



## **Trig Engineering Limited Supplier Quality Manual**



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## 1. Purpose

The purpose of this manual is to clearly define the requirements of Trig Engineering Limited with regard to our Supplier's Quality Systems and practices in support of achieving our customers requirements.

## 2. Scope

The contents of this manual apply to all Suppliers of components, tooling, material and services either directly or indirectly associated with Trig Engineering Limited.

## 3. Contract

For the purpose of this manual, a contract should be considered as any mechanism through which Trig Engineering Limited has engaged with the supplier to perform work on their behalf or supply. This may be in the form of a standard Purchase Order (PO) or an independent supply agreement.

Trig –Terms and Conditions of supply can be found at <https://www.ensingerplastics.com/en-gb/terms-and-conditions> , it is the suppliers responsibility to check this for any changes.

## 4. Requirements

It is the suppliers responsibility to supply a current copy of their accreditations and approvals updated on a 12 monthly basis. When Accreditations and approvals change it is the suppliers responsibility to notify Trig Engineering Limited.

The supplier is responsible for notifying Trig Engineering Limited of any changes within the management structure or quality staffing levels.

### 4.1 Conflict Minerals

#### Definitions

**Conflict Minerals:** Refers to columbite-tantalite (coltan), cassiterite, gold, wolframite, or their derivatives; or any other mineral or its derivatives determined by the Secretary of State for the US or by the EU to be financing conflict in the Democratic Republic of the Congo or an adjoining country. Tantalum, tin, tungsten and gold are the widely accepted derivative metals to be of interest at present and are the current focus of the EICC-GeSI conflict free smelter certification program.

**DRC Adjoining Countries:** Are countries that share an internationally recognized border with the Democratic Republic of the Congo. The following countries are currently recognized as “adjoining countries”: Angola, Burundi, Central African Republic, Congo Republic (a different nation than DRC), Rwanda, South Sudan, Uganda and Zambia.

**DRC Conflict Free:** As defined in Section 1502 of the Dodd-Frank Act, “a product may be labelled as ‘DRC conflict free’ if the product does not contain conflict minerals that directly or indirectly finance or benefit armed groups in the Democratic Republic of Congo or an adjoining country.”

**Conflict minerals obtained from recycled or scrap sources:** Conflict minerals obtained from recycled metals are reclaimed end-user or post-consumer products or scrap processed metals created during product manufacturing. Recycled metals include excess, obsolete, defective and scrap metal materials containing refined or processed metals that are appropriate to recycle in the production of tin, tungsten, tantalum or gold. Minerals partially processed, unprocessed or a bi-product from another ore are not included in this definition.

## **POLICY**

Trig Engineering Ltd is committed to conducting its worldwide business operations in a manner that complies with applicable laws and regulations regarding conflict minerals. To comply with these requirements, Trig Engineering Limited is committed to:

- Inform direct suppliers about this Conflict Minerals Policy
- Work with its direct suppliers and sub-suppliers to understand the chain of custody for conflict minerals at least to the smelter or refiner level.
- Take measures to source parts and components from its direct suppliers and sub-suppliers that are DRC conflict-free. These measures may include adopting, disseminating and incorporating this policy in related purchase orders, contracts and other appropriate agreements with suppliers.
- Encourage direct suppliers to track and improve their performance in sourcing minerals from their suppliers and sub-suppliers that are validated as being DRC conflict-free in accordance with a national or internationally recognized due diligence framework.
- Undertake reasonable due diligence within their supply chain to determine the chain of custody and origin of the conflict minerals. Due diligence includes developing policies and management systems to use DRC conflict free minerals, including making these requirements apply to their direct suppliers and sub-tier suppliers and requiring them to do the same with lower tiers of suppliers.
- Take measures to purchase parts, components or materials from their direct suppliers and sub-tier suppliers who source minerals for their products from smelters or refiners validated as being DRC conflict free in accordance with a nationally or internationally recognized due diligence framework.
- Comply with information requests on the source and origin of conflict minerals in the parts, components or materials provided to Trig Engineering Ltd. Chain of custody data shall be maintained for 25 (Twenty five) years and be provided to Trig Engineering Ltd upon request at no cost to Trig Engineering Limited.

## **COMPLIANCE**

This policy applies to Trig Engineering Limited's global business operations. Employees whose responsibilities relate to the supply or sourcing of parts, components and materials should be informed and are expected to comply with these requirements and associated legislation or regulation.

## **NON-COMPLIANCE**

Trig Engineering Limited will work with its suppliers to seek remedies for non-compliance with this policy. These remedies may include suspension or discontinuing engagement with the supplier.

