



Quality Procedure QP320 Supplier Management

Procedure Owner: Director of Quality

Change History: See DCN for Details

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1. PURPOSE

- 1.1. This procedure outlines the process for management of suppliers including assessment, classification, risk mitigation, and maintenance of their approval status.

2. SCOPE

- 2.1. This procedure applies to all suppliers providing processes, products and services intended for incorporation into Flexial's own products and services or directly to Flexial's customers on Flexial's behalf.

3. DEFINITIONS

- 3.1. OASIS - An online database controlled by the International Aerospace Quality Group (IAQG) that contains information regarding the certification status of all AS registered companies.
(<https://www.iaqg.org/tools/oasis/>)

4. RESPONSIBILITY

4.1. Quality Engineering

- 4.1.1. Sets up new suppliers in FlexNet when requested.
- 4.1.2. Updates Organization Watch List in OASIS for AS9100/9110/9120 certified companies that are set up as new suppliers.
- 4.1.3. Updates approval status of suppliers based on supplier evaluation, performance, and capabilities.
- 4.1.4. Coordinates request for supplier assessment through purchasing or directly with the supplier.
- 4.1.5. Saves survey assessments as a record in FlexNet and attaches to the supplier page.
- 4.1.6. Transfers the supplier assessment results into the supplier page.
- 4.1.7. Updates supplier capabilities and restrictions in FlexNet as needed.
- 4.1.8. Amends supplier details as necessary.
- 4.1.9. Initiates supplier corrective action requests as needed and coordinates with purchasing to alert the supplier per **QP190**.
- 4.1.10. Performs onsite assessment audits as needed.

4.2. Quality Analyst / Quality Engineering

- 4.2.1. Monitors and maintains supplier certifications in FlexNet.
- 4.2.2. Requests copies of new certifications upon expiration of current certifications.
- 4.2.3. Performs verification of the certification and existence of any exclusions with the registrar or applicable website.
- 4.2.4. Amends supplier details as necessary.

4.3. Purchasing

- 4.3.1. Determines the product and/or service required to be ordered, the quantity needed, and the program for which it will be used.
- 4.3.2. Identifies potential suppliers of the product and/or service needed.



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- 4.3.3. Reviews the potential suppliers' qualifications against the requested supplier capabilities and customer flow down requirements on the program review for a given product or service need. Reference the 'Approved Programs' matrix on the individual supplier details page in FlexNet.
- 4.3.4. Determines the following during pre-selection activities:
 - Whether or not a signed NDA is in place with the potential supplier when applicable.
 - Whether or not the potential supplier is ITAR registered or has signed an ITAR compliance agreement when applicable.
 - Whether or not the product and/or service will use or impact customer furnished material.
 - Cost of the finished shipment to Flexial's customer.
- 4.3.5. Assesses risk during pre and post supplier selection activities per [QP600](#).
- 4.3.6. Determines the quality clauses and FAR clauses that are required to flow down to the suppliers through use of the PO Clause Flow Down tool in FlexNet.
- 4.3.7. Obtains quotes from potential suppliers and identifies any exceptions to the quality clause and FAR clause flow down requirements taken by the potential suppliers.
- 4.3.8. Reviews the cost and lead time of the product and/or service as well as required exceptions from the potential suppliers.
- 4.3.9. Obtains approvals for any exceptions taken by the preferred supplier via a temporary deviation notice (TDN) per [QP122](#) prior to issuing the purchase order.
- 4.3.10. Verifies that the preferred supplier is on the approved supplier list and reviews their standing.
 - 4.3.10.1. Reviews risk of using any suppliers with a poor rating.
- 4.3.11. Creates purchase orders in Epicor and list the applicable quality clauses and FAR clauses within the purchase order.
 - 4.3.11.1. Adds an addendum to the purchase order containing all the applicable quality clauses and FAR clauses if character limit is reached and saves a record of the addendum within FlexNet.
- 4.3.12. Issues purchase order including any applicable quality clauses and FAR clauses and any relevant technical data to the supplier.
- 4.3.13. Based on the risk assessment, sets up meetings (via phone, web conferencing, etc.) between the supplier and Flexial to review drawings, specifications, documentation requirements, lessons learned, and customer feedback as well as any other critical information that could impact quality or delivery of the order to ensure Flexial's expectations are clearly understood.
- 4.3.14. Monitors supplier performance on a monthly basis.
- 4.3.15. Communicates performance expectations to suppliers.
- 4.3.16. Coordinates with quality and communicates requests for corrective action to suppliers per [QP190](#).
- 4.3.17. Assists with onsite assessment audits and supplier surveys as needed.

