

COLSTON ENGINEERING SERVICES LIMITED

Supplier Quality Assurance Contract Requirements QCF/SQR/001

Warning

Printed copies of this document remain uncontrolled - Check issue number against the Purchase Order before using – if in doubt ask

Note: by accepting a CES purchase order confirms a suppliers compliance with this document	Date	21/11/2013 – Managing Director
<small>© Colston Engineering Services Limited 2013. Copyright in this document and associated documents and drawings belongs to Colston Engineering Services Limited and all rights are reserved. No reproduction of all or part of this document shall be made without the Prior written consent of Colston Engineering Services Limited. This document contains information that may be confidential and its Disclosure to others requires the written consent of Colston Engineering Services Limited.</small>		
Issue: 1/2013 – QCF/SQR/001	© 2013 Colston Engineering Services Limited	CES Terms & Conditions of Supplier Quality Assurance

1.0 Scope

- 1.1 This document details the requirements to be satisfied by the suppliers to Colston Engineering Services Limited (hereinafter referred to as CES and or Colston Engineering Services). Colston Engineering Services requires that each supplier must comply with the quality requirements set forth within this document and to maintain a Quality Management System that ensure materials, goods and services comply with all our specified requirements.
- 1.2 These contract requirements are additional to the details on our Purchase Order (which focus on product quantity, logistics, part descriptions, special references, etc.).

2.0 Purpose

- 2.1 To establish and confirm a supplier's Quality Assurance requirement for Colston Engineering Services for organisations supplying materials, goods and services that have a direct impact on the specification and or performance of a Colston Engineering Services product.

Note: by accepting a CES purchase order confirms a suppliers compliance with this document	Date	21/11/2013 – Managing Director
<small>© Colston Engineering Services Limited 2013. Copyright in this document and associated documents and drawings belongs to Colston Engineering Services Limited and all rights are reserved. No reproduction of all or part of this document shall be made without the Prior written consent of Colston Engineering Services Limited. This document contains information that may be confidential and its Disclosure to others requires the written consent of Colston Engineering Services Limited.</small>		
Issue: 1/2013 – QCF/SQR/001	© 2013 Colston Engineering Services Limited	CES Terms & Conditions of Supplier Quality Assurance

3.0 Contents

- 1.0 Scope
- 2.0 Purpose
- 3.0 Contents
- 4.0 Related Documents / Terminology
- 5.0 Approval Requirements
- 6.0 General
- 7.0 Business Quality, Environment and Safety Improvement Objectives
- 8.0 Organisation
- 9.0 Purchase Order / Document Issue Control
- 10.0 Advanced Quality Planning
- 11.0 Procurement of Components
- 12.0 Control of Non-Conforming Material
- 13.0 Rejections after Delivery
- 14.0 Supplier Monitoring
- 15.0 Records and Archives
- 16.0 Certificate of Conformance
- 17.0 Source Inspection
- 18.0 Concessions/Permits
- 19.0 Corrective Actions
- 20.0 Special Process Suppliers
- 21.0 Distribution (appropriate access of this document)

4.0 Related Documents / Terminology

The following documents are internal to CES and may be available upon request:

Procedure	Subject
QP 05	Purchasing, including Selection/Assessment of Suppliers (for ref only)
QP 12 & 13	Non Conformance (for reference only)
QP 04	Design Control
Form: QCF/ATALSL/002	Request for New Supplier
Form: QCF/APPSUPP/09B	Supplier Quality Approval Record
Form: QCF/DESN/001 Iss2	Design Control FAIR (First Article Inspection Report)
Form: QCF/SRN/Iss3	Supplier Rejection
Form: QCF/FAI/004	First Article Inspection Report (for CES use / completion)
Form: QCF/TCP/001	Terms and Conditions of Purchase

5.0 Approval Requirements

- 5.1 Suppliers shall as the terms so require, manufacture service, release and deliver all products in accordance with the Purchase Order and all requirements identified therein.

