

NR5000

Critical Supplier Quality Assurance Manual

NR5000 - Icon Polymer Supplier Specific Requirements
for use with;

ISO9001

ISO/TS16949

BS EN9100

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I. Introduction

Commitment to Excellence

In direct support of Icon Polymer's commitment to excellence and desire to "exceed **our** customer's expectations", it is expected that our suppliers work toward exceeding the expectations and requirements of the Icon Polymer Customer Specific Requirements.

Excellence means perfection in all that you do: Perfect planning, perfect execution, perfect communications, and perfect parts. This is demonstrated through consistent delivery of quality products to Icon Polymer and our customers. Our suppliers are expected to have zero incidents and zero disruptions, provide products with zero defectives, and have flawless delivery performance and on time responsiveness to issues.

Suppliers shall have a philosophy of total quality commitment, with subsequent planning and actions that drive for perfection. This commitment starts with top leadership and is driven through all levels and aspects of their operations.

Excellence in the Relationship

All Icon Polymer employees must conduct their business activities with suppliers exhibiting the highest ethical standards. Such conduct enables Icon Polymer to have mutually beneficial relationships with its suppliers and thus provide competitive advantage to Icon Polymer.

Icon Polymer is committed to delivering the right part, the right quantity at the right time to our customers via a lean enterprise. This commitment is also expected from our suppliers. Icon Polymer is committed to working with its suppliers to establish that lean enterprise as well. That may include engaging suppliers in lean supplier development workshops, utilising cost standards and cost models for determining contract pricing, and utilising Master Supply Agreements with suppliers that have a proven track record of quality, technology, service, and cost. Such practices and relationships will enable Icon Polymer and its suppliers to provide maximum value to Icon Polymer's customers with minimal waste in the supply value stream.

II. Customer Specific Requirements Document Structure

This document is structured as a companion requirements document to ISO/TS 16949 and/or BS EN9100. The paragraphs to this document are numbered to correspond with the paragraphs to ISO/TS 16949 and BS EN9100. The requirements of all stated documents are applicable.

Exceptions to any part of these requirements must be approved in writing by Icon Polymer QA department for Supplier Quality specific issues, and by the Buyer for any Commercial issues.

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III. Reference Documents

The following reference documents should be used to develop the quality system.

- ❖ Production Part Approval Process, PPAP (required)
- ❖ Statistical Process Control, SPC
- ❖ Potential Failure Mode and Effects Analysis, FMEA
- ❖ Advanced Product Quality Planning and Control Plan, APQP
- ❖ Measurement Systems Analysis, MSA
- ❖ AS 9102

IV. Scope

TS 16949, BS EN 9100 and this document define the fundamental quality system requirements for Icon Polymer. This document contains the company specific requirements supplemental specified by Icon Polymer. These supplemental requirements may also apply to ISO9001 and other similar registrations as applicable and developed within this document. This document applies only to external direct suppliers to Icon Polymer.

Copies of this document are available from Icon Polymer Ltd, Retford, Notts, DN22 6HH

V. Terms and Definitions

APQP (Process)

The required tasks and documentation as defined in section 7.1 Planning of Product Realisation to ensure successful launch of product at required quality standards. This process shall be considered as conforming to the requirements of Configuration Management (BS EN9100 clause 4.3).

Family Parts

These are groups of parts processed on the same production line, using the same control plan, PFMEA and process equipment. The parts differ only in end item value. PPAP for the "family" is approved for using the extreme values to the "family" specification to define the "family" boundary.

RFTQ

Right First Time Quality (RFTQ) is defined as a measure of the number of pieces rejected in a manufacturing process versus the total number of pieces attempted. Right First Time Quality can be measured at any step in the manufacturing process where parts are rejected.

Material

Any item purchased from a supplier that becomes a part of an Icon Polymer product and sold to an Icon Polymer customer.

OEM

Original Equipment Manufacturer (OEM) is intended to be the end item user of the customer.

ECN – Engineering Change Note - a supplier must notify Icon Polymer Ltd any design and process changes.

Shall

The word "shall" indicates a mandatory requirement.

Should

The word "should" indicates a recommendation.

Sub-supplier

Providers of production materials, production or service parts to any Icon Polymer supplier.