4.4. Finance / Accounting

- 4.4.1. Activates or deactivates suppliers in Epicor when notification of approval status changes in FlexNet.



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5. PROCEDURE

5.1. Flexial shall maintain a register of its suppliers in FlexNet with the following information:

- 5.1.1. Name
- 5.1.2. Website, if applicable
- 5.1.3. Address (for Non-MRO only)
- 5.1.4. Quality Contact's Name, Email, and Phone Number, if known
- 5.1.5. Alternate Contact's Name, Email, and Phone Number, if known
- 5.1.6. Capabilities
- 5.1.7. Restrictions, if applicable
- 5.1.8. Certifications and Verification of Certifications, if applicable
- 5.1.9. Survey or Audit Results (for Non-MRO only)
- 5.1.10. Program Imposed Selection Limitations, if applicable
- 5.1.11. Approval Status

5.2. Supplier Capabilities

5.2.1. Capabilities shall be assigned to suppliers based on the product or process they provide.

5.2.2. Suppliers can have multiple capabilities.

5.2.3. The following capabilities apply to production products and services:

5.2.3.1. Raw Material

5.2.3.1.1. Applies to any supplier that provides metallic bar stock, strip, plate, and billets as well as any non-metallic materials that are further processed such as plastic or rubber.

5.2.3.2. Special Process (Non-NDT)

5.2.3.2.1. Applies to any supplier that performs chemical processing, heat treating, materials testing, nonconventional machining, welding, elastomeric seal manufacturing, or non-metallic materials manufacturing such as carbon fiber.

5.2.3.3. Special Process (NDT)

5.2.3.3.1. Applies to any supplier that performs non-destructive testing including liquid penetrant testing, magnetic particle testing, ultrasonic testing, radiographic testing, and eddy current testing.

5.2.3.4. Build to Print

5.2.3.4.1. Applies to any supplier that manufactures components or assemblies to a drawing provided by Flexial but not necessarily designed by Flexial.

5.2.3.5. Build to Spec

5.2.3.5.1. Applies to any supplier that manufactures components or assemblies to requirements given by Flexial but designed by the supplier.

5.2.3.6. Commercial Off the Shelf (COTS)

5.2.3.6.1. Applies to any supplier that manufactures or distributes components or assemblies that are standard hardware or catalog items that are built to a standard specification.



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5.2.3.7. Chemicals (Non-MRO)

5.2.3.7.1. Applies to any supplier that manufactures or distributes chemicals listed in the bill of materials of a part.

5.2.4. The follow capabilities apply to non-production content:

5.2.4.1. Calibration

5.2.4.1.1. Applies to any supplier that performs calibration services.

5.2.4.2. MRO & Packaging

5.2.4.2.1. Applies to any supplier that provides materials or services for maintenance, repair, and operations or packaging.

5.2.5. The following capabilities apply to research and development content:

5.2.5.1. Functional Test Lab

5.2.5.1.1. Applies to any supplier that provides functional testing services for design validation.

5.2.5.2. Prototypes

5.2.5.2.1. Applies to any supplier that provides prototyping.

5.3. Supplier Restrictions

5.3.1. Restrictions may be applied to a supplier for risk mitigation purposes based on either risks identified during supplier evaluation or based on the supplier's performance.

5.3.2. The list of restrictions includes, but is not limited to, requiring 100% inspection at receiving, requiring 100% inspection at supplier, imposing source inspection on all products the supplier provides, and allowing machining of non-deliverable parts only such as tooling.

5.4. Supplier Selection

5.4.1. Suppliers shall be selected to provide a quote based on their known or advertised ability to manufacture the part or perform the process that Flexial requires and whether the customer has mandated use of certain sub-tier suppliers.

