





QUALITY DEPARTMENT INSTRUCTION

Quality Requirements for External Providers

Compliant to the requirements of AS 9100 D

Document Ref. QDI 002

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1. QUALITY SYSTEM

- 1.1 As a minimum, the external provider must implement relevant quality management system (QMS) requirements of the ISO9001:2015 Standard when producing products, materials or services to satisfy Permal Gloucester Limited (PGL) purchase orders.
- 1.2 The requirements of this document supplement the requirements of the ISO9001:2015 Standard and the conditions of the PGL purchase order. In the event of conflict between this document and the requirements of the purchase order, the purchase order requirements will prevail.
- 1.3 PGL will establish compliance of the external provider with the requirements of this document by:
 - a) review of documented information provided by the external provider in response to PGL questions.
 - b) evidence of current, appropriate third-party QMS certification acceptable to PGL.
 - c) on-site evaluation at the facilities where work in satisfaction of a PGL purchase order will be performed.
 - d) a combination thereof as determined by PGL.
- 1.4 The external provider must maintain documentation and records to demonstrate compliance with the requirements of the purchase order. These must be available for auditing by PGL representatives at all reasonable times.
- 1.5 The external provider must assign a management representative with direct responsibility for resolution of all matters relating to product and service quality. This representative must have access to all purchase order requirements, drawings, specifications and other related documentation necessary to fulfil the duties.
- 1.6 Any deviations to these requirements must be submitted to PGL.
- 1.7 The external provider must inspect, or otherwise verify, all products and materials before submitting them to PGL, and must certify that all such products and materials conform to the full requirements of the specification/purchase order.
- 1.8 All documentation must remain legible and readily identifiable for the life of the contract. The use of correction fluid on working documents or records is prohibited.

2. ACCESS

- 2.1 The external provider must permit reasonable access for PGL Quality, Purchasing and Customer/Regulatory representatives to its company premises to:
 - a) discuss the terms and conditions of the Purchase Order with the Quality representative.
 - b) conduct periodic audits/assessments of the approved quality system and supporting facilities.
 - c) conduct inspections of products and materials, including associated processes and tooling.
 - d) agree corrective action plans following a reported non-conformance.

3. EVALUATION

- 3.1 Post completion of CF85032 Supplier Questionnaire, supplier will be assessed for suitability to supply goods / services and if successful shall be set-up as an approved supplier.
- 3.2 PGL will continually monitor all approved external providers to assess their ongoing suitability by measurement of quality, cost and delivery performance.
- 3.3 The external provider will be notified in writing if its performance falls below an acceptable standard and the following steps will be undertaken by PGL:
 - (a) conduct a review with the external provider to identify actions required for improving performance.
 - (b) suspend or withdraw approval if performance does not improve within an agreed timescale.

4. SUBCONTRACTING / EXTERNAL PROVIDER CONTROL

- 4.1 The external provider must not sub-contract any work in support of a PGL Purchase Order without written approval from the PGL Quality Manager, except for the supply of items to national or international standards that are commercially available, e.g., BS, SAE, EN, AMS, DIN.
- 4.2 The external provider must provide all necessary information, including relevant PGL quality requirements, to its sub-tier external provider, and ensure such information is understood and implemented prior to commencing any work.
- 4.3 PGL reserve the right to evaluate and audit any sub-tier external provider. Any such action will not relieve the external provider of its responsibility to ensure the quality of any product or service obtained.
- 4.4 The external provider must maintain records of all inspections and certificates covering materials and supplies of any work performed by sub-tier external providers.

5. MATERIAL SEGREGATION

- 5.1 The external provider must hold products and material in a secure location to prevent use until inspected or otherwise verified as conforming to specification. A clear distinction must be maintained between products and material in quarantine and those accepted for use and waiting issue.
- 5.2 The external provider must store and protect products and materials in a manner that prevents damage, deterioration, or loss of identification and traceability, at all times.

