QD001
QUALITY ASSURANCE REQUIREMENTS FOR SUPPLIERS

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1. SCOPE

This document details the core requirements to be satisfied by suppliers to Aero Stanrew Limited (ASL).

ASL requires all suppliers and their sub-tier suppliers to comply with the quality requirements set forth in this document and other referenced documents.

The requirement herein are additional to those on the Purchase Order and do not replace or alter any of the terms and conditions covered by the Purchase Order or other contractual requirements. In the event of conflict the Purchase Order / Contract shall take precedence.

This document is a compilation of the key elements of ASL, ASL Customer and Regulatory requirements. These include but have not been limited to ISO 9001 & AS9100 series of documents.

The supplier shall refer all enquiries concerning the content of this document and other referenced documents to the ASL buyer responsible for the Purchase Order or ASL Quality Department.

2. PURPOSE

To establish the Supplier Quality Assurance Requirements (SQARs) placed on suppliers used for supplying materials, goods and services to ASL.

3. TERMINOLOGY

The term supplier shall be deemed to mean both first tier suppliers to ASL and all sub-tiers.

The term sub-tier is used to indicate any parts of the supply chain below the first tier supplier to ASL.

The term customer refers to the customer of the supplier.

4. FUNDEMENTAL REQUIREMENTS FROM THE SUPPLY CHAIN

ASL is dedicated to the quality and integrity of its products and services and ensuring we satisfy all of our customer requirements and expectations. Therefore, the supplier shall manufacture, verify, test, dimensionally assess, service, release and deliver all products in accordance with the Purchase Order and requirements identified on it, including associated drawings, specifications and other reference documents supplied by ASL or referenced there in.

The supplier shall not deliver to ASL incomplete orders, e.g. incomplete kits or product minus operations, or paperwork unless specified on the Purchase Order and supported by an approved ASL Concession \ Production Permit.

The supplier shall ensure completion of all requirements of the Purchase Order prior to delivery. Deliveries of goods that do not fulfil the Purchase Order requirements will not be accepted. Unfulfilled \ incomplete orders, including missing \ incorrect paperwork causes unacceptable delay throughout the supply chain.

ASL reserve the right to take all actions necessary to ensure delay to its customer is mitigated.

ASL are committed to improving the quality of its products, procedures and processes. ASL may request the supplier engages in any improvement programmes in order to meet this commitment.

5. ASL CODE OF CONDUCT

ASL and all ASL's employees will treat all suppliers with fairness and integrity and build mutually beneficial relationships, regardless of the value of our transaction or length of association. Suppliers will be selected by ASL based on merit only and only upon agreement from ASL Quality, Purchasing and Engineering, where appropriate.

ASL expects its suppliers, their employees and their supply chains to operate to the highest standards of quality and integrity, in their relationship with their employees, suppliers and customers.

ASL suppliers shall demonstrate compliance with the minimum standard of business behaviours; health, safety and environmental practices, applicable laws and regulations and act in a way that is ethical and corporately responsible.

Suppliers to ASL shall not offer gifts and favours to ASL employees. Suppliers shall use the same principles within their supply base.

Communication between parties shall be honest and open.

Contracted terms of business shall be clearly observed, with both parties working towards mutually beneficial solutions to problems that arise.

Any information (technical or commercial) received through business dealings, by both parties, shall be kept confidential, not used for personal gain and only be used appropriately. Where appropriate, non-disclosure or confidentiality agreements shall be used to formalise the process of protecting proprietary information and each party's obligations. Including ASL Intellectual Property Rights.

6. KEY PRINCIPLES

All conventions for the supply of materials from zones of war, oppression etc. shall be observed and adhered to.

Forced or child labour will not be tolerated.

Observance of human rights will be promoted.

All parties shall work together to ensure that applicable anti-bribery and corruption laws are not breached.