5.4.1.1. Suppliers do not need to be on the approved supplier list in order to provide a quote.

5.4.2. Suppliers shall be awarded purchase orders based on their ability to meet requirements, their previous performance regarding on time delivery and quality, the level of risk associated with using that supplier, cost, lead time for the current order, and restrictions on work transfers.

5.4.2.1. Suppliers must be on the approved supplier list to be issued a purchase order.

5.4.3. Supplier selection on subsequent orders shall be determined based on the supplier's performance regarding on time delivery and quality, cost, and if work transfers are allowed. See [QP334](#).

5.5. Supplier Evaluation

5.5.1. Suppliers shall be evaluated for their ability to meet requirements through self assessment using [F1215](#) or through onsite or offsite audits prior to issuing them a purchase order.



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- 5.5.1.1. Assessing new suppliers for use on critical programs that will be providing products or processes under the following classifications should have an onsite assessment of the supplier. See **QP111** for details regarding critical programs.
 - 5.5.1.1.1. Special Process Non-NDT
 - 5.5.1.1.2. Build to Print
 - 5.5.1.1.3. Build to Spec
- 5.5.1.2. MRO & Packaging suppliers are exempt from assessment requirements but must be on the approved supplier list.
- 5.5.1.3. Distributors (ex: McMaster-Carr, Grainger, MSC Direct) may be given exemption from assessment requirements by the Quality Manager. However, exemption does not allow distributor to supply material or components to programs where customers have flowed down minimum quality management system requirements without completing an assessment.

5.5.2. Reassessment shall be performed upon a change in an approved supplier's certification status, 2 years after the previous assessment was given, or when a supplier has gained new capabilities which were not considered in the responses of the previous assessment.

5.5.3. Suppliers failing to respond to the survey or audit requests as well as requests for corrective action shall be unapproved.

5.6. Certifications

5.6.1. The validity of the following certifications shall be verified:

5.6.1.1. AS9100 / AS9110 / AS9120

5.6.1.1.1. Verified through OASIS (<https://oasis.iaqg.org/Login.aspx>)

5.6.1.2. ISO9001

5.6.1.2.1. Verified through registrar via phone, email, or website (non-AS supplement)

5.6.1.3. ISO17025

5.6.1.3.1. Verified through registrar via phone, email, or website

- A2LA (<https://www.a2la.org>)
- NVLAP (<https://www.nist.gov/nvlap>)
- ANAB (<https://anab.ansi.org/>)

5.6.1.4. Nadcap AC7004

5.6.1.4.1. Verified through eAuditNet (<https://www.eAuditNet.com>)

5.6.1.5. Nadcap Special Processes

5.6.1.5.1. Verified through eAuditNet (<https://www.eAuditNet.com>)

5.6.2. Certifications must be reviewed to ensure the scope of certification is in line with the work being outsourced and to ensure exclusions do not conflict with the work being outsourced or customer requirements.

5.6.3. Evidence of certification verification shall be recorded on the supplier page in FlexNet.



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5.7. Customer Approved Sources

5.7.1. Flexial shall only use customer approved sources when required by the customer.

5.7.1.1. This requirement will be recorded on the program review when applicable.

5.8. Information for External Providers

5.8.1. Applicable quality and FAR clauses shall be added to the purchase order comments. These requirements are generated using the PO Clause tool in FlexNet. See diagram 6.2 for the list of quality clauses and how they apply. Also reference [Flexial PO Quality Clauses](#).

5.8.2. Flexial shall communicate to the supplier the following information when applicable:

5.8.2.1. The products and/or services to be provided.

5.8.2.1.1. This should include the drawing and any Flexial or customer technical specifications when required. Suppliers are expected to procure their own copies of industry specifications/standards.

5.8.2.2. The acceptance criteria.

5.8.2.2.1. This may be a reference to a drawing's dimensions or test tolerances but may also refer to an industry specification/standard and may invoke a particular level of test requirements within that industry specification/standard.

