

Teleplan Forsberg

# Supplier Quality Assurance Requirements

Company Procedure  
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## 1 **Proprietary Notice**

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## 2 COMMON ABBREVIATIONS

- PO – Purchase Order given to supplier sub-contractor for services or products
- Sub-Contractor – The process house or supplier name
- National Standards – Recognised standards ie ISO9001, AS9100, NADCAP etc
- NCR – Non-conformance Report, any item which does not meet order requirements.
- FAIR – First Article Inspection Report to AS9102

## 3 SUPPLIER QUALITY ASSURANCE REQUIREMENTS

This documents sets out Teleplan Forsberg's Quality Assurance requirements and accompanies our Terms and Conditions, which are available on our website under: <https://teleplanforsberg.com/about-us/privacy-and-terms/>

### 3.1 APPLICABILITY

This document is applicable to all suppliers of goods, materials, sub contract services and services which have an impact on products supplied by Teleplan Forsberg Limited to its Customers.

This document does not disqualify the supplier from its obligations to supply to National and International Standards where the supplier has achieved said Standard.

### 3.2 CERTIFICATION

All suppliers are responsible for ensuring up to date National and International certification is forwarded to Teleplan Forsberg' QA department ([quality@teleplanforsberg.com](mailto:quality@teleplanforsberg.com)) when changes have been made to said certification or when certificates have been renewed. These are applicable to National and International Standards including ISO, Nadcap and AS9100 specifications.

If a supplier has had any changes to Customer Approvals it is their responsibility to ensure they inform Teleplan Forsberg Quality department of any changes made. These may include changes to process capability and approvals.

Not all suppliers will be qualified to National and International standards. Those that do not hold any standards will not necessarily be excluded from some commercial purchase orders, however they are expected to work within a manner which precludes any danger to product integrity and have a system in place for Calibration, Control of Non-Conforming Product and Segregation of Materials.

We however expect all of our suppliers to fully comply with our Ethics Policy (FSL-09-134).

### 3.3 LOSS OF CERTIFICATION

All suppliers must inform Teleplan Forsberg of any loss of standards and certification from either National or International Standards. This must be done immediately the certification has been withdrawn.

All suppliers must inform Teleplan Forsberg of any loss of approval from our customers. The loss of approval is limited to those which the supplier and Teleplan Forsberg Limited have mutual relationships. The loss of approval for those customers that Teleplan Forsberg Limited and the supplier have no relationship is at the discretion of the supplier.

## 4 SUPPLIER QUALITY REQUIREMENTS

The supplier will have a representative who is responsible for Quality. This person may well be the Quality Manager or Senior Inspector. In this document the person in charge of Quality will be known as the Quality Representative. The Quality Representative will be responsible to the Managing Director or the company Chief Executive.

The Quality Representative will not directly be solely responsible for production or production output. The Quality Representative will have a nominated deputy who will be responsible for Quality matters in the absence of the Quality Representative. It is the duty to inform Teleplan Forsberg Limited of the Quality Representative and any changes to the position of Quality Representative

The supplier will have a system in place which will ensure the supplier has full control over the product or services supplied to Teleplan Forsberg Limited. This system will be documented and monitored. The system may form, but not restricted to, National and International Standards and or Customer Approvals.

Suppliers who supply products/services for critical parts must have a documented system which is to a National Standard, these may include ISO Standard, AS9100 Standard and Nadcap. Critical parts are those which are for the Aerospace, Oil and Gas and Defence sectors.

Commercial products/services are those who are not in the above sectors and are based on parts where the product may not require the same quality conditions that Aerospace, Oil and Gas and Defence may have. The supplier must be able to demonstrate the effective control of product/service through the premises.

Suppliers should have full control of all documents relating to the service they are providing to the product. These relate to drawings, specifications and procedures. It is the responsibility of the supplier to ensure it fully understands the documents prior to acceptance of purchase order. Drawings are normally supplied with the purchase order but specifications and

procedures are the full responsibility of the supplier and they must ensure that they are working to the latest issue of the procedure and specifications.

