Solstrand

Supplier Quality Management Procedure

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Abbreviations

Approved Suppliers List	ASL
UK Civil Aviation Authority	CAA
European Aviation Safety Agency	EASA
Quality Management System	QMS
Quality Management System – Requirements Standard	ISO 9001
Requirements for Aviation, Space and Defence Organisations Standard	EN 9100
Aerospace Sector Certification Scheme	TS157
United Kingdom Accreditation Service	UKAS
First Article Inspection	F.A.I
Foreign Object Debris/Damage	FOD
Electrostatic Sensitive Devices	ESD
Planned Preventative Maintenance	PPM
Defective Parts Per Million	DPPM
Supplier Defective Parts Per Million	SDPPM
Purchase Order	PO
Non-Conformance Report	NCR
Acceptance Test Procedure	ACP
Production Test Specification	PTS
Commercial off the Shelf	COTS
Non-Destructive Testing	NDT
Supplier Corrective Action Request	SCAR
Counterfeit Electronic Parts Standard	AS 6081
Counterfeit Materiel Standard	AS 6174
Safety of the Intended Functionality	SOTIF
Corrective and Preventive Action	CAPA

1. Introduction

Solstrand Industries Ltd values its supplier relationships. This Procedure provides clear expectations for suppliers and sub-contractors at all tiers regarding control and performance when delivering products and services. These requirements supplement the Terms and Conditions in the contract/order process.

The Procedure outlines roles and responsibilities to achieve the highest quality standards through collaboration and effective communication, ensuring all contract/order requirements are met, including flow-down to sub-tiers.

Suppliers must confirm acceptance or rejection of this Quality Procedure in writing within five working days of receipt. Failure to respond or commencing work under a Solstrand purchase order within this period implies acceptance.

2. Scope

This Procedure applies Quality Management terms to direct suppliers of materials and services to Solstrand Industries Ltd. All product-related goods and services must be 'Quality Assured' and procured only from approved suppliers on Solstrand's ASL.

Supplier Quality System Requirements

- **Distributors/Brokers**: ISO 9001 conformity
- **Manufacturers**: ISO 9001 certification, preferably AS/EN9100 conformity (UKAS or equivalent accreditation)
- **Special Process Suppliers**: ISO 9001 conformity, preferably AS/EN9100 or NADCAP
- **Calibration Suppliers**: UKAS or equivalent accreditation, with records traceable to National Physical Laboratory
- **Raw Material Suppliers**: Relevant industry standards and airworthiness requirements
- **Proprietary Suppliers**: Ideally ISO 9001 certified, preferably AS/EN9100 conformity (UKAS or equivalent accreditation)

For suppliers not meeting these requirements, Solstrand may conduct an assessment using SQMP_01, potentially including an audit visit based on risk level.

Evidence of quality standard conformity must be demonstrated through:

- Third-party certification
- Solstrand-approved assessment
- Audit to assess established controls

All suppliers and sub-contractors must ensure their staff are aware of, and adhere to, safety requirements that have impacts on Solstrand products.

By accepting this document, suppliers agree to comply with the assigned quality management system requirements when working with or supplying products to Solstrand Industries Ltd. Any deviations from these requirements require written approval from Solstrand's Quality Department.

In case of conflict between this document's requirements and the conditions on a Solstrand Industries Ltd purchase order, the purchase order conditions take precedence.

3. Solstrand's Right to Access

Solstrand Industries Ltd, its customers, or specified third parties (customers/regulatory agencies) have the right to access the supplier's facility and all records related to products ordered by Solstrand or its suppliers. Denying access to regulatory agencies may result in removal from the Approved Supplier List or purchasing restrictions.

Solstrand reserves the right to conduct audits or inspections at the supplier's facility, either directly or through customers or third parties. Such verifications do not indicate effective quality control, absolve the supplier of responsibility for acceptable products, or prevent subsequent rejection by Solstrand or its customers.

4. Contract Review

Upon receiving a Solstrand Industries Ltd purchase order, a full contract review is required. The purchase order should list all necessary documents to complete the job, including Process Specifications.

Any updated documents since the previous order should replace obsolete versions, which must be destroyed. Flow-down requirements may include additional Drawing Office Instructions, Non-Conformance Reports, or Change Request instructions.

