




Rev	Description	Released	Review by	Updated by:	Reviewed By:
NC	First issue	12-12-2011	12-2012	RMS	RMS
A	Second Issue- removed "SNN" conflict with CPAR in response to CPAR 12-052 in sections 20, 21, updated contact information. Updated section 13 in preparation for Supplier reviews.	10-29-2012	10-2013	RMS	RMS
B	Third Issue- multiple updates for new Quantum ERP system and updated Procedures/ work instructions.	5-7-2013	5-2014	RMS	RMS
C	Fourth Issue- Additional System Integration including Supplier/ Vendor Performance	6-13-2014	5-2015	RMS	RMS
D	Fifth Issue to match Purchasing Procedure rev. C	12-22-2015	12-22-2016	RMS	RMS
E	Sixth Issue- Updated section 11 for MGMT or Quality Changes, 14 for current Engineering contact, and updated TOC links.	6-7-2016	6-7-2017	RMS	RMS 6-7-2016
F	Seventh Issue- Note 3 Intro, section 18.4.1, 8.2.2 updated.	10-16-17	10/16/18	RMS	RMS 10-30-17
G	Added Note below revision block to update documents on website on new release.	11/18/2019	CJR	CJR	Mark Shankland
H	Remove duplicate information. Added Quality Assurance Requirements Document as 4 <sup>th</sup> in the order of precedence. Section 3.1 changed annually to every 3 years.	20/DEC/2021	J. Fiala	Stacey Weyer	John R. Fiala
J	Changed QAD-33 to Supplier Quality Audit F-WI-8.4-01-01-01 throughout. Updated section 13 to reflect consolidated Supplier classes. Added Obsolescence Review to section 19.	1/31/2022	C. Rhoades	Stacey W	Jonathan M
K	Added Responsible department to update all posted copies of this document	12/16/22			

**Title:** Supplier Quality Handbook

**Document Number:** 3.1.15

**Process Owner:** Supply Chain Manager

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**PROPRIETARY NOTICE**

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**Note: Current Revision must be uploaded to website when released. Responsibility falls under the individual that reviewed and released the document.**

Purpose: To inform our potential and selected critical suppliers of Air Comm Corporation’s Structure, Quality Systems and Supplier Responsibility expectations and ratings, and to reduce the learning curve between ACC and suppliers, and to be referenced as a guide when a supplier has questions.

This handbook describes the expectations ACC has of its suppliers and applies to ACC procurement activities.

**Scope**

This information applies to Class I (critical) suppliers who have an interest in doing business with ACC. Class I suppliers are defined by Procurement, Quality or Engineering as important partners to ACC.

**Air Comm Corporation Quality Policy:**

Air Comm Corporation satisfies customers by providing them with quality heating and air conditioning products and services in a timely manner. ACC strives to continually improve our operations to remain our customers’ supplier of choice.

**INTRODUCTION TO MANUAL**

At ACC, product that is late or found to be non-conforming at Receiving or during production causes serious disruptions to production and shipping schedules, resulting in high production costs. Even the best inspection program cannot detect all defective material. ACC requires suppliers to control the quality of material shipped to ACC, its manufacturing partners, or its customers, so that there is less need to inspect the product when it is received. Management of multiple suppliers is also expensive, leading ACC to reward high performing suppliers with consolidated business to foster a partnership environment.

This manual describes the expectations ACC has of its suppliers to ensure purchased material meets ACC’s requirements. It is intended to shorten the learning curve for new suppliers and gathers the tools needed for supplier interaction with ACC in a single location for reference.

In the event of a conflict, the order of precedence shall be as follows:

1<sup>st</sup> -Purchase Order or other binding contract (does not include this handbook) and the drawings, design data and specifications referenced, as well as notes and additional instructions or attachments.

2<sup>nd</sup> -Air Comm Corporation drawings and specifications. ACC drawings are the approved design data and must be met except by explicit notation in the contract agreement.

3<sup>rd</sup> -Air Comm Corporation CAD drawings (Dimensions should be taken from the drawing first, models are reference-only to aid in programming or locating undefined dimensions)

4<sup>th</sup> – Quality Assurance Requirements Document.