Colston Engineering Services require its suppliers to be certified against AS 9100 (current issue) when contracted for Aerospace / Defence work (as this is an AS 9100 customer requirement). However, it is accepted by CES that if a supplier's business is less than 50% Aerospace / Defence, then the supplier must be certified against ISO 9001:2008 as a minimum for product manufacture / supply. If a test and or calibration laboratory, the supplier must be ISO 17025 accredited by UKAS and or ILAC accredited.

Note: by accepting a CES purchase order confirms a suppliers compliance with this document	Date	21/11/2013 – Managing Director
<small>© Colston Engineering Services Limited 2013. Copyright in this document and associated documents and drawings belongs to Colston Engineering Services Limited and all rights are reserved. No reproduction of all or part of this document shall be made without the Prior written consent of Colston Engineering Services Limited. This document contains information that may be confidential and its Disclosure to others requires the written consent of Colston Engineering Services Limited.</small>		
Issue: 1/2013 – QCF/SQR/001	© 2013 Colston Engineering Services Limited	CES Terms & Conditions of Supplier Quality Assurance

Supplier's that do not comply with the above may be used by CES, provided the supplier's Quality Management System complies with the following requirements (CES 16-01) and has been formally approved by Colston Engineering Services management. All certification awarded must be accredited by UKAS (or similar notified body under the mutual recognition agreement (MRA) for international accreditation – refer to EC listing of national bodies).

- 5.2 All products shall be manufactured strictly in accordance with the purchase order (and technical specification provided). The delivery of incomplete product / shortages is not permissible unless specified on the purchase order or by written authority of CES (Purchase Manager).
- 5.3 When the supplier is manufacturing a product on behalf of CES, the supplier may only use Special Process Suppliers who are Colston Engineering Services approved. A complete list of Colston Engineering Services approved Special Process Suppliers can be supplied on request.
- 5.4 Material Stockists / Distributors / Franchised Distributor shall hold as a minimum ISO 9001:2008 Certification (with appropriate scope for Stockist Scheme Certification). As a minimum, items shall only be procured directly from the manufacturer or approved distributor / franchised distributor.
- Note:** Documentation and data supplied with the purchased item shall ensure that full traceability of the purchased item is maintained, confirming that the purchased item conforms to specification and was actually produced by the designated and original manufacturer (objectively confirmed).
- 5.5 In the event that a supplier has its approval against AS9100, AS9120, ISO 9001 or ISO 17025 removed and or suspended, the supplier must immediately inform Colston Engineering Services (Purchase Manager) in writing stating the reason and status of withdrawal, and action being undertaken to resolve the situation.
- 5.6 Other Standards that suppliers need to conform to include: Pressure Vessels – EN 286-3 (Steel), EN 286-4 (Aluminium) and Plastics and Elastomeric Products (DIN 7716 & ISO 2230).

6.0 General

- 6.1 Enquiries concerning the content of this document and other CES generated reference documents, or requests for additional copies should be referred to the CES originating representative responsible for issuing the Purchase Order.
- 6.2 The requirements of this document and for the CES – Procedure 16 Selection of Suppliers, will be used by CES to confirm Quality Assurance & Standard requirements and expectations of Colston Engineering Services within contracts (in support of CES contract obligations).
- 6.3 It is the policy of Colston Engineering Services to manufacture and supply products and services, which comply with, or contribute to, safe conditions for its customers and the end-users of such products and services. In support of this policy, Suppliers shall establish controls and procedures that ensure that the attention necessary for the achievement of this objective is objectively provided throughout their manufacturing controls in support of products and services.
- 6.4 Suppliers are required to comply in full with the contents of this document. If a supplier cannot comply with any portion of this document, then the supplier must advise Colston Engineering Services (Purchase Manager) in writing. Colston Engineering Services will review the supplier request and advise the supplier of the results of this review in writing. The supplier is responsible for the safe keeping of all related contract documentation provided by CES on file at their facility. No deviation from this document is acceptable in advance of formal agreement to do so in writing from CES. Such formal agreements must be retained by the supplier for reference.