Suppliers will ensure prior to acceptance of purchase order that they have sufficient resources to adequately ensure the quality and delivery of the product is within the specified timescale as laid down on the purchase order. Suppliers will ensure the persons carrying out any tasks on Teleplan Forsberg purchase orders are adequately trained to carry out the task they have been asked to perform.

#### 4.1 REVIEW OF PURCHASE ORDER

The purchase order is to be reviewed prior to any process/service has been carried out. There can be no changes to the process as laid down in the purchase order other than specific alternative specifications as per Teleplan Forsberg requirements. The following points shall apply:

- Any changes in delivery dates specified on the purchase order must be communicated to the originator as soon as identified.
- Any changes in the quantity must be communicated to the purchase order originator as soon as identified.
- Any changes to the process cost must be communicated to the originator as soon as identified.
- Any processes which are laid down on the purchase order which will not be carried out must be communicated to the purchase order originator and costs adjusted as soon as identified. A replacement purchase order will be issued with the process that will not be carried out and the price adjusted accordingly.

#### 4.2 DELIVERY CERTIFICATION

All deliveries must be supplied with delivery documentation and/or Certificate of Conformance. It is a mandatory requirement that a Certificate of Conformance which states that "the supplies herein have been inspected and tested and conform to the purchase order requirements" or wording which is similar.

Each Certificate of Conformity must state the following as a minimum:

- The quantity of components conforming
- The drawing number and issue quoted on the Teleplan Forsberg Purchase Order (where applicable)
- The process or service carried out
- The Teleplan Forsberg Purchase Order
- The Statement Of Conformity
- The subcontractors/suppliers name and address
- The Teleplan Forsberg Name and Address

- A Certificate Number
- Any serial numbers either quoted on Teleplan Forsberg purchase order or serialisation of raw product from the mill/forging.
- Any Non-Conformances or Concessions granted.
- The Certificate should be signed and dated by either the Quality Manager or his representative

#### 4.3 RIGHTS OF ACCESS

Teleplan Forsberg have granted approval for the subcontract or supply of goods and materials to all suppliers based on the approval of either Teleplan Forsberg Customer Approval or within the procedures of Teleplan Forsberg Supplier approval. Teleplan Forsberg may reserve rights of access to all suppliers' premises whilst undertaking supply or sub contract work on behalf of Teleplan Forsberg within reason. Access may be required by Teleplan Forsberg Customers whilst suppliers and sub-contractors are undertaking work on behalf of Teleplan Forsberg Customers.

#### 4.4 AUDIT AND INSPECTION AT SOURCE

Teleplan Forsberg reserves the right to access suppliers and subcontractors with a view to audit the suppliers' organisation and methods of control and procedures if required. In some instances Teleplan Forsberg may require inspection at the suppliers premises (Source Inspection). Where inspection at source is required it will be added to the Purchase Order.

#### 4.5 RETENTION OF RECORDS

Inspection Records relating to Teleplan Forsberg purchase orders must be available for recall and supply at all times. Retention of inspection records including work instructions, works orders/travellers and inspection data must retained for a period not less than 10 years or in the case of Aerospace related products the life of the Aircraft.

#### 4.6 NON-CONFORMING PRODUCT

The supplier will inform Teleplan Forsberg of any product which does not meet the requirements of the drawing and purchase order.

- Non-Conforming product must be segregated from the batch and identified in such a way that explains the non-conforming aspect of the item(s).
- Non-Conforming product must not be submitted to Teleplan Forsberg without prior approval and/or concessionable documentation.
- Non-Conforming documentation may include signed concessions from Teleplan Forsberg and /or customer concessions.

- Non-Conforming product must not be included within your release documentation as a deliverable item, only conforming products must be included within the release documentation.