5th -Air Comm Corporation Supplier Quality Handbook (this document)

6th –Additional written notifications/ emails/ agreements.

**Note 1: An unwritten agreement will hold no value in the event of conflict.**

**Note 2: Supplier and Vendor are used interchangeably at ACC and in this document.**

**Note 3: First Article Inspection Reports (FAIRs) are required to AS9102B or current revision for all new production runs, if the manufacturing of the part has lapsed for 2 years or greater, if the means of production have changed, or if required by contract or design data (see 18.4)**

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**SECTION 1 – HOW TO BECOME A SUPPLIER FOR AIR COMM CORPORATION**

**1 NOT A SUPPLIER YET?**

ACC is always looking for suppliers that meet our needs. At the same time, ACC strives to minimize the cost of managing suppliers and strives to reward high- performing partners with consolidated business. If you have not done business with ACC before and you have not been in contact with anyone within the company, please contact a Procurement representative to set up an evaluation. There is a contact list within this document and on the ACC website.

All suppliers of production materials to ACC must be Approved Suppliers. The approval process may consist of three or more parts: 1) a non-disclosure agreement completed by the supplier where needed, 2) a Vendor Audit Form which includes a document audit of the supplier’s quality-system procedures, and 3) an on-site assessment when required. ACC may expand this set of requirements in the future based on business and/or customer requirements. Conditional or reduced approvals for off-the-shelf distributors may be considered, as directed by Quality Assurance.

**1.1 SUPPLIER AUDIT FORM**

If ACC determines that a supplier potentially fits within ACC’s supply chain needs, a Buyer or Engineer may request that the supplier complete the Supplier Quality Audit Form (F-WI-8.4-01-01-01). When the supplier returns the survey, Procurement and Quality Assurance review the questionnaire, and determine whether to proceed with certification of the supplier. On-site audits and surveillance may also be part of the approval process as determined by ACC Quality Assurance.

**2 QUOTES (GETTING AND WORKING WITH)**

Please contact a Procurement representative to help you with the quoting process or to get you in touch with the correct Buyer.

**3 FAQ’S**

**3.1 Why do I need to go through a Supplier Evaluation when I’m already ISO Certified?**

ACC Currently is using all 3<sup>rd</sup> party certification (ISO, AS, QS, PAH, etc.) as a means to reduce the amount of evaluation that a supplier needs to go through before an approval is granted. The supplier is still required to fill out a survey every 3<sup>rd</sup> year and go through the process that we have defined. Please contact a Quality Assurance representative for further information.

**3.2 I noticed that a drawing has a problem with it (typo, etc...), how do I relay this to Air Comm Corporation?**

Please contact your Procurement contact.

**SECTION 2 – IMPORTANT ASPECTS OF BEING AN APPROVED SUPPLIER**

ACC strives to foster a partnership mentality by consolidating work to high-performing, low-risk suppliers, which gives suppliers more business and reduces the cost of managing multiple sources.

**4 AIR COMM CORPORATION NEWS AND UPDATES**

Please see our website at [www.aircommcorp.com](http://www.aircommcorp.com) for news and updates.

## 5 RAW MATERIAL TRACABILITY

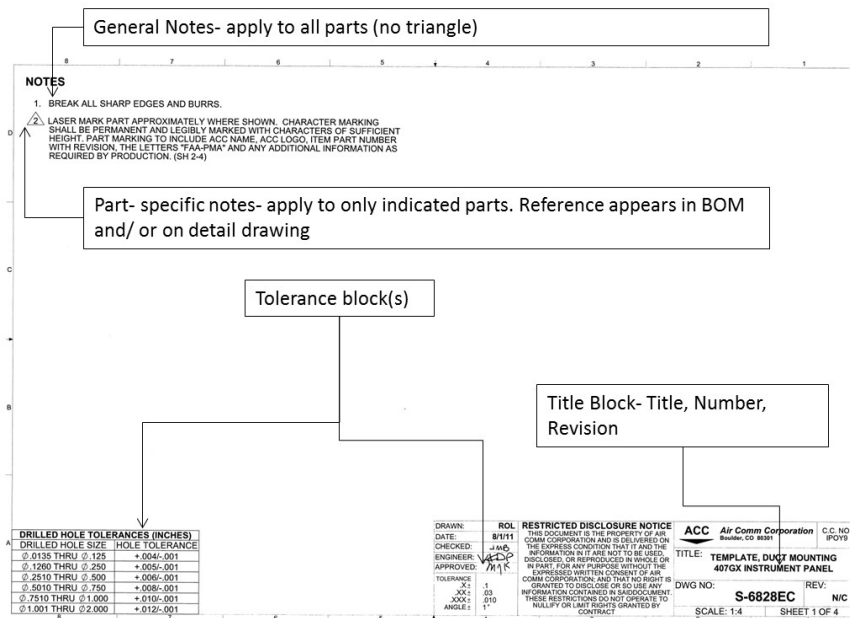
Raw material must be completely traceable to its original material certification written in English or as specified by the contract or drawing. Material may be re-certified using an approved certification lab to meet this requirement. It is highly recommended that the supplier contacts an ACC Quality Representative prior to recertifying material.

