

	SUPPLIER QUALITY MANUAL		
Monitor: Senior Specialist, SPC	Approved by: Department Head, VP QEHS		
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AMMROC

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SUPPLIER QUALITY MANUAL

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1. PURPOSE

The purpose of this document is to clearly communicate AMMROC Quality Requirements through the supply chain. These requirements are intended to be a supplement to applicable contractual, design specifications, government, international and local quality and regulatory requirements.

2. SCOPE

This policy applies to all AMMROC staff involved with new and existing suppliers of Aircraft End Use products and services.

3. REFERENCES

- 3.1 AS 9110 Aerospace Standard
- 3.2 QMS 100-001 Quality Manual
- 3.3 QMS 200-013 Control of Non-Conforming Product
- 3.4 QMS 400-019B Supplier Quality Questionnaire
- 3.5 QMS 400-026 Supplier Non-Conformity Report
- 3.6 SCM 400-014 Supplier Registration Pre-Qualification
- 3.7 SCM 400-014A Approved Supplier Renewal Questionnaire
- 3.8 SCM 400-015 Supplier-Subcontractor AVL Removal

4. CONTACT DETAILS

- 4.1 AMMROC HQ
 - Advanced Military Maintenance
 - Repair Overhaul Centre
 - P.O. Box 93443, Abu Dhabi, UAE
 - Fax: +971 (2) 575 5313
- 4.2 Relevant Contacts at AMMROC
 - Supplier Quality Manager
 - Supply Chain Manager

5. QUALITY SYSTEM REQUIREMENTS

- 5.1 It is the policy of AMMROC that suppliers shall be certified to ISO9001:2015. AMMROC may require suppliers to be certified to an applicable aerospace standard (AS9100/9110/9120). In exceptional circumstances suppliers may be accepted without the minimum requirement under authorization by the Quality, Environment Health and Safety (QEHS) Supplier Quality Department. As a minimum, the supplier shall provide evidence that demonstrates management and control of their processes in order to grant conditional approval.

- 5.2 In the absence of third party certification and depending on the product, its application, value and criticality, the QEHS Supplier Quality Department may authorize the acceptance of other evidence of compliance. This may include second party (AMMROC) audit or first party (self) assessment, any Original Equipment Manufacturer (OEM) approvals to the products to be supplied (e.g. Boeing, Airbus, Lockheed Martin approvals/certification etc.) or other recognized International standards (MIL/NADCAP/FAA/EASA). This would be to the applicable criteria above or to a set of alternative basic quality requirements stipulated in QMS 400-019B Supplier Quality Questionnaire.
- 5.3 Suppliers shall maintain their Quality Management System certification through their registrar's surveillance program and shall notify AMMROC of any change in registration status such as:
- New certificate number
 - Renewal
 - Suspension
 - Revocation
 - Switch to another registrar
 - Change in scope of certification

6. AMMROC SUPPLIER ASSESSMENT

- 6.1 AMMROC can complete a supplier assessment in one (1) of the following ways:
- Self-Assessment. Self-Assessment shall be completed using SCM 400-014 Supplier Registration Pre-Qualification. The supplier shall provide a copy of all current QMS certification
 - Audit. Audit will be conducted at supplier site(s) when the self-assessment alone does not satisfy the AMMROC Supplier Assessment Team
- 6.1.1 Audits/Assessments will normally be carried out over a period of one (1) to three (3) days but AMMROC retains the right to extend if required. The audit scope includes, but is not limited to:
- Quality Management System
 - Environmental Health and Safety (EHS)
 - Supplier and Order Control
 - Design and Engineering Control
 - Measuring Equipment Control
 - Control of Manufacturing Processes
 - Continuous Improvement
 - Capabilities (Machining, Assembly, Processing, etc.)