7. RIGHT OF ENTRY

The Supplier shall grant any person authorised by ASL, including its Customers, Airworthiness Regulatory Authority (or their agents), and other third parties authorised and approved by ASL to enter any works, warehouse or other premises under the Supplier's control for the purpose of audit, surveillance, inspection of any tools or materials procured or used for the manufacture of the goods, or process of manufacture on the completed goods themselves before despatch. ASL hereby agrees to give the Supplier as much prior notice as reasonably possible.

8. BUSINESS CONTINUITY AND RISK MANAGEMENT

The supplier shall establish business continuity plans that identify, analyse, evaluate and/or mitigate risks related to business continuity. The assessment should consider the loss or failure of such items as, facilities, key plant, unique skills/processes, key sub-tier suppliers, computer data or any other major topics that would prevent the company operating for a significant time.

The supplier shall contact their ASL Buyer immediately in the event of any of the following:

Loss or suspension of third party approvals.

Changes to quality management or significant changes to the quality management system.

Ownership changes or discontinuation of business activities.

All risks that could impact the continuity of the supplier's operations.

9. OBSOLESCENCE

Obsolescence issues that may have a potential impact on the ability of the supplier to manufacture and deliver products to the qualified design shall be communicated to the ASL buyer as soon as the issue is identified.

10. COUNTERFEITING

Counterfeiting of electronic components is a serious issue to electronics manufacturers in high reliability industry.

Suppliers of electronic components shall develop a counterfeit avoidance plan in accordance with industry recognised standards.

11. OTHER RISKS

Risks to supply due to law changes that prevent the supply of or use of required substances/materials (e.g. REACH restricted substances, ITAR, EAR) shall be managed and reported to ASL as soon as any issue is identified.

12. EXPORT CONTROL

The supplier shall be aware of and comply with all export control requirements – ITAR, EAR, UK MOD and inform ASL immediately if any Export Controlled Material, Data or IP is present on any contract.

No Export Controlled Data or Technical Correspondence may be transferred or take place without prior written authorisation from ASL and the IP owner.

No Export Controlled Material may be transacted without ASL's prior knowledge of its Export Classification.

This requirement shall be maintained and flowed down to all sub tiers.

13. PROCUREMENT OF RAW MATERIAL

It is the responsibility of the supplier to flow down the raw material requirements on behalf of ASL. These requirements must include the Condition of Supply, heat treatment condition etc.

Raw material used on ASL designed product can only be purchased from approved stockist and mills. Suppliers of proprietary items shall have procedures in place that the supplied material quality is as intended by design.

14. THE QUALITY MANAGEMENT SYSTEM (QMS)

The supplier's QMS shall preferably conform to the following:-

- Design/Production – AS9100* or EASA Part 21 (or supplier's National Authority).
- Stockist/Distributors – AS9120*.
- Raw Material Manufacturers – AS9100*.
- Special Processors – NADCAP.
- Non aerospace suppliers – ISO9001
- Standard Parts (parts where all design, manufacturing, inspection data and marking requirements necessary to demonstrate conformity of the part are in the public domain) – ISO9001.

*Only suppliers registered within OASIS should be valid.

Copies of all certification shall be made available to ASL upon request.

Where a supplier does not meet these minimum requirements, a commitment will be sought from them. If no such commitment can be gained then ASL will make an assessment to establish if continued supply is acceptable. The outcome of this process may result in additional controls being placed upon that supplier.

15. Contract Review

The supplier shall have a defined process of Contract Review that ensures total compliance against all of ASL requirements, to include;

Purchase Order requirements and all terms and conditions quoted.

Confirmation that the purchase order covers activities within any granted approval scope.

Associated engineering drawings and specifications.

Flow down of all requirements to its sub-tiers used to satisfy the order. Including all associated design data.

The supplier shall have a process in place that reviews the available capacity and skill levels and ensures that they are sufficient to satisfy ASL requirements with regard to delivery and quality.

The supplier prior to accepting any order shall establish that they have sufficient competent personnel and resources available to enable the order to be satisfied.

