

SQA 001
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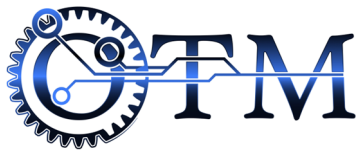
Supplier Quality Assurance Requirements

A handwritten signature in blue ink, appearing to read 'S Rhodes', is positioned above the name and title.

S Rhodes
Compliance Manager

A handwritten signature in blue ink, appearing to read 'S Johnson', is positioned above the name and title.

S Johnson
General Manager



1. Scope

This document details the minimum Quality Management Organisation and System requirements expected by OTM Servo Mechanism Limited (hereafter referred to as the Buyer or OTM) of its Suppliers.

It is the responsibility of the Supplier to ensure the current SQA 001 is in their possession.

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3. Introduction

- 3.1 To maximise effectiveness, it is the Buyer's policy to cooperate fully with Suppliers.
- 3.2 Non-Conformances will adversely affect Vendor Performance Ratings. Suppliers shall apply this document in full and avoid submitting non-conformances where possible.
- 3.3 Any deviations to these requirements should be submitted to OTM in order to assess any effect on Supplier status. Appendix 1 contains the Concession/Production Permit Application form to be submitted in order to start this process

4. Quality Systems

- 4.1 The Supplier will provide and maintain an effective Quality Management System.
- 4.2 It is the Suppliers responsibility to inform OTM of any changes to their accreditation.
- 4.3 OTM accepts national and international standards for Quality Management Organisation and System Requirements as meeting requirements for Approved Supplier Status. ISO9001, AS9100, NADCAP, UKAS, ISO17025 & OTM Approval.
- 4.4 The Supplier shall carry out inspection of all products and services before submitting them and will certify that all such products and services conform to the full requirements of the purchase order.

5. Evaluation

- 5.1 Approved Suppliers will be continuously monitored to assess their ongoing suitability by measurement of quality, cost and delivery performance.
- 5.2 Should a Suppliers performance fall below an acceptable standard, they will be notified and approval may be suspended or withdrawn if performance is not improved within an agreed time-scale.

6. Access

- 6.1 The Supplier will permit reasonable access to its company premises for Quality and Purchasing purposes. This will include OTM personnel, OTM customer and regulatory organisations if appropriate.
- 6.2 The performance of these duties does not relieve the Supplier of the contractual quality obligations and responsibilities.

7. Sub-contracting / Supplier Control

- 7.1 The Supplier shall use NADCAP or OTM approved subcontractors to perform Special Processes (as shown below in 7.1.1)
- 7.1.1 Aalberts Surface Technologies (Letchworth, Birmingham & Telford)
Ascot Finishers Limited (Berkshire)
Capital Inspection Services (Berkshire)
Hard Anodising Limited (Worcestershire)
Ionbond UK Limited (Nottinghamshire)
Jackson Plating Limited (Middlesex)
Kepston Limited (West Midlands)
Metro Engineering & Plating Works Limited (Middlesex)
MSL Heat Treatment Limited (Surrey)
Technical Lapping Co. Limited (Hampshire)
Walton Plating Limited (Surrey)
- 7.2 The supplier will maintain records of all materials used in the manufacture of OTM products.
- 7.3 Sub-contract by the Supplier, no work on the order may be sub-contracted by the Supplier, nor shall the Supplier assign any of its obligations hereunder without first obtaining the written approval of OTM Servo Mechanism Ltd.
- 7.4 The Supplier must ensure that they meet the requirements of REACH when supplying parts or process finishes. If the supplier is unsure of their responsibilities, then they should contact OTM for assistance. This way SVHC's can be identified at an early stage and be dealt with accordingly so that minimal disruption is caused to the delivery of products.
- 7.4.1 REACH is the regulation [(EC) No 19107/2006] of the European Parliament and of the Council of 18th December 2006 concerning the **Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH)**, which came into force on 1st June 2007.
- 7.4.2 For further guidance and information see the ECHA website below:
<https://echa.europa.eu/>
- 7.5 The Supplier must provide information on the source of any 3TG (Tin, tungsten, Tantalum & Gold) Conflict Materials or request this information from their supplier as per the Franks Dodd blah blah blah policy

8. Raw Material Segregation of Product

- 8.1 The Supplier will provide secure facilities, preferably a bonded area, to ensure that material is not used until inspected or otherwise verified as conforming to specification.
- 8.2 Materials will be controlled in such a manner to prevent loss of batch traceability and incorrect issue throughout the supply chain.

9. Traceability

- 9.1 All raw material obtained by the Supplier and all parts incorporated into assemblies must be traceable to the manufacturing source and identifiable to the manufactured item.
- 9.2 Traceability must be maintained through all stages of the Suppliers manufacturing process, including the maintenance of inspection and test records.
- 9.3 Stockist/distributors processes shall include methods for maintaining the manufacturer's identification and batch/lot traceability.
- 9.4 The supplier must ensure that a counterfeit parts prevention process is in place to ensure that counterfeit parts cannot and will not be supplied.

10. Tooling, Gauging & Measuring Equipment Control

- 10.1 All supplied tooling, gauges etc becomes the responsibility of the Suppliers whilst in their possession.
- 10.2 The equipment must be maintained in a reasonable condition and returned for recalibration where applicable.
- 10.3 All tooling must be returned when requested.

11. Design

- 11.1 Design activities shall be in accordance with procedures developed to ensure control and verification of the design and product meets the requirements of the specification and / or purchase order.
- 11.2 This requirement applies to all design tasks and products including hardware and software.
- 11.3 Design changes to OTM products are not allowed unless assessment and approval has been completed by OTM.

