



AME SYSTEMS

SOLUTIONS THAT MOVE YOU



AME Systems Supplier
Quality Requirements
ISO9001:2015 and AS9100D

AMESYSTEMS.COM.AU



Revision record

Revision	Issue Date	Approved by:	Revision Notes
1.0	1/8/2022		Initial release
2.0	07/05/2024		Add Quality Tick ISO27001

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Section I – Supplier Expectations

1.0 Introduction

This Supplier Quality Requirement (SQR) has been created to assist our suppliers in understanding the purchasing expectations and quality requirements for products and/or services supplied to AME Systems. The Supplier Quality requirements will communicate the operating principles, general expectations, and procedures of AME Systems. Adherence to the guidelines described in this manual is required by all AME Systems suppliers. Acceptance of any and/or all purchase orders constitutes acceptance and commitment on behalf of the recipient to comply with this manual's content. These guidelines are provided as supplement to, and do not replace or alter, any purchase agreement terms and conditions which are included as requirements of applicable drawings, specifications, and other contractual documents. This manual describes the minimum requirements for which the supplier has responsibility. However, system improvements that exceed the requirements specified within this manual are always encouraged.

1.1 On-Time Delivery

AME Systems requires all suppliers to meet their on-time delivery requirements. To further clarify this, we consider unauthorised early (more than ten business days) and unauthorised late and partial deliveries (more than two business days) or over shipments to be unacceptable. The quantity shipped per order or release cannot vary from specified quantity without prior written (or Email) consent.

1.2 Freight

Unless otherwise instructed, a supplier shall ship, as directed by AME Systems.

Section II - Supplier Selection and Performance

2.0 Supplier Evaluation and Selection

AME Systems will send any new potential suppliers a Supplier Survey which is to be returned within two weeks of receipt. After receipt of the Supplier Survey form, the Quality and Purchasing Managers will review the document and determine the scope of work from each supplier and what Quality Management System if any is in place. AME Systems will make our recommendations based on the review of this survey. The Supplier Survey results will determine which suppliers need to be monitored more closely. These results will also determine if the Supplier will be accepted as an approved Supplier.

Section II - Supplier Selection and Performance

AME System Approved Suppliers are selected on the suppliers' abilities to consistently deliver defect free products and/or services, meet our delivery requirements, be cost competitive and responsive to AME System's needs.

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2.1 Supplier Performance

Suppliers to AME Systems will be evaluated on an as needs basis. Supplier performance shall be measured by the Purchasing Manager on their ability to uphold the delivery, quality, cost and certifications.

2.2 Supplier Corrective Action Report Criteria

All Suppliers to AME Systems will be subject to provide Corrective Action Reports (CAR) when they are deemed necessary by AME Systems or any customer of AME Systems. Each vendor will supply their own approved form to AME Systems or AME Systems will provide the proper form if the vendor cannot. Corrective Action Reports shall be reviewed with the Supplier until a satisfactory Corrective Action Report is submitted or the supplier is removed from the Approved Supplier Log.

Suppliers who do not responds with satisfactory corrective actions or continues to deliver non-conforming product may incur back charges to cover the inspection, handling and administration cost of managing the product. If this action is required, it will be done in consultation with the supplier.

Any supplier who is not on the Approved Supplier Log will not be awarded new orders or possibility of new business. If a supplier is determined to be unacceptable, the Purchasing Manager will initiate the appropriate actions to find other qualified resources prior to the removal of the supplier from the Approved Supplier Log. In the event a supplier is a mandated source by an AME Systems customer, customer's approval will be required.

2.3 Supplier Classification

Suppliers who are on the Approved Supplier Log will be classified as Approved (Active L1). Suppliers who are on the Approved Supplier Log which AME have not purchased from within 24 months will be required to submit a new supplier survey.

Suppliers who have a status of On Hold are required to be reapproved if they wish to supply goods and service to AME Systems.