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- Load Capacity
 - Long and short term growth/resources planning
- 6.2 Actions shall be highlighted and corrective actions raised from the assessment with agreed timescales for closure. Re-visits may take place to verify completion of the corrective actions.
- 6.3 Once an assessment is completed, AMMROC Supplier Assessment Team will review the results. Subsequently, suppliers may or may not be approved.

7. SUPPLIER SCOPE OF APPROVAL

- 7.1 Supplier scope of approval is related to the scope as described on the suppliers Quality Management System certifications and SCM 400-014 Supplier Registration Pre-Qualification.
- 7.1.1 Approved Supplier. Following completion of all required documentation the supplier shall be approved for a period of three (3) years. During this period suppliers shall be monitored to ensure satisfactory performance. Following the three (3) year period, the supplier will be required to fill and submit SCM 400-014A Approved Supplier Renewal Questionnaire, for the renewal of approval.
- 7.1.2 Temporary Approval. Temporary approval may be granted where the supplier is unable to provide all the required documentation in time for assessment. This process may be used in the case of an AOG (Aircraft on Ground). Temporary approval is granted for up to six (6) months. Within this time the supplier shall complete all required documents to fulfil the requirements of an approved supplier. In exceptional circumstances AMMROC may extend the period of temporary approval to ensure AMMROC business operations are not subsequently affected.

8. CERTIFICATE OF CONFORMANCE (COC)

- 8.1 Parts delivered to AMMROC must be accompanied by a COC. The COC must contain the following information as a minimum:
- Customer Name and Address
 - Supplier Name
 - Cage Code (if applicable)
 - Certificate Number
 - Conformity Statement
 - Part Number
 - Part Name
 - Part classification

- Serial Number
- Drawing/specification revision
- Contract/Purchase order number
- Quantity delivered
- Packing list/shipper number (when applicable)
- Concession Request number (when applicable)

- 8.2 The COC must be signed by the suppliers quality representative or company officer (or their authorized delegate) attesting that all products and/or services delivered are in compliance with all contracted requirements. All COC must be in English and may be in electronic format with electronic signatures. All signatures or signature blocks must clearly show the title of the signatory.
- 8.3 When additional certifications/test reports are required for special processing, raw material, etc. the requirements will be specified in the contract or Purchase Order (PO). All documents supplied must be originals. Any duplicate certificates supplied shall be signed and stamped as certified true copies. AMMROC has the right to request any additional documentation pertaining to product.
- 8.4 Certificates of Conformity provided by a reseller or stockist shall also be accompanied by the OEM COC. All parts provided to AMMROC must have traceability to the OEM or authorized source. Failure to provide this documentation shall result in the parts being rejected at inspection.

9. OBSOLESCENCE AND SHELF LIFE MANAGEMENT

- 9.1 Suppliers shall ensure their obsolescence process is managed effectively.
- 9.2 All products must be stored according to OEM recommendations. Product delivered to AMMROC must have minimum 80% shelf life remaining. On exception, AMMROC may accept less than 80% however this should be pre-authorized prior to delivery.

10. RECORD RETENTION

- 10.1 Suppliers shall define a record retention policy within its QMS.
- 10.2 Suppliers shall maintain quality records for a time period specified by the AMMROC contract or PO Terms and Conditions. Upon request, the supplier shall be able to readily retrieve and deliver required records within seventy two (72) hours. Prior to discarding, transferring to another organization or destroying such records, the supplier shall notify AMMROC in writing and give the opportunity to gain possession of the records. These requirements are applicable to records generated by supplier's sub-tier sources. Supplier shall ensure these records are kept with limited access and with proper environmental controls and safeguards in place.
- 10.3 All measures shall be taken to ensure secure storage of all hard and soft records. In case of electronic storage supplier must be able to retrieve data in a timely fashion.

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10.4 For off-site storage, supplier shall take all measures for safe archiving.