Supplier

Providers of production materials, production or service parts directly to Icon Polymer.

Critical Supplier

Providers of production materials, production or service parts directly to Icon Polymer that are either single sourced or provide a significant volume of product or service that could be difficult to source from elsewhere.

4. Quality Management System

4.1. General requirements

The entire facility (producing for Icon Polymer) shall be registered to the applicable standard.

See 7.4.1.2 for further clarification of other applicable standards and the requirements.

4.2. Documentation requirements

4.2.1. Quality manual

The requirements of this document, in conjunction with ISO9001, shall be included in the supplier's quality system.

4.2.2. Control of Records

Production part approvals, tooling records, purchase orders and amendments shall be maintained for the length of time that the part (or family of parts) is active for production and service requirements plus one calendar year unless otherwise specified by Icon Polymer for their respective products. This includes any Icon Polymer owned tooling.

Production inspection and test records (e.g., control charts, inspection, and test results) shall be retained for twenty five years after the year in which they were created. Records of inspection shall be maintained for each inspection or test performed. The actual test result (variable or attributes) should be recorded (Ref. 8.2.4). Disposition of records shall be requested from Icon Polymer after this period.

Records for internal quality audits and management review shall be retained for three years.

Some programs may require longer retention periods than specified above. A supplier may specify the retention period in its procedures or specifications.

The above does not supersede any regulatory requirements.

5. Management Responsibility

5.1. Process Efficiency

Supplier top management shall review the product realisation processes and the support processes to assure their effectiveness and efficiency.

5.2. Responsibility, authority and communication

5.2.1. Customer representative

The supplier's customer representative is the primary interface to Icon Polymer. In the event of a change in the customer representative changes, the supplier shall notify Icon Polymer Purchasing Department.

Routine Contact - A regular contact point shall be established and available during all operating hours of the receiving location.

Emergency Contact - The supplier location shall provide and maintain a communication matrix for the receiving location to use, should extraordinary situations occur. This includes emergency contact capability during unscheduled work hours and organisational structure for resolution of any delivery, quality or unresolved issues.

Quality Control Contact – The supplier shall provide and maintain a Quality Control contact for each supplier manufacturing location. Contact information includes, name, telephone number, fax number, a valid e-mail address, and mailing address.

CEO/Managing Director Contact – The supplier shall provide and maintain the CEO contact for each supplier location. Contact information includes, name, telephone number, a valid e-mail address, and mailing address.

Language – All international contacts shall be proficient in reading, writing, and speaking English.

Supplier's Planned Down Time – Suppliers shall provide annually a listing of planned plant down time for holidays, vacations, etc. to Icon Polymer.

Enquiries - All suppliers shall respond to all enquires in writing or via E-mail on or before the due date stated on the enquiry.

5.3. Management review

The supplier management shall hold regularly scheduled Quality/Business Operating System performance meetings to review the customer-focused objectives. These meetings shall review all facets of the business including design, manufacturing, logistics, customer satisfaction, sub-supplier performance, and new business development. The meetings need not be held as one meeting, but may be a series of meetings covering each of the metrics. The management review inputs (ISO 9001, 5.6.2) and outputs (ISO 9001, 5.6.3) shall be documented as part of the supplier's documentation.

6. Resource Management

6.1. Contingency Plans

The supplier shall prepare contingency plans to satisfy Icon Polymer requirements in the event of an emergency such as utility interruptions, labour shortages, and key equipment failure and field returns. When the supplier knows in advance of an impending production interruption, the supplier shall notify the Icon Polymer purchasing department at least 24 hours, if possible, before that interruption. The nature of the problem shall be communicated with the immediate actions taken to assure supply of product. Production interruptions may include (but are not limited to) natural disasters, political unrest, war, capacity issues, quality issues, labour strikes or other events that prevent the supplier from meeting the specified order requirements/schedules. The supplier is required to advise Icon Polymer of the plan for recovery and work toward minimising its effect on Icon Polymer.

7. Product Realisation

7.1. Planning of Product Realisation

The Advanced Product Quality Planning and Control Plan reference manuals shall be used as a guide to develop and report progress on new programs.

In order to work with suppliers, we may need access to suppliers' facilities and appropriate documents. In some cases, this may require access to sub-tiers' facilities and documents. In such an event a request will be made by icon Polymer Ltd.

