

# TIMPSON ENGINEERING SUPPLIER QUALITY REQUIREMENTS

## 1 Scope

Timpson Engineering Ltd is committed to building and maintaining an effective supply chain through the clear and unambiguous communication of requirements and provision of quality products and services.

This document details the requirements for any suppliers of goods or services intended for incorporation with Timpson Engineering Ltd products or services, including (but not limited to):

- Suppliers of goods used to create Timpson Engineering deliverables i.e. raw materials, bought-out parts or consumables.
- Suppliers of sub-contract operations to support Timpson Engineering deliverables i.e. machining, forming, brazing, treatments, testing.
- Suppliers of services to support the creation of Timpson Engineering deliverables i.e. calibration service providers, tooling suppliers

Permission to deviate from the requirements in this document is at the discretion of Timpson Engineering.

## 2 Applicability

This document is an integral part of a binding contract between Timpson Engineering and its' Suppliers when it is referenced on Timpson Engineering Purchase Orders.

Should there be any conflict between the requirements outlined within this document and those specified on a Purchase Order, the purchasing conditions shall prevail. Any queries as to applicability must be resolved with a Timpson Engineering representative prior to supply of the procured product/service.

These requirements also apply to the supplier's external providers and sub-tier suppliers and shall be flowed down as necessary.

## 3 Supplier Approval Requirements

Goods and services shall only be procured from appropriately approved sources.

Suppliers are expected to maintain, and be able to provide evidence of, a management system that conforms to the requirements of one or more of the following:

- A minimum of ISO-9001 for aerospace related goods and services
- Customer specific quality approval (where required)
- Approval specific to the goods or services (i.e. ISO/IEC17025, NADCAP)

Where requested, the supplier shall provide evidence of conformance through provision of an approval certificate or other agreed means.

9100 series certifications shall be registered in the IAQG OASIS Database. ISO9001 certification and results of ISO9001 assessments shall be provided on request.

Objective evidence of Certification Body (CB) audit reports and any associated findings shall be retained. Suppliers shall notify Timpson Engineering in writing when its' certification is suspended or withdrawn, or the accredited status of the CB utilized has been withdrawn.

Where Customer specific approval is a condition, this will be flowed down on the Timpson Engineering Purchase Order, this requirement also applies to the supplier's sub-tier suppliers and external providers.

In case of conflict between Timpson Engineering's requirements and those of the End Customer, the End Customer conditions shall apply.

#### **4 Notification of Changes**

The supplier shall send timely notification to Timpson Engineering of any changes that may impact their approval status. Such changes may include, but are not limited to:

1. Relocation of Company premises.
2. Changes to company ownership.
3. Changes to key company personnel (including Managing Director, Quality Manager, Leadership Team personnel, and any project/contract specific personnel).
4. Quality management system changes (including organization structure, management activities or scope of approval granted by external certification bodies).
5. Substantial reduction in number and/or experience of staff.
6. Processes, products or services affecting Timpson Engineering deliverables including issues with, or changes to sub-tier supply chain.

#### **5 Right of Access**

Access shall, with reasonable notice, be granted to representatives of Timpson Engineering, their Customer and/or Regulatory Authorities to inspect or otherwise assess facilities, activities and documentation as appropriate to the product or service provided. This right of access shall apply throughout the supply chain.

Verification or validation activities are not generally undertaken at the supplier premises, however, if it should be required by Timpson Engineering, their customer and/or regulatory authorities, access will be granted with reasonable notice. The supplier will provide samples or test specimens to Timpson Engineering, their customer or regulatory authorities as required.

#### **6 Facilities – Infrastructure & Work Environment**

##### Infrastructure:

The Supplier shall determine, provide, and maintain the infrastructure necessary for the operation of its processes and to achieve conformity of products and services.

Infrastructure can include:

- buildings and associated utilities
- equipment, including hardware and software
- transportation resources
- information and communication technology

##### Environment:

The Supplier shall determine, provide, and maintain the environment necessary for the operation of its processes and to achieve conformity of products and services.

#### **7 Resources**

AS9100/ISO9001 series requirements apply as applicable.

The Supplier shall determine and provide resources needed for the establishment, implementation, maintenance and continual improvement of the QMS. The Supplier shall consider:

- The capabilities of, and constraints on, existing internal resources.
- What needs to be obtained from external providers.