Verbal instructions and email correspondence do not authorize manufacturing/supply or deviation from contracted specifications. All such requests must be documented and approved by Solstrand's Buyer and/or Supplier Quality through an approved Non-Conformance Report or Change Request.

5. Control & Contract Requirement Flow-down to Sub-Tier Suppliers

Solstrand Industries Ltd will specify or approve Sub-Tier Suppliers contracted by its Suppliers for work on Solstrand materials, including special processes, materials testing, distribution, and other subcontracting.

All Second Tier Suppliers must be recorded on Solstrand's Second Tier Register before parts are received. Suppliers should inform Solstrand's Buyer and Quality Department of any updates or changes to Second Tier Suppliers.

Suppliers must flow down all relevant quality requirements from this document and other contractual documents to their Sub-Tier contractors.

Second Tier Suppliers include sub-contracted production processes or product procurement to meet Solstrand requirements, including raw material procurement by Suppliers and Distributors' procurement activities.

6. Special Process Suppliers

The Supplier must validate any production or service process where the output cannot be verified by subsequent monitoring or measurement. This includes processes where deficiencies appear only after product delivery or use, such as those requiring destructive testing for verification.

Typical Special Processes include:

- Chemical Processing and Heat Treatment
- Coatings and Surface Finishes
- Composites and Materials Testing
- Potting and Sealing
- Welding and Brazing

Suppliers may request addition of a Sub-Contractor to Solstrand Industries Ltd's Approved Second Tier Supplier List (ASL) through the appropriate Solstrand contact. However, these sources cannot be used before receiving documented approval from Solstrand Supplier Quality Department.

Suppliers and Second Tier Sub-Contractors working to Solstrand Specifications must ensure training for associated documentation (Process Specifications, Production Test Schedules, Acceptance Test Procedures, etc.) and timely competence assessment. Training records must be maintained to demonstrate process operators' skills align with their roles and responsibilities.

7. F.A.I

Solstrand Industries Ltd requires a First Article submittal and approval to ensure product conformity. Suppliers must perform First Articles according to AS/EN9102 standards.

- First Article Inspection Reports (FAIRs) must be submitted with the initial product shipment to Solstrand. This requirement also applies to subsequent shipments with design changes (delta FAIRs). All certificates of conformance/compliance for components and materials used in Solstrand product manufacturing must be included with the FAIR submission.
- Upon satisfactory approval of the FAIR, Solstrand will sign and copy the approved front sheet and return it to the Supplier.

8. Process Control for Key Characteristics

Suppliers shall implement a process when key characteristics have been defined on Solstrand Industries Ltd design documents or requested by the PO.

9. Customer Supplied Tooling, Jigs, Gauges & Fixtures

The Supplier shall care for Solstrand Industries Ltd property while under their control. They must identify, verify, protect, and safeguard all property provided for use or incorporation into products and services. Tools in the Supplier's possession must be recorded, including transfer details (date, supplier, location, and condition).

If Solstrand Industries Ltd property is lost, damaged, or deemed unsuitable, the Supplier must report this and retain documentation of the incident.

NOTE: Solstrand Industries Ltd property includes materials, components, tools, equipment, and intellectual property.

Suppliers with Solstrand Industries Ltd tooling, jigs, or fixtures must ensure they remain operational through PPM and calibration as stated in Solstrand's T&C's. Any maintenance or modification must be communicated to Solstrand Industries Ltd beforehand to determine if a delta FAIR is necessary.

Records of maintenance or modification dates, changes, and personnel involved should be maintained.

10. Calibration

The Supplier is responsible for ensuring all measurement equipment used in producing Solstrand Industries Ltd products is calibrated and traceable to National Laboratory Standards. Calibrated equipment must have a clearly visible label indicating the calibration expiry date.

Equipment found to be outside national standards requirements shall not be used for measurement unless Solstrand Industries Ltd approves it for conditional use via a formal NCR.

11. Material Identification

The Supplier must establish a documented system for controlling and tracing all materials. This system should:

1. Make inspection and test status of materials easily identifiable
2. Include documentation describing any containment areas
3. Positively segregate and clearly mark non-conforming parts or products removed from normal process flow
4. Provide material certifications and test reports to Solstrand Industries Ltd within 24 hours upon request

NOTE: All Parts or Assemblies subject to ATP/PTS tests require a unique, non-repeating serial number issued and applied by the Supplier before shipment to Solstrand Industries Ltd.