6. TRACEABILITY

- 6.1 All raw material obtained by the external provider to meet an order and all parts incorporated into assemblies that are subsequently supplied to PGL must be traceable to the manufacturing source and identifiable to the manufactured item.
- 6.2 All parts must be individually identified with the appropriate PGL part number or the providers part number if no PGL number has been designated, in such a way not to damage or permanently mark the part unless stated otherwise on the production drawing. Small parts such as nuts, bolts or bushes may be identified within marked up boxes or marked up bags with the appropriate part number.
- 6.3 Traceability must be maintained through all stages of the external provider's manufacturing process, including the maintenance of inspection and test records. These records must include any use of a Concession or Production Permit, any rework, or any action required by an external provider Non-Conformance Report.
- 6.4 For any given PGL product, the external provider must maintain the ability to retrieve a sequential record of its production, including manufacture, assembly, inspection and test.

7. TOOLING, GAUGING, & MEASURING EQUIPMENT CONTROL

- 7.1 All PGL supplied tooling becomes the responsibility of the external provider whilst in its possession.
- 7.2 All PGL tooling must be identified and maintained in good working order and promptly returned when requested by PGL.

- 7.3 All gauging and measuring equipment used to verify products supplied to PGL, including employee-owned equipment when relevant, must be identified by a unique serial number, and a record maintained of the initial and subsequent dimensional and operational inspection examination of such equipment, stating the date and result of each check.
- 7.4 All gauging and measuring equipment must be subject to an initial calibration check against a National Standard. Subsequent calibration checks must be carried out on each item of equipment at a frequency based on objective evidence of stability and continuing accuracy.
- 7.5 Where the calibration status of equipment is not clear, it must not be used until the calibration has been verified.
- 7.6 The external provider must ensure that environmental conditions are suitable for all calibrations, inspections, measurements and tests being carried out.

8. NON-CONFORMING PRODUCT

- 8.1 The external provider must implement a system for the control of non-conforming products and material which must include:
 - a) identification of non-conforming material or products.
 - b) segregation of such material or products from acceptable items.
 - c) documentation defining the nature of the defect and what remedial/corrective action has been authorised and undertaken. The document must clearly state the defective items by number and serial/batch number and give a target date for the completion of actions.
 - d) timely review of product non-conformity.
 - e) evidence to demonstrate that appropriate action has been taken to prevent recurrence.

9. PRODUCTION PERMIT AND CONCESSION APPLICATION

- 9.1 In exceptional circumstances, the external provider may request permission to:
 - a) deviate from the purchase order, drawing or specification requirements in advance of manufacture (Production Permit); or,
 - b) use or supply items that do not fully conform to order, drawing or specification (Concession).
- 9.2 The external provider must submit a request using Permali form, CF85026, to the PGL Quality Team, and quarantine the relevant items until the PGL decision is received.
- 9.3 The external provider must only deliver the non-conforming products or material to PGL when authorised by the concession/permit decision, including instruction or limitations if applicable, unless otherwise instructed in writing by the PGL Quality Team.
- 9.4 The external provider must state the PGL Concession Number on the Certificate of Conformity and mark all affected product or material with the Concession Number or identify it by tagging/bagging if marking is not possible.

10. REJECTION AND RESUBMISSION

- 10.1 Products or material that do not conform to the requirements of the PGL purchase order, referenced drawing or specifications, or this document, will be rejected. The external provider will receive a Notice of Defective Quality (NDQ), describing the non-conformance and the PGL disposition.
- 10.2 The external provider must investigate the cause of non-conformance and report the actions to prevent a recurrence using the NDQ form.

- 10.3 Non-conforming products or material must be reworked or replaced at the external provider's expense unless otherwise agreed by the PGL Purchasing Manager.
- 10.4 When supplying products or material previously rejected by PGL, the external provider must:
- a) provide a new Certificate of Compliance quoting the relevant NDQ number; and,
 - b) complete and return a copy of the NDQ indicating the cause and corrective action.
- 10.5 Any proposed repair or salvage action, which is not covered by the manufacturing drawing, must be submitted and approved by PGL in accordance with paragraph 9, Production Permit and Concession Application, before use.

11. QUALITY PLANS

- 11.1 The Purchase Order for certain products, materials or services may require a Quality Plan that documents the arrangements to assure conformity. The specific requirements for a Quality Plan will be submitted to the external provider by PGL in writing.