11. GENERAL GUIDELINES FOR PROCUREMENT OF SURPLUS PARTS

11.1 If surplus parts are required to be procured from external vendors, Certification and Traceability Requirements by part condition are as follows:

11.1.1 For New surplus parts from Factory

The original certification from the OEM. Appropriate documentation shall also include one or a combination of the following:

- FAA Form 8130-3
- EASA Form 1
- TC Form 1
- Certificate of Conformance
- Packing Slip
- Transfer Ticket or Invoice

11.1.2 For New Surplus Parts (Unused)

Certification & traceability back to a Regulated Source stating that the material is new and appropriate supporting documentation that should include any of the aforementioned documents in para 11.1.1 and Material Certification Form that meets the requirements of ATA Spec 106 or other industry accepted certification.

NOTE: AMMROC defines Regulated Sources as follows:

1. OEM's that are the Production Approval Holders (PAH).
2. Major Airframe and Power Plant certified repair stations (FAA, EASA or TC) whose capability allows to perform Major checks, repair or modify the aircraft structure or repair the major modules of an engine.
3. Certified Component Repair Stations (FAA, EASA or TC), provided the material they are supplying is within the repair capabilities of their Air Agency Certificate.

11.1.3 For Overhauled, Repaired, Inspected/Tested or Modified

11.1.3.1 Certification & Traceability back to the last operator and/or Regulated Source, including a non-incident statement

11.1.3.2 Original material certification form that meets the requirements of ATA Spec 106 or other industry accepted certification stating the part is in the same condition as listed on the Authorized Release Certificate.

11.1.3.3 The original FAA Form 8130-3, EASA Form 1 or its equivalent TC Form 1 (Dual FAA/EASA) issued by a repair facility that is approved to perform the repair by the relevant airworthiness regulatory/OEM authority.

- 11.1.3.4 Name of the service manual and/or part number or ATA chapter reference used to perform the repair and the revision level and revision date of the manual.
- 11.1.3.5 Any repairs incorporated into the part must be repairs listed in the OEM's service, repair or overhaul manual.
- 11.1.3.6 FAA DER 8110-3, Internal Engineering Notices (IEN's), Engineering Orders (EO's) or Technical orders (TO's) repairs will not be accepted without prior written approval. The repair scheme numbers must be listed in Box 13 of the Authorized Release Certificate along with the Revision number and date. Copies of the repair scheme explanation must be included in the shipment.
- 11.1.4 If the procured part does not meet the above requirements, it will be considered a 'Suspected Unapproved Part' for the deficiency of appropriate Airworthiness documents. Procurement & Installation of such items on aviation assets shall only be with Customer/End User Approval, through a "Major Concession".
- 11.2 If the procured parts from external vendors are removed from an Aircraft or Engine, then the certification requirements are as mentioned below:
- 11.2.1 Aircraft/Engine Teardown Parts
- 11.2.1.1. For aircraft/engines parted out by an FAA, EASA, TCCA Certified or its equivalent repair facility, a removal tag bearing the repair facility's certificate number and address. The information on the Tag should include:
- Manufacturer's Part Number
 - Serial Number (as applicable)
 - Part Description
 - Quantity
 - Aircraft Registration Number and/or Aircraft Manufacturer's Serial Number or Engine Serial Number and Model Number (as the case may be)
 - Date Removed
 - Reason for Removal
 - Total Time and Total Cycle of the Airframe or Engine (as the case may be) from which the part was removed
 - Signature of License and Identification of FAA A&P

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11.2.1.2 The removal tag must be signed or stamped and dated by the repair facility or agency representative performing the disassembly.

11.2.1.3 In addition to the information listed above, removal tags for aircraft or engines should be parted out.

NOTE: As a minimum, parts must have documented traceability to a specific aircraft.

11.2.2 If the procured part does not meet the above requirements, it will be considered a 'Suspected Unapproved Part' for the deficiency of appropriate Airworthiness documents. Procurement & installation of such items on aviation assets shall only be with Customer/End User Approval, through a "Major Concession".

