H07 – Supplier Quality Manual

Scope

This Supplier Quality Manual defines the specific requirements from Cicor Hartlepool necessary for an effective and mutually beneficial customer / supplier relationship.

Revision	Date	Change and reason for change
03	16/01/2024	Change to new format following full review
04	20/06/2024	Further review after change to Cicor & added minor ISO13485 requirements
05	04/09/2024	Updated process owner and job titles
06	11/08/2025	Updated section 32 - Counterfeit parts & 35 – Cost Recovery Added sections 6. Supplier code of conduct & 7. Product safety
07	10/09/2026	Updated the procedure to take off signature sections & General update prior to website release.

Contents

1. Purpose

It is the intent of CHP to do business with suppliers who can provide parts/materials/processes and services consistently to specifications in accordance with the defined delivery schedule and develop a world class supply base whose objectives are strongly linked with those of the CHP.
Suppliers act as extensions of our design and manufacturing capabilities, demonstrating performance in the areas of:

a) Quality: All supplied items conform to relevant specifications.
b) Cost: All costs must conform with agreed quotations and tenders.
c) Delivery: All deliveries must conform to the agreed schedule.

2. Quality System Requirements

CHP encourages suppliers to develop robust quality systems that provide for continuous improvement and emphasise defect prevention and, strongly recommends that suppliers achieve or conform to recognised international quality standards depending on products, processes provided including health and safety and environmental standards.
CHP requires all suppliers to:

a) Verify sub-supplier's 3rd party certification–including obtaining a copy of the valid registration certificate and receiving updates on or before certificate expiry date.
b) Maintain documented evidence of sub-supplier compliance and make available for review upon the request of CHP.
c) Verify suppliers manufacturing location for site compliance.

3. Purchasing from non-approved Suppliers

On occasion it may be a requirement that CHP procures goods or services from an unapproved supplier. In such cases, the Quality Department will be notified before purchase agreed and may require:

a) Increased inspection activities where required.
b) Monitor deliveries.
c) Organise an audit.

4. Supplier assessments and Audits

With prior notification CHP shall conduct assessments and audits at supplier's facilities. The goal of these assessments and audits is to understand suppliers' capabilities, quality systems and identify continuous improvement opportunities.
The supplier shall allow CHP to verify compliance against requirements. Subject to timely notice, the supplier shall permit CHP representatives and specified external auditors to verify the supplier's systems, products and services and shall be permitted access to all areas of the supplier's premises in which the purchased products are developed, manufactured, and inspected.

The supplier shall make available an appropriate member of its staff for the duration of the visit and shall provide access to all necessary documentation and information.
The supplier should ensure that any subcontractor used in the supply chain allow CHP access under the same conditions.
Following any assessment or audit, CHP shall inform the supplier of the findings and any corrective actions required.
The supplier shall inform CHP quality and purchasing departments in writing prior to making any change (temporary/permanent) regarding drawings, parts, processes, or locations. No change can be made until written approval is given from CHP quality and purchasing department.

If deemed necessary CHP, will complete compliance audits in accordance with ISO9001, including EN9100 or ISO13485 requirements as necessary by performing site audits by a designated CHP representative at an agreed frequency or for purposes of:

a) Determining risk to supply
b) Supplier Monitoring
c) QMS development
d) New supplier approval
e) Determining risk following lost accreditation

5. Quality Tools and Techniques

CHP recognises the benefits of Advanced Product Quality Planning (APQP) and both Design / Process FMEA's and expect suppliers to manage the requirements of these tools to consider operational risk and techniques to ensure a product conforms.

6. Business Partner Code of conduct

Cicor expects Suppliers to implement and adhere to their own written code of conduct, containing the expectations of the Cicor "Business partners code" as a minimum standard, and to flow down their principles to the business partner they work with in providing goods and/or services. Cicor expects Suppliers to maintain effective programs that require their employees to make ethical, value driven choices in their business dealings including developing an employee code of conduct and supporting training.

7. Product Safety

Cicor HP expects Suppliers to comply with all laws and regulations on product safety and quality whilst delivering products and/or services to agreed product safety and quality standards. Cicor expects Suppliers to have in place quality assurance processes to identify any defects and implement corrective actions.