## **REPORTING VIOLATIONS**

Violations or potential violations of this policy should be reported by the supplier to Trig Engineering Limited QHSE manager within 72 hrs.

## **4.2 REACH**

REACH ("Regulation (EC) No 1907/2006 of the European Parliament and of the Council of 18 December 2006 concerning the Registration, Evaluation, Authorization and Restriction of Chemicals (REACH)") is a European Union (EU) chemicals regulation. Approximately every 6 months, the European Chemicals Agency ECHA publishes a chemical candidate list of Substances of Very High Concern (SVHC). The latest candidate list of SVHC chemicals can be accessed at <https://echa.europa.eu/candidate-list-table>

It is the suppliers responsibility to give a reach statement for each product that is supplied to Trig Engineering Ltd on request at no cost to Trig Engineering Ltd.

### **4.3 COSHH**

It is the responsibility of the supplier to provide all necessary COSHH information in relation to any product being manufactured or service provided by the Supplier. The Supplier must ensure they have all the COSHH information including material safety data sheets they require at the commencement of any contract and forward it to Trig Engineering Limited at no cost to Trig Engineering Limited.

### **4.4 Access**

Trig Engineering Limited reserves the right to itself, its agents, its customers, any Government Quality Assurance Representative (GQAR), regulatory authorities (FAA ,CAA ,MAA ,MOD ,DOD , this list is not exhaustive) and any other person or organisation with a legitimate interest in the quality or conformity of the goods the right of access to all facilities and records involved to audit this system and verify compliance with any Quality Assurance systems or standards at any reasonable time by mutual agreement with the supplier.

### **4.5 Bribery And Corruption**

Trig Engineering Limited does not condone bribery and corruption and also does not tolerate such conduct. All Trig Engineering Limited employees are required to ensure that no kind of personal dependencies or responsibilities towards business partners occur. In particular, Trig Engineering Limited employees may not give or accept gifts or other gratuities that could reasonably be assumed to unduly influence the actions or decisions of the recipient. Particularly in the case of public officials, strict standards are to be applied. Gifts of money are prohibited in any case. Standards according to state / EU legislation must be complied with.

### **4.6 Modern Slavery and Human Trafficking**

Trig Engineering Limited is committed to acting in a responsible and ethical manner. We have a zero tolerance approach to slavery and human trafficking ("Modern slavery") within our supply chain.

Modern slavery is a crime and violation of fundamental human rights. It takes various forms, such as slavery, servitude, forced and compulsory labour and human trafficking, all of which have in common the deprivation of a person's liberty by another to exploit them for personal or commercial gain.

Trig Engineering Limited's prohibition on modern slavery applies to all person's working within the supply chain that supply into Trig Engineering Limited. The company will promptly and thoroughly investigate any claim or indication that a supplier is engaging directly or indirectly with human trafficking or slavery.

If a supplier is found in violation of the Trig Engineering Limited's stance on modern slavery and Human Trafficking, Trig Engineering Limited will suspend the supplier and will take remedial measures to address the violation.

### **4.7 Information Supply**

It is the responsibility of Trig Engineering Limited to provide all necessary information in relation to any product being manufactured or service provided by the Supplier. The Supplier must ensure they have all the information they require at the commencement of any contract. All product must be supplied with conformance to the defined Trig Engineering Limited specifications, including WI018-04 to cover standard component tolerances if tolerances are not already stated on a drawing or specification.

Where ambiguity exists over any instruction, verbal or written, this should be taken up in the first instance with the buyer, who will either answer the question or give the contact details of the relevant authority. It is the Supplier's responsibility to clarify any ambiguities which may affect product quality or delivery prior to commencement of work.

#### **4.8 Information Control**

The supplier must document Trig Engineering Limited's requirements. Where copies of specifications and standards are used or required these must be controlled. All specifications and requirements used must be traceable to all work carried out.

The supplier must have systems/controls in place to ensure that the latest revisions of information documents e.g. drawings/standards and specifications are used.

#### **4.9 Document Retention**

All documentation must be retained by the supplier for 'Life Of Aircraft' (25 years +) unless otherwise stated. The Supplier agrees to supply this documentation at no cost to Trig Engineering Limited when requested.

Before destruction of the documentation by the supplier a copy will be supplied to Trig Engineering Limited at no cost to Trig Engineering Limited.

Documentation must be stored in a readily retrievable system with multiple backups of the information.

#### **4.10 Process Documentation**

All processes/process steps used to manufacture product must be documented to show sequence of events, operations, tasks and activities used. This documentation must be revision controlled and traceable to product/part level

#### **4.11 Raw Material And Free Issue Material**

For all material used to manufacture product, the Supplier must ensure that it is in accordance with the requirements of Trig Engineering Limited requirements. Substitute or equivalent materials must be agreed before supply at the quote stage.

