

# MOOG

## SUPPLIER QUALITY REQUIREMENTS (SQA001)

### 1. SCOPE

- 1.1 This document defines the Industrial Suppliers' Quality Assurance requirements for each external supplier and their sub-suppliers used for supplying material, goods, services, hardware and products for use in Moog products or part thereof. These requirements include restrictions applicable to production purchase orders imposed on production suppliers.
- 1.2 The requirements of this document are applicable to suppliers providing products and or services into the Moog Controls Ltd – Tewkesbury Industrial division only.

### 2. COMPLIANCE

- 2.1 Moog requires each supplier and their sub tiers to comply with the quality requirements set forth in this document and other applicable specifications and documents. Suppliers and sub-suppliers shall maintain a quality system that ensures supplies and services comply with all Moog requirements.
- 2.2 Any concerns with ability to comply with this document shall be directed to Moog Supplier Quality.

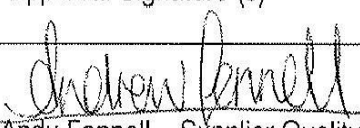
### 3. ORDER OF PRECEDENCE

If further clarity is required please contact your applicable Moog Buyer

### 4. GENERAL NOTES

- 4.1 For the latest revision of this document and Moog Controls Limited Supplier Information, Forms, Processes and S Clauses, please go to the Moog Controls Limited website at:

[www.moog.com/Suppliers/](http://www.moog.com/Suppliers/) - Information for Suppliers Shipping to the United Kingdom

Rev	J	Approval Signature (s)
Date	August 2010	
		Andy Fennell – Supplier Quality Manager – Moog Aircraft Group UK
<b>NOTE: FOR OVERVIEW OF GENERAL CHANGES TO THIS DOCUMENT – PLEASE REFER TO PAGE 10</b>		
Business	Moog Controls Ltd, Ashchurch, Tewkesbury, Gloucestershire, GL20 8NA, ENGLAND	

### COMPLIANCE STATEMENT

This process has been verified as compliant with ISO9001:2000, and the regulatory requirements as declared in the Moog Controls Limited quality policy ref. 800-000-503.

TO CONTACT MCL QUALITY ASSURANCE DEPARTMENT TELEPHONE 01684 296600

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### DOCUMENT CHANGE RECORD

<b>=FROM REV: F</b>	<b>TO REV: G (May 2007)</b>
<b>ITEM</b>	<b>NOTE OF CHANGE</b>
1	PAGE 1: Order Of Precedence changed to reflect Design/Drawing/Specs as the first on order of precedence
2	PAGE 3: Added note regarding Changes to the Quality System
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1	Removal of Aerospace Requirements from document.



## SUPPLIER QUALITY REQUIREMENTS (SQA001)

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### 3. SUPPLIER QUALITY REQUIREMENTS (SQA001)

#### 3.1 Quality System Requirements

These quality system requirements are the minimum imposed on a Moog production supplier.

Changes to the Quality System status, including extensions or reductions in scopes of approval, third party and or regulatory Quality approvals that are either gained or withdrawn must all be communicated to the Moog Controls Limited Quality Department.

##### 3.1.1 Requirements/Process Restrictions

All production hardware purchases shall have the following restrictions listed on each purchase order. These restrictions apply to all production suppliers in addition to any quality system imposed by Moog.

Glass beads are prohibited from use in the processing or manufacture of parts, components or assemblies supplied to Moog.

##### 3.1.2 Records of Objective Evidence/Record Retention & Storage

Quality Records shall be stored in a suitable environment e.g. a building that affords protection against physical risks of loss or damage, with suitable heating and ventilation to avoid damage from condensation or damp penetration. The buildings should ideally have a current fire certificate.

Access to the records shall be controlled to prevent theft, malicious damage or fraudulent use or corruption of the records.

Quality records include the following, but not exhaustive list:

- Suppliers Release Documents e.g. Approval Certificates of Conformity.
- Test Reports, Material Certification, Chemical Analysis.
- NDT Flaw Charts, Route Cards/Travellers.
- Non Conformance Notes/Reject Notes.
- FAIR's.

Unless otherwise instructed, records for Industrial product shall be retained for a minimum of 10 years.

##### 3.1.3 Calibration System

Calibration of measuring and test equipment used for product acceptance shall be traceable to established international or national measurement standards (e.g. UKAS(NAMAS), NIST). Procedures for periodic calibration, certification and maintenance of tools and equipment shall be established and followed.