8. Quality Procedures

In the absence of a formalised quality accreditation the supplier must have a documented quality management system and maintained operating procedures

9. Sampling Plans

Where appropriate the supplier shall follow recognised/statistically proven sampling plans unless stated by CHP in line with Quality Core Tools. This is dependent on the type and nature of the commodity being supplied. First production parts must be checked after tool set-up and prior to each production run.

CHP may expect suppliers to identify special product/process characteristics (dimensional or performance) that are to be statistically monitored to ensure stability and ongoing compliance. Standard practise should be used for the industry where CHP do no request Special characteristics.

10. Inspection Records

The supplier shall maintain inspection records related to the product for a minimum of:

a) Aerospace Indefinitely from the date of manufacture
b) Rail Indefinitely from the date of manufacture

c) Automotive Indefinitely from the date of manufacture
d) Other 10 years from the date of manufacture

Inspection results shall be recorded in electronic format where possible, charted, and distributed, as applicable, to ensure required quality levels are achieved. Any record should be available when requested. When documented information is managed electronically, data protection processes shall be defined for the protection from loss, unauthorised change, unintended alteration, corruption, and physical damage.

11. Employee training / Competency

The supplier shall ensure all employees are trained and competent. All records of such training / competency review are approved and maintained.

12. Traceability

Where required the supplier shall maintain a system that all items or products can be traced back to the raw materials used, dates of production, operators, process parameters including tooling etc.

13. Calibration Control

The supplier shall ensure all equipment (monitoring and measurement devices) used to manufacture or determine the acceptability of product must be calibrated.

The system must ensure records are maintained and traceable back to UKAS, equivalate body or OEM.

14. Quality/Process Control Plan

a) A Quality/Process Control Plan details the requirements/ special processes/ safety critical, and actions needed to achieve this.
b) Process Flow detailing the proposed method and inspection activities.
c) A plan detailing delivery and packaging specifications.

15. Pre-Production and New Product Launch (APQP)

All suppliers involved in pre-production and new product launches are required to formulate quality plans to support the development of new products and/or services in accordance with the guidelines in the Advanced Product Quality Planning and Control Plan (APQP) or equivalent documentation.

16. Pass through parts and/or Characteristics.

All components with pass-through characteristics or parts to CHP's customer may require a CRM to be conducted.
All PTC/P's are added to PFMEAs and controls plans. Where PTC/P's have been highlighted in the PFMEA/Control plans by the CHP or the supplier, additional inspections will be performed on first delivery to ensure conformance of these PTC/P's. A reduced sample frequency may be adopted to ensure confidence if wavered. The supplier must provide the defined appropriate controls in place at point of manufacture, to ensure suspect product does not reach CHP.

17. Product Part Approval Process (PPAP)

Suppliers are not authorised to begin production or ship material to CHP prior to obtaining approval from the CHP per the requirements identified with the CHP representative. Parts supplied to CHP prior to PPAP or FAIR approval will be rejected. Any deviation to this requirement must be approved in advance and agreed by CHP in writing.

PPAP submissions are to be Level 3 unless otherwise specified by CHP.

CHP understands that a supplier may not wish to submit documents containing "KNOW-HOW" i.e. FMEA. However, these documents must be available for review at supplier's premises if required, which may warrant the PPAP submission level will change to 5.

18. First Article Inspection Report (FAIR)

If agreed/necessary; a First Article working pack will be issued and the following must be followed.
The design process is carried out by the Customers Engineering department. This is in conjunction with the following criteria:

a) Customer requirements
b) Cost and delivery
c) Quality requirements
d) Supplier capabilities
e) Production capabilities
f) Product requirements
g) Special processes
h) Safety Critical

The First Article should be submitted for inspection, only when the design has been finalised and when a drawing has been issued with a numerical revision. All initial FAIR submissions are to be completed in full unless otherwise specified by CHP.

The First Article must be produced using production tooling and processes. The First Article is inspected against the criteria as defined by the inspection checklist. If any non-conformance is found the submission shall be rejected, reported, and a re-submission requested.

19. Drawings/Dimensional and Test Results

a) All drawings with referenced specifications must be supplied with each First Article submission / PPAP and PSW.
b) Suppliers must record and retain inspection, dimensional and test results. If required CHP can provide a format.
c) Where possible electronic results must be supplied.