It is the responsibility of the Supplier to maintain records of all material received. The Supplier must maintain material certificates of conformance and have records/traceability to sample material conformance tests where applicable.

If test pieces are required it will be requested on the purchase order.

The Supplier's quality system must provide complete traceability of material used for all products manufactured (see section 4.12)

Material delivered to suppliers either directly from Raw Material suppliers or from Trig Engineering Limited shall have the following information on every billet/bar:

- Cast number
- Material grade
- Trig Engineering Limited Purchase Order number/ Trig Engineering Reference Number

Split / Multiple batches of material can only be supplied with the agreement of Trig Engineering Ltd. Where multiple batch numbers are used for a particular size, clear segregation and identification must be in place.

#### **General Material Control**

The following records must be kept on receipt of material:

- Material Specification
- Material Supplier
- Batch number
- Date of delivery

- Trig Engineering Limited Purchase Order Number
- Certificate of Conformance

#### **General Material Storage Requirements**

- All material must be stored in a clean, dry location
- All material must be clearly labelled

All material must be adequately segregated to prevent cross contamination of material.

#### **4.12 Traceability**

Unless otherwise stated in writing Trig Engineering Limited requires full material and process traceability with regard to the manufacturing of all components for both batch and serial numbered parts. Full traceability is required to raw material, heat treatment processing and all processing operations. Therefore batch traceable components must be made from one batch of material and all items must be processed as one batch.

#### **4.13 Staff Competence**

All processes/process steps used to process /manufacture product / supply services must be completed by appropriately trained staff with the verifiable competence of the staff recorded on a skills matrix.

#### **4.14 Standard Operating Procedures and Work Instructions**

Where applicable for processes of sufficient complexity and importance suitable Operating Procedures and Work Instruction should be used to ensure the integrity and repeatability of process operations. Standard Operating Procedures and Work Instructions must be revision controlled documents.

#### **4.15 Equipment Control**

All equipment used during the process to manufacture and assure product must be suitable for function and capable of producing product to required specifications.

All equipment including all measurement and test equipment must be maintained, calibrated and inspected where applicable at suitable intervals to prevent equipment malfunction and degradation. All measurement and test equipment must be calibrated within established frequencies and be traceable to National Standards.

All records of equipment maintenance and calibration should be stored for a minimum of 25 years. Out of calibration equipment must be quarantined and prevented from being used.

#### **4.16 Process Control And Assurance**

The supplier's quality system must provide adequate process control to assure product conformance.

It is the supplier's responsibility to implement suitable process control.

Process control data will be supplied at no cost if requested by Trig Engineering Limited and should include but is not limited to:

- Process routing
- Go/No Go Gauges
- Control Plans
- Check Sheets
- First Article Inspection Report
- Statistical Process Control
- In Process Statistical Sampling and measurement
- Gauge R&R

Any process control documents that are generated must be traceable to component level.

Any equipment process controls must be maintained and calibrated at suitable intervals.



#### **4.17 Inspection And Testing**

It is the Supplier's responsibility to ensure all product meets specification and requirements. Where applicable the Supplier should implement suitable inspection and test capability to ensure that the parts conform to specification and to verify process effectiveness.

Independent recorded first off, In process and final inspection must be traceable to staff with the appropriate training and scope of approval.

Where inspection and test activity is performed the inspection and test requirements including any critical dimensions, sample sizes (See WI17-06) and methods used should be defined to ensure consistency.

Acceptance/reject criteria should be defined.

Appropriate equipment and a controlled environment should be used to ensure accuracy and repeatability of results.

Any applicable data generated through inspection and testing should be recorded and stored in an easily retrievable format to provide for future data analysis when required. A copy of data generated through inspection and testing should also be sent in with the parts.

Inspection reports are to be provided on request with the parts at no additional cost to Trig Engineering Ltd.

#### **4.18 Control Of Non Conforming Material And Components**

Trig Engineering Limited requires its Suppliers to have a documented process which describes how the organisation prevents the unintended use of non conforming material / components. It is mandatory that:

- All non conformances that are identified should be recorded.
- Non conforming material must be clearly labelled.
- Non conforming material should be segregated to prevent it from being mixed with conforming material.

#### **Rectification of Non Conforming Material**

All processes and activity used in rectification of non conforming material must be documented, recorded and traceable to the component. All rectification must be sanctioned by Trig Engineering Limited for approval by Trig Engineering Limited customers.