12. CHANGE MANAGEMENT

- 12.1 The external provider must not change in part, or as a whole, any product, material, process, location or service used in the supply of parts and materials to PGL without written application to, and written approval from, the PGL Quality Manager.

13. FIRST ARTICLE INSPECTION

- 13.1 The external provider must conduct a First Article Inspection (FAI) in accordance with the requirements of AS9102, latest issue, in the following circumstances:
- a) initial manufacture of a product.
 - b) change in manufacturing source or location, which includes change in external providers and external providers moving product between sites within their organisation.
 - c) change in manufacturing method, including changes to manufacturing processes, production equipment, tools and programmes.
 - d) changes to the material specified on the engineering drawing, including alternative and replacement materials.
 - e) change to the design.
 - f) corrective action for a product which has been rejected more than one time.
 - g) a lapse in production for 2 years.
 - h) when otherwise requested by the PGL Purchase Order.
- 13.2 The external provider must submit a full report of the First Article Inspection with the first delivery.

14. CERTIFICATION RELEASE REQUIREMENTS FOR MANUFACTURED ITEMS

- 14.1 The external provider must provide a Certificate of Conformity with delivery of the product or material.
- 14.2 The Certificate of Conformity must carry the following information:
- a) a unique document identity that provides traceability to original materials, manufacturing sources and records.
 - b) PGL Order No.
 - c) the description of product / material / service supplied.
 - d) part number and / or drawing number, and issue status.
 - e) quantity supplied.

- f) batch number / serial number(s) of the products.
- g) material specification and batch identity.
- h) Inspection Report/Concession/ Permit/ Reject Note Number (if applicable)
- i) dated signature by an authorised person and a declaration statement stating (or similar)

THE PRODUCTS HAVE BEEN INSPECTED, TESTED AND CONFORM IN ALL RESPECTS WITH THE PURCHASE ORDER REQUIREMENTS

- j) Any applicable supporting documents.

15 ADDITIONAL REQUIREMENTS FOR STOCKISTS (DISTRIBUTORS)

- 15.1 Stockists must purchase products and materials from the original manufacturer, or from other stockists with full traceability to the original manufacturer.
- 15.2 The Stockist must check the product or material against applicable specifications on receipt and maintain records of conformance.
- 15.3 The Stockist must not supply alternative products or materials without prior written approval from the PGL Quality Manager.
- 15.4 The Stockist must maintain traceability to the original manufacturer's Certificate of Conformity.

16. DELIVERY

- 16.1 The external provider must ensure that all products or materials are delivered correctly identified, as required by the drawing and the Purchase Order.
- 16.2 The external provider must package all products and materials to prevent damage, deterioration, corrosion and other risks during transportation.
- 16.3 The external provider must provide securely all certification and documentation requirements of the PGL order with each delivery as appropriate.

17. RECORD RETENTION

- 17.1 The external provider must retain all manufacturing and quality records associated with PGL orders for 10 years after completion of the order.
- 17.2 If for any reason the external provider is unable to meet this retention period then the records must be passed to PGL by written agreement. The records must be collated together and fully identifiable to the appropriate PGL Purchase Order. No records may be disposed of without written authority from the PGL Quality Manager.

18. DESIGN

- 18.1 The following requirements apply to an external provider of products or materials to its own design or specification.
- 18.2 The external provider must change the identity of the product or material when a change to the design or specification affects the function, fit or form of the product or material.
- 18.3 The external provider must send written details and implementation point of the change to the PGL Buyer identified in the Purchase Order.

18.4 The external provider must not deliver any product or material with any change that affects the fit, form or function of that product or material without written instruction of the PGL Buyer.

19. AWARENESS

19.1 External Providers must be aware of Product Safety in that supplied items must be able to perform to their designed or intended purpose without causing unacceptable risk of harm to persons or damage to property.

19.2 External Providers must ensure that persons performing work in connection with orders for Permal Gloucester are aware of their contribution to product or service conformity.

19.3 External Providers must ensure they are aware of the importance of ethical behaviour including anti-bribery control.

20. COUNTERFEIT GOODS

20.1 The external provider must have in place measures for the prevention of counterfeit goods supplied or procured from sub-tier external providers.

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