16. FIRST ARTICLE INSPECTION REPORT (FAIR)

If the Purchase Order states that a First Article Inspection Report (FAIR) is required then this shall be delivered with the first delivery of the order. It is unacceptable to deliver the first consignment without the complete documentation package and will result in rejection and unacceptable delays.

A FAIR shall be required with the goods demonstrating compliance with all of the procurement specifications called up in the design package and shall be structured and submitted in accordance with AS9102 or as requested. In some instances ASL will insist that the FAIR is compiled using customer specific paperwork. A FAIR shall be completed and submitted to ASL for:-

- New part introduction
- Change of supplier or sub-tier supplier location
- New supplier or change of location
- Change in method of manufacture including,
- Change in the equipment used to perform an operation, including movements between identical machines and between dissimilar processes.
- Change of special processor if no valid FAIR in place.
- Re-location of equipment used to perform an operation
- Any tools, fixtures or software used within the manufacturing, test or inspection process.
- Numerical control programme
- Sequence of manufacture
- Insourcing / Outsourcing of operations.
- Drawing amendment
- A lapse in production of 24 months.

  Where a supplier has stock that was manufactured within the 24 month requirement but the delivery date exceeds this, then a new FAIR is not required. However, to ensure clarity the Certificate of Conformity shall note that this is the case.
- Whenever required by ASL.
- As a result of a significant non-conformance.
- Any of the above changes affecting suppliers own sub-tier shall also apply.

The particular item used for the FAIR shall remain the same item from the batch and be identified as the FAIR'd item.

A copy of the FAIR shall be supplied with the product unless otherwise stated on the Purchase Order.

Non-conformances shall not be communicated via the FAIR. Non-conformances shall be addressed before FAIR submission via the correct procedure.

The FAIR batch shall be rejected if errors are found within the FAIR documentation.

17. SUB TIER CONTROL (Purchasing)

The supplier should have a supplier audit process that should assess sub-tier compliance to ASL requirements and ensures all suppliers are assessed on a minimum 3 yearly basis from first approval.

The supplier shall notify ASL of any audit findings that may have a potential impact on ASL products.

The supplier shall have a process to engage with their sub-tier suppliers and ensure they have performed a contract review and accepted the ASL requirements and that they have flowed down any applicable requirements to their own sub-tiers.

The supplier shall be responsible for ensuring that all delivered product meets all specified ASL requirements including Quality, Cost and Delivery expectations. The supplier is also responsible to ensure that all delivered products have been screened for all potential manufacturing induced failures/weaknesses which may not have been specified by ASL. These may include not limited to:

- All drawing dimensions.
- All specified functional test requirements
- ALL un-specified manufacturing process induced defects such as opens/shorts on electronic items.
- All delivered product shall be Foreign Object Debris (FOD) free.
- All products supplied have been considered for appropriate national and international conventions and restrictions for source material supply.

18. SPECIAL PROCESSESS

Special processes shall only be carried out by those companies holding Nadcap accreditation for those processes. (Where it is a customer \ end user requirement)

These processes include:

- NDT
- Heat Treatment.
- Chemical Processing.
- Welding.
- Non-conventional machining.
- Thread rolling.
- Coatings.
- Surface Enhancement
- Materials Testing Laboratories
- Electronics assembly suppliers (PCB's, Circuit Card Assemblers, cables and harness manufacturers)

ASL is committed to the use of NADCAP for the accreditation of special processors. In the absence of NADCAP approval special dispensation shall be required from ASL prior to use.

In addition ASL is committed to the use of NADCAP for the accreditation for other technologies as industry expectations are defined. These include, fluid distribution systems, elastomer seals and electronics assembly suppliers. ASL shall approach the relevant companies through the Supplier Management process to coordinate the transition.

19. PRODUCTION READINESS

ASL recognises that the introduction of new products into production have a high level of risk. To minimise these risks and to support the production of conforming parts, first time and on-time. The supplier shall take steps to ensure that potential risks are identified and mitigation strategies adopted. Suppliers to ASL shall be expected to support any Supply Chain Production Readiness activity required.