#### **4.19 Counterfeit Products**

Trig Engineering Limited does not accept counterfeit product.

Counterfeit product includes but is not limited to:

- Product where part number, or issue level cannot be verified.
- Product where traceability cannot be verified.
- Product where raw material source or batch cannot be verified.

Counterfeit or potentially counterfeit product is considered scrap at the suppliers expense. The supplier is also liable to all reasonable costs flowed down from Trig Engineering Ltd under Trig Engineering Limited Terms and Conditions of supply.



#### **4.20 Supplier Concession Process**

Trig Engineering Limited does not generally accept non-conforming material or components. Suppliers who wish to provide parts that are knowingly non-conforming must in the first instance contact the Trig Engineering Limited QHSE manager and buyer. This is also applicable for test results, etc. Suppliers that wish to ship parts without test results that are required must first contact the QHSE manager and buyer at Trig Engineering Ltd.

The concession will be progressed once the non-conformance has been documented at the supplier and the documentation forwarded to Trig Engineering Ltd along with a completed form TF250 ( 5 WHY) and a form TF0249 ( 7step) completed upto and including step 5.

#### **4.21 Preservation Of Product**

Trig Engineering Limited requests that its Suppliers have suitable practices to ensure the integrity of product from receipt to shipment.

Suppliers should ensure that internal handling practices are suitable and consistent to prevent damage.

Suppliers should have adequate storage practices.

Suppliers should use appropriate packaging for logistics and shipment to prevent damage or deterioration of product. The supplier is responsible for damage during transit.

#### **4.22 Output Measures**

The Supplier should implement suitable product and process output measures to ensure and verify that the parts meet requirements/specifications and that processes are capable.

#### **4.23 Corrective Action Process**

Trig Engineering Limited requires its suppliers to have a documented and effective Corrective Action Process that identifies the root cause of Non Conformances and implements suitable actions as to prevent the re-occurrence of such issues. The process must be equally applicable to Non Conformances found internally as well as those reported by the Customer.

Supplier caused Non Conformances found at Trig Engineering Limited will be documented using a Non Conformance Report (NCR) which will be communicated to the Supplier.

Trig Engineering Limited will supply a Corrective Action Report Form 7 step TF0249 and 5 Why form TF0250 to be completed by the supplier for each NCR.

#### **4.24 Suppliers Control Of Sub-Contractors**

It is Trig Engineering Limited supplier's responsibility to ensure that any sub contracted operations conform to requirements and specifications. The supplier should use an effective quality system to assure product meets requirements along with an approved suppliers list.

Where a supplier is to use a second tier supplier for work which does not require Trig Engineering Limited approval, and the sub contractor has been selected by the first tier supplier the responsibility for all of the work remains with the first tier supplier.

Where a second tier supplier is to perform an operation, process or procedure which requires Trig Engineering Limited approval the first tier supplier must contact the Trig Engineering Limited QHSE Manager to gain an approval. It is the first tier supplier's responsibility to confirm that the parts meet specification before shipping to Trig Engineering Limited by way of confirming process results through documentation and test results produced by the tier 2 suppliers as specified in the associated Trig Engineering Limited treatment specification on the drawing. Where parts do not

meet specification the supplier must follow the Supplier Concession process (see section 4.19). Any non conformance associated with parts not meeting specification will be attributable to the supplier.

#### **4.25 Scrap Policy**

Trig Engineering Limited suppliers must render any scrap parts beyond use and supply a certificate of destruction from an external company on request. No Parts associated with Trig Engineering Limited are to be used for promotional purposes or displayed.

#### **4.26 Order Requirement**

Before placement of any Purchase Order, Trig Engineering Limited will require a full quotation for the scope of work to be completed. The supplier quotation should include all costs associated with the completion of the proposed package of work, with any non-recurring costs quoted separately. The supplier quotation must clearly state anything that is required from Trig Engineering Limited, for example tooling or inspection equipment.

#### **4.27 Delivery Requirements**

It is the responsibility of Trig Engineering Limited to provide all necessary information in relation to the delivery date stated on the Trig Engineering Limited Purchase Order will be the delivery date committed by the supplier. Any variance identified should be reported to the Trig Engineering Limited buyer immediately.

It is expected that all goods will be delivered on the due date specified on the Purchase Order, which is the date that the Supplier will be measured against (see section 9 below). If the date cannot be achieved after contract commencement then the Trig Engineering Limited buyer must be informed immediately.