##### 3.1.4 Inspection System

Suppliers shall develop and maintain inspection procedures and records of inspection. The inspection system will evaluate product and/or processes to the extent necessary to ensure that only hardware and services which conform to the purchase order requirements are delivered to Moog. Product shall be visually inspected to a minimum of 10x magnification unless otherwise specified.

##### 3.1.5 Travellers

The supplier shall maintain a traveller or equivalent control mechanism that provides for procedures as appropriate, to ensure control of quality and configuration through all stages of production.



## SUPPLIER QUALITY REQUIREMENTS (SQA001)

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### 3.1.6 Non-Conforming Product (Technical / Administrative)

The supplier shall maintain procedures to ensure that product that does not conform to specified requirements is prevented from unauthorised shipment to Moog. When the supplier intends to supply any non conforming product, written permission shall be obtained (as per below SRID) and a production permit authorised with appropriate disposition 'Repair', 'Use as is', 'Not acceptable' etc. The Supplier shall ensure that when required to ship product, both the Product Packaging AND Release Documentation quote a valid (date not expired) and appropriate Production Permit number. Failure to comply with the appropriate identification of Product with Production Permit approval will be classified as a non conformance and the issue will be handled as per below;

At MCL, where non-conforming Product OR Release Documentation (administrative issues) are identified, this will be communicated back to the Supplier on the Moog Non-Conformance Notice (NCN). The NCN will be raised and sent to the supplier's buyer for immediate corrective action. In order to avoid parts being returned, the administrative NCN MUST be addressed within 7 (seven) days.

On receipt of an NCN, the supplier is requested to:-

- Consider the details of the recorded non-conformance and request clarification if necessary.
- Review the NCN for the type of response required as following:
  - Where Supplier Corrective Action Report (SCAR) is ticked then the information from the NCN shall be transposed onto the SCAR and the relevant sections completed within 7 days of Date Raised.
  - Where 8D is ticked then this is usually due to a potential or confirmed Product Integrity (PI) OR Customer Return issue. A response (even if interim) will be required within 7 days of Date Raised.
- Return the relevant, completed form to MCL Supplier Quality department.

### 3.1.7 Supplier Request for Information/Disposition (SRID)

The SRID shall be used by the supplier to request review of non-conforming material or a change to drawings, specifications, or clarification of requirements. Copies of the SRID form are available from the Moog buyer upon request OR via the MCL Supplier homepage (see page 1, section 4).

### 3.1.8 Statistical Techniques

Suppliers are responsible to understand and reduce the variation within their processes, and are encouraged to use control charting techniques. When control charting is not performed, sample inspection by attributes shall be performed to BS6001 Part 1 (ISO 2859-1) or an equivalent plan approved by Moog.

### 3.1.9 Special Processes and Approved Suppliers

In general, any process/product sub contracted to suppliers/sub tiers shall have as a minimum ISO9001 or Moog Controls Limited approval and be recorded on the Moog Controls Limited Approved Supplier List. Any supplier not holding this minimum approval shall NOT be used until written approval has been discussed and agreed with Moog Controls Limited Purchasing/Supplier Quality department. Details shall be submitted to the relevant commodity buyer.

Applicable for the following, but not exhaustive list: • Raw Material • Processing • General Machining

The use of a Moog Controls Limited approved source does not relieve the suppliers from the responsibility to furnish acceptable supplies.

#### 3.1.10a Supplier Control

Suppliers, including dealers and distributors, are responsible for ensuring that the applicable requirements of this purchase order are imposed on lower tier procurements that are providing raw material, components or process services that are being used in the manufacture of product or service being provided.

#### 3.1.10b Supplier Security

Suppliers are directed to the fact that Moog Controls Limited is an Authorised Economic Operators company (an HM Revenue & Customs directive). Therefore, in accordance with the AEO Questionnaire C118 - HMRC 06/07 your attention is drawn to section 5.09. Through approval with Moog Controls Limited you will be asked to confirm that your company has security requirements in accordance with this Questionnaire / Directive. A copy of this document is available via the web address as per Page 1.