5.8.2.3. Competence level or required qualification of personnel.

5.8.2.3.1. This may be a reference to quality clauses such as eyesight examination requirements or NDT certifications.

5.8.2.4. Activities that Flexial or its customer intends to perform at the external provider's premises.

5.8.2.4.1. This may be a reference to quality clauses such as source inspection or government source inspection.

5.8.2.5. Any customer designated or approved supplier requirements.

5.9. Monitoring of Performance

5.9.1. Flexial shall measure the performance of individual suppliers with capabilities listed under production products and services on the following items:

5.9.1.1. On Time Delivery

5.9.1.1.1. Shall be calculated by the equation below.

$$OTD = \frac{(Total\ Number\ of\ Parts\ Delivered - Number\ of\ Parts\ Delivered\ Late)}{Total\ Number\ of\ Parts\ Delivered}$$

5.9.1.1.2. Receipts that are more than 3 days past the due date shall be considered late.

5.9.1.1.3. There shall be no penalty for early receipts.



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5.9.1.2. Quality

5.9.1.2.1. Shall be calculated by the equation below.

$$QA = \left(\frac{(Total\ Number\ of\ Parts\ Delivered - Number\ of\ Nonconforming\ Parts\ Delivered)}{Total\ Number\ of\ Parts\ Delivered} \right) - (10 * Number\ of\ SCAR\ Nonresponses)$$

5.9.2. Monitoring should be performed on the basis of a rolling 365 days.

5.9.3. Performance is rated on the following criteria:

5.9.3.1. Good Standing

5.9.3.1.1. Requires an OTD and QA rating greater than or equal to 90%.

5.9.3.2. Okay Standing

5.9.3.2.1. Does not meet the good standing thresholds but has an OTD greater than or equal to 70% and QA rating greater than or equal to 80%.

5.9.3.3. Poor Standing

5.9.3.3.1. Does not meet the good standing or okay standing thresholds. OTD is less than 70% or QA rating less than 80%.

5.9.4. Suppliers with capabilities listed in the Production Products and Services group shall be notified of their performance through an automated email on a monthly basis when a contact email address exists for the supplier.

5.9.5. Purchasing will be notified when attempting to purchase from a supplier in poor standing at which point a decision must be made to determine whether to continue using the supplier based on program restrictions, availability of alternatives, cost, and other risks.

5.9.6. Overall supplier performance for on time delivery and quality are measured and monitored per **QP901**.

5.9.7. Prolonged poor performance by a supplier may warrant removal from the approved supplier list.

5.10. Verification Activities

5.10.1. Receiving inspection of externally provided processes, products, and services shall be performed per **QP280**.

5.10.2. Periodic testing of raw material shall be performed per **QP324** when required.

5.10.3. Source inspection shall be applied when required by the customer or government and may be applied by Flexial as a risk mitigation activity based on the supplier's performance.

5.10.4. Flexial shall not delegate source inspection authority for product verification to the supplier.

5.10.5. Flexial shall not use externally provided product until it has been released for production use and all verification activities have been completed.

5.11. OASIS

5.11.1. Suppliers that are registered to AS9100/9110/9120 standards should be added to the Organization Watch List in the OASIS database.



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6.2. Supplier Requirements Matrix