Section III - Supplier Quality Requirements (general)

3.0 Suppliers are expected to have the resources necessary (personnel, property, facilities, equipment, and materials) to supply the products and/or services required to accommodate AME Systems PO requirements. The supplier should provide for fluctuations in requirements due to scheduling changes.

3.1 AME Systems prefer suppliers to be compliant to ISO 9001:2015, AS9100, AS9120 as appropriate. In addition, we encourage our suppliers to seek a third-party accreditation. Supplier quality systems shall be formally documented, implemented, and maintained to ensure suppliers' products and/or services conform to the identified purchase specifications, engineering, or material specifications and/or contract requirements.

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The suppliers' quality documentation shall be made available to AME systems upon request. Any changes to certification status must be communicated to their AME Systems purchasing representative.

Not having any third-party certification may not exclude the supplier from certain projects of work but may be required to meet a more stringent approval and risk assessment.

- 3.2 Each article delivered under a purchase order must be identified with a part number or other identification. All purchased materials and services are subject to inspection for compliance to the purchase order and all applicable quality requirements. No material or process substitutions, quantity variations or splits from the purchase order may be made without prior written authorisation from AME systems.
Information concerning the identification and revision status of specifications, drawings, process requirements, inspection/verification instructions and other relevant technical data will be communicated to the supplier when they quote the job, on the purchase order and/or on the supplementary documents from AME Systems.
- 3.3 All suppliers to AME Systems must have a lot identification system that distinguishes one lot from another when shipping finished product. Each lot of material should be clearly identified on the product (where applicable) and/or on the product packaging. All material lots should be traceable to raw or component material lots as identified by the supplier's supplier.
- 3.4 If any tests are required, the purchase order and/or supplementary documents would state that information to the supplier. AME Systems will evaluate the data in the test reports to confirm product meets requirements.
- 3.5 The supplier shall ensure that nonconforming product is identified and controlled to prevent unintended use or delivery. The supplier shall not ship nonconforming materials without prior authorisation by AME Systems. The supplier shall only ship product from the specified source unless written approval is obtained.

The supplier must notify AME Systems no more than two working days when it becomes aware of any issue that may affect the form, fit or function of any product provided to AME Systems.

The supplier is responsible to notify AME Systems of any changes in product and/or process, any changes of manufacturing facility location and receive approval of such change.

Suppliers of AME Systems are required to communicate/flow down all information related to the purchase order to any sub-supplier they use to produce or supply AME Systems products.

- 3.6 Suppliers are fully responsible for the quality of their products/services including their sub-suppliers. Both are responsible that the quality of their products/services meet all AME Systems requirements, specifications and drawings as identified on the purchase order. Zero defects are expected from our suppliers.
- 3.7 The supplier must provide packaging that protects the component from mechanical and environmental damage during transport and storage including effects of temperature, vibration, and shock. This also includes cleaning, removal of foreign objects, special handling for sensitive products, appropriate labelling, shelf-life control, stock rotation and other special handling.

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- 3.8 If the supplied products are life-limited, the supplier is required to furnish either the expiration date or the material cure date. AME Systems will not accept delivery of any shelf-life product with less than 75% of its expiration date remaining.
- 3.9 The supplier shall advise AME Systems in writing as soon as you are notified or become aware that a component is or has become obsolete. Discussion between the supplier, AME Systems and its customers will determine an agreed plan for future delivery and will be provided in writing to the supplier.
- 3.10 The supplier shall certify that only new and authentic materials are used in products or goods delivered to AME systems, and that the product/goods contain no counterfeit parts.
- 3.11 The supplier shall ensure the AME systems is aware of any safety or hazardous conditions that may be associated with the shipping, handling, and storage of their product.
- 3.12 The supplier shall hold all information received from AME Systems in confidence and no third-party request will be authorised unless approved in writing by AME Systems.
- 3.13 The supplier must maintain and calibrate precision measuring and test equipment with a method that is traceable to a recognised standard. Move up

3.14 **Record Retention**

Suppliers and sub-tier suppliers shall establish and maintain records to provide evidence of conformity to requirements. Records shall remain legible, readily identifiable, and retrievable. Product history records shall be maintained for a minimum of 7 years or as per the project contract.