## 6 READING AIR COMM CORPORATION DRAWINGS- REFER TO FIGURE 1 BELOW

There are some key characteristics that a supplier should be aware of while reading an ACC Drawing

- Drawing notes- General notes apply to all parts, while specific part requirement notes have a triangle around the number. Notes apply general quality requirements, finishes, sources, etc.
- Tolerance Block- For dimensions without defined tolerances, refer to the tolerance block for the range of acceptable deviation. Critical dimensions may have specific callouts.
- BOM/ Matrix- Drawings may have a matrix to organize the part data and can include note indications, BOM structure, etc.

**Figure 1. Typical Engineering Drawing (Note- older drawings are similar but may deviate from typical)**





## 7.4 Packaging

- Packaging matters! A large portion of quality problems are caused in transport and storage. We strongly encourage all suppliers to package in appropriate containers and to eliminate use of flimsy bags and boxes or co-mingling sharp edges and threads. We have preferred storage packaging- for instance, silicone cap plugs on threaded items are fast, durable and fit a larger range of sizes (Caplugs TS series). Egg-crating parts is fine, but generally leads to us re-packaging parts for storage due to space. Coatings and sensitive electronics should be appropriately protected. Painted/ finished parts should be protected.

## 8 SYSTEM REQUIREMENTS

### 8.1 Supplier Requirements

1. ASL Suppliers will be considered as either Active or Inactive depending on their purchasing activity with ACC, and Class I, II, or III. (See section 13 for class approvals). Active suppliers are those that are currently involved in our purchasing activity and Inactive suppliers are those suppliers that have no activity. Suppliers with no activity will be inactivated from the Approved Supplier List (ASL) as determined by Procurement and Quality, generally after a year or more of no activity. Suppliers moved due to inactivity may be returned to the ASL using historical use as the justification, as long as they still meet the quality requirements. Depending on the time and scope a full assessment may be necessary.

### 8.2 New Supplier Requirements:

8.2.1 New Suppliers will be required to fill out audit and acceptance materials in order to be considered for addition to the ASL and may require a physical survey. See Supplier Approval process (below) for more details.

8.2.2 ACC Flow-Down of Information

8.2.2.1 ACC uses this handbook, contracts, audits, and other notices to communicate to external providers its requirements for:

the processes, products, and services to be provided including the identification of relevant technical data (e.g., specifications, drawings, process requirements, work instructions);

for the approval of:

- products and services;
- methods, processes, and equipment;
- the release of products and services;
- competence, including any required qualification of persons;
- the external providers' interactions with the organization;
- control and monitoring of the external providers' performance to be applied by the organization;
- verification or validation activities that the organization, or its customer, intends to perform at the external providers' premises;
- design and development control;
- special requirements, critical items, or key characteristics;
- test, inspection, and verification (including production process verification);



- the use of statistical techniques for product acceptance and related instructions for acceptance by the organization;
- the need to:
- implement a quality management system;
- use customer-designated or approved external providers, including process sources (e.g., special processes);
- notify the organization of nonconforming processes, products, or services and obtain approval for their disposition;
- prevent the use of counterfeit parts
- notify the organization of changes to processes, products, or services, including changes of their external providers or location of manufacture, and obtain the organization’s approval;
- flow down to external providers applicable requirements including customer requirements;
- provide test specimens for design approval, inspection/verification, investigation, or auditing;
- retain documented information, including retention periods and disposition requirements;
- 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;
- ensuring that persons are aware of:
  - their contribution to product or service conformity;
  - their contribution to product safety;
  - the importance of ethical behavior.