Quality Clause	Production Products & Services								Non Production Products and Services				Research & Development	
	Raw Material	Special Process (Non NDT)	Special Process (NDT)	Build to Print	Build to Spec	COTS	Chemicals (Non MRO)	Calibration	MRO & Packaging	Functional Test Labs	Prototypes			
Q01	AS9100 Certified	A/R	A/R	A/R	A/R	A/R	A/R	A/R				A/R		
	AS9100 Compliant	A/R	A/R	A/R	A/R	A/R	A/R	A/R				A/R		
	AS9120 Certified	A/R	A/R	A/R	A/R	A/R	A/R	A/R				A/R		
	AS9120 Compliant	A/R	A/R	A/R	A/R	A/R	A/R	A/R				A/R		
	ISO9001 Certified	A/R	A/R	A/R	A/R	A/R	A/R	A/R				A/R		
	ISO9001 Compliant	A/R	A/R	A/R	A/R	A/R	A/R	A/R				A/R		
	AC7004 Certified	A/R	A/R	A/R	A/R	A/R	A/R	A/R				A/R		
	AC7004 Compliant	A/R	A/R	A/R	A/R	A/R	A/R	A/R				A/R		
	AS9003 Compliant	A/R	A/R	A/R	A/R	A/R	A/R	A/R				A/R		
	No QMS Requirement	A/R	A/R	A/R	A/R	A/R	A/R	A/R				A/R		
Q02	Gage Calibration System	A/R	X	X	X	X	A/R	A/R	X			X		
Q03	Right of Access	X	X	X	X	X						X X		
Q04	Certificate of Conformance	X	X	X	X	X	X	X				X X		
Q05	NADCAP Special Process		A/R	A/R	A/R	A/R								
Q06	Material Certifications	X			X	X								
Q07	Test Reports		X		X							X		
Q08	Inspection Required (Sampling Prohibited)				A/R	A/R								
Q09	Inspection Required (Sampling Allowed)				X^	X^								
Q10	First Article Inspection Reports				A/R	A/R								
Q11	Nonconforming Product / Material Review Authority		X		X	X								
Q12	Eyesight Requirements		A/R	A/R	A/R	A/R						A/R		
Q13	Non-Destructive Testing Qualification			A/R										
Q14	Material Traceability	X	X	X	X	X	A/R	A/R						
Q15	Limited Shelf Life Material				X!	X!	X!	X!						
Q16	Counterfeit Materials	A/R			A/R	A/R	A/R	A/R						
Q17	Mixed Lots Prohibited	A/R	A/R	A/R	A/R	A/R								
Q18	Foreign Object Damage (FOD) Prevention		A/R	A/R	A/R	A/R	A/R	A/R				A/R		
Q19	Control of Sub-tier Sources	X	X	X	X	X						X		
Q20	Supply Chain Risk Management Process	A/R	A/R	A/R	A/R	A/R								
Q21	Control of Work Transfers		X	X	X	X						X		
Q22	Configuration Management Process		A/R	A/R	X	X						A/R		
Q23	Record Retention	X*	X*	X*	X*	X*	X*	X*	X*	X*		X* X*		
Q24	Export Control Compliance		A/R	A/R	A/R	A/R						A/R A/R		
Q25	DFARS Specialty Metals Required	A/R			A/R	A/R								
Q26	Nonconventional Machining Prohibited		A/R		A/R	A/R								
Q27	Source Inspection Required	A/N	A/N	A/N	A/N	A/N	A/N	A/N	A/N	A/N		A/N A/N		
Q28	Government Source Inspection Required	A/N	A/N	A/N	A/N	A/N	A/N	A/N	A/N	A/N		A/N A/N		
Q29	Conflict Minerals	A/R			A/R	A/R	A/R							
Q30	Mercury Prohibited	A/R	A/R	A/R	A/R	A/R	A/R	A/R				A/R		
Q31	Cadmium Plating Prohibited	A/R	A/R		A/R	A/R	A/R							
Q32	Asbestos	A/R	A/R	A/R	A/R	A/R	A/R	A/R	A/R			A/R		
Q33	Anti-Drug and Alcohol Testing Plan	A/R	A/R	A/R	A/R	A/R			A/R			A/R		
Q34	Corrective Action	X	X	X	X	X	X	X	X	X		X X		
Q35	REACH	A/R			A/R	A/R	A/R	A/R						
Q36	RoHS	A/R			A/R	A/R	A/R	A/R						

Legend

- X = required
- X^ = dependent on clause Q08
- X* = retention years determined by program review
- X! = dependent on limited life checkbox02 in Epicor part setup
- A/R = as required by program review
- A/N = as needed (determined by buyer during query)



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7. RECORDS

7.1. Supplier certifications, assessments, audits, and evaluation actions are retained per [QP130](#).

8. REFERENCE DOCUMENTS

- 8.1. QP111 Program Management
- 8.2. QP122 Planning and Control of Changes
- 8.3. QP130 Control of Records
- 8.4. QP190 Corrective Actions
- 8.5. QP280 Receiving Inspection
- 8.6. QP324 Third Party Raw Material Verification
- 8.7. QP334 Control of Work Transfers
- 8.8. QP600 Risk Identification and Mitigation
- 8.9. QP901 Management Review
- 8.10. F1215 Supplier Quality System Survey
- 8.11. Flexial PO Quality Clauses