

## Introduction

This document provides the Supplier General Requirements managed from our Rotadata control document PI-00019-03. This document details the general quality requirements for suppliers of goods and services when referenced in Rotadata purchase orders but a copy is downloadable from our website at [www.rotadata.com](http://www.rotadata.com) **Terms**. The aim of this document is to ensure that our suppliers understand the required conditions under which Rotadata ensures our customer requirements are complied with. Suppliers will work with Rotadata and these requirements in full, working with us to ensure our customer requirements are met. Should there be any doubt about complying with any general requirement or any specific requirement of any works for Rotadata then we shall be notified immediately to discuss any issue arising by first making contact at [purchasing@rotadata.com](mailto:purchasing@rotadata.com) or by discussing it with the Rotadata Project Lead (as technical representative) if that technical interface has already been established.

## Scope

The scope of this document will include an appropriate verification based on risk to Rotadata of the supplier's processes of procurement, planning, manufacturing, inspection and testing, storage, packaging and release to ensure compliant deliveries are made to Rotadata. The suppliers Sub-Tiers, Material Suppliers, Sub-Contractors, Stockists and Distributors will be considered along with any Technical documents such as the Drawing Definition, Quality & Approval Plans, and any Purchasing Specifications, Tools, Part Processing or special process requirements i.e. NDT, NADCAP etc.

**Flow Down** - Rotadata may state on our **Purchase Order (PO)**, that you as our supplier, you must deliver to specific requirements e.g. compliant to [Rolls-Royce SABRe](#). You must meet with these requirements, so if in any doubt you must reach out to us and ask for clarification from Rotadata.

## Purpose

The purpose of this document is to ensure that our Rotadata requirements and any customer requirements are 'flow down' and are complied with, met and we therefore should receive good parts and products on time and to the specified requirements.

## General Supplier Requirements

### Quality Management System (QMS)

The Rotadata PO Requisition system shows us that you are either an established or a new supplier, and that you hold certifications that meet with our expectations to supply goods and services to our specified requirements and our technical representatives may have already met with you to confirm this. Our specified requirements will also consider those of our customers, and of any national and international standards and regulations where required.

### Approval and Evaluation of Suppliers

Our technical representatives may visit and meet with you to confirm any technical capability and to give us confidence in the intended service provision. An assessment of the level of certification, capability and any risk to the works may be considered with you.

The need for any surveillance or monitoring of the works or supply will be confirmed in advance. We will only ask to attend during the works where we must have eyes contact confidence that the works are meeting quality, cost and delivery performance.

We will monitor on our PO Requisition System the deliveries that you will make to us. If we find any issues with the quality or delivery then you may be contacted by our purchasing and supply chain to consider improvement.

Should the quality in your delivered parts or products fall below our expectations and contracted standards, you will be notified by telephone and a Reject or Returns processes will be put in place to review the issue found. You must put in place containment action, and we will work with you where required to identify the root cause. We will be available to assist in your action plans to rectify the issue through corrective action to re-work or re-make, and we will be available to acknowledge the improvements you will have made. Reports such as 8D may be required from you to evidence this.

**Note. Consequential costs incurred by us for failures in your processes may have to be passed to you as our supplier.**

### **Supplier Access**

Process suppliers will allow Rotadata, on request, a ready and reasonable access to your premises, processes and contracted works during normal working hours. Rotadata may do this in advance of any PO to establish the works. We may also request the same rights of access are afforded to our customers whom we would escort for the duration of any visit.

**Note. Regulatory bodies must be allowed access at all reasonable times as may be required.**

### **Communication**

Reciprocal communication shall be maintained throughout the supplier relationship and specifically during any works. This will ensure your supplier capability and availability is known to us, and that specifically during any works we can ensure that any unplanned event or variation affecting the contracted arrangements for delivery of any goods or services can be managed as soon as is reasonably possible.

### **Purchase Order Review**

As our supplier you must review all Rotadata PO's to be sure of our expectations. When we receive an acknowledgement to our PO we will accept you understand the requirements of the work and can meet with the quality and timeliness required, and that you will deliver on time..