**8.3 Supplier Final Inspection Requirements**

The P.O. Quality Assurance Requirements document contain the inspection requirements- Each PO has a flow-down requirement of Quality Assurance Requirements and Terms and Conditions. A copy of the Quality Assurance Requirements and Terms and Conditions can be found on ACC Website at [www.aircommcorp.com](http://www.aircommcorp.com).

**8.4 Control of Sub-Tier Suppliers**

Suppliers are responsible for the quality of materials and components provided by their sub-tier suppliers and subcontractors. ACC suppliers must impose controls on their sub-tier suppliers that provide quality results and documentation comparable to the controls applied to suppliers by ACC. The extent of the controls may vary, depending on the nature and complexity of the product and processes, but should normally include:

- Evaluation and certification of sub-tier supplier facilities.
- Control to ensure that raw materials used meet ACC’s and the FAA’s requirements.
- Controls to ensure that sub-tier suppliers of components used are those specified on ACC’s Approved Supplier List, where required, or ACC’s customer requirements, as applicable.
- Controls to ensure that sub-tier suppliers have an ESD (Electrostatic Discharge) control program that meets or exceeds the ACC standards if the parts or materials are ESD sensitive, as well as any other special processes identified by ACC.
- Part qualification, including First Article Inspection and Process Capability.

- Control of the sub-tier suppliers' processes and capabilities.
- Drawing/revision/configuration control.
- Control of non-conforming material.
- Corrective action *and preventive action*.
- An aggressive project-by-project quality improvement program.
- Process controls documentation and data package.

Where appropriate, ACC specifies the sub-tier suppliers that may be used, evaluates and certifies the sub-tier supplier's facilities, and assists the supplier in controlling the sub-tier supplier. Typically, this occurs when the sub-tier supplier is an essential component of the supply-chain process. *ACC reserves the right to evaluate the quality system and records of such sub-tier suppliers as necessary. However, ACC's involvement does not absolve a supplier of the ultimate responsibility for the quality performance of its sub-tier suppliers and sub-contractors.*

## 9 QUALITY SYSTEM REQUIREMENTS

Each ACC production supplier is required to maintain an effective quality system that promotes stability. In addition, the supplier must meet all other requirements of this manual.

The supplier must furnish ACC with a copy of their Quality Manual and supporting procedures if requested. The supplier must notify ACC of any changes to their quality system, top-level management, and/or Quality management.

## 10 GETTING APPROVAL TO SEND A PART THAT IS OUT OF TOLERANCE

In the case that a part is slightly out of tolerance and rework is impossible, there may be an opportunity to use the part. The Supplier will need to fill out a Supplier Non-Conformance Report and submit it to the appropriate Buyer, who will route requests to ACC's MRB (Material Review Board- Engineering, Quality, Production representatives) team for approval. The discrepancy will not be accepted at ACC until ACC's MRB has approved the Non-Conformance, or the drawing and purchase order have been updated to incorporate the discrepancy. Contact your Procurement or Quality contact to discuss what paperwork is necessary.

Do not send in a part that is non-conforming without first contacting ACC.

## 11 SUPPLIER SELF DISCLOSURE

Quality Escapes/ Discrepant Material: Suppliers who discover they have potentially sent material that is non-conforming (in any way) should contact a Quality Representative as soon as the potential non-conformance is identified. If a Supplier chooses to self-disclose any issues, ACC will:

- Report the necessary information to the FAA, if necessary/ appropriate (Note: Self-Disclosure to the FAA may reduce legal actions taken).
- Reduce the impact of the non-conformance on any Quality Score and/or Rating that ACC uses to rank the supplier.

Management and Quality Changes: Suppliers must notify ACC of any Upper Management Changes, Ownership or Facility moves or changes, or any other significant impacts which may impact the business relationship and/or the quality of the product.