Suppliers may be requested to participate in a Manufacturing Capability Assessment with Icon Polymer Personnel or conduct a pre-assessment prior to an Icon Polymer on site meeting.

Suppliers shall participate in and meet APQP requirements for all new parts. Suppliers will receive specific instructions from the Purchasing and/or Quality department at Icon Polymer.

The following are some of the key requirements:

- Participate in **Program Reviews**
- Participate in **Design Reviews**
- Provide and maintain **Timing Charts and Open Issues tracking lists**
- Provide and maintain **DFMEA**
- Provide and maintain **Process Flow, PFMEA and Process Control Plan(s)**
- Perform and provide **Measurement System Analysis/Gage Reviews**
- Provide an **Early Production Containment** and **Pre Launch control plan**
- Complete Part Certification (PPAP/FAIR) requirements, prior to shipment of initial production.
- Perform and pass Run at Rate

For APQP, suppliers are expected to meet program timing, keep commitment dates, and support early builds and pre-launch requirements as specified on the relevant Purchase Order.

7.1.1. Confidentiality

Suppliers shall maintain confidentiality of Icon Polymer products and information as documented in Icon Polymer contracts.

7.1.2. Change Control

The supplier shall not make any changes without prior written notification and approval from Icon Polymer.

The supplier shall retain approved change requests, for the life of the material. Initial shipments of new or revised material will be appropriately labelled with the change level until notified by Icon Polymer QA department, that all superseded materials, have been cleared from the supply chain.

Icon Polymer requested changes require timely response to Buyer requests. Response to product or pack change requests shall be reviewed and responded to within 10 business days.

Supplier Change Requests shall be communicated through the Icon Polymer purchase department.

This requirement includes changes to part design, material, and sub-tier supplier, manufacturing location or process.

All proposed changes including but not limited to design, process, component, packaging, component suppliers, or facilities, and site changes including supplier proprietary designs shall be submitted to Icon Polymer for approval and obtain concurrence on effect on the part fit, form, function, finish, and durability prior to implementation.

Submissions of change requests are to be made via the Engineering Change Note available from the Icon Polymer QA dept.

7.2. Customer-related Processes

Prohibited substances shall be submitted via IMDS data sheet.

7.2.1. Determination of requirements related to the product

Icon Polymer requires an assessment of the supplier's Quality Management System prior to contracting a business relationship with a new supplier or a new supplier facility. A supplier assessment may also be used if a technology or part family is new to an existing supplier's manufacturing location.

All quotations shall include a separate itemised price for 1.) Expendable packaging and 2.) Returnable packaging; when specified.

Suppliers are expected to have a continual cost reduction improvement process in order to manage their costs.

With this in place, it is expected that increased costs are not passed on to Icon Polymer.

Suppliers who provide prototype/pre-production part requirements are expected to provide them at production pricing.

7.2.1.1. Customer-designated Special Characteristics

If Icon Polymer has defined specific symbols for use on control plans, drawings, or FMEA's, they must be used. If so, the Purchasing/QA dept will notify the supplier of those requirements. If Icon Polymer has provided no symbols, then the supplier shall define a symbol set consistent with critical and significant characteristics.

7.2.2. Manufacturing Feasibility

Manufacturing feasibility reviews (Advanced Product Quality Planning and Control Plan, Appendix E) shall include supplier and Icon Polymer team members as appropriate.

All communications/documents shall be in English, unless there is prior agreement.

7.3. Design and Development

7.3.1. Multidisciplinary Approach

The supplier shall use a multidisciplinary approach to prepare for product realisation including the development and finalisation and monitoring of special characteristics, development and review of FMEA's, including actions to reduce potential risk and development and review of control plans.

7.3.2. Special Characteristics

[See 7.2.1.1.](#)

7.3.3. Manufacturing process design Equipment

Suppliers' equipment should meet industry quality; maintenance, safety, changeover, and production yield requirements. Supplier's manufacturing process design output shall be expressed in terms that can be verified against manufacturing process design input requirements and validated. The manufacturing process design output should include specifications, drawings, layouts, FMEA's control plans, work instructions, process approval acceptance criteria, data for quality, reliability, maintainability, and measurability, error-proofing, and rapid detection and feedback of product/manufacturing problems.