### **Sub-Contractor / Supplier Control**

Where we sub-contract to you **you will not** without the prior written approval of Rotadata;

- Change in part, or as a whole, any material, process or service
- sub-contract any part or portion of the process or service we have contracted
- maintain records of all "on receipt" inspections and Approval Certificates covering
  - materials maintaining traceability to source of all raw materials used

If Rotadata agrees you can further sub-contract parts of the works, then as our supplier **you will**;

- Ensure that all these flow down requirements are assured

Rotadata reserves the right to evaluate any sub-contractor / supplier before use. Any further tier of sub-contracting will not absolve the suppliers responsibility of ensuring the quality and timeliness of any part, product and service within that supply chain.

### **Ethical Behaviour**

Rotadata expects our suppliers to behave in an ethical manner and to conduct their business and to comply with an appropriate code of conduct in all their dealing with Rotadata.

## Safety and Counterfeit Parts

**Safety** - If for any reason you find any element of the Rotadata works or Parts or Products produced does not meet a safety requirement, then immediate escalation to Rotadata is required and we will inform all known affected users as soon as possible by the appropriate means. Senior management will control this and Legal advice may be taken.

**Counterfeit Parts** - In the event that a Rotadata supplier believes they may have discovered counterfeit materials or parts in the supply chain, you are asked to quarantine the goods, contact the source from which you obtained them, and to make yours and ours (as customer) concerns known. Rotadata will assist you by all means to recover the contracted works programme but we advise you report such incidents to the government trading standards agency, if appropriate.

## Obsolescence

Suppliers shall, as soon as they become aware of any obsolescence (intended or otherwise), communicate this to their Rotadata technical contact and at [purchasing@rotadata.com](mailto:purchasing@rotadata.com) and [business.support@rotadata.com](mailto:business.support@rotadata.com) who will assist to co-ordinate any change management required.

## Quality Planning

Where a **Quality Planning (QP)** document is required from a Supplier in management of the works and goods, this must be submitted to [quality@rotadata.com](mailto:quality@rotadata.com) for approval. This document will be used as the basis for any subsequent audit activity if required.

The QP would usually take the form of one or more of the following:

- **Quality Plans (QP)**
  - These to show the processes and control for the goods
- **Process Control Plans (PCP)**
  - These to show detailed control of a specific process e.g. Data Cards for Brazing
- **Quality Control (Inspection Release) Plans (QCP)**
  - These to show specific Key Features must be checked if not already on a drawing

## Raw Materials, Segregation & Preservation of Product

As our supplier you will provide secure facilities using such as bonded areas, to ensure that material and processed parts and product are stored, controlled and not used until inspected or otherwise verified as conforming (including any such as mill certification of source<sup>1</sup> etc.) to the required specification for the works.

Quarantine steps for material segregation, accepted for use and waiting issue shall be taken to ensure the designated material and only that material is used for the works, and thus preserving the conformity of the works throughout processing and through to delivery to Rotadata.

Preservation shall include, where applicable: -

- protection from deterioration or loss in process
- cleaning and the prevention, detection and removal of **Foreign Object Debris (FOD)**
- packaging and marking & labelling including any safety warnings

---

<sup>1</sup> Rotadata expects our suppliers to be aware of and make efforts to comply with the Dodd-Frank Wall Street Reform and Consumer Protection Act of 2010 requiring companies that manufacture or contract to manufacture products that contain “conflict minerals” to conduct due diligence on the origin, source and chain of custody of such minerals include tin, tungsten, tantalum and gold.

- shelf life and controls for stock rotations and use
- Special handling and identification for any hazardous or regulated materials

### **Traceability and Accuracy**

For international supplies of goods there is an expectation that all supplier supplied materials must be traceable in many ways (and as far as is reasonably possible) to determine under various legislation that materials come from authorized sources. Rotadata also expects its suppliers to be able to identify its material sources for parts and products delivered into Rotadata. Through all stages of your procurement, manufacturing, maintenance, calibrations, inspection test data we expect you to keep documented information and data that must be retrievable on request within 24 hours.

**Raw materials** - Rotadata will specify the requirements for certified source and any **Certificate of Conformity (CoC)** required to be obtained for the works, for all parts incorporated into assemblies.

**Tooling** – Any supplied tooling for customer parts remains a Rotadata responsibility whilst in your possession and will be recovered and returned on request in the same good condition as supplied.