3.15 **Right of Entry**

- a) **Not directed by customer requirements** - AME Systems may request entry to suppliers' facilities for the purpose of inspections and audit to verify the quality of work, records and ensure compliance to the contract or purchase order. This will be agreed to in consultation between AME Systems and the supplier. Failure to allow entry may result in a delay or cancelation, or no purchase order being placed with the supplier.
- b) **Directed by AME Systems customer** - As directed by AME systems customers and their Supplier Quality Requirements AME Systems and its customers or any applicable regulatory authority shall have the right to enter the suppliers' facility to perform inspections or surveillance audits to verify the quality of work, records and to ensure compliance to the contract. When applicable, the access requirement shall be flowed down by the supplier to the suppliers' sub-tier sources.

The appropriate requirement will be communicated to the supplier during the supplier approval process or placement and acceptance of a purchase order.

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3.16 First article inspection

All manufactured or modified product to be supplied to AME Systems shall be required to be approved through a First Article Inspection (FAI) process. The supplier unless otherwise advised may use their own format to demonstrate conformance to the purchase order requirements. If the supplier has no format AME Systems shall provide a format.

New and revised product will require an FIA to be completed. AME Systems Quality Department will review the FAI report and confirm acceptance of the product under review. No product can be shipped to AME without prior approval from the AME Systems Quality Department.

- Also refer to the special requirements if supplying under an AS9100 Purchase order

3.17 Purchased Parts

In the event that the purchase order is identified as an **AS9100** project, the supplier must meet the following requirements.

- The supplier must conduct a review of all the purchase order requirements to ensure their product or service conforms to those requirements.
- Suppliers are required to flow down and ensure that all sub tier suppliers meet the requirements of this document.
- The supplier must establish document and maintain a change process appropriate to the product.
- The supplier shall supply with the product a suitable Certificate of Conformance (CofC). The supplier shall supply or maintain CofC traceability to the original manufacturer.
- Product subject to special processing must be accompanied by certification documents that specify that process and the supplier's conformance to the requirements of that process. The supplier used for special process testing shall be AME Systems or customer approved. Suppliers must maintain records as specified by the project contract.
- A First Article Inspection (FAI) may be required using AS9102 forms as well as a number of additional documents such as: material certifications for raw materials, calibration records for gauges used, process flow, traveller or routing sheets, control plans, inspection sheets, test records for special processes, appearance samples, functional test results as specified in print and/or specifications, Part Submission Warrants, capability studies, run at rate documentation and certificate of conformance (C of C) documentation. See the current AS9100 Aerospace Standard for a better understanding of other possible requirements.
- The supplier shall hold all information received from AME Systems in confidence and no third-party request shall be authorised unless approved in writing by AME systems.

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Section IV - Special Requirements

- 4.0 A First Article Inspection report must show evidence of acceptance by the supplier's quality assurance representative. A first article(s) shall be produced on production equipment and using processes which will be utilised on production runs.

Additionally, the supplier shall perform subsequent first articles per the requirements of AS9100 (i.e., following every major tooling or design change, and subsequent to any evident quality degradation for a specified part or article).

Records of all first article activity will be documented as required in AS9100, treated as quality / acceptance records, and made available to AME Systems.

- 4.1 The supplier shall label the exterior of the container to ensure adequate identification needed to ensure the identity of the product being shipped. Pellets - Printed labelling should be applied to ensure easy identification of what is on each pellet. Each individual product on a pellet shall be labelled and not mixed. **The supplier must ensure the handling and shipping methods for a proper on-time delivery and without damage to the product.** The supplier shall ensure the delivery docket matches the product shipped.

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