All personnel undertaking work related to Timpson Engineering deliverables must be made aware of, as applicable:

- Their contribution to product or service conformity.
- Their contribution to product safety.
- The importance of ethical behavior.

The Supplier shall determine and provide the persons necessary for the effective implementation of its QMS and for the operation and control of its processes. Appropriate records shall be maintained to support the education, qualification, training, and competence of personnel working within their organization.

## **8 Supplier Monitoring & Performance**

Timpson Engineering's Suppliers & Sub-Contractors are approved by one or more of the following methods:

- Supplier Evaluation Form (QD002).
- Supplier Audit/Onsite Review.
- Customer specified.
- Historic use.

Suppliers will be monitored, as a minimum, in respect of delivery and quality performance. Suppliers are expected to achieve maintain performance levels as below:

- Supplier on time delivery – supplier delivery date against supplier planned delivery date – target: 90% on time
- Supplier quantity of rejects raised PCM – target: 0 supplier rejects PCM.

Any non-conforming product/materials delivered to Timpson Engineering will be rejected back to the supplier.

If a declining trend is apparent with either a supplier's delivery or quality performance, Timpson Engineering may instigate a supplier review to establish root causes and corrective actions. Supplier Audits/ Surveillance Visits may be undertaken periodically to confirm compliance.

Poor supplier performance may result in removal from the Approved supplier register.

## **9 Order Requirement**

Requirements for the product or service to be provided will be notified by RFQ and/or Order including, where applicable, relevant specific technical data (e.g. specifications, drawings, process requirements and work instructions).

The supplier will ensure that information is made available to relevant personnel and any queries are resolved prior to commitment to supply. The supplier is required to complete a review of order requirements prior to acceptance of the order.

All relevant information and requirements shall be further flowed down to the lower-level supply chain as required. The supplier is responsible for the compliance of their supply chain.

Any additional requirements for the control, test, inspection, approval, and release of products/services will be

detailed on the purchase order or related documentation. This includes any special requirements, critical items, or key characteristics.

The supplier shall ensure that the information is complete and unambiguous; any queries must be resolved prior to commencing work.

## **10 Sub-Tier Suppliers**

The supplier is responsible for all sub-tier supplier activities and must ensure that all relevant order requirements have been adequately flowed-down. Suppliers will flow down all relevant requirements detailed on the Timpson Engineering Purchase Order, within this document, or from relevant customer specifications to their sub-tier suppliers and external providers as applicable. If customer approved sources are specified within the purchase order, then the customer requirements shall prevail.

## **11 Counterfeit Prevention**

Suppliers must implement and control processes appropriate to the organization and the product, for the prevention of counterfeit or suspect counterfeit parts/materials use and inclusion in product delivered to Timpson Engineering in line with AS9100/ ISO9001 requirements.

Counterfeit prevention processes shall consider:

- Training of appropriate persons in the awareness and prevention of counterfeit parts/material.
- Application of parts/material obsolescence monitoring program.
- Controls for acquiring externally provided product from original or authorized manufacturers, authorized distributors, or other approved sources.
- Requirements for assuring traceability of parts/material and components to their original or authorized manufacturers.
- Verification and test methodologies to detect counterfeit parts/materials.
- Monitoring of counterfeit parts/material reporting from external sources.

If there is any suspicion that received parts and/or material could be counterfeit or “bogus” they are to be immediately quarantined in a locked location and identified appropriately. The suspected counterfeit parts/material shall then be immediately reported to Timpson Engineering.

To eliminate the risk of parts being re-distributed into the Supply Chain Counterfeit items shall not be returned to the Supplier.

- A NCR shall be raised that explains the nature of the concern and the corresponding actions and issued to the sub-tier supplier.
- Responses to the counterfeit related NCR shall be analyzed by relevant management personnel to understand the level of risk and exposure within the supply chain.
- All subsequent deliveries from the sub-tier supplier are to be suspended pending the investigation results.
- It is recommended that all stores, quality, and purchasing personnel shall receive counterfeit parts awareness training periodically.

## **12 Obsolescence Management**

Suppliers shall ensure that pro-active obsolescence management is implemented, controlled, and monitored within the lifecycle of the product. This shall be an integral part of the design, development, manufacturing, production, and production support processes relating to the part.

## **13 Identification & Traceability**

All material/parts shall be part marked and identified in accordance with customer drawing requirements.

Records should enable traceability to all materials and sub-components used in products and should enable traceability of all equipment and tooling used during manufacturing and inspection activities.

