

SOP410

Supplier Quality Assurance Requirements

(SQAR)

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Version Control				
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V01	First release	MLW	01/Jul/2020	Desi Bacheva

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1. Purpose

HiETA Technologies have an over-riding mission to be a leading global thermal engineering company, with a brand synonymous with quality and efficiency, delivered by a world class team. Our suppliers are a vital part for achieving this aim, and this document has been compiled to define the fundamental systems and processes HiETA expect the Suppliers to adapt and apply to ensure that HiETA's quality responsibilities are fully met.

It is HiETA's intention to develop long term partnerships with its Suppliers who can consistently achieve these standards so that we all provide the level of quality excellence necessary to satisfy all our customer needs.

2. Scope

HiETA's fundamental aim is to provide customers with innovative products with uncompromising quality. A critical element to accomplish this is receiving products/services from our Suppliers on time with the highest quality and reliability. Therefore, our Suppliers are empowered to initiate action to ensure both quality and continuous improvement for every product/service delivered to HiETA using procedures in this document.

3. Contact details

HiETA Technologies Quality

Email: quality@hieta.co.uk

HiETA Technologies website

www.hieta.biz

4. Right to facility access

HiETA shall have access to the supplier site to view processes related to HiETA business engagements.


5. Intellectual Property

HiETA manages an NDA (Non-Disclosure Agreement) in accordance with HIETA SOP103.

Suppliers who wish to engage with HIETA and have access to HiETA managed intellectual property must, adhere to the scheme. This supplier commitment must be captured on a completed NDA form (HiETA_NDA.)

6. Health and safety and environment

HiETA suppliers shall adhere to all legal requirements in their respective country – for health, safety and

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environment.

7. Conflict minerals

HiETA manages Conflict Minerals Policy, that compliments the EU: 'Conflict Minerals Regulation' Coming into effect of 1st January 2021. HiETA may seek evidence of your compliance to this requirement.

8. Modern slavery

HiETA manages and Anti-modern Slavery Policy, that compliments the UK's Modern Slavery Act: 2015. HiETA may seek evidence of your compliance to this requirement.

9. Supplier approval

HiETA Supplier approval process shall depend on scope of supply. The following tools are used to assess and collect data:


- HiETA survey completed by supplier
- External Certification currently held
- Onsite audit completed by HiETA representative

NOTE: Certification target is ISO9001:2015 minimum (or similar) exceptions shall be managed with additional activity at HiETA's discretion.

9.1 Supplier scope/rank

HiETA scope of supply shall fall into the following categories:

- CAT 1: OEM:** Suppliers that design, develop and produce products to their own specifications.
- CAT 2: Subcontractor:** Suppliers that carry out a process to HiETA supplied specification, i.e. 'build to print'.
- CAT 3: Manufacturer:** A manufacturer that releases products that subscribe to common public standards i.e. COTS 'catalogue off the shelf'.
- CAT 4: Distributor** (only supplies parts manufactured by others that subscribe to common public standards i.e. COTS 'catalogue off the shelf).
- CAT 5: Service providers:** Organisations' that provide a service i.e. / lab test / inspection and testing calibration / maintenance.
- CAT 6: Non-production:** Suppliers that provide a product or a service that does not directly affect the products or services released by HiETA to its end-customers.

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9.2 Supplier certification minimum requirements by scope / rank


- CAT 1:** OEM (ISO 9001:2015)
- CAT 2:** Subcontractor (ISO 9001:2015)
- CAT 3:** Manufacturer (ISO 9001:2015)
- CAT 4:** Distributor (ISO 9001:2015)
- CAT 5:** Service providers (ISO 9001:2015)
- CAT 6:** Non-production (HIETA discretion)

NOTE 1: Where calibration or Lab Testing services are required, certification to UKAS/ISO 17025 Requirements for the Competence of Testing & Calibration Laboratories, is also required.

10. Supplier QMS requirements

The following requirements of ISO9001: 2015 shall be met:

- Control of documents
- Control of records
- Quality policy
- Management of authority
- Planning
- Provision of resource
- Competence
- Risk management
- Control of changes
- Supplier management
- Tooling and equipment calibration and maintenance
- Traceability
- Customer owned property
- Preservation of product to include Foreign Object Damage (FOD) controls, where applicable
- Shelf life
- Customer satisfaction

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- Internal audit
- Monitoring and measurement of products and processes
- Inspection and release
- Control of nonconformance
- Continuous improvement
- Business continuity plan

11. Supplier surveillance and monitoring

HiETA supplier performance shall be monitored using the following KPIs:

- Quality of product delivery (%)
- Delivery On time in full (OTIF) (%)

NOTE: periodic surveillance / audits / review may occur to enable HiETA to keep its records up to date.

12. HiETA supplier performance management

Suppliers who underperform shall be subject to the following:

- Rejection of their products / services
- Issued with a SCAR* /8D problem solving request
- Improvement plan
- Deselection from the HiETA approved supplier list

*SCAR (supplier corrective action request)

13. Communication

13.1 Organisational changes

Significant Changes in supplier organisation shall be notified to HiETA / Customer services.

13.2 Documentation

Documentation and the latest specifications shall be provided by HiETA upon placement of the purchase order.

13.3 Key contacts

The supplier shall supply a list of key contacts and their responsibilities to HiETA / Customer services.