12. COUNTERFEITS AND BOGUS ITEMS – SUSPECT UNAPPROVED PARTS (SUP)

- 12.1 The supply of counterfeit parts can be potentially devastating to the airworthiness of aircraft. Suppliers are to undertake all precautions to ensure counterfeit parts are not supplied to AMMROC and are reported to the relevant authority. The supplier shall notify AMMROC immediately of any counterfeit products being discovered.
- 12.2 The Supplier must have procedures to detect and prevent use of SUP. The Supplier shall notify the relevant authorities (FAA/EASA/OEM) if Suspect Unapproved Parts are discovered.
- 12.3 Supplier shall have an SUP training and guidance program across the organization including but not limited to purchasing, quality, engineering, receiving inspection, online and assembly inspection, repair and overhaul and shipping.
- 12.4 Supplier shall ensure that the source of parts is in accordance with the cage codes designated by the Aircraft OEM as approved sources published in Illustrated Parts Catalog (IPC)/Technical Documentation.
- 12.5 The Supplier shall ensure that all parts provided to AMMROC are accompanied with documentation that demonstrates they are from an authorized source. Failure to provide this documentation will result in product being rejected and returned.

13. PROCUREMENT OF PARTS USED UNDER PARTS MANUFACTURE APPROVAL (PMA) SYSTEM OR NATIONAL REGULATORY BODY EQUIVALENT

- 13.1 Use of parts under a PMA (Non-OEM, but approved by FAA or equivalent) is undesirable and should not be considered without prior approval from both AMMROC and customer. AMMROC shall procure aviation parts as listed in OEM approved documents and, where applicable, from sources identified through Cage Codes referred in OEM Illustrated parts catalogue. Additionally, AMMROC shall ensure that all aviation related service providers, including vendor's sub-contractors involved in maintenance of AMMROC customer aircraft and components shall only install parts listed in OEM approved documents.

- If complying with this requirement is not feasible for any reason, the service provider must provide advanced information to AMMROC along with all applicable supporting documents of the PMA parts proposed for installation/procurement and then proceed only with written approval
 - A note regarding PMA part guidance shall be included in all aviation vendor communication documentation - SOW, RFQ, RFP, PO, Contracts, Repair PO and other applicable documents - with an obligation to flow down such requirements to all including sub-contractors
- 13.2 If PMA part usage is required, a concession shall be attained IAW QMS 200-013 Control of Non-Conforming Product. A Material Review Board (MRB) will be initiated to evaluate the request, involving Engineering, Operations, SCM and QEHS. The MRB will present a recommendation to the Customer for approval. If the Customer agrees with the recommendation to proceed, then PMA part usage will proceed.
- 13.3 For Parts Procurement, the following requirements, if met, shall allow utilization of PMA parts.
- 13.3.1 SCM Procurement/Buyers review of Data Package shall include:
- FAA PMA supplements
 - OEM IPC references
 - Identification of next higher assembly (components or engines)
 - Copy of FAA, or regulatory body equivalent, Notification of Design Approval letter
 - Design Compliance substitution (Test and Computation summary, if available)
 - Instructions for Continued Airworthiness (ICA), if applicable (or a statement that specific ICA is not required)
- 13.3.2 Evaluation by Engineering initiated by SCM Purchasing and Repair
- Verify and establish that an IPC identified part could not be sourced from alternate sources and that the PMA part is the optimal solution available to meet the operational requirements
 - Does the PMA part meet the regulatory and technical requirements and are acceptable. If undetermined further supporting documents from the PMA supplier shall be requested to ensure parts are acceptable
 - Confirm that the part is equivalent to the OEM part in form, fit and function and is applicable to the relevant aircraft type certificate