## SUPPLIER QUALITY REQUIREMENTS (SQA001)

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### 3.1.11 Certificate of Conformance / Advice Note

Unless requested otherwise, a Certificate of Conformance (C of C) OR an Advice Note shall be supplied with all product/service to Moog Controls Ltd. The supplier shall retain Certificate of Conformance (C of C) OR Advice Note data upon file. Upon request the supplier shall provide Moog with a copy of the completed C of C OR Advice Note. The data shall include, as a minimum, the Moog part number, Moog drawing revision, process specification number if applicable, purchase order number, quantity, data shipped, manufacturer's name, traceability data (e.g. melt or heat number, batch, date code or cure date) and the supplier's authorised representative signature and/or stamp. The C of C OR Advice Note should also include an unambiguous statement detailing the supplier's conformity, inspection, test and compliance with the purchase order requirement.

### 3.1.12 Right of Entry

Moog, Moog Customer and/or Government representatives reserve the right to determine and verify the quality of work, records and material at any place, including the plant of the supplier.

### 3.1.13 Traceability

Controls shall be established to ensure that individual articles and materials and lots thereof are identified and segregated from all other articles, materials and lots at all times. Records for articles shall indicate part number, revision level, lot number and, if applicable, serial number and associated detailed information. Records for materials shall indicate type, condition applicable specification and associated detailed information.

The identification and record controls shall provide the capability of tracing backwards to materials from which fabrication originated and forward to determine the location of like articles or materials within a level of process Or assembly.

Supplier identification system shall ensure that article and material procurement, fabrication, processing, inspection and test records are organised so that these records and the related articles and materials may be located and retrieved in the event of verification or removal, or recall of articles or materials becomes necessary.

Material or articles furnished by Moog for outside operations must remain identifiable with the Moog supplied lot number or serial number which appears on the Moog documentation and must be recorded on all applicable supplier paperwork.

### 3.1.14 Source Inspection

Where the Supplier is notified that Moog Controls Limited wish to carry out a Source Inspection activity, this shall be conducted by Moog Controls Limited at the supplier facilities. The supplier shall notify the Moog Controls Limited Purchasing representative at least five (5) working days prior to when items will be ready for inspection/test.

### 3.1.15 Acceptance Test Reports

Where requested by the Moog Controls Limited drawing and or Purchase order, include with each shipment two (2) copies of the results of the lot or item acceptance tests required by the applicable procurement specification. Where quantitative limits are established by the specification, the report shall indicate the limit and actual values obtained. The report must contain the signature of an authorised representative of the agency performing the tests.

### 3.1.16 Handling, Packaging and Preservation

The Supplier shall ensure that all products, for final destination to Moog, are suitably handled and packaged as required to protect the product and prevent damage, this includes in transit activities and part-to-part contact. Where doubt is raised over a specific method of packaging product, please contact your Moog buyer. Completed product shall be suitably cleaned and, if required, protected using an appropriate corrosion preventative, prior to packaging.

### 3.1.17 Obsolescence Reporting

In the event of any risk of either confirmed or potentially obsolete product, materials or services, the supplier shall contact the relevant Moog Controls buyer and complete an Obsolescence Status Report.

### 3.1.18 Electrostatic Discharge Protection

Static sensitive devices classified by the drawing or by the nature of the product must be properly handled, packaged and labelled as per BS EN 100015-1 or MIL-STD-1686.



## SUPPLIER QUALITY REQUIREMENTS (SQA001)

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### 3.1.19 First Article Inspection

Definition: A verification of the first full production configured item that has been either/or manufactured, assembled, kitted, processed and tested in the same manner as intended for subsequent production of that item.

Scope: The process for conducting FAI shall include a complete review of the manufacturing process from receipt of the purchase order through to shipment of the item. Where a Moog Controls Limited Approved Manufacturing Route is in place the FAI shall include an audit of these processes.

Purpose: First Article Inspection establishes the achievement of design intent and the production of an item in compliance with the design requirements.

Applicability: FAI is applicable on ALL Moog Controls Limited drawn parts.

Process: First Article Inspection (FAI) shall be conducted on the first delivery and accomplished at the supplier's facility prior to initial shipment. The first piece produced or single piece sample is to be 100% inspected against the Moog Controls Limited drawing, including all drawing notes.

A First Article Inspection Report (FAIR) shall be raised and submitted with the first shipment and attached to the clearly labelled First Article sample.

Acceptable FAI items must not be the subject of a concession, deviation etc.

FAIR's shall be produced to S Clause S005 utilising the suppliers own FAI forms.

Note: Although the above processes vary, the activity of FAI shall be sufficient to assure the integrity of both the manufacturing process as well as the product itself.

A new/delta FAI will be required when a significant change (listed below) to the design or manufacturing method has been made. This is also applicable where the item is an assembly and items within the assembly Bill of Materials (BOM) have changed.