Translations of ASL documents into a supplier's national language must be made by a competent translator prior to use and verification of content supplied to ASL. In all cases original language used is the standard applicable.

The supplier shall review the issue levels for any document that they are using at intervals of not more than 3 months. Suppliers can discuss and clarify any known changes affecting: drawings, specifications or requirements of the Purchase Orders placed by ASL.

20. PROJECT MANAGEMENT

For new projects the supplier shall plan, organise and manage resources to bring about the successful completion of project goals and objectives.

The plan shall contain but not be limited to the following:-

- Review of all requirements.
- Deliverables & milestones.
- Plant, facilities and equipment.
- Production planning & scheduling.
- Capacity management.
- Risk management.
- Plan Do Check Act (PDCA) activity to review and modify effectiveness of all levels of the project management process.

21. CONTROL PLANS (TRAVELLERS, ROUTING CARDS, ETC.)

The supplier shall develop control plans as appropriate, detailing all required operations and the controls and inspection points. These plans shall take into account the controls required to ensure compliant product ensuring that variability management and PFMEA outputs are considered.

22. PRODUCT IDENTIFICTION & TRACEABILITY

Product shall be identifiable and traceable back to source at all stages of product realisation.

The status of the product shall be maintained at all times.

Records of traceability shall be maintained.

23. MONITORING, TEST & MEASUREMENT OF PRODUCT

Test & Measuring Equipment shall be appropriate for the testing \ measurements to be taken and shall be calibrated to national standards. Records of calibration shall be maintained.

It is essential that the testing, inspection and dimensional assessment of supplied parts is managed and planned to ensure all parts conform to drawing and specification requirements.

When key characteristics are identified they shall be controlled accordingly.

Suppliers shall verify, measure and record compliance (actual measured value/dimension or pass/fail) for all parts and all features (100% verify) that are delivered to ASL against the issued ASL drawings and specifications. Exclusions to this requirement are:

- Suppliers of Standard or Catalogue Parts,
- Suppliers of processes and services.
- Suppliers of transportation covers, caps and plugs.

The exclusions shall apply unless required by specific ASL specifications.

Suppliers shall have documented inspection and measuring plans which shall include:

- The feature or attribute to inspect / measure.
- The inspection / measurement frequency.
- The equipment to be used.
- A location for recording measurement results including variable data collection to aid process capability assessment to be completed.

If suppliers are the using sample inspection they shall ensure process capabilities have been proven.

Where the implementation of any sample inspection activity has resulted in non-conforming product being delivered to ASL the supplier shall re-introduce 100% inspection on the parts affected. This shall remain in operation until process capability can be re-established and demonstrated via the production of 3 or more successive batches / lots containing combined total of at least twenty-five parts.

Where the implementation of any sample inspection activity has resulted in non-conforming product being delivered to ASL or where the sampling has detected an error the supplier shall implement a containment strategy. This shall ensure all parts with similar features or manufactured using the same or similar process cannot be delivered to ASL with Non Conformances. The containment action shall remain in operation until process capability can be re-established and demonstrated via the production of 3 or more successive batches / lots containing combined total of at least twenty-five parts.

Sample inspection shall not be applied to any parts used for First Article Inspection, non-destructive testing inspection operations or on any critical parts or features defined as Key Characteristics (KC's).

Any changes to the ASL drawing/specification which affects the Fit/Form or Function of the component/part the supplier shall review the inspection strategy and assess the features affected. The features affected shall return to 100% inspection until process capability can be demonstrated via the production of 3 or more successive batches / lots containing combined total of at least twenty-five parts.

The use of the appropriate measuring equipment for dimensional assessment is critical to ensuring delivery of conforming material to ASL.

Kits of parts supplied shall be verified by the supplier to confirm that all components are present and recorded on the delivery documentation before despatch to ASL.