- Confirm that the PMA supplement shows that the part has FAA, or regulatory body equivalent, approval for use on the aircraft specific fleet type
- Consider the function performed by the part
- Evaluate if the part requires tracking by serial number
- Confirm if the OEM part is subject to an Airworthiness Directive (AD). If so, authorization to use the part must be delayed until completion of actions to comply with the AD and confirmation that the PMA part satisfies the post-AD requirements.
- If the review concludes that the requirements are not satisfied, aircraft use of the PMA part shall be rejected and the package returned to Purchasing department

13.3.3 SCM receiving inspector

- If the usage of PMA part is approved then the SCM receiving inspector shall confirm that the part is suitably identified, part number appropriately marked and associated airworthiness documents in order
- The SCM receiving inspector shall confirm that the PMA part designed under the PMA system and approved by a regulatory agency meets one of the following three (3) statements:
 - The PMA part is not a critical component and a statement “This PMA part is not a critical component” shall be written into block 13 of the FAA form 8130-3 or equivalent
 - The PMA part conforms to the design data obtained under a licensing agreement from the holder of the regulatory design approval under the applicable Aviation Regulations. In this case, the statement “Produced under licensing agreement from the regulatory design approval holder” must be written in block 13 of FAA Form 8130-3 or equivalent
 - The PMA holder can show that the part has received an explicit approval by means of design change or Supplemental Type Certificate (STC) from an applicable regulatory agency. In this case the reference authorization must be written in block 13 of the FAA Form 8130-03 or equivalent

NOTE: Definition of Critical Component means a part identified as critical by the design approval holder during the product type validation process, or otherwise by the exporting authority. Typically, such components include parts for which a replacement time, inspection interval or related procedure is specified in the Airworthiness Limitations section or requirements of the manufacturer's maintenance manual or Instructions for Continued Airworthiness.

- 13.4 The PMA parts accepted as above and inducted into AMMROC may be used on the customer's aircraft, but only with their prior formal authorization. A database shall be maintained to identify concessions authorizing the use of PMA parts along with the details of the installed higher assemblies.
- 13.5 **Pre-existing PMA parts on Customer Assets.** During Overhaul/Repair/Inspection, if PMA parts are discovered by an external party on any component/sub-component, AMMROC must be notified immediately. Advice on replacement or retaining the identified PMA part will be provided by the respective platform PMO in consultation with Engineering, QEHS and, where applicable, by the customer. PMO will communicate the decision to the SCM functions for onward advice to the Vendor for any required actions.

14. CHANGE CONTROL

14.1 Supplier Concession Request

14.1.1 A supplier is not permitted to ship product that deviates from the print, specification limits or design intent without written authorization from AMMROC. If such a condition exists, the supplier shall request AMMROC to allow shipment of the product. This is accomplished by initiating a Concession Request. The Concession Request shall be sent to the buyer at AMMROC for approval. Supplier shall not ship part/product with known defect/deviation from specification without prior written authorization by AMMROC.

14.1.2 If directed by AMMROC, the supplier shall send samples of non-conforming parts to AMMROC for evaluation. AMMROC shall determine the item's acceptability. If approved, AMMROC will provide formal concession approval to the supplier.

14.1.3 Parts sent to AMMROC that have been approved on a concession must be clearly identified.

14.1.4 The supplier shall notify AMMROC in writing at least ninety (90) days in advance of any:

- Sale
- Relocation
- Transfer of physical location/site
- Changes that may affect the product delivered to AMMROC

15. SUBCONTRACTED PRODUCT AND SERVICES

15.1 If a part or service is subcontracted by a primary supplier, the primary supplier remains responsible for the quality of that part or service provided unless AMMROC specifically releases the supplier from that responsibility in writing. Goods purchased by AMMROC and provided to a primary supplier are not considered subcontracted. Parts or services cannot be subcontracted or sold without prior consent from AMMROC.

15.2 **AMMROC Specified Sub-contractors.** AMMROC may specify the sub-tier suppliers to be used. This occurs when the sub-tier supplier is an essential component of the supply chain process.

