration and/or to ensure packaging complies with MOLLART requirements.
3. In the absence of a MOLLART packing spec, the supplier must pack to prevent unintended transit damage.
4. The supplier is responsible for advising the MOLLART purchaser if they are unable to meet the defined packing specification, or to recommend improvements.

## 6 Reference documents

---

- AS9100 – Quality Management Standard – Aerospace and Defence Requirements
- ISO 9001 – Quality Management Standard