Note: by accepting a CES purchase order confirms a suppliers compliance with this document	Date	21/11/2013 – Managing Director
<small>© Colston Engineering Services Limited 2013. Copyright in this document and associated documents and drawings belongs to Colston Engineering Services Limited and all rights are reserved. No reproduction of all or part of this document shall be made without the Prior written consent of Colston Engineering Services Limited. This document contains information that may be confidential and its Disclosure to others requires the written consent of Colston Engineering Services Limited.</small>		
Issue: 1/2013 – QCF/SQR/001	© 2013 Colston Engineering Services Limited	CES Terms & Conditions of Supplier Quality Assurance

6.5 Verbal agreements between CES and suppliers (and representatives) are un-acceptable at all times.

6.6 Suppliers shall maintain Colston Engineering Services specifications and other Reference Standards (as provided) at the latest issue and shall review the issue status of specifications and other Reference Standards (as provided) on receipt of a Purchase Order (this is particularly necessary for repeat contracts for the same / similar product requirements).

7.0 Business Quality Improvement, Environment and Safety Objectives

7.1 All suppliers are expected to have plans to achieve Business (Quality) improvements as part of their continuous improvement programme (with due consideration to PEAR's for AS 9100).

7.2 Colston Engineering Services is dedicated to continuous improvement as a part of its customer contract obligation and integrity of its services – with the object of ensuring satisfaction of its customer requirements and expectations. Supplier's contribution to this approach through their quality and reliability of their products and services is a prerequisite to contract acceptance.

7.3 Each supplier shall demonstrate continuous improvement based on pro-active loss-prevention, root cause analysis and effective timely corrective action. Copies of the aforementioned may be requested by CES as part of their supplier performance assessment.

7.4 Suppliers should be working to a systematically planned and operated environmental management system, such as DIN ISO 14001 to conserve the environment and reduce costs.

7.5 Suppliers must observe the requirements of national laws and OHSAS 18001 (Occupational Health and Safety) and verify these accordingly where possible.

8.0 Organisation

8.1 Any change to the supplier's management representative responsible for its Quality Management System and / or Inspection Processes and / or Share Ownership shall be communicated to CES (Purchase Manager) in writing at the earliest possibility. Changes to premises (or critical supplier premise) shall be notified sufficiently in advance to CES.

9.0 Purchase Order / Documentation Issue Control

9.1 Purchase Order amendments shall be subject to review by Colston Engineering Services prior to acceptance. The review shall ensure that copies of all processes and specifications quoted within a Purchase Orders are available, and that, where a supplier is unable to carry out any operations, approved sub-contractors may be identified.

9.2 Where a supplier has more than one site, every site used to produce product for shipment direct to Colston Engineering Services must have Colston Engineering Services approval (by completion of CES 16-01).

9.3 Colston Engineering Services shall be afforded the right of entry to verify at source and / or upon receipt that purchased product conforms in all respects to specified requirements. This action shall not absolve the supplier of the responsibility for the quality of the delivered product nor preclude its subsequent rejection should other quality issues arise at a later date / time.

Note: by accepting a CES purchase order confirms a suppliers compliance with this document	Date	21/11/2013 – Managing Director
<small>© Colston Engineering Services Limited 2013. Copyright in this document and associated documents and drawings belongs to Colston Engineering Services Limited and all rights are reserved. No reproduction of all or part of this document shall be made without the Prior written consent of Colston Engineering Services Limited. This document contains information that may be confidential and its Disclosure to others requires the written consent of Colston Engineering Services Limited.</small>		
Issue: 1/2013 – QCF/SQR/001	© 2013 Colston Engineering Services Limited	CES Terms & Conditions of Supplier Quality Assurance

- 9.4 Where the use of a sub-contractor is permitted, the identification and selection shall form a part of the initial contract review. Suppliers may consider / use a sub-contractor suitable given the following circumstances: *The sub-contractor is currently approved by CES.*
- 9.5 Suppliers are responsible for ensuring the flow down of applicable sections of CES 16-01 and related specifications to second tier suppliers.
- 9.6 Suppliers must reference CES 16-01 on all Purchase Orders issued in support of activity for Colston Engineering Services (referring their suppliers to the Colston Engineering Services web-site for latest version documentation).