## **14 Foreign Object Damage (FOD) Prevention**

The Supplier shall plan, implement, and control processes, appropriate to the organization and the product and/or service, for the prevention, detection and removal of foreign objects debris (FOD) from products, components, articles and assemblies delivered to and services provided to Timpson Engineering.

A good FOD Prevention Program may include the '8 Primary Elements', listed below:

- Program Management
- Operations
- Area Designation
- Training and Personnel Access
- Product Protection
- Housekeeping and Clean-As-You-Go
- Consumables, Hardware, and Personal Items - Accountability and Control
- Tool Accountability and Control

## **15 Non-Conforming Product/Service**

The supplier shall notify Timpson Engineering of any non-conforming processes, products, or services within their facility and within their supply chain relating to a Timpson Engineering order. Approval shall be obtained for the disposition of any non-conforming items.

If non-conforming product is identified after delivery to Timpson Engineering this must be notified within 24 hours of the issue being identified.

## **16 Production & Service Provision**

For manufacturing and sub-contract suppliers, during the manufacturing process, production documentation shall remain with the product at all times. Production documentation shall include reference to the following information:

- Production job number
- Customer order number
- Part number & part description
- Batch quantity
- Drawing revision
- Objective evidence of production status

## **17 Packaging & Preservation of Product**

All items shall be preserved, packed and shipped according to the Purchase Order requirements.

The type of packaging used shall be defined by the supplier taking into due consideration the environmental and shipping stresses that can affect parts during shipping, transportation, and warehouse handling. Internal packaging and conditioning should be adequate to ensure the proper storage life for the parts. In the case of a sealed package, the external marking shall indicate all the data related to the part (identification, shelf life, curing date etc).

Do not use materials that can cause deterioration/corrosion during storage and/or delivery to Timpson

Engineering and/or their customers.

Any shelf-life requirements or restrictions related to the products/materials shall be stated on the supplier's Certificates of Conformity (Certificate of Conformity).

## **18 Delivery Documentation**

In order to declare the conformity of each part delivered to Timpson Engineering, a Certificate of Conformity (Certificate of Conformity) shall be provided at each delivery.

Each Certificate of Conformity shall have a unique identification and shall have a statement of compliance which is issued by an authorized supplier representative, declaring that the delivered part/material complies to the purchase order and technical data requirements (for example - Part number, drawing revision etc).

Material suppliers shall supply Material Test Certificates and Delivery Certificate of Conformity with all deliveries to Timpson Engineering.

All suppliers/sub-contractors of manufactured and bought-out parts shall supply a Certificate of Conformity (Certificate of Conformity) with all deliveries to Timpson Engineering.

All suppliers providing special processes shall provide Certificate of Conformity detailing the processes completed and confirming compliance to Purchase Order requirements.

The Certificate of Conformity shall include:

- Name and address of the supplier.
- Timpson Engineering Purchase Order number.
- Part number and description (as defined on the Purchase Order).
- Quantity.
- Drawing issue (revision).
- Serial Number(s) / Batch Number(s) — where applicable.
- Any reference to test or inspection report, within Remarks or Comments section
- FAI reference (where applicable).
- The material heat treatment condition – where applicable.

Manufacturing suppliers shall submit a First Article Inspection Report (FIRST ARTICLE INSPECTION REPORT) with the first delivery of an ordered part number, where required as part of the purchase order.

- FAI requirements imposed are those defined within AS9102.

## **19 REACH Regulations & Environmental Aspects**

Any product or packaging delivered to Timpson Engineering should be free of any Substances of Very High Concern (SVHC) listed in the "Candidate List" issued by European Community Chemical Agency (ECHA) as per the European Community Regulation (EC) n. 1907/2006 (REACH).

## **20 Control of Documented Information**

Suppliers shall control the retention, storage, retrieval and disposal of documented information whether in hard copy, optical or electronic media in accordance with ISO9001:2015 or AS9100:2016 requirements (as applicable).

Documentation shall be available within a 24-hour period unless a longer period is justifiable.

Where records are held on electronic media, consideration of the retention times and accessibility of the records

should take into account the rate of degradation of electronic media and the availability of the devices and software needed to access the records.

Where the records are stored on electronic media, the supplier shall also ensure that a periodic back-up is prepared and kept up to date and that the computer programs used have characteristics of protection and not alterability of the contained information. Back-up discs shall be stored in a different location from that containing the working discs.