Consumable Material Control (Decanted Materials):

1. Materials with 'life restrictions' require a control process to prevent use of out-of-life material through:
    - Effective labelling
    - Monitoring
    - Timely disposal
2. Decanted materials must maintain full traceability of:
    - Material identity
    - Batch information
    - Life restriction (if applicable)

12. Manufacturing Processes

The Supplier must:

1. Document all manufacturing processes for repeatable, compliant production
2. Provide clear operator instructions, including photos and text where needed
3. Implement revision control for documents, maintaining records for at least 12 years
4. Define workmanship standards

Note: Features impossible to validate post-manufacture due to physical constraints require special process controls, potentially subject to Statistical Process Control (SPC), to ensure conformity.

13. Inspection Sampling

Supplier personnel performing manufacturing operations and inspections for Solstrand Industries Ltd must be adequately trained to meet specification requirements in the design documentation.

Delegated Inspection Authority may be approved at Solstrand's discretion when mutually agreeable.

Non-Proprietary Suppliers may use reduced inspection frequency plans only when historical records indicate no quality compromise. Sampling inspection should follow nationally accepted or customer-required standards specified by Solstrand.

Sampling cannot be applied to Electrical or Radio Frequency Tests at part, sub-assembly, or assembly levels unless specified in Solstrand documentation.

Suppliers must maintain quality records demonstrating:

- Representative sampling
- Proper test and verification performance
- Only compliant materials accepted for production and delivery to Solstrand

These records must be available for review by Solstrand or its authorised representative.

14. Source Inspection

When invoked via Contract/PO, the Supplier shall support Source Inspection activities by Solstrand Industries Ltd, Solstrand's Customer, or Government representatives. The Supplier will contact the appropriate party for source inspection upon product completion.

Product shipment is prohibited until source inspection and appropriate documentation are completed.

15. Drawing & Change Control

Where Solstrand Industries Ltd is procuring Supplier COTS products, the Supplier must notify Solstrand Procurement and Supplier Quality of any design changes affecting fit, form, function, interchangeability, or reliability. The Supplier's quality system must ensure that the latest engineering drawings and specifications are available at the manufacturing, testing, or inspection locations per the Purchase Order requirements.

Written procedures should outline the methods for receiving, reviewing, and distributing all changes, as well as the process for recalling and disposing of obsolete items. A review process must be established to confirm that applicable drawings and specifications are at the latest revision level from the issuing source.

16. Quality records

The Supplier must retain adequate quality system records to demonstrate product conformity for a minimum of 12 years. This includes quality performance records such as manufacturing processes, purchase orders and amendments, material certifications, tooling records, FAI, inspection, audit records, and test results.

Records must be retained for the specified periods and made available for review within 24 hours of request. If the Supplier discontinues business with Solstrand Industries Ltd, they agree to transmit all relevant records supporting Solstrand's work.

17. Changes to Process, Product, Supply Chain or Facility

Suppliers must obtain documentation of Solstrand Industries Ltd approval before implementing any applicable changes, including but not limited to:

- Approved production processes
- Materials (restricted by design requirements in the Drawing, Bill of Materials, and Approved Supplier Listing)
- NDT and special processing, including sequencing
- Change of Sub-Tier Suppliers for raw materials, components, or services
- Change to test/inspection sequencing or methods
- For bulk material suppliers: alternative sources of raw material
- For distributors: alternative sources of components not previously qualified
- Changes in third-party certification status

A continuous improvement ethos encourages process enhancements. However, prior to any process modification, the Supplier must complete all necessary verifications and tests, including preliminary capability studies, to ensure compliance with specifications.

Additionally, if there is a significant facility or organizational change, such as a company name change, change in approval status, location, or Senior Management, the Supplier must notify Solstrand Industries Ltd Quality in writing.

18. FOD Prevention Program

Product Suppliers must implement an FOD program for the prevention, detection, and removal of foreign objects. The program should meet the following requirements:

- FOD prevention must be implemented in all relevant areas, and FOD awareness training must be provided.
- Parts must be protected from handling and storage damage; material handling awareness training must be given to all employees, and handling/storage standards must be documented.
- The Supplier must document all FOD incidents and conduct root cause analysis.