10.0. Advanced Quality Planning

- 10.1 This describes the systematic planning of the quality assurance of the series. If required, the planning can be performed in cooperation with CES.
- 10.2 Advanced Quality Planning will take the following points into account:
- Production Feasibility
 - Process FMEA (Failure Mode and Effect Analysis)
 - Process Flow Chart
 - Production Control Plan
 - Test Plan
 - Calibration System and Management
 - Statistical Methods

11.0 Procurement of Components

- 11.1 Failure of components can have major effects on airworthiness, safety, reliability, operational integrity – with related cost impact. All parts are therefore termed “controlled” and should be treated as such (bonding requirements may be appropriate and / or necessary).
- 11.2 Any component, which is sourced, and has the manufacturer identified on the Bill of Material (BOM) may only be purchased from that supplier or their approved agent. Suppliers must not source parts from non-approved sources (original manufacturing suppliers only).
- 11.3 Where a Supplier wishes to change the source of a component, the Supplier shall request permission to make the change from CES (Quality Assurance Manager).
- Note:** Identification of a supplier on a controlled BOM does not automatically approve them for use. It is the supplier’s responsibility to check that any sub-contractor is correctly approved prior to use (objective evidence for audit purposes is required).
- 11.4 Preliminary samples (those produced to not yet approved drawings or under non-series conditions) may be requested for new or modified designs. These need to be applied with a test report for approval by the development department and always requires inspection before series approval can be issued.
- 11.5 Initial samples (those produced to approved drawings with series operating equipment under series conditions) are required for new suppliers, a change of supplier, a new part in a range, a change of process, location, sub-supplier or procedure and for suspension of production for more than 3 years. CES will specify the scope of sampling required and the necessary report and test

Note: by accepting a CES purchase order confirms a suppliers compliance with this document	Date	21/11/2013 – Managing Director
<small>© Colston Engineering Services Limited 2013. Copyright in this document and associated documents and drawings belongs to Colston Engineering Services Limited and all rights are reserved. No reproduction of all or part of this document shall be made without the Prior written consent of Colston Engineering Services Limited. This document contains information that may be confidential and its Disclosure to others requires the written consent of Colston Engineering Services Limited.</small>		
Issue: 1/2013 – QCF/SQR/001	© 2013 Colston Engineering Services Limited	CES Terms & Conditions of Supplier Quality Assurance

plan, which must be delivered separately from other deliveries and clearly marked as 'initial samples'.

12.0 Control of Non-Conforming Material

12.1 The supplier shall have no discretionary power to deviate from the specification requirements as detailed with Purchase Order (and supporting documentation / drawings). Concessions will only be accepted on receipt from the Supplier of a full "root cause analysis" report detailing the issues and evidence for preventative action. Parts subject to concession must not be delivered to Colston Engineering Services until Colston Engineering Services approves a concession.

Note: Concessions are normally only issued to Suppliers when a product is non-conforming, and the non-conformance does not affecting fit, form or functionality.

12.2 No rework shall be permitted on identified non-conforming product without written approval from CES. Manufacturing records shall clearly record the operation and the results achieved should reworking under a concession be approved.

12.3 Where the supplier has any reason to suspect non-conformance of any delivered product, then the supplier must immediately notify CES.

12.4 Scraped (or non-conforming) components must be physically damaged beyond repair prior to actual disposal (to prevent mixing with conforming product of the same / similar type / model). The Colston Engineering Services management representatives (or their customer) may require a report from the Supplier and / or witness statement (or CES visual witness) and / or photographic evidence by inspection of process / product damage beyond use and / or disposal.

12.5 In the case of non-conforming deliveries/products, the supplier will immediately receive a quality report. The supplier needs to confirm receipt of this within 24 hours and a containment measure. CES expects an in-depth analysis of the cause to prevent the reoccurrence of the nonconformity. Written feedback in 8D format must be submitted within

13.0 Rejections after Delivery

13.1 The Supplier shall be notified of non-conforming supplies found after delivery. Colston Engineering Services will contact the supplier and issue an NCR against the parts prior to return.