7.3.4. Design and Development Review

When reviewing product design and development stages, the supplier shall participate in and execute APQP requirements.

7.3.5. Design and Development Verification

The supplier shall perform design verification to show conformance to Icon Polymer design validation and qualification requirements. Verification methods shall be recorded with the test results. Go/No Go results shall be avoided and where applicable the actual value for variables data will be recorded.

7.3.6. Prototype Program

The supplier shall be responsible for the quality of the parts it produces and subcontracted services including sub-suppliers directed by Icon Polymer. Prototype requirements shall be documented through the Icon Polymer Purchasing Buyer and/or Development/QA personnel.

The supplier shall request confirmation of the need for prototype control plans, FMEA's, etc. from Icon Polymer.

7.3.6.1. Prototype Parts Provision

Delivery date(s) for samples of prototype components shall be established by Icon Polymer and noted on the purchase order. The delivery date(s) reflect the date(s) parts are to be received at Icon Polymer Goods Inwards.

The supplier shall submit inspection reports with sample delivery.

If review of the inspection report indicates that the parts do not agree with the prints or examination of the parts discloses an unsatisfactory condition not covered by the report, it shall be the supplier's responsibility to resolve all discrepancies with the Icon Polymer Development Engineer. This needs to be communicated in writing to the Icon Polymer buyer.

If resolution of the discrepancy results in a tooling, material or processing change, the supplier will correct the situation (at the supplier's expense) and resubmit an inspection report on the revised parts. This needs to be communicated in writing to the Icon Polymer buyer.

7.3.6.2. Product Approval Process

The supplier complies with the AIAG Production Part Approval Process (PPAP) manual or AS EN9102 FAIR documentation as specified by Icon Polymer. Copies of supplier PPAP's will immediately be made available upon request from Icon Polymer. Suppliers may impose a similar product and manufacturing process approval procedure on their suppliers.

When specified in the APQP process, Run at Rate shall be performed as a method for production capacity verification.

7.4. Purchasing

7.4.1. Regulatory conformity

See Section 7.2.

7.4.1.1. Material Expectations

Suppliers will provide samples, testing, environmental and MSDS (Material Safety Data Sheet) information in the timeframe requested. MSDS is required for bulk or raw materials. MSDS is also required for any rust preventative, grease, lubricating oil, or other chemical material that is on a part or assembly provided to Icon Polymer.

7.4.2. Supplier Quality Management

Icon Polymer satisfies the goal of supplier conformity to ISO/TS16949 and BS EN9100 as follows (Also see section 4.2.2):

- ❖ As a minimum, suppliers that manufacture automotive and Aerospace direct product or materials to Icon Polymer shall be registered to ISO9001.
- ❖ The preferred method is for
 - Automotive suppliers to be registered to ISO/TS16949 and including reference to the Icon Polymer customer specific documents.
 - Aerospace component suppliers to be registered to BS EN9100. If an Aerospace supplier is not registered to BS EN9100 or ISO9001, Icon must audit the supplier annually to ensure compliance to BS EN9100 standards
- ❖ Supplier scorecard ratings regarding this certification requirement are as follows:
 - **A1** - Supplier is certified to minimum requirement of BS EN9100 or ISO/TS 16949.
 - **A2** - Supplier is certified to ISO9001. The supplier shall not allow their current certificate to expire.
 - **B** - Supplier has no plan to transition to ISO 9001 or allows their certificate to expire.

The registration selected by the supplier may influence the assessment process and potentially the sourcing of business to that supplier. Suppliers registered to ISO 9001 or ISO/TS 16949 shall notify Icon Polymer of certificates being revoked or placed on probation.

Suppliers shall provide the Icon Polymer Buyer a copy of the registration certificate for any amendments or renewals to the quality management system certification. Suppliers shall provide a quality management system certificate that is in English or at least bi-lingual.

NOTE: Third party certification does not relieve the supplier of the full responsibility of the quality of the product supplied.