#### 4.7 TELEPLAN FORSBERG REJECTS

Products which are found at Teleplan Forsberg receipt inspection will be either returned for rework where rework can be carried out or scrapped where the product is found to be non-recoverable

- Where products are returned to suppliers, a supplier return note will be generated this will be accompanied with a NCR generated from our system.
- Where products are found to be non-recoverable and deemed scrap at Teleplan Forsberg a NCR is generated from our system.
- In both cases a cause and corrective action needs to be established. This may be carried out on the supplied documentation or if the supplier has an internal document which clearly states the Root Cause and Corrective Action this may be used.
- Any NCR investigation should be carried out and returned within 30 days of the NCR being returned to the supplier. Failure to answer any NCR in this timescale may result in further purchase orders being withheld until a root cause is effectively established.
- Failure to identify root cause and corrective actions will go against the suppliers quality ratings.
- From time to time Teleplan Forsberg will supply statistics to suppliers. This will give outstanding NCRs and Quality Performance.

#### 4.8 BATCH TRACEABILITY/SERIALISATION

- All batches of material must be kept separate and not be mixed with batches of a similar appearance or the same parts. Aerospace parts will only ever have one batch of material per works order, multiple works orders may have differing batch materials. All works order materials must be kept separate.
- Parts on completion of process must, where differing batches apply, be returned to Teleplan Forsberg with batch traceability fully evident.
- Some parts may be serialised, all serialised parts must be quoted on the Certificate of Conformity

#### 4.9 HANDLING, RETURNING FINISHED PRODUCT AND DAMAGE

Components manufactured by Teleplan Forsberg are to the highest standard and as with our customer expectations we require handling at any of our subcontractors to be of the highest order. To this end we expect the following:



- On receipt inspection at our sub-contractors we expect that any damage found to be communicated to the originator of the purchase order and any supporting photographs sent via email.
- Any damage found at Teleplan Forsberg receipt inspection after process which has not been reported will be deemed to have been caused by the sub-contractor or carrier.
- Parts should be handled throughout the sub-contractor process in a manner which would not cause damage to the product
- Any damage found during sub-contractor process should be communicated to the originator of the purchase order immediately
- Part after process and ready for return must be packed adequately enough to ensure that no damage during either Forsberg or sub-contractor transport can occur.
- Parts being returned by carrier must be packed adequately enough to ensure that no damage can occur during carrier transport, if delivery packaging is reused then it must be adequate enough, if delivery packaging is not sufficient then new and substantial packaging should be used.

#### 4.10 FAIR (FIRST ARTICLE INSPECTION REQUIREMENTS)

A FAIR may be required to accompany the goods when any of the following examples are invoked

- First Time Manufacture
- A lapse in production of 2 years
- A request by Teleplan Forsberg
- A significant change in process
- The movement of processing medium (machinery/plant/movement of premises)
- Significant failure of the process (A Partial FAIR can be invoked when drawing changes occur)

#### 4.11 Production Part Approval Process (PPAP)

Forsberg's Production Part Approval Process (PPAP) ensures that the Product is capable of meeting our technical and performance needs. PPAP ensures that the specific manufacturing processes are in place, and that the Supplier is capable of producing Products of consistent and required quality expected by Teleplan Forsberg. Forsberg's Engineering team can request a PPAP before the start of serial production.

Unless otherwise agreed with Forsberg in writing, Suppliers shall not manufacture or ship any products, until full or interim approval is received from Forsberg for the sample units. In a case where full approval is not granted, Forsberg will advise the Supplier of the areas of concern and may issue a waiver for a specific period or lot to manufacture. The Supplier shall make corrections accordingly to the product and any required documentation.

After the approval of the item the Supplier shall not make any changes to the Product or process, without the prior approval by Teleplan Forsberg. In case of such a need for change,

the Supplier shall refer to the required process for change request. The Supplier shall submit the specified documentation to a member of the Procurement Team for approval.

#### 4.12 Product compliance

The supplier shall, at all times, comply with Forsberg's RoHS as well as REACH requirements in product specifications and drawings. The supplier shall on Forsberg request deliver information related to the product compliance.

