

DOCUMENT TYPE: MANUAL

DOCUMENT TITLE: **SUPPLIER QUALITY MANUAL**

## REVISION

Rev.	Effective Date	Author	Changes from last version
K	09.10.2018	M Contreras	10. Control of measuring and test equipment: Calibration certificates traceability upon request

## AUTHORIZATIONS

Process owner:	Quality Manager
User representative:	Supply Chain Manager
Management representative:	Operations Director

**1. Purpose**

This business operating manual for our supply base explains the minimum quality requirements. This manual does not replace individual agreements or specifications, but is the set of minimum requirements upon which other requirements and expectations are based.

**2. Scope**

This document applies to all suppliers of M.Torres America, Inc. that supply end product. Compliance to this manual will be referenced in the Terms and Conditions of M.Torres America's P.O. (Purchase Order). It is expected that the supplier understands and utilizes this manual.

This document is available in MTA website: <http://mtorres.es/en/mtorres/mtorres-america/quality-documents>

It is the responsibility of the supplier to check periodically for any changes that may have occurred. Any questions can be directed to the Quality Department at M.Torres America [quality@MTorresAmerica.com](mailto:quality@MTorresAmerica.com)

**3. General requirements**

Suppliers must implement and maintain processes to ensure the provided processes, products and services comply with the requirements. A quality audit and/or supplier evaluation may be conducted by M.Torres America representatives to assure this compliance.

It is the Supplier's responsibility to ensure that all regulatory requirements and documentation such as inspection reports, certificate of conformance, material certifications, MSDS, and other required documentation is provided as required.

Suppliers must notify M.Torres America of changes in product and/or process, changes of suppliers, and changes of manufacturing facility location and obtain M.Torres America approval where required.

**4. Document and data control**

All documents including prints, drawings, manuals, specifications, functional parts received from M.Torres America, are the property of M.Torres America and must be returned to M.Torres America upon request.

When M.Torres America issues revised prints, specifications or manuals, the obsolete copies must be marked obsolete, destroyed, or returned to the proper M.Torres America contact.

If a supplier is awarded a purchase order connected with Aerospace, a Digital Product Definition (DPD) plan may be required. An audit of the supplier digital control plan systems may be required. If Supplier receives Boeing authority datasets or dataset derivatives from M.Torres America, the Supplier shall comply with Boeing D6-51991 requirements.

Suppliers must ensure archived, boxed records or electronic storage media are clearly marked to identify their contents. These records/documents must be stored in a manner to preserve the record/document and prevent environmental degradation or loss. Records maintained in software are to be periodically backed up on media separate from the initial storage location.

Suppliers shall adhere to the minimum record/document retention time of at least seven years from the end of the contract for all product, unless otherwise specified. M.Torres America may require extended retention times. Disposal of records must be done in a manner that protects proprietary/sensitive information.

Suppliers must maintain records of contracts in accordance with the requirements of the business operating system requirements manual or written agreements with M.Torres America.

All designs for tooling used to produce product for M.Torres America must be shared with M.Torres America if requested by M.Torres America.

## 5. Purchasing

Suppliers to M.Torres America are fully responsible for all aspects of controlling the quality and delivery of product and/or services from sub-tier suppliers. Suppliers are also responsible for ensuring that sub-tier suppliers understand and meet M.Torres America requirements and expectations, as well as M.Torres America customer requirements and applicable statutory and regulatory requirements.

Suppliers must also upon request from M.Torres America, provide submissions for material, certificates of compliances or services from sub-tier suppliers. Suppliers will ensure that all certificates and other required documentation are available for product and or services from sub-tier suppliers.

Suppliers must flow down to sub-tier suppliers, and upon request, will arrange for a M.Torres America representative, their customer representative, or regulatory authority access to the applicable areas of all facilities, at any level of the supply chain involved in the order and to all applicable records.

## 6. Control of supplied product

Suppliers will store and maintain all products supplied from M.Torres America in a manner that will prevent damage or loss. Any supplied product that is damaged, lost or otherwise unusable must be documented and reported to M.Torres America in a timely manner.