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14. Identification and traceability

Supplier shall document, implement, and maintain a process for identifying HiETA's product during all stages of receipt, any internal processing, storage, distribution, and shipment.

All products must be packaged and labelled in accordance with relevant industry standard packaging or to HiETA's specific requirement as specified in the PO.

All issued certifications shall be traceable to the product/material submitted and shall contain the signature and title of the authorised representative, Lot/Batch and/or Serial numbers shall be identified.

15. Handling, packaging, and preservation

The Supplier shall ensure that all products supplied to HiETA shall be packaged appropriately in accordance with relevant industry standard packaging or to HiETA's specific requirements to limit:

- Loss of IP.
- Damage
- FOD / contamination
- Degradation/Deterioration

Shelf life items (shall have at least 75% life remaining).

16. Inspection and release documentation

16.1 Product conformity

Where applicable, product conformity shall be demonstrated with the first product shipment and any further changes by submitting First Article Inspection Report (FAIR) as defined by AS9102/B and arranged with HIETA.


16.2 Raw material i.e. metal powder feedstock

Each shipment must be accompanied by MSDS and batch certificate report (chemical and test analysis) as required by the applicable material specification. The report must contain the signature and title of the authorised representative of the facility performing the tests and shall assure specification conformance.

16.3 Test/Process Certifications

Each shipment must be accompanied by a legible and reproducible copy of the supplier's test certification, identifiable with submitted material/sample/product for which test reports are on file. This certificate must contain the signature of the authorised representative and assure conformance to specified requirements. The supplier shall provide the following documentation:

- Actual tests results

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- Test Certificate of Conformance (C of C)

16.4 Heat-Treatment

Each shipment shall be accompanied by the following documentation:

- A legible and reproducible copy of the heat treatment cycle used. Details to include are serial number of the product/sample, specification number, date, time and temperature and quench method as applicable.
- Certificate of Conformance required

Inspection reports must accompany the heat treat report. The report must contain the signature and title of the authorised representative performing the tests and inspections.

17. Documentation to be submitted to HiETA

The following documentation shall be submitted to HiETA:

- Quote issued upon enquire made by HiETA
- Pro-forma invoice where applicable
- Purchase Order (PO)
- Order acceptance/confirmation
- Test report/C of C as referenced in Section 16
- Invoice containing individual PO lines including references of individual HiETA’s sample/part identification numbers

18. Retention of records

The Supplier shall maintain all records history for 10 years from release of product for the following:

- First Articles
- Final Inspections
- Tests
- Test samples (if not returned to HiETA)
- Any other part data
- Quality records

19. Counterfeit Parts prevention

The supplier Shall include process’s that manage the avoidance of counterfeit parts in accordance with

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AS6174/ A, to include: Avoidance, Detection and Control upon detection.

20. FOD prevention

The supplier Shall include process's that manage the avoidance of Foreign object debris & damage (FOD) in accordance with AS9146, to include: Avoidance, Detection and Control upon detection.

21. Concessions, Deviation and production permits

HiETA documented authority shall be sought for Concessions & deviations where it is foreseeable, that the contracted product or service cannot be met.

This Authority shall be sought Prior to delivering the product or service.

A copy of the Documented authority to deviate will be supplied upon the delivery of the product or service.

22. NADCAP & Special processes

Where NADCAP processes are specified within the Purchase order, NADCAP Certification must be held.

- Heat treatment (AC7102)
- Material testing laboratory (AC7101/ AC7006)
- Non-conventional Machining (AC7116)
- Non-destructive testing (AC7114)
- Measurement and inspection (AC7130)
- Additive manufacturing (AC7110.14)


23. HiETA Rejects & Returns

HiETA Technologies does not purchase defective goods or services.

NOTE: Where products and services do not meet the contracted requirements, HiETA reserves the right to Reject the product or service. Subsequent costs of transit, rework, replacement, administration may be sought from the Product / Service provider.

24. HIETA owned property

Where a service is provided to add value to a component owned and supplied by HiETA, should the service provided not meet the contracted requirement and cause loss, or damage to the part supplied, HiETA reserves the right to pursue costs related to the lost value of the finished part.


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25. References

- BS EN/ISO9001 Quality Management Systems Requirements
- ISO 10012 Requirements for Measurement Processes and Measuring Equipment
- ISO 17025 Requirements for the Competence of Testing & Calibration Laboratories
- AS/EN/JISQ 9100 Requirements for Aviation, Space and Defence Organizations AS/EN/JISQ 9102 Aerospace First Article Inspection Requirement
- AS/EN/JISQ 9103 Variation Management of Key Characteristics
- AS/EN/JISQ 9110 Requirements for Aviation Maintenance Organisations
- AS/EN/JISQ 9115 Requirements for Aviation, Space and Defence Organizations-Software
- AS/EN/JISQ 9120 Requirements for Aviation, Space and Defence Distributors
- AS/EN/JISQ 9131 Non-conformance Data Definition and Documentation
- ASME VIII Requirements for Pressure vessels
- ASME II A/B/C Material specification
- ASME IX Requirements for Qualification Welding/Brazing
- ASME V Requirements for Non-Destructive Testing
- PED 97/23/EC Requirements for Pressure Equipment Directive
- EN 9130 Requirements for Aerospace Record Retention

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