#### 4.13 Corrective and Preventive Actions for NCR

When non-conforming products are discovered, the Supplier shall submit a formal written corrective and preventive action report, to address the specific defects identified.

- The general format of the corrective and preventive action will be a Corrective Action Report form (8D), unless otherwise agreed upon in advance by an authorized Forsberg representative. The Supplier shall submit the 8D form for Forsberg' evaluation and acceptance.
- The Supplier shall implement the containment action and submit to Forsberg in writing (steps D1-D3 of the 8D form within 1 working day (starting from Supplier's receipt of the 8D form/non-conformance notifications
- If Forsberg disagrees with the Supplier's containment action, the Supplier must respond with a revised containment action, within 1 working day (starting from Supplier's receipt of the Forsberg' notice).

Failure analysis leading to the root cause determination shall be done within 20 working days or at an alternative time—frame agreed upon in advance with Forsberg.

- The Supplier shall use appropriate tools such as, but not limited to, fishbone diagram, 5W+2H, FTA (Factor Tree Analysis) for occurrence and non-detection, LLC (Lessons Learned Cards) to effectively prevent recurrence of the non-conformance.
- The 8D form will not be considered complete until all proposed corrective and preventive actions and an appropriate implementation plan has been approved by Forsberg.
- It is expected that all 8D actions are closed within 4 weeks unless otherwise agreed.

Involvement of Forsberg in the approval of remedial action does not change the fact that the Supplier remains responsible for the product non-conformity, including any non-conformities resulting from the implementation of the remedial action. Until the claim has been verified and closed by Forsberg, the Supplier shall adopt all measures to safeguard the

interest of Forsberg (and Forsberg' customers).

#### 4.14 Immediate containment actions due to NCR identified before shipment

If non-conforming products are identified at the Supplier's site, relevant actions, such as segregation, quarantine, and marking of these products shall be initiated. Non-conforming products shall not be shipped to Forsberg unless a waiver is granted by an authorized Forsberg representative.

All waivers issued shall specify a specific time and / or quantity limit, which is subject to the sole and final approval of Forsberg. In the following situations, the Supplier shall immediately notify Forsberg. Forsberg will review the non-conformance and work with the Supplier on an appropriate disposition:

- If the non-conformance affects form, fit, function, quality, reliability, safety, delivery, service of the product, or its compliance with regulatory or statutory requirements, and/or is a cosmetic defect
- If there is likelihood that the non-conforming product has inadvertently shipped from the Supplier's factory to Teleplan Forsberg.
- If the non-conforming product is likely to cause late delivery to Teleplan Forsberg
- In all cases where there is a report of a non-conformance from another customer, regulatory agency or internally at the Supplier that could possibly affect the form, fit, function, quality, reliability, safety, delivery, service of the product, or its compliance with regulatory or statutory requirements, and/or is a cosmetic defect.

All products approved by a waiver / concession that are shipped to Forsberg must be accompanied by a copy of the approved waiver / concession document.

#### 4.15 Failure Mode and Effects Analysis (FMEA)

The supplier may be asked to be involved in the preparation of an FMEA document. When specified on Forsberg's Purchase Order the supplier is required to develop a Design (Product) FMEA and/or a Process FMEA and submit to Forsberg for approval. The Supplier may be invited to participate in the preparation of a higher-level Design FMEA through participation in a Product Development team. Suitable alternative risk analysis means may be used, either in place of or in addition to the FMEA, if approved in advance by Forsberg.

The FMEA is a living document and shall be revised as changes are made to the product, process and when quality issues are found (FMEAs shall be reviewed and updated, as necessary, as part of the non- conforming Products process).

#### 4.16 Control Plan (CP)

In case required for the FMEA the supplier shall prepare a Control Plan for the complete process. This Control Plan shall detail the control and inspection activities that have been implemented to ensure conformity to Forsberg's drawings and specifications. Special Characteristics shall be marked with their respective reference number(s) and all other characteristics should be also be included. The Control Plan is to be identified by Product Part number and revision level.