**Process equipment** - must be maintained in a reasonable condition for the type of works and subjected to appropriate calibrations and maintenance and substantiations where required and referenced to National Standards or schemes and laboratory checks as may be required.

Objective evidence of stability and continuing accuracy will be maintained.

### **Change Management**

Rotadata will work with the supplier and both ***shall “communicate” & notify*** any changes which would affect any aspect of the contracted arrangements but also considering:

- Manufacturing processes or certification’s and approval status changes
- Changes of raw material source, obsolescence, safety and counterfeit parts
- Location change (including any disaster recovery effected)
- Senior Management Change
- Business Ownership

### **Software**

Software required for use in our developments, manufacturing or inspection & testing of deliverable product is handled as follows;

**Non-deliverable software** such as that required in operation of CNC machining programs and CMM measuring machine or PC application programs etc. is managed under any required support or maintenance activities by our functions responsible with the suppliers or maintainers of the machines or applications.

**Deliverable Software** that is purchased for use in Rotadata deliverable product, where the software source code is not controlled by Rotadata will be controlled within our designs by the Rotadata Design and Development.

### **Design, Verification & Validation**

Any Rotadata purchased design activities shall deliver verification requirements and results on the design that demonstrate it meets should meet with its Validation requirements when tested as a parts, product, drawings or specification when supplied to our Purchase Order.

Design changes or deviations are not allowed unless assessed and approved by Rotadata in advance as we may have to consult with our customer.

## **Suppliers Manufacturing, Inspection and Testing**

Rotadata expects any goods and services have been provided under environmental conditions suitable for storage, manufacturing processes, calibrations, inspections and any measurements and tests carried out to meet our Purchase Order; including any drawings , specifications CoC required.

### **Supplier Inspection Plans**

The uniqueness and often small quantity of Rotadata parts called for and requiring processing does not normally require inspection plans. Inspections performed are to the essential requirements called for on the part definition drawings. We will specifically identify any critical items, key characteristics, product safety or special requirements in advance.

### **First and Last Article Inspection**

Should Rotadata require it, then suppliers shall conduct a **First and Last Article Inspection (FAI & LAI)**, and then Rotadata will work with suppliers on plans meeting relevant customer, standard and value of good criteria? Where required, they will be called on our PO requesting a report. The Report shall:

- Record dimensions, results and other features of the drawing / specification
- Define (where applicable) the manufacturing process controls
- Relate to the identified component / part which the FAI & LAI has been conducted
- Be accompanied CoC for the new material and process as required

### **Non-Conforming Product**

Suppliers shall have systems to control non-conforming items that must include provision for:

- Identification of non-conforming material or parts
- Segregation of such material or parts from acceptable items
- Dealing with defects and for Rotadata approving any remedial / corrective action first
- Evidence to demonstrate that appropriate action has been taken to prevent recurrence

Stockists / Distributors shall ensure manufacturers similar supplied goods are not affected the same.

### **Deviation Permits and Concessions**

It is Rotadata policy is to resist non-conforming parts and discourages submission of concessions, which may incur 'flow down' of charges.

We may agree Deviations in advance of works but we may still have to consult our customer's approval, which could cause delays.

**Note. Delays in supplying goods to our customers programmes are not recoverable and often cost more than the cost to quickly remake. Any costs we incur due to delays and concessions that are the fault of you as supplier may be 'flow down' to be recovered by Rotadata.**

### **Rotadata Incoming Inspection and Testing**

The amount and nature of incoming parts and products inspections is managed for acceptance and internal disposition from within our Purchase Requisition system.

### **Rotadata In-Process or Final Inspections and Testing**

Supplier in-process or final inspections and testing may be called for to an agreed QP, QCP or specification supplied by Rotadata and performed at either the suppliers premises or by arrangement at Rotadata.

### **Certification & Release**

Suppliers shall have carried out inspection of all parts and products before any delivery to Rotadata.

### **Documentation and Delivery**

All parts and products will be accompanied by a duly authorised Dispatch / Release Note, CoC and any other documents Rotadata may have called for on our PO.