19. Packaging, Handling, Preservation & Marking

The Supplier shall ensure that articles are packaged properly to prevent deterioration, corrosion, or damage. Electrostatic sensitive components must be handled, packaged, stored, and shipped according to the latest revision of BS EN61340, using electrostatic dissipative and shielding packaging materials.

For products with Solstrand Industries Ltd controlled designs, part marking must be applied as specified in the Solstrand drawing or Contract/PO. Materials with life limitations and specific storage conditions must be identified and controlled to prevent the use of expired materials. The Supplier is responsible for managing the life controls of all materials, including those provided by Solstrand.

Solstrand Industries Ltd Free Issue of Parts to Suppliers:

- Solstrand Industries Ltd will supply Free Issue parts and materials to Suppliers, ensuring they are packaged to prevent damage or FOD contamination.
- ESD-sensitive parts will be packaged with appropriate ESD handling materials and signage.
- If parts received from Solstrand Industries Ltd are inadequately packaged and damaged, the Supplier must contact the Solstrand Buyer immediately for corrective action.

Supplier Supplied Parts to Solstrand Industries Ltd:

All parts sent to Solstrand Industries Ltd must be transported and packaged with precautions to prevent damage and FOD contamination.

Any parts received in an unsatisfactory condition will be rejected and returned to the supplier.

Return of Non-Conforming Goods to Suppliers:

In the event of returning goods to a Supplier due to non-conformance, Solstrand Industries Ltd will ensure that the goods are adequately packaged to prevent damage during the return process.

20. Control of Non-Conforming Material

The Supplier must implement controls to ensure the identification, segregation, and management of non-conforming materials. For any non-conformances identified by Solstrand Industries Ltd through an NCR or SCAR, the Supplier must submit a formal corrective action response that includes containment actions and a corrective action plan, along with evidence of actions taken to prevent recurrence.

If known non-conforming products have been shipped to Solstrand Industries Ltd, the Supplier must immediately notify their respective Solstrand Buyer and Supplier Quality representative. For products suspected to be non-conforming prior to shipment, requests for approval to use them as-is or for deviations from the process must be submitted to the Solstrand Buyer for approval. All such materials must be held at the Supplier's facility until documented approval is received from Solstrand Industries Ltd with an amended purchase order prior to further processing or shipment.

Note: Any NCR number must be referenced on the release documentation. Failure to respond to a corrective action request may result in penalties, including suspension or removal from the Solstrand Industries Ltd Approved Supplier List. Solstrand Industries Ltd reserves the right to reclaim expenses incurred if the Supplier is deemed fully responsible for the non-conformance.

21. Change Request

Solstrand Industries Ltd permits the use of fully approved change requests to modify the design and manufacturing process. If a purchase order specifies a change request, it should be used alongside the drawing and relevant specifications to produce the part. The change request must be recorded on the release document provided with the parts.

22. Certificate of Conformity

Unless otherwise specified by the purchase order or contract, the Supplier must provide adequate certification of conformity for all materials and processes specified for each shipment.

Non-franchised distributors or brokers not certified to AS6081 must provide an original Certificate of Conformance (C of C) from the original manufacturer. If the original C of C cannot be obtained, testing and certification per AS6081 must be completed before shipment to Solstrand Industries Ltd.

Suppliers are responsible for all purchase order terms and conformity characteristics. For Tier 1 (Direct) Suppliers delivering products that include subcontracted or special processes, these processes must be indicated on the Direct Supplier's C of C.

When required by contract, components procured from a Supplier with applicable Airworthiness Approval from their local regulatory authority must be supplied with the relevant Airworthiness Tag/Certification (e.g., EASA Form 1 or 8130). This is especially important for proprietary parts that may not be easily inspected or tested upon receipt.

In addition to specific Airworthiness Release Tag requirements, the basic categories of C of C documentation for all products or services include, General, Special Process, Raw (Mill) Material, Functional Test Certification, and Age-Sensitive materials.

Purchase orders placed with vendors approved per this document require the vendor to provide Solstrand Industries Ltd with release certification according to their scope of approval. Vendors may only undertake work or provide products within the registered scope stated on the Approved Supplier List (ASL). Services requested by a Solstrand Industries Ltd order outside the registered scope must be referred to the Solstrand Purchasing Manager for approval.