NOTE: When a supplier manufacturing location to Icon Polymer may not have adequate resources to develop a system according to ISO/TS16949, BS EN 9100 or ISO 9001 and/or, supplies non-engineered products, Icon Polymer may waive the ISO/TS16949, BS EN9100 or ISO9001 requirements. Icon Polymer may also consider the type of product supplied, quality system, manufacturing and delivery systems capability, and any risk to Icon Polymer prior to granting any waiver.

Rights of Access

Suppliers shall allow Icon Polymer Ltd and third party regulatory bodies (e.g. the Civil Aviation Authority) full access to their facilities and quality records in support of any necessary future investigation.

7.4.3. Incoming Product Quality

The supplier shall manage their sub-suppliers. When the supplier determines incoming inspection of sub-supplier material is necessary, this activity shall be consistent with the risk and quality impact of the supplier. These inspections shall include variables data where appropriate and be used as a key indicator for sub-supplier quality management. For attribute data sampling, the acceptance level shall be zero defects.

The selection and performance of all suppliers is very important and key to Icon Polymer's ability to meet or exceed our customers' requirements; however, critical processes performed by Sub Suppliers can result in increased processing risk opportunities. Ineffective management of Sub-Suppliers can and has caused significant quality issues for Icon Polymer and for our customers. All risks must be carefully and correctly evaluated, and actions must be taken that eliminate any potential risks to Icon Polymer.

Suppliers should seek any additional expertise that is necessary, based on the particular sub-processing technology to ensure they are able to select a capable supplier and ensure on-going performance. Where high risk has been identified in the sub-contracted process, the supplier must ensure containment is in place to protect the customer.

7.4.4. Supplier Monitoring

- ❖ Icon Polymer uses the Supplier Rating scorecard to monitor supplier quality performance and drive corrective actions for quality improvement.
- ❖ Icon Polymer expects our suppliers to establish processes and designs with the ultimate goal of achieving zero defects and 100% on time delivery.
- ❖ Quality and delivery metrics shall be included in the supplier's management reviews and shall use zero defects and 100% on time as the goals.
- ❖ Icon Polymer will track supplier quality performance according to the Supplier Rating Scorecard including, but not limited to: # of nonconforming parts, # of quality problem cases, # of customer satisfaction problem cases, # of shipping problem cases, # of shortages.
- ❖ Suppliers who do not achieve the expectations noted above will be required to generate specific corrective action responses to remedy the situation.

The above data is calculated into an overall score for the supplier, for which 100 is a perfect score.

- ❖ 80 -100 Points = Green Supplier
- ❖ 60 - 79 Points = Yellow Supplier
- ❖ Less than 50 Points = Red Supplier

Icon Polymer expects all suppliers at the manufacturing site level to achieve and maintain a green rating status on their scorecards. In the event the scorecard is not green; the supplier is required to establish aggressive plans to drive improvement.

Suppliers lose more points for high impact issues like major disruptions, repeat problem cases and customer impact problem cases. Suppliers who have yellow or red scores should "stop and take caution" to understand what has driven their scorecard to this level and have action plans to improve. Suppliers with a 12 month average score of RED on their quality scorecard will be considered to have a major non-conformance during a third party audit.

Suppliers are expected to ensure the quality and capacity of materials and component parts coming from sub-suppliers. Suppliers are responsible for ensuring that sub-suppliers develop a quality management system that facilitates defect prevention, monitoring, and improvement.

7.5. Production and Service Provision

7.5.1. FMEAS and Control Plans

Icon Polymer Design engineering and Supplier Quality approval is required for FMEA's and control plans for designated safety items regardless of the site PPAP/FAIR level. Approval may take the form of PSW/FAIR approval but the preferred method is to sign the documents. Approval of changes to these documents after initial acceptance is also required.

Icon Polymer reserves the right to require approval of FMEA and/or control plans for any part or process from any supplier.

7.5.1.1. FMEA's

The supplier shall prepare documented process FMEA's for all part numbers supplied to Icon Polymer.

Where the supplier is responsible for design, the supplier shall prepare documented design FMEA's for all parts it designs for Icon Polymer.

FMEA's may be written for families of parts where batch processes and common tooling is used. Families shall be clearly defined and have a full part number listing of the family.

Upon request by Icon Polymer, the supplier shall provide a copy of the FMEA documents for review. If the document is considered proprietary, the supplier will provide qualified technical support and bring the FMEA to the requestor for review without retention of copies. A letter stating the proprietary nature shall be included in the Production Part Approval submission package.