24. HUMAN RESOURCES

Personnel performing work affecting conformity to product requirements shall be competent on the basis of appropriate education, training, skills and experience.

All personnel involved in inspection activities, or taking part in self inspection activities shall be subject to an annual visual assessment by a suitably qualified person who can provide an optometric examination, including colour recognition testing, in accordance with relevant national/international standards.

This requirement may be waived, with ASL approval, when inspections made are with the aid Automatic Optical Inspection (AOI) or microscopes.

Records shall be maintained.

25. WORK ENVIRONMENT

All inspection areas shall have a light intensity of at least 1000 lux or as specified within relevant ASL specifications or industry standards.

Where a light intensity requirement is identified within an ASL specified work or process instruction then that requirement shall take precedent.

The infrastructure and work environment shall be maintained as needed to achieve conformity to product requirements.

26. CONTROL OF NON-CONFORMING PRODUCT

Concessions

The supplier shall have no discretionary power to depart from the specification requirements. ASL pursue a zero concession policy and requests for concessions will only be accepted under exceptional circumstances and must be supported with full root cause analysis and evidence of preventive action.

The supplier shall be responsible for raising the concession application form and is responsible for submission through their ASL Buyer.

Parts subject to concession may not be delivered until the concession is approved or on the instruction of ASL.

The supplier shall ensure that the concession reference is quoted on the Certificate of Conformity.

Rework

Rework of metallurgical or chemically treated parts must be carried out with caution and in strict accordance with specified procedures.

If any additional processing is required outside of procedural/specification limits a concession shall be applied for.

A detailed record must be maintained of any rework carried out.

Where a rework requires a plating or coating to be stripped and replaced (either through mechanical or chemical stripping), then this shall be treated as a source change/method change. Prior to carrying out this type of rework the supplier shall obtain approval from the ASL Buyer \ Quality that the rework is acceptable. This will define the steps necessary to assure ASL that the rework process has not had any detrimental effect on the parts being reworked. A technique sheet will be generated and supplied to ASL for approval.

Scrap

Scrap components shall be stored in a secured quarantine area prior to being physically destroyed / damaged beyond repair prior to disposal. ASL withhold the right to witness any destruction activity upon request.

Non-conforming product shall be clearly identified and segregated from conforming product.

Any non-conformance delivered to ASL will be rejected back to the supplier for carrying out a root cause and corrective action process.

The supplier shall use the reporting format supplied by ASL or a suitable, recognised and agreed alternative.

The timescales for each step of this process are:

- Containment to prevent further escapes shall be completed within 1 day of the notification of the rejection, irrespective of liability.
- The investigation to establish root cause shall be completed within 5 (five) working days.
- The corrective actions to re-establish process capability shall be completed within 1 month.

27. SOURCE CHANGE REQUIREMENTS

ASL recognises that the introduction of change, to any manufacturing and test & inspection process, introduces a risk to the delivery of conforming product to ASL. Change can also have a significant impact on ASL assembled products and also on ASL customers' product.

Suppliers shall operate a documented change control and implementation system and notify ASL prior to making any change, which may affect any of the following:

- Change of sub-tier or sub-tier supplier location.
- Change in method of manufacture.
- Change in the equipment used to perform an operation.
- Change of Special Processor if no valid FAIR in place.
- Re-location of equipment used to perform an operation.
- Change of any tools, fixtures or software used within the manufacturing, test or inspection process.
- Numerical control programme.
- Sequence of manufacture.
- Requirement to either mechanically or chemically strip (due to rework) chemically coated surfaces.
- The in-sourcing or outsourcing of any operations.
- Any changes to the direct or indirect materials used to manufacture the parts supplied to ASL.
- Rework of parts as a result of a build standard change.
- Changes affecting a suppliers own sub-tier.

Any proposed changes shall be documented in consultation with the suppliers' ASL Buyer. No change shall be implemented until ASL have reviewed the proposed change and consulted with its' own customers and its regulatory bodies to assess the likely risk and gain approval to proceed.