All goods delivered to Trig Engineering Limited should be accompanied by a delivery note with the following information stated as a minimum:

- Supplier company name
- Supplier address
- Supplier contact telephone number
- Delivery note number (a supplier generated unique number)
- Trig Engineering Limited purchase order number
- The full part number / description
- The quantity delivered

Note that the quantity delivered should match each line number, for example if there are two purchase order lines for 12 units each and 14 units are to be delivered, 12 units should be shipped against the first line and 2 against the second line. Each batch of components should be segregated and will be receipted against the separate purchase order line to maintain traceability.

All delivered batches of components should be packaged and labelled separately; this applies whether delivering multiple batches of the same component or batches of different components.

Every delivery must have a physical copy of all associated Raw Material and Certificates of Conformance. Where batches are split, the supplier is responsible to ensure that a complete set of documentation is sent with each batch.

Any non conforming components being delivered under concession must be separately packaged and labelled to include a copy of the completed concession .

Deliveries over 2 meters in length will only be accepted under agreement from the stores supervisor.

This will be in the form of an email which is the suppliers responsibility to retain.

All deliveries of multiple componets / bars of material must be heaviest at the base of the stillage and lightest at the top of the stillage to avoid crush damage to the materials.

Labelling on packages should include part number and all other relevant information to identify the specific batch, including but not limited to PO number and PO line number.

Over delivery will only be accepted with prior approval from the Trig Engineering Limited buyer. Any over delivery sent without approval will be assumed to be free of charge and only the order quantity will be booked in and cleared for payment.

Deliveries will be accepted upto 3 days early and 0 days late.

#### **4.28 Product Identification**

All items intended for delivery to Trig Engineering Limited must be identified in a suitable manner as to retain traceability.

### **5. Invoice Payment**

Trig Engineering Limited will pay against the terms agreed at commencement of each contract, for all accepted goods (including items accepted on concession for all applications). In order for prompt payment all invoices submitted to Trig Engineering Limited must contain the following minimum information.

- Supplier company name
- Supplier address
- Supplier contact name (in the case of query)
- Supplier contact telephone number
- Invoice number (a supplier generated unique number)
- Invoice date
- Delivery note number
- Trig Engineering Limited purchase order number
- The full part number
- The quantity delivered (against each part number)
- The unit price (against each part number)
- The total part delivered value (against each part number)
- The total invoice value

Any invoice that features a variance to the Trig Engineering Limited purchase order must be accompanied with documented evidence to justify this variance.

### **6. Supplier Engagement – Criteria for selection**

Trig Engineering Limited may engage with Suppliers who demonstrate the capability to complete a specified package of work. A number of factors have influence when selecting suppliers to carry out work for Trig Engineering Limited. The target is to achieve parts right first time on time at the required cost and lead time. The supplier will be evaluated against the criteria stated in section 7 below.

## 7. Supplier Evaluation – Criteria for assessment

Trig Engineering Limited has in place a standardised supplier assessment. The assessment is used to evaluate a Suppliers Quality System in accordance with the requirements of this document.

Criteria for performing a Supplier assessment may include:

- Key Supplier.
- New Supplier.
- Poor Performance (See Supplier Monitoring).

Suppliers will be notified in advance of Trig Engineering Limited's intent to perform a Supplier assessment. A mutually convenient date to carry out the assessment will be agreed. The Supplier will be sent a copy of the assessment criteria in advance.

## 8. Supplier Performance Monitoring – Scorecard Methodology

Trig Engineering Limited measures its Suppliers Quality Performance in order to aid decision making and continuous improvement. Performance is measured in two areas:

- Quality – this will be number of correct deliveries against incorrect deliveries.
- On Time Delivery – this will be number of on time deliveries against late or early deliveries.

## 9. Supplier Re-Evaluation

Under certain circumstances Trig Engineering Limited may need to re-evaluate a Suppliers Quality System.

Criteria for Re-Evaluation:

- Change in ownership.
- Change of Premises.
- Change in Senior Management – Operations / Production Manager, Quality Manager, Sales Manager or Any Director.
- Poor Supplier Quality Performance.
- Poor Supplier Delivery Performance.
- Failed previous Supplier Assessment.

## 10. Supplier Disengagement

If a supplier fails to perform against any of the criteria stated above then Trig Engineering Limited reserves the right to limit the supply or cease trading with the supplier (with the exception of any pre-defined contractual obligations). In the normal course of business the supplier will be offered the opportunity to rectify the situation without the need for disengagement. In the example of an unsatisfactory quality assessment then the supplier will be given a period of time defined by Trig Engineering Ltd to propose and implement corrective actions to any findings identified.

It should be noted that the essence of any contract between Trig Engineering Limited and its Suppliers is on the basis of continued competitive pricing, delivered quality and on-time delivery performance.