## 12 INVOICE AND PAYMENT QUESTIONS

Please work closely with your Buyer for any Invoice and Payment Questions you may have. Consolidated invoicing can significantly reduce the work involved for payment and is highly encouraged.

### 13 SUPPLIER REVIEW/ APPROVED SUPPLIERS

Suppliers are split into 3 categories: Class I, II, and III. Class I Suppliers are those that provide unique product Engineered and Manufactured by a Supplier and Suppliers manufacturing to ACC drawings that are not references to catalog or spec material. This includes Critical Services, which are suppliers who provide services critical to the production of customer material or the maintenance of the QMS such as AS9100 registrar, ERP system providers, IT services, Plant equipment maintenance, etc. Class II are those that provide raw material or standard catalog products (i.e., Distributors) that meet required specifications. The Company does not design these products. Class III supplier are Non-stock suppliers (No Customer Material).

ACC maintains an internal Approved Supplier List (ASL).

ASL rating may consist of:

- Cost reviews
- System-generated Vendor Performance Ratings
- On-time delivery and Quality reports and rankings
- Quality Issues and AS9100 Approved Supplier List Rating
- Risk Analysis
- Supplier Questionnaires or Surveys
- Quality System audit(s) at the supplier's facility
- Additional inspection of product at the supplier's facility
- Review of supplier-furnished process data
- Supplier objectives/goals review
- Other Requirements

The portions of this review visible to suppliers are as follows in the "Vendor Performance" report generated by the ACC system:

The Vendor Performance Rating is generated from system on-time delivery (OTD) and Quality rejections recorded in the system. With suppliers falling below **70** percent managed at least annually by Procurement. **95/100** percent is the goal for Excellent/ Preferred. Suppliers with consistent deliveries and ratings at this level will be preferred for consolidation of work. The Buyers make every effort to update due dates on orders, but OTD remains the largest issue to hit this rating with suppliers. Note- Date changes must be accepted and verified in writing by ACC Procurement personnel to be considered on-time; notification of lateness may still hit your rating. This is normally accomplished through an update to the Purchase Order. Performance ratings will be delivered periodically but not less than annually, and any supplier below 70 percent for 12 months will be contacted for mutual corrective actions.

#### 13.1 Supplier Audits

The supplier must make their facility available for on-site process verification by ACC or the FAA at any time, with reasonable notice. This applies to Class I and II suppliers.

#### 13.2 Quality System Audit

Periodically, ACC or the FAA may audit the supplier's Quality System. This may be a full or abbreviated on-site audit. The purpose is to evaluate any changes that may have occurred in the supplier's quality system, and to assess the supplier's continuing commitment to quality improvement.

The FAA may evaluate any of our suppliers' systems in the same manner that ACC can. ACC in no way restricts access to the FAA and any of the information that they require.

#### 13.3 Receiving Inspection (RI)

ACC expects its suppliers to furnish material that conforms to all requirements when received.

## 14 CONTACT INFORMATION-

Please contact the buyer that placed the purchase order for all inquiries except for submitting invoices which should be submitted to [apaccounting@aircommcorp.com](mailto:apaccounting@aircommcorp.com). The buyer will then route to the appropriate ACC personnel if required.

## SECTION 3 – COMMON INFORMATION A SUPPLIER MAY NEED TO REFERENCE DURING THEIR RELATIONSHIP WITH AIR COMM CORPORATION

### 15 WHO THE FAA IS AND WHY THEY ARE IMPORTANT TO AIR COMM CORPORATION

The Federal Aviation Administrations (FAA) is the regulatory agency that oversees aviation in U.S.A. The FAA plays a significant role in how ACCs conducts business.

The FAA's major roles include:

- Regulating civil aviation to promote safety
- Encouraging and developing civil aeronautics, including new aviation technology
- Developing and operating a system of air traffic control and navigation for both civil and military aircraft
- Researching and developing the National Airspace System and civil aeronautics
- Developing and carrying out programs to control aircraft noise and other environmental effects of civil aviation
- Regulating U.S. commercial space transportation

To learn more about the FAA and its role go to <http://www.faa.gov/about/>

### 16 REFERENCE DOCUMENTS

Contact your Buyer for any of the documents referenced in this document or relating to a RFQ/ RFP or Purchase Order. Or you can access them on ACC Website [www.aircommcorp.com](http://www.aircommcorp.com)

It will be the supplier's responsibility to maintain the current rev of these documents. ACC requires that our suppliers reference the current documents during the manufacturing process.