Engineering, tools and equipment as provided and owned by M.Torres America cannot be used for any other customer, without prior written approval from M.Torres America.

## 7. Process control

Suppliers must identify and plan production, installation and servicing processes that directly affect the quality and schedule of product supplied to M.Torres America. Suppliers must ensure that these processes are carried out under controlled conditions. As applicable, suppliers will establish adequate controls for special processes and validate the ability of these processes to achieve planned results. Any requested deviation from the build prints or design/model must be submitted in writing and approved by M.Torres America prior to implementing any process or material changes.

## 8. Product inspection and acceptance

Product must not be shipped until all the required inspections and tests have been successfully completed, and any nonconformance product is formally dispositioned and the product reworked/repaired as applicable.

Suppliers are required to demonstrate the product conformity by providing inspection documentation. The type of inspection is defined per the product reference in the Purchase Order. Inspection reports shall be submitted to MTorres America Quality Department ([quality@MTorresAmerica.com](mailto:quality@MTorresAmerica.com)).

Product final approval is conditioned to the compliance of the product and the related quality documentation.

9. Type of inspection

INSP. TYPE	INSPECTION REQUIREMENTS
A	<p><u>COMMERCIAL OFF-THE-SHELF COMPONENTS</u> No inspection report required.</p>
B	<p><u>MTORRES TOOLING SPECIFICATION (MTS)</u> Inspection, test and reporting shall be according to the MTS Quality / Inspection paragraph requirements.</p>
C	<p><u>MTA STANDARD</u>  <b>1- Certificate of Conformity</b> (all cases)  <b>2- Inspection report</b> (as applicable)</p> <ul style="list-style-type: none"> <li>• Inspection may be reported on a separate inspection report or on a copy of the drawing.</li> <li>• Inspection records shall include the following, as applicable:               <ul style="list-style-type: none"> <li>- Supplier / Inspector / Date of inspection / Product reference</li> <li>- Nominal and actual values (+/- .015 or less) / An indication of 'Out of Tolerance' conditions</li> <li>- Evidence of inspection/verification of the flag notes.</li> </ul> </li> <li>• All references shall be inspected and dimensionally reported. For batches of 3 or less units: 100% inspection of all parts. For batches of 4 or more units: 3 units + 10% of total units shall be inspected. First and last part shall be included in the inspection batch.</li> </ul> <p><b>3- Certificates</b> (as applicable), materials, special process (surface treatments, hardness, paint, welding, etc).</p>
D	<p><u>BOEING TOOLING SPECIFICATIONS</u>  <b>1- Certificate of Conformity</b> (all cases)  <b>2- Inspection report</b> (as applicable)</p> <ul style="list-style-type: none"> <li>• Inspection may be reported on a separate inspection report or on a copy of the drawing.</li> <li>• Inspection records shall include the following, as applicable:               <ul style="list-style-type: none"> <li>- Supplier / Inspector / Date of inspection / Product reference</li> <li>- Nominal and actual values (+/- .015 or less) / An indication of 'Out of Tolerance' conditions</li> <li>- Evidence of inspection/verification of the flag notes.</li> </ul> </li> <li>• Statistical sampling and sampling plans are not allowed.</li> </ul> <p><b>3- Certificates</b> (as applicable), materials, special process (surface treatments, hardness, paint, welding, etc).</p>
E	<p><u>BELL TOOLING SPECIFICATIONS I</u>  <b>1- Certificate of Conformity</b> (all cases)  <b>2- Inspection report</b> (as applicable)</p> <ul style="list-style-type: none"> <li>• Inspection may be reported on a copy of the drawing.</li> <li>• Inspection records shall include the following, as applicable:               <ul style="list-style-type: none"> <li>- Supplier / Inspector / Date of inspection / Tool number / Acceptance stamp/initial</li> <li>- Nominal and actual values for all critical dimensions (cc). Dimensions without "cc" to be verified and stamped on drawing +/- .015 or less) / An indication of 'Out of Tolerance' conditions</li> <li>- Evidence of inspection/verification of the flag notes.</li> </ul> </li> <li>• Statistical sampling and sampling plans are not allowed.</li> </ul> <p><b>3- Certificates</b> (as applicable), materials, special process (surface treatments, hardness, paint, welding, etc). Certificates of purchased details.  <b>4- Part marking</b>, shall comply with Bell Standard 6500 Tool Identification and PM instructions for part marking.  <b>5- Photos</b> of the product shall be provided.</p>
F	<p><u>BELL TOOLING SPECIFICATIONS II</u>  <b>1- Certificate of Conformity</b> (all cases)  <b>2- Inspection report</b> (as applicable), 3<sup>rd</sup> party inspection may be required for tool buy-off</p> <ul style="list-style-type: none"> <li>• Report shall be provided according to the Tooling Inspection Check List (ICL) templates including CMM and Laser Tracker data reports as applicable on csv format.</li> <li>• Inspection records to be reported according to ICL templates and bubble notations. Evidence of inspection/verification of all features, material, processes, flag notes, etc. is required (excluding referenced notes/features).</li> <li>• Statistical sampling and sampling plans are not allowed.</li> </ul> <p><b>3- Certificates</b> (as applicable), materials, special process (surface treatments, hardness, paint, welding, etc). Certificates of purchased details.  <b>4- Part marking</b>, shall comply with Bell Standard 6500 Tool Identification and PM instructions for part marking.  <b>5- Photos</b> of the product shall be provided.</p>