12. Non-conforming Product

- 12.1 The supplier shall have a system for the control of non-conforming items as detailed in their QMS.
- 12.2 The supplier shall ensure with the manufacturer where necessary that similar supplies are not similarly affected by a non-conformance and shall inform the Buyer of any nonconformities effecting products already delivered within 24 hours of findings.
- 12.3 The supplier will also be responsible for the withdrawal of products from stocks that are suspected as non-complaint.

13. Production Permit and Concession Application

- 13.1 OTM's policy is to restrict non-conforming parts and hence discourage the submission of Production Permits and Concession Applications for non-conforming materials.
- 13.2 Such submissions may be rejected, and any accepted will have an adverse effect on Vendor rating.
- 13.3 Requests for permissions to deviate from the purchase order, drawing or specification requirements in advance of manufacture (Production Permit) and requests to use or release items which do not conform to order (Concession), are to be made in writing. Authority will be given by the Quality representative prior to manufacture or delivery. The Concession/Production Permit Application Form (attached) is to be used.
- 13.4 The concession number must be quoted on the release documentation, and the item concerned clearly labelled.

14. Rejection and Resubmission

- 14.1 Products that do not conform to the requirements of the purchase order, or of this document, are liable for rejection. The supplier will be notified by the means of a formal reject note.
- 14.2 The supplier will investigate the cause of non-conformance and instigate corrective action to prevent a reoccurrence.
- 14.3 Non-conforming products will be reworked or replaced as supplier's liability (unless otherwise agreed), recertified and resubmitted.
- 14.4 When returning materials previously rejected the supplier will, (a) Quote the relevant reject note number on the release document, (b) Complete an

investigation report indicating the cause of non-conformance and the corrective action that has been taken.

- 14.5 The investigation report must be completed within 21 days of receipt. Failure to do so may result in the supplier being removed from the Approved Suppliers Register.
- 14.6 Non-conforming products retained by OTM because of manufacturing constraints will be notified to the supplier.

15. Quality Plans

- 15.1 Where the company is contractually required to prepare and issue a Quality Plan for the product the Supplier shall supply such information on the quality system and procedures operating throughout the company as requested. Confidentiality of commercial processes is however recognised by the buyer.

16. First Article Inspection

- 16.1 The buyer when applicable requires that all first deliveries of parts to include a full first article inspection report that meets the requirements of EN9102 or full PPAP submission in accordance with AS9145 be filled out by the manufacturer. The sample, on which the FAIR/PPAP was performed, shall be clearly marked, both on the sample and the FAIR/PPAP report. Where the drawing has been updated and there is a change in the form, fit or function of the part, then a FAIR/PPAP must be submitted for the change/update only.

The FAIR/PPAP should confirm that all processes, materials and dimensions are met. In the case of raw material or process i.e. paint, chromate, Anodizing, proof of acceptability shall be made available either through records or attached certificates. Drawing notes should be referenced and their acceptance confirmed.

Any discrepancies detected by the manufacturer during the FAIR/PPAP shall be notified to the buyer and a deviation should be sought in advance of any parts being shipped to the buyer. Under no circumstances shall a nonconforming part be sent to the buyer without the buyers approved deviation. Failure to comply with the above requirements will result in the buyer rejecting the product.

17. Certification & Release

- 17.1 All supplies and services must be accompanied by a release note / certificate of conformity duly signed by an authorised signatory.
- 17.2 The release note / certificate of conformity must contain the following information:
- a) Unique Document Identity Number
 - b) Document Issue Date
 - c) OTM Purchase Order Number
 - d) Description of Product/Service supplied
 - e) Part Number and / or Drawing Number and issue Number is applicable
 - f) Material Specification, and Batch Identity if applicable
 - g) Inspection Report, if applicable
 - h) Concession / Permit Number, if applicable
 - i) Reject Note number, for replacements, if applicable
 - j) Shelf life, if applicable, See note 18.1
 - k) Signed Authorisation Certifying Statement of Conformance
 - l) Any applicable supporting documents
 - m) Quality Management System applied, e.g. BS EN ISO9001 or BS EN AS9100 etc.

18. Shelf Life

- 18.1 The supplier will ensure that if an item has a limited shelf life, it should have at least 75% remaining of the manufacturer's recommended life when supplied. The delivery note and release note must include expiry and storage conditions.

19. Delivery

- 19.1 The supplier will ensure that all parts are correctly identified as required by the drawing and the purchase order.
- 19.2 Deliveries shall be packaged to prevent damage, deterioration, corrosion and other risks during transportation.
- 19.3 Certification and documentation must accompany each delivery as appropriate.
- 19.4 Failure to meet these requirements will result in a rejection note. Reject notes will adversely affect the vendor performance rating.



20. Record Retention

- 20.1 The supplier will retain all manufacturing, purchasing and quality records associated with OTM orders for a minimum of 20 years after completion of the order.
- 20.2 No records will be disposed of without written authority from OTM.
- 20.3 Instructions for disposal may include for all records to be returned to OTM. The records are to be collated together and fully identified to the appropriate Purchase Order.
- 20.4 All records must remain legible and readily identifiable.
- 20.5 Changes or corrections to records regardless of media shall be made as follows:

Draw a single line through the old data, enter the correct data, and apply a stamp or initial or signature of the individual making the correction. Erasers or the use of correction fluid is NOT ALLOWED.



APPENDIX 1

Application For Concession / Production Permit			
To:	Order No.	Iss.	Qty.
	Part No.		
	Description		
	Serial No.		
	OTM Ref.		
Divergence from Drawing			
Proposed Recovery Action			
Applicant Signature		Quality Manager	
Name:	Date:	Name:	Date:
To be completed by Customer			
Design Authority Decision		Quality Manager Decision	
Signature		Signature	
Name:	Date:	Name:	Date:
Please Sign and Return One Copy			