### 17 PURCHASE ORDER (PO) REQUIREMENTS AND NOTES

Each Purchase Order contains notes, terms and conditions which flow requirements to suppliers. Any significant contract changes must be recorded with a revised Purchase Order, including supplier- notified changes.

#### **17.1 PURCHASE ORDER GENERAL TERMS & CONDITIONS (Subject to change, see current requirements on each Purchase Order)**

**Document 3-1-25, the applicable version of which is included with each Purchase Order.**

## 18 PART QUALIFICATION

### 18.1 Material Certification/Test Report/Inspection Report

For material requirements, and other specified requirements for which the supplier does not have the equipment to test, the supplier obtains material certifications or test reports from their sub-supplier, or other test agency.

These reports must include the specification number, specified material/dimensional/physical requirements, and the inspection/test results. A simple statement that the material meets the requirements is not acceptable. The reports must be traceable to the raw materials, through lot/heat/coil/batch numbers or equivalent and must be signed by the organization that performed the testing.

### 18.2 Material Safety Data Sheets

The supplier must furnish Material Safety Data Sheets (MSDS) for all materials shipped to ACC's facilities, as deemed applicable by ACC Quality, Procurement, or the sub-tier provider for hazardous material.

### 18.3 Supplier Gauges

The supplier should develop or obtain gauges to control processes, and to inspect the parts. Gauges used to inspect parts should be variable gauges, designed to inspect the functionality of the part. Attribute gauges (go/no go) are acceptable for use dependent on Quality approval. All calibration needs to be traceable to NIST.

### 18.4 First Article Inspection Report (FAIR)/

18.4.1 Part Qualification Process (The supplier must provide a FAIR per AS9102 if delivering the first production run, if the manufacturing of the part has lapsed for 2 years or greater, if the means of production have changed, if required by contract or design data, or if otherwise required). The AS9102 standard is available at [www.sae.org](http://www.sae.org).

Note: at the time of Revision H the requirement is for all suppliers to supply to AS9102 Rev. B, Suppliers must supply to the current revision utilizing the current form from SAE International, Suppliers should consider this requirement when quoting material or changing processes.

Suppliers select production process representative parts for First Article Inspection / Part Qualification Process activities. The Quality Representative notifies the supplier of the quantity to be inspected if different from one (1) each.

Suppliers inspect or tests each sample for all dimensions, drawing notes, material cleanliness requirements, packaging requirements, specification requirements listed on the current revision of ACC's drawing, and any other data as supplied by ACC. The supplier then records the First Article Inspection results on a the AS9102 forms. All failures must be clearly indicated. The supplier then numbers a copy of ACC's drawing and specification to correspond with the supplier's results.

For all non-conforming characteristics, the supplier investigates and corrects the tooling, process, etc., and produces new parts. Non-conforming samples are sent to ACC only if approved by ACC Quality, after the supplier has exhausted all actions to correct the parts (See Non-Conforming Material Section).

## 19 MANUFACTURING CONTROL

When specified by QA or Procurement, process capabilities may be required.

### **19.1 Capability**

Currently all ASL suppliers are rated for capabilities on the ASL, as demonstrated through receipt of conforming product or other demonstration of capability.

### **19.2 Process Improvement**

Out-of-control or unstable processes (which have assignable causes) and processes that do not meet the quality requirements must be identified and corrected.

### **19.3 Traceability**

Traceability ties finished product back to the components used in the product. Traceability should be effective down to the individual component (i.e., lot code, batch, or serial number should be identifiable and traceable back to the material origin). Record storage requires a minimum of 10 years of information (see Terms and Conditions), however due to the durable nature of aircraft ACC encourages suppliers to maintain ongoing storage.