General Certificates

A General Certification of Conformance shall be used for all parts and materials unless otherwise specified. The certificate must include, at a minimum:

- Processes performed
- Specification number
- Revision level
- Purchase order number
- Part number
- Lot number
- Serial numbers, where applicable

Additionally, it must include verification/validation tests and associated results if specified on the PO.

Raw Material Certificates

Raw materials supplied or used in the manufacture of Solstrand Industries Ltd design-controlled products must include a copy of the original mill certificate or material test report from a manufacturer or test lab acceptable to Solstrand Industries Ltd. These certificates must accompany each First Article Inspection (FAI) shipment. For subsequent builds, these certificates should be retained on file by the Supplier and made available upon request.

Raw material certifications must not be altered or have markings other than check marks indicating verification of physical and chemical values or inspection acceptance. Stamps may be added by warehouses or distributors for incidental information such as the Solstrand purchase order and weight shipped.

When required by the purchase order or contract, certification must demonstrate compliance with all requirements, including country of origin and the country where the material is melted.

Functional Test Certification

Functional testing may be required as defined by design documentation. Test reports showing conformity to design requirements are mandatory. The C of C submitted with each shipment must list the appropriate functional or electrical tests performed, along with the specification, revision, and testing status. Any results or reports generated from the testing must be kept on file at the Supplier's site unless specifically requested in the purchase order. Suppliers are responsible for proper storage of test records to ensure retrieval within 24 hours of a Solstrand Industries Ltd request.

Age-Sensitive Material Certificates

All age-sensitive materials or components must be clearly identified on the C of C, including the manufacture date, shelf life, or expiration date. All products must have a minimum of 80% of the shelf life remaining upon receipt by Solstrand Industries Ltd, unless otherwise stated in the purchase order requirements.

23. Software Controls

Organisations supplying software to Solstrand Industries Ltd against a purchase order requirement must ensure that the software revision status quoted on the purchase order is the version supplied. The organisation must notify Solstrand Industries Ltd of any intended changes to the software before implementation.

Solstrand Industries Ltd may supply software for incorporation into products or test equipment. The Supplier must ensure that the software status is configuration controlled within their organization and that the latest version is used unless otherwise specified.

24. Human Factors

Suppliers and Sub-Contractors not approved to EN9100 must consider Human Factors when identifying non-conformities and implementing corrective and preventive actions. This includes factors related to physical, psychological, and social well-being.

25. Anti-Counterfeit Process

The Supplier shall implement a strategy to prevent counterfeit articles from being delivered to Solstrand Industries Ltd. This strategy must include direct procurement from OEMs or authorised distributors and conducting approved testing or inspection to verify authenticity.

Counterfeit articles delivered to Solstrand Industries Ltd are considered non-conforming. If the Supplier suspects that counterfeit articles have been provided, they must promptly notify Solstrand Industries Ltd and replace them, at the Supplier's expense, with OEM or Buyer-approved conforming articles. The Supplier is liable for costs related to the replacement and any necessary testing or validation of the authentic articles.

The Supplier is also responsible for ensuring that authentic articles are procured from subcontractors and that these subcontractors comply with these requirements. Any suspected unapproved parts or counterfeit materials identified during Goods Inward Inspection will be quarantined, and the Quality Department will be notified. If confirmed as counterfeit, the Quality Department will report the findings to the local authority in accordance with AS6174.

Note: Suspected unapproved parts or counterfeit materials must be retained by Solstrand Industries Ltd until the investigation is complete. They are not to be returned to the Supplier except under controlled conditions for testing

26. Obsolescence Management

All Suppliers shall have an obsolescence process. This process should proactively identify potential obsolescence in parts, components, and materials supplied to them.

The Supplier shall also ensure that Solstrand Industries Ltd is proactively informed of any potential obsolescence issues regarding parts, components, and materials that Solstrand Industries Ltd may procure from them.

27. ESD

Suppliers that handle ESD shall have a control programme in place to protect parts during manufacturing, inspection/testing, packaging, shipping, rework, and/or failure analysis.

28. Business Continuity

All Suppliers must have a business continuity plan to ensure a continuous supply to Solstrand Industries Ltd, facilitating the prompt recovery of services.

