SUPPLIER QUALITY REQUIREMENTS

DEFINITIONS / ABBREVIATIONS

- RONSON = RONSON Pty. Limited
- NADCAP = National Aerospace and Defence Contractors Accreditation Program

ASSOCIATED DOCUMENTS

- **ISO9001 -** Quality Management Systems - Requirements
- **AS/EN 9100 -** Quality Management Systems - Requirements for Aviation, Space and Defence Organizations
- **AS/EN 9102 -** Aerospace First Article Inspection Requirements.
- **AS/EN 9120 -** Quality Management Systems – Aerospace Requirements for Stockist Distributors
- **ISO/IEC 17025 -** General requirements for the competence of testing and calibration laboratories

1. INTRODUCTION

RONSON policy requires assurance at all times of satisfactory product quality. This document establishes requirements designed to ensure that each supplier working on behalf of RONSON operates a Quality System that effectively controls all aspects of product quality.
Suppliers who demonstrate and continue to maintain compliance with these requirements will be eligible to receive RONSON orders.
If any inconsistencies exist between the contract/order or its general provisions and the requirements specified herein, the contract/order and general provisions shall prevail.
This document will be made available to all current and potential Suppliers via our website; its content must be adhered to in furtherance of RONSON Orders.
RONSON suppliers are required to apply appropriate controls to their direct and sub-tier external providers, to ensure that applicable requirements as stated in this manual are met.

2. PURPOSE

This document defines the procedures for obtaining and maintaining RONSON approval and specifies the requirements for an acceptable Quality System and adequate product/process control.

3. APPROVAL PROCEDURE

RONSON will evaluate both current and potential suppliers, and may conduct an on-site assessment to evaluate Supplier's ability to comply with the requirements defined in this document.
When satisfied that the Supplier satisfies RONSON requirements, an approval and a defined approval scope will be entered into our purchasing system. Orders may then be placed by our buyers.
RONSON reserves the right to withdraw its approval at any time.
Continued approval is dependent upon evidence of continued compliance with these requirements and satisfactory product quality performance.
RONSON must be advised immediately of changes to the supplier's certification or approved scope.

4. RIGHT OF ENTRY

RONSON, its customers and Regulatory Agencies shall be entitled to assess the suppliers Quality System and processes, and the quality of supplied products or services at the supplier's premises. Reasonable notification will be given prior to any such activity.

5. PURCHASE ORDER CONDITIONS

RONSON purchase order conditions will be stipulated against specific parts / order requirements.
The Quality Management System and certification requirement of the Supplier forms part of the purchase order conditions.
Any purchase order may contain more than one stated condition.
These conditions are to be recognised by the supplier and adhered to as part of acceptance of the RONSON purchase order.
Failure to comply with the conditions assigned to any applicable purchase order will result in the associated parts being rejected.
Refer to our website at www.ronsongears.com.au for further details on our Terms &Conditions of supply.

6. QUALITY MANAGEMENT SYSTEM

Where stated at purchase order or supply contract, Supplier Quality Management Systems must meet requirements of AS9100/9120 or be certified to AS9100/9120 and/or ISO9001 as specified.

The following are mandatory minimum requirements of supplier QMS.

1. General Requirements

Compliance with this document is an integral part of achieving and maintaining RONSON Supplier Approval.
It forms part of the RONSON procedurally documented Quality Management System associated with Supplier Control and as such supports RONSON's Customer Approvals.
Suppliers shall ensure that all goods and services are produced using:-

- appropriate qualification and competency
- approved methods, processes and equipment

Suppliers shall ensure that all staff are aware of:-

- their contribution to product or service conformity
- their contribution to product safety
- the importance of ethical behaviour.

2. Documentation Requirements

Records shall be available for scrutiny by RONSON representatives, Customers or relevant Authorities.
They shall be retained for a minimum of seven years, or longer if required by contract. In no case are they to be disposed of without the prior approval of RONSON.

3. Customer-Related Processes

Contract Review shall particularly include specific scrutiny of all RONSON requirements, (e.g. drawing instructions, process specifications, purchasing requirements etc.) to ensure that appropriate controls are flowed-down and incorporated into the Supplier's own documented procedures.
The Supplier shall only undertake work covered by the scope of their RONSON Approval.

4. Change Requirements

Should there be any changes to the product realisation process RONSON shall be informed in writing prior to any work commencing.
Written confirmation from both Quality and Purchasing is needed prior to any work commencing.