16. BUSINESS CONTINUITY

- 16.1 Suppliers shall have a business continuity plan/procedure which allows for the safeguarding, storage and recovery of engineering drawings, electronic media and production tooling in the event of damage or loss. This plan must also contain contingency plans to satisfy AMMROC requirements in the event of significant utility interruptions, labor shortages, equipment failure and field returns.

17. CALIBRATION SYSTEM

- 17.1 The supplier shall have an established calibration system to track and account for all tools, gauges and measuring instrument. All calibration must be traceable to an industry recognized standard i.e. ISO17025.
- 17.2 The supplier shall ensure that measuring equipment not in use, or past due calibration limits, is identified and segregated from manufacturing, processing and inspection and test areas to prevent inadvertent use.

18. ELECTROSTATIC SENSITIVE DEVICES (ESD) CONTROLS

- 18.1 Suppliers shall maintain an effective ESD program that meets international recognized best practice. This shall include storage, handling and shipment.

19. SUPPLIER NONCONFORMITY REPORT (SNCR)

- 19.1 AMMROC shall raise a SNCR when nonconforming parts are found at incoming inspection, production, test, storage or by AMMROC or its customers (internal or external) and where the supplier is deemed responsible for such nonconformance.
- 19.2 The SNCR can be raised as a result of issues found during supplier audit and is fundamental in establishing supplier performance measurements. In the event of Major and/or Critical nonconformance AMMROC shall invoke 8-D process with supplier.
- 19.3 If nonconforming parts are to be re-supplied or credited, then the Supplier must take note of the replacement details. Parts that are to be re-supplied shall be supplied against the correct (PO) number. The PO number informs AMMROC that it is a re-supplied order. The PO number shall be documented on all relevant delivery packaging and paperwork. For parts that are being credited, the credit note is to be issued in a timely manner to avoid unnecessary delays. Upon request the supplier shall provide AMMROC with any rework documents for product conformity as evidence that rework was performed as per suppliers' Engineering and MRB (Material Board Review) disposition.
- 19.4 If the supplier intends to use their own investigation report, the SNCR reference number quoted in the AMMROC SNCR report shall be used in all documentation. For a sample SNCR report, refer to QMS 400-026 Supplier Non-Conformity Report.
- 19.5 The following points provide a guideline of the SNCR process.
- 19.5.1 On receipt of a SNCR, AMMROC requires that the supplier takes immediate containment action (within agreed timescale) upon notification of the nonconformance.

- 19.5.2 The containment actions must define the actions implemented to prevent further nonconforming product being shipped to AMMROC. If suspect product has already been shipped, the supplier must inform AMMROC immediately. The supplier shall provide all suspect lot numbers, PO details, serial numbers and associated quantities involved.
- 19.5.3 The supplier shall submit the completed SNCR report detailing the actions taken to prevent recurrence of the problem. Corrective actions such as 'train the operator', 'discipline the operator' or 'increase inspection' are typically not acceptable corrective actions without supporting objective evidence. The supplier must provide evidence of corrective actions implemented.
- 19.5.4 AMMROC shall review and consider the completed corrective action report along with any supporting (objective) evidence.
- 19.5.5 AMMROC may then close the SNCR and inform the supplier accordingly. Where applicable AMMROC customers may be consulted on the closure.
- 19.5.6 AMMROC retains the right where it is not satisfied, to reject the supplier's submitted response. AMMROC shall inform the supplier accordingly and request modification of the proposed corrective action.
- 19.5.7 The failure to responding effectively to the SNCR could result in the issue being escalated through the supplier's management system. This is to ensure that the issue is resolved in a timely manner and that the root cause of the problem is addressed.

20. COST OF NONCONFORMITY

- 20.1 AMMROC reserves the right to recover costs (where applicable) including, but not limited, to administrative, scrap, shipping and handling and customer costs incurred as a result of nonconforming products.