13.2 Following receipt of an NRC notification the Supplier shall take immediate containment action. The action shall include 100% inspection of all supplier stock or work in progress. This containment action shall be taken within 48 hours of notification from CES. The supplier shall provide within 14 days an investigation into the root cause of the problem and provide corrective action to prevent recurrence. The findings, corrective action and effective date shall be reported to CES.

14.0 Supplier Monitoring

14.1 All Suppliers shall monitor the quality and delivery performance of product delivered to CES. In addition each supplier's quality and delivery performance is continually monitored by CES. Suppliers whose performance does not achieve and maintain an acceptable level shall be formally notified of their supplier status and may be required to implement improvement actions

Note: by accepting a CES purchase order confirms a suppliers compliance with this document	Date	21/11/2013 – Managing Director
<small>© Colston Engineering Services Limited 2013. Copyright in this document and associated documents and drawings belongs to Colston Engineering Services Limited and all rights are reserved. No reproduction of all or part of this document shall be made without the Prior written consent of Colston Engineering Services Limited. This document contains information that may be confidential and its Disclosure to others requires the written consent of Colston Engineering Services Limited.</small>		
Issue: 1/2013 – QCF/SQR/001	© 2013 Colston Engineering Services Limited	CES Terms & Conditions of Supplier Quality Assurance

accordingly. Failure to improve or respond positively to a Colston Engineering Services NCR will result in the withdrawal of supplier approval by CES.

15.0 Records and Archives

- 15.1 All (Quality Management System) records held by Suppliers shall be legible and identifiable to the product involved. Records shall be stored and maintained in such a way that they are readily retrievable in facilities that provide a suitable environment to minimise deterioration or damage and to prevent loss. Records shall be available for evaluation by Colston Engineering Services staff until such time as Colston Engineering Services authorise disposal in writing.
- 15.2 Documentation and records applicable to Colston Engineering Services shall not be amended with correction fluid. A single inked line shall delete any revisions and/or correction of errors and will be accompanied by an initial and date.
- 15.3 Should a supplier cease trading with CES, quality records shall still be maintained until disposal is authorised by CES. If the supplier ceases trading completely, or is unable to maintain the records, Colston Engineering Services must be informed so that alternate arrangements can be made to store the records (all CES products and / or records remain the intellectual property of CES).
- 15.4 All records shall be retained by the Supplier indefinitely or for the number of years agreed with CES (records must be maintained using media that is readily available for the duration of record retention for recovery).

16.0 Certificate of Conformance

A Certificate of Conformity (C of C), which shall include sufficient information to enable it to be correlated to the supplies and must accompany supplies submitted / provided to CES. Certificates and supporting documentation will be identified by Purchase Order / Contract number and shall include the following information:

The Certificate shall include a statement of conformity individually signed by an authorised signatory of the Supplier and shall be as stated below or similar, subject to agreement by CES.

*We (name of the supplier) hereby confirm that the whole of the supplies detailed hereon have been manufactured, inspected and tested and conform in all technical and integrity respects with the requirements of the contract order / specification.
(signed by: authorised ** person from the Supplier)*

Note: ** The Supplier shall be able to demonstrate to the satisfaction of Colston Engineering Services that the nominated authorized signatory has controlled usage of the authority (with the technical competence demonstrated by qualification and experience supported by validated CV claims).

Where the Supplier utilises an automated system for generation and / or authorisation of certificates / records, then those systems shall be subject to robust management and security controls approved by Colston Engineering Services to protect the integrity of the certification process.