Appendix 1: Supplier Qualification & Approval

Introduction

The Supplier Qualification procedure aims to systematically screen Suppliers to ensure they meet Solstrand Industries Ltd's quality, delivery, cost, and continuous improvement objectives.

Solstrand's ASL Requirements:

Suppliers must maintain an approved quality management system and acceptable performance levels to retain active status:

- The Supplier's quality system will be assessed by Solstrand Industries Limited.
- Operations will be evaluated for safety, health, and environmental factors.
- Technical assessments may occur for initial approvals or scope changes.
- Solstrand Industries Ltd reserves the right to schedule additional assessments based on risk or performance.

Costs for audits due to Supplier performance or compliance issues may be charged to the Supplier at Solstrand's discretion.

Supplier Assessments

Suppliers are subject to assessments for various reasons, including initial evaluations. Audits and surveys will be conducted as needed based on Supplier performance to verify products, processes, or quality systems. Surveillance activities do not preclude additional audits. Solstrand Industries Ltd may conduct on-site assessments for performance or risk evaluations.

- Suppliers must provide reasonable facilities and assistance during on-site assessments, including access to quality records.
- Audits may be conducted by Solstrand Industries Ltd personnel or a third party. A third-party audit may substitute a regular audit if all nonconformities are closed and verified.
- Direct material Suppliers must complete and submit an assessment questionnaire upon notification.

Note: Changes to the Supplier's approval status must be communicated to Solstrand Industries Ltd within 48 hours, and any loss of approval within 24 hours. Calibration sources may submit UKAS or equivalent accreditation instead of a survey. Third-party certifications must be from an accredited entity.

Initial Assessment:

Solstrand Industries Ltd will review requests for new production suppliers, involving representatives from Quality, Purchasing, Engineering, and Accounting. Final approval will be granted by Solstrand Industries Ltd Quality Department.

Periodic and Risk-Based Assessment:

Supplier Quality may change a Supplier's approval status based on assessment results, performance, or risk to Solstrand Industries Ltd customers. Suppliers must address all nonconformities noted in audit reports within specified timeframes, or risk suspension or removal from the ASL.

Potential Consequences:

- **MAJOR Non-conformance:** Requires a corrective action plan within 5 working days, with containment addressed in 24 hours and preventive action completed within 30 days.
- **MINOR Non-conformance:** Requires a corrective action plan within 5 days, with closure in 90 days.
- **OBSERVATION:** Identifies opportunities for improvement; no formal response is required.

Supplier Categorisation

Suppliers are categorised by Solstrand Industries Ltd as follows:

- Supplier
- Sub-contractor
- Significant sub-contractor: Has capabilities significant to airworthiness.
- Vendor: Provides incoming materials, catalogue parts, and consumables.
- Partner: A sister or parent organisation within the same group.

Appendix 2: Supplier Performance

The approval process is an ongoing procedure for monitoring Suppliers to optimise cost and quality while minimising variation. It involves performance measurements and communication.

Supplier Performance Measurement

Supplier Quality Performance is based on:

- OTD Performance
- SDPPM

If performance expectations are not met, the Supplier must submit a corrective action plan to the Buyer and Quality Representative.

Suppliers will also be assessed during reviews, which include SOTIF, SDPPM, audit findings, CAPA effectiveness, and SCAR management. Reviews may involve on-site visits or conference calls. Non-conforming product deliveries may require re-inspection.

Unsatisfactory performance may lead to a request to improve performance and a corrective action plan. The Supplier will be informed if they can continue to provide services or if they will be discontinued, allowing for the transfer of work and closure of purchase orders.

Appendix 3: Supplier Questionnaire

Solstrand issues a Supplier Questionnaire to its suppliers on an on-going basis. This is to validate the requirements of this document are being met. Solstrand requires the Supplier Questionnaire to be completed within 4 weeks of receipt. Failure to complete the Supplier Questionnaire may result in removal from the ASL.

Document Control & Amendment Record

This document is controlled by the Quality Manager of Solstrand Industries Limited. All amendments shall be accessible to holders registered on the distribution list. Unauthorised copies of this document are not permitted.

All amendments to this document shall be made by the Quality Manager and making reference to the responsible person incorporating the amendment in the table below.

Issue No.	Amendment Description	Page No.(s)	Amendment by	Date
1	New Document	All	J. Bacchus	17.09.24
2				
3				
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