Suppliers of electronic components shall ensure that they and their sub-tier suppliers are engaged in an electronic change notification system such as the PCN process. The supplier shall ensure that:

All changes that relate to ASL product shall be notified to ASL, irrespective of the time since the part was last supplied and delivered to ASL.

Suppliers of electronic components shall only purchase items as defined by the ASL drawings and the definition. Any component substitution process shall not be allowed.

28. NOTIFYING ASL OF POTENTIAL ISSUES

When potential design weaknesses have been identified by any Design/Make supplier which may have a product integrity impact these shall be notified to the ASL Quality Manager and Buyer.

Where the supplier has any reason to suspect the non-conformance of any delivered product, then the supplier shall immediately notify the ASL Quality Manager and the ASL Buyer.

When non-conformance is detected by either ASL or within its' Supply Base, ASL require containment actions to be established by the supplier within 24hrs which will prevent further escapes to ASL.

29. CUSTOMER EYES OVERCHECK (CEO)

Where the delivered quality of products or documentation to ASL fall below its expectations and where the identified non-conformances could reasonably have been expected to have been identified by visual inspection, ASL maintain the right to mandate the introduction of CEO. This requirement will be communicated to the supplier through the ASL Buyer \ Quality.

30. PREVENTATIVE AND PREDICTIVE MAINTENANCE

The supplier shall identify key process equipment and develop planned maintenance activities, to include packaging and preservation of equipment, availability of replacement key parts and any other activities to continually improve the effectiveness and efficiencies.

31. FOREIGN OBJECT DEBRIS (FOD)

The supplier shall establish a process to detect and prevent FOD. This shall consider production flow, material handling, and material protection, tool/hardware accountability, lost items, physical entry control and inspection for foreign objects. Any training requirements shall also be identified.

32. STORAGE AND INVENTORY

The supplier shall provide secure storage facilities for product, equipment, tools and material. Conditions shall ensure prevention of deterioration and damage of stored items.

Stock shall periodically be assessed in order to detect deterioration. In order to minimise the risk of deterioration then a "first in first out" policy is to be used (FIFO).

An inventory management process is to be established that determines, safety stocks, inventory monitoring & accuracy, review of slow moving items and shelf life control.

There shall be clear segregation of serviceable and unserviceable product.

Storage facilities shall be restricted to authorise personnel only.

33. PACKAGING

All containers shall be labelled so that at a minimum the supplier and the Purchase Order Number can be seen.

Metal staples and clips must not be used to close the wrappings or to affix labels.

It is the responsibility of the supplier to ensure that the packaging is adequate to protect the components during transportation, handling and storage. Packaging containers shall be dependent upon the size, weight and fragility of the components being packed.

Large parts may require individual packages, whereas smaller parts may be supplied individually packaged to protect the components but supplied in one container.

All electronic parts or parts which may be Electro Static Discharge (ESD) sensitive shall be packed in accordance with BS EN 61340-5-1 "Protection of Electronic Devices from Electrostatic Phenomena", or industry recognised equivalent.

34. DELIVERY

If the Purchase order states that a Certificate of Conformity CofC is required then this shall be delivered with the order. A CofC, shall include sufficient information to enable it to be correlated to the supplies.

The Certificate shall include a statement of conformity individually signed by an authorised signatory of the supplier and shall include a statement to the following effect:

Certified that the whole of the supplies detailed hereon have been manufactured, inspected and tested and, unless otherwise stated, conform in all respects with the requirements of the contract or order.