### **19.4 Obsolescence Review**

It is a requirement for all suppliers to notify Air Comm of at risk material such as parts that are subject to obsolescence as soon as it is known

### **19.5 Safety / Environmental**

At no time should any customer or person at an ACC facility be exposed to hazardous material or situations that are not inherent to a component's structure.

Residues, films, out-gassing products and packaging materials should comply with OSHA standards.

For items with inherent hazards, safety notices must be clearly observable. As applicable, Material Safety Data Sheets (MSDS) must be provided during the part qualification process.

All suppliers will ensure that (1) all parts, components, materials, and products supplied to ACC and (2) supplier's and supplier's subcontractors' operations fully conform to all applicable laws and regulations governing protection of the environment, employee health and safety, and labor and employment practices of all the countries in which supplier and, to supplier's knowledge, information and belief, supplier's subcontractors do business. Any questions should be directed to the QA representatives.

### **19.6 Maintenance**

The supplier must maintain all facilities, manufacturing machines, tools, measuring devices, and other equipment in such a manner that the supplier can support ACC's production requirements, and the quality of parts manufactured for ACC is not degraded in any way. This includes tools and fixtures owned by ACC but located in the supplier's facility. These records may be audited at any time by the ACC QA and/ or Procurement so traceability must be maintained.

### **19.7 Methods to protect products during transit –**

The supplier will bag, box or tie parts to prevent intermixing of materials.

The supplier is responsible for capping, bagging or plugging all openings in components (e.g., valves, electrical connectors etc.) prone to entrapment of foreign objects. (Caplugs TS series silicone caps preferred).

The supplier is responsible for adequately protecting and documenting temperature specific materials during transit in accordance with applicable specifications.

Product will be retained in original manufacturing containers as long as possible or practical to prevent damage.

Delicate parts that are susceptible to vibration and/or shock damage will be packaged in foam, pads, or special packaging as necessary to properly protect the product.

Parts and materials that may be blown out of carts, trucks or dollies will be covered, tied down or banded to protect them from shifting and falling. Parts and materials will be protected from adverse weather conditions that would affect the product.

The supplier is responsible for complying with all specific product-packaging requirements stated in applicable specifications and drawings.

Each supplier must adequately plan for packaging. ACC encourages supplier-initiated packaging improvements. Suppliers will provide expendable packaging, where appropriate, that provides for maximum density and protection from any transportation damage that may occur. Packaging, labeling, and shipping materials must comply with the requirements of common carriers, in a manner to secure the lowest transportation costs.

## **20 DRAWINGS/CHANGES**

### **20.1 Drawing and Change Control**

ACC will provide a drawing for first time builds or if a drawing has been revised. In the occasion of a change mid-contract, the purchase order will be updated with the new revision-and the new current drawing(s) provided.

The supplier must have a documented system for assuring the latest ACC drawings are in effect at their facility. The supplier's quality system must contain a procedure that describes the method used for implementation of all changes to drawings and specifications. This procedure should also detail the methods used to contain new or modified parts until approved by the customer. In addition, there must be a procedure for addressing and eliminating obsolete drawings and specifications.

### **20.2 Contract Review**

The supplier is responsible to review the contract for requirements and to notify ACC of any discrepancies or needed changes prior to delivery. See document 3.1.10.

## **21 CORRECTIVE ACTION SYSTEM**

ACC requires suppliers to utilize a closed-loop corrective action system for internal issues as well as for issues raised by ACC.

### **21.1 Internal Corrective Action Process**

ACC expects its suppliers to use an internal corrective/ preventive process for continual improvement.

### **21.2 External Corrective Action Process**

The purpose of this section is to describe a set of procedures documenting supplier corrective and preventive actions. Corrective action is taken to correct the non-conformity and its root causes. Preventive action is to identify potential problems, and to solve the root cause to ensure the event cannot occur. Both of these actions are used as a means to drive Continuous Improvement consistent with ACC and FAA requirements.

The ACC Quality or Procurement Representative will issue a corrective action form when determined as an action of the MRB process for nonconforming material. The supplier is required to respond by sending the report to the QA with all elements completed. Specific timing requirements are detailed below.