The Supplier shall ensure completion of all requirements of the purchase order prior to delivery including all processes. Deliveries of goods that do not fulfil the purchase order requirements will not be accepted. The Supplier is responsible for providing a C of C that confirms that the products, processes, and/or services furnished meet the requirements for lot, of each shipment, of the Colston Engineering Services Purchase Order. The C of C must have at a minimum the following:

Note: by accepting a CES purchase order confirms a suppliers compliance with this document	Date	21/11/2013 – Managing Director
<small>© Colston Engineering Services Limited 2013. Copyright in this document and associated documents and drawings belongs to Colston Engineering Services Limited and all rights are reserved. No reproduction of all or part of this document shall be made without the Prior written consent of Colston Engineering Services Limited. This document contains information that may be confidential and its Disclosure to others requires the written consent of Colston Engineering Services Limited.</small>		
Issue: 1/2013 – QCF/SQR/001	© 2013 Colston Engineering Services Limited	CES Terms & Conditions of Supplier Quality Assurance

- a) Consignees name and address
- b) Consignors name and address
- c) Reference number and date of the certificate
- d) Description and quantity of supplies
- e) Related specification or drawing numbers and issue (as appropriate)
- f) Identification marks and serial numbers (as appropriate)
- g) Manufacturing lot no. or traceability reference (works order / batch number)
- h) Any limitations/Shelf Life Expiry dates (as appropriate)
- i) Signature(s) of ** approval (for inspection / release)

When the purchase order and / or applicable documents does not specify a method of packaging and Preservation, it is the supplier's responsibility to assure that product is preserved and packed using methods and materials that will assure that it arrives damage free to CES.

16.1 Preservation: All ESD sensitive components or Devices must be preserved by the supplier using appropriate ESD packaging materials, and stored under conditions recommend by the manufacturer.

16.2 Packaging: The method of packaging must:

- Prevent damage, deterioration or corrosion in transit
- Permit safe handling
- Assure that all necessary warnings and hazardous symbols are completely visible
- Assure the shipping address, supplier name, qty, and part number are visible.
- Assure that the packing list, quality documents, and other important information is enclosed,
 - or securely fastened.
 - Specify the weight

16.3 First Article Inspection Report (FAIR)

When a FAIR is required with the goods to demonstrate compliance with all the procurement Specifications detailed in the design package the following must apply: First Article Inspection Reports shall be in accordance with AS9102 and Colston Engineering Services procedure CES 05-01.

A copy of the FAIR shall be supplied with the product unless otherwise stated. The supplier shall retain the FAIR as a quality record and they shall not be disposed of without the written permission of CES. This shall not absolve the supplier of the responsibility for the quality of the delivered product nor preclude its subsequent rejection should other quality issues arise.

16.4 Colston Engineering Services right of access

Any person authorised by CES, including the Customer or Regulatory Authority, shall not be Unreasonably refused permission by the supplier to enter any works, warehouse or other premises under the supplier's control for the purpose of surveillance or inspection of any tools or materials procured or used for the manufacture of the goods or process of manufacture on the completed goods themselves before dispatch.

16.5 Business continuity planning

Colston Engineering Services advises each supplier to have a written business continuity plan to cover disaster recovery and the responsibilities and actions to be taken in the event of an emergency that may affect deliveries to Colston Engineering Services that will bring the supplier on line in the shortest possible time.

Note: by accepting a CES purchase order confirms a suppliers compliance with this document	Date	21/11/2013 – Managing Director
<small>© Colston Engineering Services Limited 2013. Copyright in this document and associated documents and drawings belongs to Colston Engineering Services Limited and all rights are reserved. No reproduction of all or part of this document shall be made without the Prior written consent of Colston Engineering Services Limited. This document contains information that may be confidential and its Disclosure to others requires the written consent of Colston Engineering Services Limited.</small>		
Issue: 1/2013 – QCF/SQR/001	© 2013 Colston Engineering Services Limited	CES Terms & Conditions of Supplier Quality Assurance

16.6 Change Control

Uncontrolled change within the supply chain is the major cause of deficiency escapes into CES. It is crucial therefore that all change, no matter how trivial it may appear, is assessed for potential risk and then subject to mitigating actions and control.

Changes can occur in three ways:

- 1) Change to the manufacturing location, either within a supplier or between suppliers.
- 2) Changes to Components.
- 3) Changes within the company's stores department, Storage and dispatch method, including machines, people etc.

The control mechanism for these is as follows.