FMEA's are to be prepared using the AIAG Potential Failure Mode and Effects Analysis reference manual.

Potential failure modes with a severity of seven or greater shall be continually improved to reduce the occurrence to a one or reduce the detection to a five or lower.

When specified in the APQP process, Run at Rate shall be performed as a method for production capacity verification.

7.5.1.2. Work Instructions

Operators shall use the most current work instructions or those consistent with the revision level of the product.

7.5.1.3. Verification of Job Set-ups

Set-up verification requirements include manual tooling exchanges.

7.5.1.4. Preventive and Predictive Maintenance

The supplier shall have a documented system for preventive maintenance. This shall include a timely review of planned maintenance activities and a documented action plan to address any backlog. . The supplier shall use predictive maintenance techniques to continually improve the effectiveness and the efficiency of production equipment.

7.5.2. Identification and traceability

7.5.2.1. Labels

A legible packing slip shall be affixed next to the master label when skid packed and next to the container label if the shipment is a single container.

- ❖ Master packing lists are required for each supplier shipment, with individual packing lists on each skid listing the materials on that particular skid.
- ❖ Master and skid packing lists must be identified with the word "Master" or "Skid" Packing list.

Each packing slip (both master and individual skid) shall contain the following information:

Note: Suppliers may be required to adhere to additional Division specific requirements

- ❖ Supplier Number
- ❖ Icon Polymer part/material Number/Revision
- ❖ Number of containers/skids per part number
- ❖ Unit of measure for each part or material
- ❖ Total Quantity
- ❖ PO Number or Release Number for each part number

The information shall be bar-coded utilising code 39.

7.5.3. Icon Polymer Property

7.5.3.1. Tools

If tooling is to be paid by Icon Polymer, suppliers will be paid for tooling contingent on full PPAP/FAIR approval.

Maintenance and refurbishment of Icon Polymer-owned tooling are the responsibility of the supplier.

If the supplier is tool design responsible, then reproducible tooling prints shall be completed by supplier within 6 weeks after PPAP/FAIR approval on all new program tools, tools undergoing an engineering change, and current tools that are revised. Supplier, upon request from Icon Polymer, shall provide reproducible tooling prints for existing tools.

7.5.3.2. Tool inventory/Disposal

The supplier shall furnish a tool inventory of all Icon Polymer-owned tools (active and inactive) in the supplier's possession when requested. The inventory shall contain the following information for each Icon Polymer-owned tool:

- ❖ Tool part number(s) (typed in numerical order)
- ❖ Current tool revision
- ❖ Description
- ❖ Date parts last ordered
- ❖ Total cost of tool
- ❖ Quantity of parts produced from tool
- ❖ Remaining tool life
- ❖ Indicate previous part number if tool has been changed to produce a new part number

Icon Polymer will determine the disposition of all Icon Polymer-owned tooling and such disposition will be communicated to the supplier in writing by Icon Polymer with a formal letter and a Return Material Authorisation.

7.5.4. Preservation of product

7.5.4.1. Transportation

The supplier will pay supplier caused premium transportation.

7.5.4.2. Storage and Inventory

The supplier shall use the first in first out inventory method (FIFO) for inventory control for all Icon Polymer products.

7.6. Control of Monitoring and Measuring Devices

7.6.1. Measurement System Analysis

Each gauge used for checking a special characteristic (significant, critical or supplier identified) shall have a gauge study performed in accordance with the methods described in the latest AIAG Measurement Systems Analysis Manual (MSA) to determine measurement system capability. Critical characteristic features or dimensions should have the complete MSA (Bias, Linearity, Stability, Reproducibility, and Repeatability) performed on the gauge or equipment used to evaluate the characteristic. Note: A supplier defined adequate method may be used for evaluating Linearity. Gauges not meeting the specification in the MSA shall have a containment plan (such as 100% inspection, gauge improvement, or other means). Gauge study records shall be maintained. Requirements shall apply to measurement systems referenced in the control plans.