## 10. Control of measuring and test equipment

Suppliers of M.Torres America must retain calibration records for all inspection and test equipment used to make pass/fail decisions on products manufactured for M.Torres America. Suppliers shall provide records of the equipment used for the inspections upon request.

## 11. Prevention of counterfeit parts

Suppliers shall plan, implement, and control processes for the prevention of counterfeit or suspect counterfeit part use and their inclusion in product(s) produced for M.Torres America. Suppliers shall quarantine and notify M.Torres America immediately of suspect or detected counterfeit parts.

## 12. Handling, storage, packaging, preservation and delivery

The Supplier is required to handle, store, package, and ship materials in a manner to ensure that it meets all functional and appearance specifications upon arrival at M.Torres America or its Customer facility. Suppliers will ensure that all products are identified according to print and/or purchase order requirements and specifications.

## 13. Control of non-conforming material and product

Suppliers must contact M.Torres America immediately if it is discovered that nonconforming product has been produced or suspect product may have been shipped to M.Torres America or its Customer.

M.Torres America requires that suppliers manage nonconforming product under their own nonconformance system.

In the event of a nonconforming product the disposition for use as is or rework must be requested to ([quality@MTorresAmerica.com](mailto:quality@MTorresAmerica.com)) and authorized by M.Torres America.

Shipment is authorized after a formal disposition has been provided and the product reworked as applicable.

Supplier is responsible for all cost associated with rework, replacement, scrap, and shipping for all non-conforming product determined to be the fault of the supplier.

## 14. Corrective actions

When a request for a corrective action report is received from M.Torres America, the response must be documented on the Suppliers corrective action form or M.Torres America can provide their CAR form for the supplier to use. Immediate response detailing the short term containment action(s), must be sent to M.Torres America.

Special attention must be given to identification of the root cause and corrective action to prevent recurrence. The root cause must show systemic corrective actions.

All responses must be reviewed and approved by the M.Torres America Quality Manager.

## 15. Competence and awareness

Supplier shall ensure that the persons within the external provider and any sub-tiers are competent and qualified for the processes and are aware of their contribution to the product safety, conformity and the importance of their ethical behavior.

## 16. Supplier performance

Supplier performance will be rated based on "On Time Delivery" and "Quality Delivery".

M.Torres America will have available, upon request, the periodical Supplier Performance Ratings report.

Suppliers scoring lower than the established threshold may be required for corrective actions and noted on the Approved Supplier List which may prevent sourcing of new business and potentially cause premature cancellation of any remaining current purchase order, or disqualification of that supplier.

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