20. Certificate of Conformance

a) Where applicable, CHP prefers to obtain Certificate of Analysis (C of A) and Test (C of T) as compared to general conformity (C of C)
b) When required suppliers must provide evidence of compliance to material specifications through material and performance test results.

21. Process Capability Studies

a) Where required process capability studies shall be conducted by the supplier were determined by CHP.
b) Capabilities studies performed.
   - Process to achieve a target of CPK of 1.33
   - Tooling to achieve a target of CPK of 1.67

22. Samples

a) Suppliers may be required to submit up to 5 sample parts for each FAIR/PPAP submission. This will be determined by CHP.
b) First Article samples may be required from each cavity, where tools have multiple impressions.
c) Any samples may be subject to inspection by the CHP quality department.
d) All Samples are to be clear define with the FAIR/ PPAP details it relates to.

Labelling:

e) Each sample part must have a First Article label indicating its status. This shall include supplier name, part number, revision level, date of manufacture,
f) Any supplied part should also be clearly labelled on the delivery packing that the unit is an FAAP sample.

No First Articles should be submitted to CHP if any dimensions or test results do not meet part-drawing requirements. Suppliers shall make every attempt to implement corrective action for any out of spec condition. Suppliers shall contact CHP if they are unable to meet part drawing. CHP will then inform suppliers on required course of action.

23. General Delivery Requirements

All ESD sensitive components must be supplied in ESD packaging. ESD sensitive components will not be accepted in any other format.

a) Valid for all supplied electro-static sensitive components: The packaging must be marked with appropriate instructions: -

b) 

c) All components delivered to CHP must comply with the ROHS directive unless specified.

Components must be supplied in packaging that protects the integrity of the component during handling and storage.
Where specified parts shall be accompanied with the relevant inspection and agreed traceability documentation.

Suppliers are required to deliver on time. If a supplier is unable to deliver by the agreed delivery date, it is the supplier responsibility to notify CHP Purchasing Department as soon as the situation arises.

Where required suppliers shall supply delivered goods to CHP with appropriate Certificate of Test, Special Processes Information, Analysis or Conformity this shall detail and is not limited to:-

a) Quantity of Parts Supplied
b) Part Number of Supplied Parts
c) Revision Parts Manufactured to
d) Date of Manufacture
e) Electronic Test results
f) Purchase Order Number
g) Serial Numbers of devices (where applicable)

All parts must conform to industry or regulatory health and safety regulations, including Conflict Minerals Act, Modern Slavery Act, etc.

24. Concessions

In extreme cases CHP recognises that a supplier may need to apply for a concession. This must be applied for in writing to the Quality Department using the supplier's concession process. Must be approved prior to delivery.

25. Change to product or process requests

The supplier shall submit, in writing, a request for approval by CHP Quality Department if any of the following occur:

a) Change in the manufacturing process and or tooling.
b) Additional tooling or added cavities to tooling currently approved for mass production.
c) Manufacturing location changes
d) Sub-supplier changes
e) Materials

26. Problem Resolution

If non-conforming material is found during incoming inspection, an audit, manufacturing, assembly, or warranty returns, CHP reserves the right to inspect and rework suspect material to avoid shutdown of its production lines and will adopt the most cost-effective route for rework or return of product. Also, see 33.

27. Reporting an Issue with product

Upon receipt of any non-conforming material and / or parts, CHP Quality Department shall issue a Supplier Corrective Action report (SCAR) for investigation and completion by the supplier.
The supplier's representatives must acknowledge the receipt of the non-conformance report within 24 hours.
All non-conformance reports must be returned to CHP's Quality Department.
The target for close out of the non-conformance is 28 working days from date of receipt.
Upon receipt of the non-conformance report suppliers must implement the following:

a) Containment action (Sending certified replacement parts to replace suspect parts in transit and in CHP inventory).
b) Inform CHP the plan to replace suspect material.
c) Identify short term corrective actions.
d) Send initial non-conformance report responses.
e) Define and verify Root Causes of defect.
f) Determine and implement permanent corrective actions for Root Cause
g) Verify and validate permanent corrective actions.
h) Suppliers must respond to SCARs by entering data in the 8D spreadsheet's fields that follow a disciplined problem-solving approach (Global 8D report).
i) SAP Notification numbers assigned (RMA Number)

28. Supplier Development

a) CHP will provide assistance to any suppliers where needed.
b) Assist suppliers with improvement activities and Conduct Capability studies.
c) Conduct specific training when a need has been identified.