5. Purchasing

Suppliers will not subcontract any part of RONSON purchase orders without RONSON approval.
Where the Supplier utilises further sub-contract facilities (other than RONSON), such facilities must meet the requirements defined in this document.
Where the Supplier purchases materials for use in parts and assemblies manufactured to drawings and/or specifications and controlled by a RONSON purchase order, those materials must be to the required specification.
Any deviation from this arrangement will only be accepted following written agreement with RONSON and RONSON's customer if required.
Sub-tier Purchase Orders raised by the Supplier shall instruct their Supplier to certify in accordance with the terms of their RONSON Approval and shall provide for right of access by representatives of RONSON, and it's Customer.
Unless otherwise stated in the main body of the purchase order, any reference to a national, international, military, defence, etc., specification or standard is intended to mean the latest revision of that standard

6. Traceability

To prevent use of counterfeit parts, raw materials procured by the supplier to fulfil a RONSON order shall have batch traceability to their original or authorised manufacturers. Batch and Serial Numbers and any other identification shall be maintained.

7. Process Planning

The Supplier shall ensure that all appropriate personnel are familiar with RONSON drawings and process specifications for work undertaken and that controlled copy drawings and specifications are made available at the place of operation.
On receipt of RONSON orders and prior to planning the work, the Supplier shall verify that all processes are within the approved scope of work defined in the RONSON letter of Approval. Where required by the specification only qualified equipment and/or operators shall be designated to perform the process.

8. Special Processes

Definition: A special process is any production or service delivery process that generates outputs that cannot be measured, monitored, or verified until after the resulting products have been used or services have been delivered. In order to prevent output deficiencies, these special processes must be validated in order to prove that they can generate planned results. Suppliers must therefore only use RONSON approved special process sources.

9. Process Critical Parts

Any parts that are identified as being 'process critical' via either the applicable RONSON engineering data or notations on the RONSON Purchase Orders are prohibited from any changes being made to a previously approved RONSON process control plan without prior written approval from the RONSON Quality Assurance Department.

10. Identification

The Supplier shall ensure identification of product inspection status during production, by suitable means.
It is recognised that the extent to which inspection and test status are identified during manufacture will vary depending upon the size of the organisation and/or the nature of the product.

11. Handling and Storage

The supplier shall use methods of handling product that prevents damage, deterioration and foreign objects. Materials, tools, patterns and any other items supplied by RONSON must be handled and stored in safe, secure, dry conditions, where there is no risk of contamination or damage.

12. Packaging, Preservation and Delivery

Product delivered into RONSON must have sufficient protection.
On time delivery is essential. If at any stage a job in progress is affected in a manner that may result in a delay, the RONSON buyer must be informed immediately.
All materials and supplies must be released with a delivery docket, and where required a stockist/distributor's and manufacturer's certificate of conformance or other as requested on the purchase order.

13. Risk Management

The supplier shall take actions to identify and manage risks in order to avoid any impact on the quality and delivery of products supplied to RONSON. This includes prevention of supplying counterfeit parts.

Such actions will apply to risk identification, assessment, likelihood, consequences, mitigation and acceptance.

14. Control of Monitoring and Measuring Devises

The Supplier shall control, calibrate and maintain, inspection, measuring and test equipment which demonstrates traceability to national standards. (Including test software)

15. Measurement, Analysis and Improvement

The Supplier shall maintain inspection and testing activities in order to verify that RONSON purchase order requirements are met.

16. Corrective Action

When errors occur that are due to supplier actions, the supplier shall take action to correct the immediate problem and also to prevent recurrence of the error.

To close out a Corrective Action Report there are three stages that need to be carried out by the supplier:

1) Immediate Correction/Containment Action:

State what actions are to be taken, or have already been taken to minimise the effect of the non-conformity and to prevent escalation. Containment action would be a review of stock and current work in progress.

2) Root Cause Analysis

After the problem/event is contained, the causes must be identified to prevent recurrence.

3) Root Cause Corrective Action

States what action has been taken to prevent reoccurrence of the issue in the future.

17. Control of Non-Conforming Product

Non-conforming supplies shall not be submitted to RONSON unless:-

- A production permit or concession has been applied for and granted by RONSON
- Permission to deliver has been obtained in writing from RONSON.

18. Post Delivery - Non-Conforming Product

In the event that a supplier identifies non-conformities in products or services that have already been delivered to RONSON, the supplier must take the following actions:

- Within 24 hours of the non-conformity being identified, the supplier must inform RONSON in writing on the nature of the issue and the delivered product / service that is affected.
- Within 14 days of the nonconformity being identified, the supplier shall submit to the RONSON Quality Assurance department a formal Root Cause Analysis and Corrective Action Plan.