7.6.2. Laboratory Provision

7.6.2.1. Internal laboratory

An organisation's internal laboratory facility shall have a defined scope that includes its capability to perform the required inspection, test, or calibration services. This laboratory scope shall be included in the quality management system documentation. The laboratory shall specify and implement, as a minimum, technical requirements for:

- ❖ Adequacy of the laboratory procedures,
- ❖ Competency of the laboratory personnel,
- ❖ Testing of the product,
- ❖ Capability to perform these services correctly, traceable to the relevant process standard (such as ISO, BS, ASTM, EN, etc.), and review of the related records.

NOTE Accreditation to ISO/IEC 17025 may be used to demonstrate supplier in-house laboratory conformity to this requirement but is not mandatory.

7.6.2.2. External Laboratory

Commercial/independent laboratory facilities registered to ISO/IEC 17025 shall have a scope and capability for the laboratory consistent with the test(s) to be performed.

8. Measurement, Analysis, and Improvement

8.1. Identification of Statistical Tools

The supplier should use the latest edition of AIAG SPC for manufacturing process controls and AIAG MSA for measurement system equipment management.

8.2. Customer Satisfaction

See section 5.6 for information.

8.2.1. Customer Satisfaction –Supplemental

The Icon Polymer Supplier Rating provides on-going assessment of quality and delivery performance. Suppliers shall review this monthly update and ensure action plans are developed as applicable. However, suppliers shall monitor their problem cases, as they are generated and respond as required.

8.2.2. Internal Audit

Internal auditors should be qualified as recommended in ISO 19011 Guidelines for Quality and/or environmental management systems auditing, Sections 7.1 through 7.5. In addition, internal auditors should be competent in understanding and applying the Process Approach of Auditing and Icon Polymer Customer Specific Requirements, as applicable.

8.2.3. Layout Inspection and Functional Testing

A layout inspection and functional verification (to all engineering material and performance requirements) shall be performed annually. If discrepancies are found at this point, supplier shall contact Icon Polymer to evaluate corrective action impact. After correction action and communication of the updated documents to Icon Polymer, acceptance is subject to approval by Icon Polymer QA Dept.

Family data may be used if developed within the prior twelve months and if it meets the requirements of 8.2.3. Icon Polymer QA will approve the use of family data in the same manner as any other PPAP/FAIR submission.

A raw material certification with updated laboratory scope of accreditation shall be performed annually.

8.2.3.1. Appearance Items

Appearance items will be designated on the engineering drawing.

8.3. Control of Nonconforming Product

The supplier shall have processes and systems in place to prevent the shipping of non-conforming material to Icon Polymer

8.4. Continual Improvement

The supplier shall have a mechanism to ensure continual improvement in product and processes ensuring Right First Time.

8.5. Corrective Action

8.5.1. Problem Case

When a problem does occur, we expect our suppliers to immediately put their operations in containment and to protect Icon Polymer or Icon Polymer's customers from receiving any non-conforming material.

Suppliers will receive an 8D Request to communicate the steps of the problem resolution process to Icon Polymer.

Suppliers shall monitor and respond to all 8D Requests issued by Icon Polymer. The initial response to a problem is due within 24 hours. Final response, (with verified root cause analysis), is due within 15 calendar days, unless additional time has been requested and approved by problem owner.

Each time a Non-conformance is raised an Admin fee of £150 will be charged to our Supplier.

If a sort is required at Icon Polymers discretion, a sort charge of £50/hr will be charged to the supplier.

CHANGE LOG

Issue No	Revision Date	Comments	Issued By	Approved By
01	31/07/06	First Issue	M Keal	
02	22/01/07	Add a definition for a critical supplier	H Jenkins	M Tolliday
03	22/08/07	Admin fees and sort charges added	H Jenkins	
04	17/01/08	Clause 7.4.2 amended to state if an aerospace supplier is not registered to AS EN9100 Icon must audit them annually.	H Jenkins	M Tolliday
05	15/01/10	Update to remove rev of certifications and correct AS EN9100 to read BS EN9100.	H Jenkins	P Kearsley
06	14/06/11	Update to add Rights of access and 'uncontrolled if printed'.	H Jenkins	P Kearsley
07	25/10/11	Update of Icon Polymer Group logo, header and footer layout and referral to iconpolymer.com for latest document issue.	H Jenkins	P Kearsley