The Supplier shall:

- Monitor actual processing of the Product
- Compare processing to the Control Plan in all aspects
- Report to Forsberg any changes / deviations from the Control Plan and obtain approval from Forsberg, prior to actual Implementation.

The Control Plan is a living document and shall be revised as changes are made to the Product, process and when quality issues are found (Control Plans shall be reviewed and updated, as necessary, as part of the non-conforming Products).

#### 4.17 Reimbursement

In order to cover Forsberg's costs related to non-conforming products, the Supplier shall reimburse the product, claim handling, administration costs in accordance with the Forsberg Reimbursement Concept or Framework Agreement [FWA] requirements.

#### 4.18 Controlled shipping level CSL1 and CSL 2

In the event of recurring non-conformances where the corrective action plan has failed, Forsberg reserves the right to issue a Controlled Shipment Level (CSL) program at the Supplier's site (or third party site) for specified Products, and at the Suppliers expense.

CSL-1 includes, but is not limited to:

- 100% sorting / inspection on the Products in an area outside of normal in-process inspection, which shall be carried out on every shipment / part / lot / batch, prior to shipment to Teleplan Forsberg.
- Sorting / inspection records to be attached to each shipment/ lot / batch
- Supply of data and documentation on the products, upon request from Teleplan Forsberg
- Visit/audit by Teleplan Forsberg
- Dialogue with Supplier's management team, upon request from Teleplan Forsberg
- Blocking of shipment, and / or current business, subject to the sole and final decision of Forsberg

In order to safeguard Teleplan Forsberg's interest, if there is a failure to successfully achieve CSL-1, it will automatically be escalated to CSL-2.

CSL-2 includes, but is not limited to:

- All CSL1 measures listed above, which will be inspected by a Teleplan Forsberg-designated third party or by Teleplan Forsberg (at the Supplier's expense)
- Blocking of new business, subject to the sole and final decision of Teleplan Forsberg

The Supplier may be notified of additional requirements, when needed by Teleplan Forsberg. Exit from CSL1 and CSL2 will be determined by Teleplan Forsberg, when set criteria are met and corrective actions are implemented and validated.

#### 4.19 Supplier's liability

In addition to the supplier's obligations under these Supplier Quality Assurance Requirements, the supplier is liable according to the terms and conditions of the supply agreement entered between Teleplan Forsberg and supplier. For the avoidance of doubt, it is outlined that the agreed performance targets are solely a target regarding Supplier's general product quality level. Supplier remains liable for all cost of poor quality relating to non-conformities according to the supply agreement.

#### 4.20 Quality

Zero defects are the common expectation for all of Teleplan Forsberg's suppliers. It is expected that zero defects are achieved by the Supplier's manufactured quality and not only delivered quality to Teleplan Forsberg. In order to monitor the Supplier's efforts to reach Zero defects expectation, Forsberg may define specific targets to work towards these expectations.

At Teleplan Forsberg's request the Supplier shall (within reasonable time) present a quality improvement plan (QIP) to Teleplan Forsberg that meets the targets and requirements stated in Teleplan Forsberg's request. Supplier's QIP should be based on an analysis of previous year's failures in order to identify technical, managerial, and systemic issues. QIP should cover quality, reliability, logistic, delivery, and service issues, as well as any specific Teleplan Forsberg requests.

When the QIP has been accepted by Teleplan Forsberg, the Supplier is responsible for implementing the QIP. The effectiveness of the implemented activities shall on regular basis be evaluated by both the Supplier and Teleplan Forsberg. The Parties' evaluation may result in amendments of the QIP.

All formal communications must be in English, unless otherwise agreed with Teleplan Forsberg, and this rule shall apply to all documents sent by the Supplier. Suppliers shall proactively, directly and effectively involve Teleplan Forsberg's Purchasing Department in every communication on all matters affecting Teleplan Forsberg supply chain processes.