ACC requires that the supplier take immediate containment action upon notification of the non-conformance. The supplier must submit a written response to ACC QA reporting the supplier's initial observation and defining the containment plan within 48 hours of notification. The supplier's initial observation is an acknowledgement that the supplier has been informed of the problem, has contained the problem, and is defining root cause.

The containment plan must clearly define the actions taken at the supplier's facility, to assure that no non-conforming product is shipped to ACC. The supplier must address all suspect stock in transit, and any stock at ACC's facilities. The supplier must specify what actions are to be taken. The supplier must bound the problem by identifying all suspect lot numbers and associated quantities involved.

**Operator discipline/training or increased inspection, etc. alone, are not acceptable corrective actions, because they are dependent on individual knowledge. Process changes or Poke-yoke (fail-safe) tooling or similar corrections may be acceptable.**

ACC QA and Procurement will work with the supplier for acceptable closure dates to the Action Form. The supplier is required to keep ACC informed of progress towards implementing the corrective action. When the corrective action implementation is complete, the supplier and ACC QA verify that the corrective action is effective in correcting the problem.

### **21.3 Supplier-Furnished Lot Documentation**

ACC may require the Supplier to furnish inspection, test, process performance, or other Quality data with each shipment to ensure the product meets ACC's requirements. When data submission is required, the data must be sent to the appropriate buyer (or other specified location) with the lot (if multiple boxes are sent, the box containing the data must be appropriately marked as approved by the ACC QA). All documentation must be clearly identified with ACC's part number and the Supplier's lot number.

### **21.4 Pre-Shipment Authorization (if applicable)**

In some cases, ACC may require the supplier to hold shipment of parts until ACC has reviewed the documentation and approved the lot for shipment. Data for pre-shipment approval must be sent to the appropriate buyer and/or ACC Quality personnel as defined by QA via e-mail. If ACC does not reply within 48 hours, this is considered ACC approval for the supplier shipment. ACC also negotiates for reduced shipping rates; the contract shipping instructions should be followed to ensure fair pricing.

## **REFERENCED DOCUMENTS**

### **A: 3.1.11: NON DISCLOSURE AGREEMENT (NDA)**

It is expected that most suppliers sign a non-disclosure agreement (NDA) before they start doing business with ACC. If there is any question about whether you have provided a copy, please send another copy to your Supplier Quality representative or your purchasing representative.

### **B: CORECTIVE AND PREVENTIVE ACTION FORM (CPAR)**

Issued for repeated problems such as non-conforming product, on time delivery, material escapes, etc..

### **C: SUPPLIER QUALITY AUDIT**

Completed and approved Supplier Quality Audit documents are required for addition to the Approved Supplier List for Class I and II suppliers.



**D: 3.1.10 PURCHASE ORDER GENERAL TERMS**

Each purchase order notes where to access ACC Terms and Conditions with the expectation that the supplier will review the requirements in a contract review process. For general terms, the revision notes indicate past or ongoing modifications.

**E: ENGINEERING CHANGE REQUEST (ECR)**

Any requested deviations or errors including typos should be communicated to your Buyer to enter into the ECR process. The Production Support Engineer can answer clarification issues and general questions regarding design.

**F: CERTIFICATE OF CONFORMANCE SAMPLE**

**Certificate of Conformance**

**(This form or an equivalent is to be filled out and signed by seller. If manufacturing to an ACC drawing- the revision of the drawing must be listed for control/ verification)**

Air Comm Corporation Purchase Order Number: \_\_\_\_\_

Company Name: \_\_\_\_\_

Company Address: \_\_\_\_\_

Company City/State: \_\_\_\_\_

Company Phone/ Fax: \_\_\_\_\_

<u>Part number</u>	<u>Revision</u>	<u>Quantity</u>
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____
5. _____	_____	_____
6. _____	_____	_____
7. _____	_____	_____
8. _____	_____	_____
9. _____	_____	_____
10. _____	_____	_____
11. _____	_____	_____

This is to certify that the above parts were manufactured in accordance with the applicable drawings and/ or specifications, or otherwise meet the definition of the purchase agreement. Parts that do not conform to the Purchase Order/ Drawings/ Specifications are warranted for return including shipping cost.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Title

**Thank You for Your Continued Efforts in  
Following This Document  
And  
Air Comm Corporation Requirements!**