- 1) Changes to the manufacturing location shall be notified to CES.
- 2) Changes in components shall be raised with the buyer responsible for the purchase order. The buyer shall take the appropriate action within Colston Engineering Services and inform the Customer. The supplier must not progress with any changes to the component without written agreement from CES.
- 3) Changes within the Company's stores department shall be controlled as follows

-All changes to components storage location shall be subject to a documented risk review prior to being carried out.

-Staff changes within the company's stores department must be fully trained and supervised until level of competence is assessed and approved as competent.

-Changes to the Stock control computer system, must be documented, risk assessed, audited and checked after changes for example; new operational software is introduced or updated.

All documentation relating to point 3 must be kept indefinitely and made available to Colston Engineering Services on request in writing with reasonable notice following an NCR with relation to supply quality problems.

16.7 Traceability

All parts shall be clearly traceable back to the original manufacturer of the parts. Where the supplier has purchased a component or assembly, they shall have a copy of the original manufacturer's certificate of conformance.

All components and assemblies shall be traceable to the original material identification. The traceability system must facilitate the rapid identification of any part delivered and suspected of being defective. Containment action must be implemented immediately to protect the customer on any defects found that affect quality of the product. All records in relation to Colston Engineering Services must be kept indefinitely and shall be made available to Colston Engineering Services upon request

16.8 Special process requirements (Ref. section 19.0 of this document for requirements)

Any special process supplier must be AS9100 or ISO9001 approved or meet the requirements

Note: by accepting a CES purchase order confirms a suppliers compliance with this document	Date	21/11/2013 – Managing Director
<small>© Colston Engineering Services Limited 2013. Copyright in this document and associated documents and drawings belongs to Colston Engineering Services Limited and all rights are reserved. No reproduction of all or part of this document shall be made without the Prior written consent of Colston Engineering Services Limited. This document contains information that may be confidential and its Disclosure to others requires the written consent of Colston Engineering Services Limited.</small>		
Issue: 1/2013 – QCF/SQR/001	© 2013 Colston Engineering Services Limited	CES Terms & Conditions of Supplier Quality Assurance

outlined in section 19 of this document. The supplier performing the special process must certify that all applicable requirements have been met.

16.9 Manufacturing & Process Control

Adequate, clean well-maintained facilities shall be provided to enable products to be consistently produced in accordance with the requirements of the Colston Engineering Services order. Suppliers shall establish a procedure detailing the general workmanship practices for the prevention of Foreign Object Damage.

Suppliers must not omit any part of any specification except when defined on the purchase order or covered by a non conforming report authorised by CES.

Suppliers providing Shelf life items shall ensure they are correctly labelled with shelf life expiry and suitably packaged. No shelf life items within 6 months of expiry with the exclusion of Solder Paste shall be accepted by CES. Suppliers are expected to establish procedures for identifying adequate statistical techniques for determining process capability of key characteristics, especially when these are identified on the documentation. Such techniques shall demonstrate management ownership and responsibility and be based on recognised industry models.

Where the supplier uses a sample inspection plan as a means of product acceptance, the plan shall be predicated on industry recognised models, statistically valid and shall preclude the acceptance of known non-conforming product. Documented procedures and records to demonstrate this shall be available.

All parts supplied to Colston Engineering Services shall be identified in accordance with the requirements of CES. Suppliers shall maintain records to identify the materials used and the manufacturing and processing history of each batch of parts supplied to CES. A lot number that enables all associated records to be retrieved shall identify each batch.

16.10 Inspection Reports

The supplier is required to maintain and provide upon request all inspection records. The records must be at a minimum based on an established/recognized sampling plan.

17.0 Source Inspection

17.1 Source Inspection will be used by Colston Engineering Services to help develop a new supplier, or a supplier that is having quality issues. Source inspection at a supplier's site will be imposed by a letter issued from Colston Engineering Services to the supplier. In the event Colston Engineering Services imposes source inspection, only Colston Engineering Services can remove or waive source inspection.

Colston Engineering Services will also use source inspectors to perform in process checks at a supplier, process audits at a supplier, or corrective action development, or follow up. Colston Engineering Services will select a UKAS and / or other approved inspector.