Certificates and supporting documentation will be identified by Purchase Order/Contract number and shall include the following information:

- Consignee's (Supplier) name and address
- Consignor's (Customer) name and address
- Reference number and date of the certificate
- Description and quantity of supplies
- ASL drawing numbers and issue
- Related specification or drawing numbers and issue (as appropriate)
- Identification marks and serial numbers (as appropriate)
- Manufacturing lot number or traceability reference.
- For all raw materials cast and/or batch numbers/ date code/lot number, test report reference and, if called for, copies of test results.
- Where alternative/replacement materials are used, the identification of the alternative material and its source of approval (Production Permit) must be quoted.
- All applicable Concession \ Permit Application reference numbers shall be quoted on the CofC.
- Certificates for date coded electronic parts must also be included.

For those suppliers who are approved by a National Aviation Authority (e.g. EASA Part 21 Subpart G) and are in possession of an arrangement that demonstrates the link between design and production organisations, a Form 1 shall be used in lieu of a Certificate of Conformity.

The supplier shall be able to demonstrate to the satisfaction of ASL that the nominated authorised signatory has controlled usage of the authority given. Where the supplier utilises an automated system for generation and / or authorisation of certificates / records, then those systems shall be subject to robust management and security controls.

35. CONTROL OF RECORDS

ASL request that records be retained in accordance with Table 1.

If the supplier is not compliant with this request then ASL shall be informed of the retention period so that agreement \ arrangement can be made to ensure the document retention period is satisfactory.

This may involve ASL requesting and retaining any necessary documents.

TABLE 1. DOCUMENT FAMILY	ASL Minimum Retention Period (Years)
Design data and associated validation records.	Indefinite
Design change information.	Indefinite
Critical and sensitive part plans.	Indefinite
First Article Inspection Reports	Indefinite
Inspection & test procedures	Indefinite
Laboratory and other test records	Indefinite
Heat treatment and processing records	Indefinite
NDT techniques/records	Indefinite
X-ray techniques/records	Indefinite
Radiographs	2 (provided records are kept)
Inspection history (record or route cards)	Indefinite
Traceability information	Indefinite
Outgoing release notes	Indefinite
Incoming release notes	Indefinite
Concessions (and MRB records where applicable)	Indefinite
Corrective/preventive actions	Indefinite
Sub-tier reviews	Indefinite
Calibration records	Indefinite
Quotation/procurement documents	Indefinite
Receipt inspection records	Indefinite
Supplier contracts	Indefinite
Supplier approvals	Indefinite
Employee training records	Indefinite

Inspection/delegated inspection training and stamp records	Indefinite
Identification, training & approval of certifying personnel	Indefinite
Eyesight tests	6
Quality acceptance records	Indefinite
Quality plans & reports	Indefinite
Quality audit reports	6

Records shall be stored and maintained in such a way that they are readily retrievable in facilities that provide a suitable environment to minimise deterioration, damage and to prevent loss.

In the event of any reasonable request from ASL records shall be provided within 24 hours.

All records shall be legible and identifiable to the product involved.

It is permissible for records to be held electronically providing controlled back-ups are maintained.

Records applicable to ASL shall not be amended with correction fluid.

A single or double inked line shall delete any revisions and/or correction of errors and will be accompanied by an approved initial (or stamp) and date.

Retrospective amendment of any product related record is not permitted.

Records relating to product realisation shall not be disposed of without written permission from the ASL Quality Manager.

Should a supplier cease trading with ASL, records shall still be maintained until disposal is authorised by the Quality Manager. If the supplier ceases trading completely, or is unable to maintain the records, the ASL Quality Manager, must be informed so that alternative arrangements can be made to store the records.

The supplier must store the FAIR as a quality record. This shall not absolve the supplier of responsibility for the quality of the delivered product nor preclude its subsequent rejection should other quality issues arise.

36. SUPPLY CHAIN DEVELOPMENT

ASL is committed to developing all suppliers with a view to optimising its supply base. To achieve this objective and in particular circumstances ASL may activate a programme of development to support the supplier or ensure corrective measures are taken to support quality and delivery of product. This will include;

- An ASL Risk assessment of the supplier and a development action planning which the supplier must work to support.
- Key Performance Metrics for Delivery and Quality reviews and action planning to improve supply where required.