21. HANDLING, STORAGE AND PACKAGING

- 21.1 Suppliers shall ensure that packaging is sufficiently robust to ensure product is not damaged during transit and storage.

22. CONTINUAL IMPROVEMENT

- 22.1 The supplier shall demonstrate continual improvement.
- 22.2 The supplier's top management should take leadership of improvement activities.
- 22.3 An annual QMS review should be part of the improvement plan.

23. PERIODIC SUPPLIER AUDITS

- 23.1 AMMROC reserves the right to visit and audit any approved supplier.

- 23.2 AMMROC may audit suppliers periodically based on criticality to the business, spend or performance. The supplier must make their facility available for on-site audits by AMMROC personnel with reasonable notice. Audits may be Product, Process or System based.

24. SOURCE INSPECTION

- 24.1 Supplier's products or services may be subject to source inspection by AMMROC, delegated representatives, applicable government or regulatory agencies. Source inspection requirements will be included in the contract and may apply to any and all operations performed by the supplier or the supplier's sub-tier sources, including prior to delivery of products to AMMROC. The supplier shall provide the necessary access, equipment and resources required to effectively accomplish the source inspection.
- 24.2 Audit, surveillance, inspection or tests by AMMROC, does not relieve the supplier of the responsibility for management of suppliers.

25. SUPPLIER PERFORMANCE

- 25.1 AMMROC conducts supplier performance reports on key/critical suppliers. Suppliers will be measured on delivery and quality performance as a minimum. Suppliers that have agreed contractual KPI will be measured by the contractual requirements.
- 25.2 AMMROC reports supplier performance on a monthly basis.
- 25.3 Supplier grades are defined by the overall score achieved for delivery and quality performance as below:
- A 100% to 91%
 - B 90% to 81%
 - C 80% to 71%
 - D 70% to 60%
- 25.4 Suppliers shall consult the relevant AMMROC buyer to obtain information on their respective performances and ratings and applicable monitoring and measurement for them.

26. UNDERPERFORMING SUPPLIERS

- 26.1 In the event that the supplier performance drops below an acceptable standard (below 60%) for two consecutive months during the monthly performance reports or becomes a D grade during the six (6) monthly supplier score card, the following actions shall be taken:
- 26.2 Actions to be Taken
- Contact Supplier and organize a meeting to discuss issues
 - Detail any actions that have been implemented already to resolve issues
 - Define action plan with supplier to resolve issues. Supplier shall submit Quality Improvement Plan (QIP)/Recovery plan with milestone dates
- 26.3 Timescales
- 26.3.1 The Supplier shall provide a Quality Improvement Actions/Order book recovery plan with milestone dates within one (1) month from the communication date.
- 26.3.2 The supplier has two (2) months from the communication date to show improved performance.
- 26.4 Actions to be taken after two (2) months
- 26.4.1 If the supplier makes a satisfactory improvement and initiates necessary corrective actions, then all systems shall revert back to normal operating conditions.
- 26.4.2 If the supplier does not improve, then the next course of action would be considered in the interest of AMMROC, which may lead to supplier being removed from the Approved Supplier List IAW this document and SCM 400-015 Supplier Subcontractor AVL Removal.

ACRONYMS

AMMROC	Advanced Military Maintenance Repair and Overhaul Centre
AOG	Aircraft On Ground
AS	Aerospace Standard
COC	Certificate of Conformance
ESD	Electrostatic Sensitive Devices
EASA	European Aviation Safety Agency
FAA	Federal Aviation Agency of USA
HQ	Head Quarters
ISO	International Standard Organization
MIL	Military
MRB	Material Review Board
NADCAP	National Aerospace and Defense Contractors Accreditation Program
OEM	Original Equipment Manufacturer
PO	Purchase Order
QIP	Quality Improvement Plan
QMS	Quality Management Systems
SNCR	Supplier NonConformance Report
SCM	Supply Chain Management
SUP	Suspect Unapproved Parts

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