Suppliers will ensure that all parts and products that are delivered are correctly identified, and packaged for protection consistent with any customer reference Rotadata has indicated on our PO, and to include prevention of damage, deterioration, corrosion and other risks that may arise during any form of transportation or carrier service used.

### **Control of Data and Documented information**

Suppliers shall retain data and documented information for parts and products to demonstrate the correct completion and compliant works on our purchased parts, products or services to our PO's specified requirements as follows;

Stockists and Distributors for 3 years unless otherwise specified

Parts, Products and Services for 6 years unless otherwise specified

### **Rejected Parts by Rotadata**

Rotadata will work with suppliers using our Reject or Return Note process for parts and products that do not conform to the requirements of our PO. Suppliers and Rotadata will use any containment or our quarantine processes until any issue is resolved.

### **Scrap Procedure**

Non-conforming parts deemed non-recoverable and beyond economical repair shall be disposed of as agreed with Rotadata. This may mean recovered back to Rotadata or destruction, and for which records and photographs of the destruction will be kept by Rotadata and the supplier.

Note. Destruction may require a security certified organisation provides a certificate of destruction.

### **Special Requirements**

#### **Manufacturing and Inspection Personnel**

Suppliers shall ensure that persons carrying out manufacturing and Inspection operations are appropriately qualified and where required supervised for the task. Where held then certifications and substantiations for special process will be maintained in accordance with the required standards. Documented Information and data raised signed / stamped at all process stages must be completed by the relevant authorised persons and shall be traceable within the supplier's quality management system.

#### **Lighting Levels for inspection**

Lighting levels shall be appropriate for the process tasks but are expected to be 1000 Lux minimum for dedicated process staged visual verifications and Inspections at parts and product levels. Where less critical detail is inspected, then 500 Lux minimum is accepted.

## Eyesight

All persons performing visual inspection shall have an appropriate visual acuity including prescribed aids if required. These persons shall be subject to at least 2-yearly eye checks and where colour is inspected also confirmed meet a one off colour chart test performed by qualified optometrists. Inspectors must have clear vision lenses without tinted, reactive or polarizing coatings.

## Documentation and Errors and Corrections

All process documentation must remain legible and readily identifiable. The use of correction fluids or tapes in all forms **must** be avoided. Black ink should be used at all times and errors corrected with a single line strikethrough, amended and duly signed and authority stamp with the date.

## Materials and Chemicals from Stockists and Distributors

Stockists and Distributors shall ensure that Rotadata is given the latest available technical data and **Material Safety Data Sheets (MSDS)** where required.

## Handling of ESD Devices

Suppliers of parts and products including **Electrostatic Sensitive Device's (ESD's)** must ensure they are handled and packaged throughout the supply chain to prevent damage generated by static.

## Environmental Policy

Rotadata expects our supplier business operations are maintained in an environmentally responsible manner. As a designer and manufacturer of components for the turbo-machinery (including) aerospace industry sector, then global environment issues are important. Rotadata are similarly expected to manage our supply chain to ensure we play our part in good local and global environment practices. Rotadata expects our suppliers to adopt similar policy and practices.

## Export Control

Suppliers shall inform Rotadata of any export control conditions assigned to any purchased part.

Similarly, Rotadata may need to 'flow down' specific regulatory export control-measures for parts or products requiring a supplier service to be performed. In these circumstances restrictions on certain nationalities, security measures and in the transmission of documents and data shall be put in place to ensure the restrictions comply with security and confidentiality rules relevant to the laws, acts and regulations that will have been 'flowed down' by Rotadata. These will be managed with suppliers on a 'case by case' basis.

## Contacting Rotadata

**Technical Queries / Enquiries** about any job should be sent by Email to the Rotadata representative that you have been dealing with for any job or works.

[business.support@rotadata.com](mailto:business.support@rotadata.com) is available to assist in managing any general enquiries and can be c.c. copied to any Technical Queries / Enquiries to ensure a response is received.

[purchasing@rotadata.com](mailto:purchasing@rotadata.com) is available for any direct purchasing Queries / Enquiries.

[quality@rotadata.com](mailto:quality@rotadata.com) is available in support of any Issue or Query.

[enquiries@rotadata.com](mailto:enquiries@rotadata.com) is available to enquire if Rotadata can supply you or our customers with Rotadata products and services.