Suppliers shall submit FAIR's (New/Delta) for the following changes:

- Facilities: Include a change to manufacturing or machining method/process, machining equipment, machine set-up, test and inspection equipment, processing tanks or equipment, manufacturing location total site relocation or machine re-siting), A&T equipment, external supplier/sub-contractor.
- Procedures: A procedure change to or of the manufacturing methods, procedures, planning and/or sequencing used in or applicable to the manufacturing, processing, assembly, inspection and/or testing of an item for Moog Controls Limited.
- Personnel: A large turn over of staff, i.e. where new or a different group of people producing the item; manufacturing, processing, assembling, inspecting and/or testing the item (this essentially results in a loss, displacement or replacement of previous learning, capability, skills).
- Configuration: Modification/revision status of drawings and or drawing referenced specifications and test methods, general drawing notes.

### 3.1.20 Intrinsically Safe Parts - To be advised.

# MOOG

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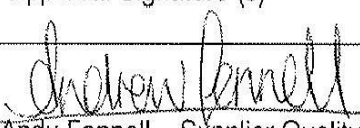
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Rev	J	Approval Signature (s)
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		Andy Fennell – Supplier Quality Manager – Moog Aircraft Group UK
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TO CONTACT MCL QUALITY ASSURANCE DEPARTMENT TELEPHONE 01684 296600

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### 3.1.12 Right of Entry

Moog, Moog Customer and/or Government representatives reserve the right to determine and verify the quality of work, records and material at any place, including the plant of the supplier.

### 3.1.13 Traceability

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### 3.1.16 Handling, Packaging and Preservation

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### 3.1.17 Obsolescence Reporting

In the event of any risk of either confirmed or potentially obsolete product, materials or services, the supplier shall contact the relevant Moog Controls buyer and complete an Obsolescence Status Report.

### 3.1.18 Electrostatic Discharge Protection

Static sensitive devices classified by the drawing or by the nature of the product must be properly handled, packaged and labelled as per BS EN 100015-1 or MIL-STD-1686.



## SUPPLIER QUALITY REQUIREMENTS (SQA001)

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### 3.1.19 First Article Inspection

Definition: A verification of the first full production configured item that has been either/or manufactured, assembled, kitted, processed and tested in the same manner as intended for subsequent production of that item.

Scope: The process for conducting FAI shall include a complete review of the manufacturing process from receipt of the purchase order through to shipment of the item. Where a Moog Controls Limited Approved Manufacturing Route is in place the FAI shall include an audit of these processes.

Purpose: First Article Inspection establishes the achievement of design intent and the production of an item in compliance with the design requirements.

Applicability: FAI is applicable on ALL Moog Controls Limited drawn parts.

Process: First Article Inspection (FAI) shall be conducted on the first delivery and accomplished at the supplier's facility prior to initial shipment. The first piece produced or single piece sample is to be 100% inspected against the Moog Controls Limited drawing, including all drawing notes.

A First Article Inspection Report (FAIR) shall be raised and submitted with the first shipment and attached to the clearly labelled First Article sample.

Acceptable FAI items must not be the subject of a concession, deviation etc.

FAIR's shall be produced to S Clause S005 utilising the suppliers own FAI forms.

Note: Although the above processes vary, the activity of FAI shall be sufficient to assure the integrity of both the manufacturing process as well as the product itself.

A new/delta FAI will be required when a significant change (listed below) to the design or manufacturing method has been made. This is also applicable where the item is an assembly and items within the assembly Bill of Materials (BOM) have changed.

Suppliers shall submit FAIR's (New/Delta) for the following changes:

- Facilities: Include a change to manufacturing or machining method/process, machining equipment, machine set-up, test and inspection equipment, processing tanks or equipment, manufacturing location total site relocation or machine re-siting), A&T equipment, external supplier/sub-contractor.
- Procedures: A procedure change to or of the manufacturing methods, procedures, planning and/or sequencing used in or applicable to the manufacturing, processing, assembly, inspection and/or testing of an item for Moog Controls Limited.
- Personnel: A large turn over of staff, i.e. where new or a different group of people producing the item; manufacturing, processing, assembling, inspecting and/or testing the item (this essentially results in a loss, displacement or replacement of previous learning, capability, skills).
- Configuration: Modification/revision status of drawings and or drawing referenced specifications and test methods, general drawing notes.

### 3.1.20 Intrinsically Safe Parts - To be advised.