18.0 Concessions / Permits

18.1 If a supplier's quality system discovers a non-conformance to the Colston Engineering Services Purchase Order, the supplier can submit a request for a concession to the Colston Engineering Purchase Manager.

Note: by accepting a CES purchase order confirms a suppliers compliance with this document	Date	21/11/2013 – Managing Director
<small>© Colston Engineering Services Limited 2013. Copyright in this document and associated documents and drawings belongs to Colston Engineering Services Limited and all rights are reserved. No reproduction of all or part of this document shall be made without the Prior written consent of Colston Engineering Services Limited. This document contains information that may be confidential and its Disclosure to others requires the written consent of Colston Engineering Services Limited.</small>		
Issue: 1/2013 – QCF/SQR/001	© 2013 Colston Engineering Services Limited	CES Terms & Conditions of Supplier Quality Assurance

The supplier can use the table below to determine when a concession is needed.

Option	Colston Engineering Services Approval/Concession Required
*Rework the non-conformance prior to shipment	No
Scrap and re-place	No
Request to use the product as is	*Yes
Request to repair the non-conformance	*Yes

Requests to use as is, or repair a non-conformance, must be processed using the suppliers own concession request form and signed by CES.

*Rework must return the part to full compliance and specification.

Note: The supplier is not authorised to dispatch items requiring concession until he has been informed of the applicable Concession Number and the supplier has a copy of the approved concession. This Concession Number must appear on his Certificate of Conformity, each time a delivery is made from the batch that has been approved under Concession.

19.0 Corrective Actions

19.1 If Colston Engineering Services performs a supplier audit and finds a non-conformance a request for corrective action will be issued to the supplier. Corrective actions for issues found during an audit will be documented. Before an audit will be closed out all open audit CARs must be answered by the supplier and accepted by CES.

20.0 Special Process Suppliers

20.1 Colston Engineering Services uses AS9100 or ISO 9001 approved special process suppliers. In addition to AS9100 & ISO 9001 approval the special process supplier must demonstrate the ability to satisfy all applicable requirements. Failure to satisfy any requirement will prevent Colston Engineering Services from using that supplier.

20.2 Colston Engineering Services considers the following to be special processes:

- Case Machining
- Sheet Metalwork
- Anodizing / Other / Plating
- Welding / Soldering / Brazing
- Conformal Coating
- Painting / Power-coating
- Non-destructive testing (NDT)
- Composite / polymer – use of two pack resin / adhesive
- Fibre optic repair

21. Distribution (appropriate access of this document)

Internal

Note: by accepting a CES purchase order confirms a suppliers compliance with this document	Date	21/11/2013 – Managing Director
<small>© Colston Engineering Services Limited 2013. Copyright in this document and associated documents and drawings belongs to Colston Engineering Services Limited and all rights are reserved. No reproduction of all or part of this document shall be made without the Prior written consent of Colston Engineering Services Limited. This document contains information that may be confidential and its Disclosure to others requires the written consent of Colston Engineering Services Limited.</small>		
Issue: 1/2013 – QCF/SQR/001	© 2013 Colston Engineering Services Limited	CES Terms & Conditions of Supplier Quality Assurance

- Colston Engineering Services (purchasing)

External

- All Colston Engineering Services suppliers, supplying against:
- Defence / Aerospace and related contracts (as identified by CES)
- Colston Engineering Services Customers (on request)
- Auditors from Certification Bodies (on request)

(end / last page)

Note: by accepting a CES purchase order confirms a suppliers compliance with this document	Date	21/11/2013 – Managing Director
<small>© Colston Engineering Services Limited 2013. Copyright in this document and associated documents and drawings belongs to Colston Engineering Services Limited and all rights are reserved. No reproduction of all or part of this document shall be made without the Prior written consent of Colston Engineering Services Limited. This document contains information that may be confidential and its Disclosure to others requires the written consent of Colston Engineering Services Limited.</small>		
Issue: 1/2013 – QCF/SQR/001	© 2013 Colston Engineering Services Limited	CES Terms & Conditions of Supplier Quality Assurance