

## Provider Quality Requirements

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### Provider Understanding of SHPCB QMS

- All providers shall understand SHPCB's QMS requirements to AS9100 (current revision) concerning control of externally provided processes, products and services.
- Services requiring either Certificate of Conformance (CoC) or report results shall be reviewed for accuracy and completeness to the requirements of the international standard. Any discrepancies to these documents shall be dealt with and corrected as required prior to completion.

### Information for External Providers

SHPCB shall ensure the adequacy of requirements prior to their communication to the external provider, and shall communicate to the external providers its requirements for:

- a) The processes, products and services to be provided including identification of relevant technical data (e.g., specifications, drawings, process requirements, work instructions);
- b) The approvals of:
  1. Products and services;
  2. Methods, processes, and equipment;
  3. The release of products and services;
- c) Competence, including any required qualifications of persons;
- d) The external providers interactions with the organization;
- e) Control and monitoring of the external providers performance to be applied by the organization;
- f) Verification or validation activities that the organization, or its customer, intends to perform at the external providers premises;
- g) Design and development control;
- h) Special requirements, critical items, or key characteristics;
- i) Test, inspection, and verification (including production process verification);
- j) The use of statistical techniques for product acceptance and related instructions for acceptance by the organization;
- k) The need to:
  - Implement a quality management system;
  - Use of customer-designated or approved external providers, including process sources (e.g., special processes);
  - Notify the organization of nonconforming processes, products or services and obtained approval for their disposition;
  - Prevent the use of counterfeit parts;



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- Notify the organization of changes to processes, products, or services, including changes of the external providers or location of the manufacture, and obtain the organizations approval;
  - Flow down to external providers applicable requirements customer requirements;
  - Provide test specimens for design approval, inspection/verification, investigation, or auditing;
  - Retain documented information for 10 years, and disposition requirements;
- l) The right of access by the organization, their customer, and regulatory authorities to the applicable areas of facilities and to applicable documented information, at any level of the supply chain;
- m) Ensuring that persons are aware of:
- Their contribution to product or service conformity;
  - Their contribution to product safety;
  - The importance of ethical behavior.

### Purchase Order Requirements

Provider Shall:

1. All applicable certificates to be sent with each shipment.
2. C of Cs shall include:
  - a. Date
  - b. Company Name/Address
  - c. Material type, class, grade
  - d. Material size, thickness
  - e. Quantity
  - f. Part Number/Lot Number
  - g. Purchase Order (SHPCB) reference
  - h. Signature of Company representative
3. Supplier acknowledges SHPCB's right of access to its facilities, product, and/or related quality records at any time, by SHPCB, its customer, or regulatory authorities in order to verify quality of products or work. Right of access may be limited to only those records and product applicable to SHPCB's products or contracts.
4. All purchasing requirements shall be flowed down to sub-tier suppliers or subcontractors.
5. Supplier to notify SHPCB immediately of unexpected anomalies, nonconformance's, changes in product and/or process, changes of suppliers, and/or any significant organizational or facility changes. SHPCB reserves the right to approve such changes or incidents before work is allowed to proceed.



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6. Supplier acknowledges it shall apply suitable corrective action when presented with SHPCB complaints or nonconformance reports.
7. Maintain control of quality records for a minimum of 10 years.
8. Provide/maintain measuring and test equipment required to assure conformance to SHPCB PO requirements along with a corrective action process to eliminate causes of nonconformities in order to prevent recurrence.
9. Provider shall not ship any product that does not meet all drawing and PO requirements without prior written SHPCB approval.
10. Perishable material shall be clearly identified with the date of manufacture and date of expiration and have at least 50% of shelf life remaining at time of delivery.
11. Hazardous materials shall be clearly identified as such and the supplier shall provide safety data sheets with first delivery.
12. Provider shall have a program in place to preclude, detect and remove any counterfeit product parts or materials.
13. Product and materials shall be packaged using the best commercial practices to prevent damage, deterioration and degradation.
14. Provider shall have a process in place to assure FOD free products (foreign object debris) are delivered to SHPCB.
15. In the event that nonconforming product has been inadvertently shipped, provider shall notify SHPCB ASAP and obtain organization approval for nonconforming product disposition.
16. Provider performance shall be monitored for: on time delivery, quality, and responsiveness. Any nonconformity found at SHPCB shall with a nonconforming output report to the provider. If a provider receives more than three in three months a corrective action shall be issued along with their approval status changed to Conditional. If the provider has improved their overall quality in the following three months their Conditional status is changed back to Approved.