29. Supplier Business Review Meetings

Suppliers will be required to participate in Supplier Business Review Meetings if required, (SBRM) these meetings can be held at either CHP or the supplier's premises, at an agreed time.

The purpose of the Review Meetings is to feedback to the suppliers their performance ratings and agree on further continuous improvement where required.

When a member of the Quality and/ or Purchasing department visits a supplier a visit report shall be drafted based upon the visit and a copy sent to the supplier for their approval and comments, a master copy will be held within the Quality department.

30. Approved Vendor List (AVL)

CHP will evaluate and select vendors based on their ability to supply product/services in accordance with specified requirements (QCD) and the ability to meet the accreditation requirements. CHP from this information will generate an approved vendor list.
Parts, materials, services and non-production, where possible, shall only be purchased from vendors on the CHP "Approved Vendor" list.
Failure to meet these requirements may lead to the supplier being removed from the Approved Supplier List.

31. Counterfeit Part Prevention

The supplier must plan, implement, and control processes appropriate to their organisation and products supplied for the prevention of counterfeit and or suspect counterfeit part use and their inclusion in products delivered to CHP.

Counterfeit part prevention should consider:

a) Training of appropriate persons in the awareness and prevention of counterfeit parts.
b) Application of part obsolesce monitoring program.
c) Controls for acquiring externally provided product from original or authorised manufactures.
d) Requirements for assuring traceability to their original or authorised manufacturers.
e) Monitoring of counterfeit parts reporting from external sources.
f) Cicor Hartlepool requires that suppliers review AS5553 (If applicable) the latest revision and confirm internal procedures are appropriate and effective & actively cooperating with CHP to eliminate counterfeit components from all products.
g) In all instances all suppliers are responsible for performing & verifying all the relevant tests to ensure authenticity of the product to the best of their ability ahead of delivery into Cicor Hartlepool.

32. Medical Devices Additional Requirements

a) Hold a valid 3rd party ISO13485 accreditation.
b) Demonstrate risk-based approach to contamination.
c) The supplier needs to operate a cleanliness process.
d) All provided software needs to be validated.
e) Some sort of process capability study needs to be completed and shared with CHP.
f) Any customer requirements stipulated on the drawings and/or P.O.
g) Compliance to any quality specification if specified.

33. Supplier Information

All suppliers are expected to maintain an up to date "Supplier Information" with their buyer regarding email and phone contact for purchasing and quality issues. At a minimum, this must be reviewed annually. In case of any changes on these contacts, it is the responsibility of the supplier to inform CHP.

34. Cost recovery policy

Suppliers are liable for all costs incurred by CHP, if they are unable to demonstrate that the reject has not resulted from defect in their product and/or process. A SCRR (Supplier Cost Recovery Report) will be issued to the supplier where significant costs have arisen at CHP.

Chargebacks to suppliers include but are not limited to:

a) Sorting costs on suspicious raw materials or semi/finished products (including rework/repair)
b) Defective parts
c) Third Party testing
d) Shipping / Premium freight costs (if required)
e) Costs incurred by Cicor HP customers that directly relate to a Supplier defect

Suppliers may risk being awarded new business and/or losing existing business if adherence to SQA Manual is not followed.

35. Abbreviations and definitions

Abbreviation	Definition
CHP	Cicor Hartlepool
8D	8 Discipline
APQP	Advanced Product Quality Planning
AVL	Approved Vendor List (Also known as Approved Supplier List)
CA/PA	Corrective Actions/Preventative Action
CPK	Capability Process Index
ESD	Electro-Static Sensitive Device
FAAP	First Article Approval Process
FAI	First Article Inspection
FMEA	Failure Mode Effect Analysis
PSW	Part(s) Submission Warranty
QCD	Quality, Cost, Delivery
SQA	Supplier Quality Assurance
PTC/P	Pass Through Characteristics/Parts