

# Aerospace Supplier Quality Requirements Manual

(O-Rings, Seals, Hydraulic and  
Pneumatic Components, and  
Related Material)

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## 1. Scope

- 1.1. This Aerospace Supplier Quality Requirements Manual (ASQRM) constitutes an extension to the contract between the Supplier and The Hope Group covering the items (Products) as described in the Purchase Order. Supplier's acceptance of the Purchase Order (PO) shall constitute Supplier's agreement to the requirements in this document. In the event of any inconsistencies between the Purchase Order and the requirements set forth below, the terms and conditions of the Purchase Order shall take precedence.

**NOTE:** This Aerospace Supplier Quality Requirements Manual (ASQRM) is not applicable to "Non-Aerospace" product; and, should not be referenced nor utilized, in any manner, within a "Non-Aerospace" related THG Purchase Order.

- 1.2. THG's Terms and Conditions can be reviewed by the Supplier at the website <https://www.TheHopeGroup.com/supplier> or requested from the Buyer representative.

## 2. Right of Access

- 2.1. Supplier shall grant THG (or customers of THG or any governmental regulatory agencies) access to Supplier's premises or manufacturing facilities. This includes the freedom to witness and audit all phases of fabrication, testing, storage or goods sold to THG, pertinent documents and records related to the contract, subject to any limitations or controls required to ensure compliance to ITAR/EAR US Governmental regulations. THG will provide advance notice to the Supplier (typically 48 hours minimum).
- 2.2. If a Purchase Order is a "subcontract PO" under a government prime contract or FAA approved designed data, the Supplier's books, records, and facilities engaged in the performance of the Purchase Order, shall at all reasonable times be subject to inspection and audit by any authorized representative of the applicable Department of United States Government.

## 3. Quality System Requirements

- 3.1. To be set up as a THG Supplier, the Supplier shall complete the THG Value Add Supplier Questionnaire, form PU-74002-0002, or an equivalent, and provide any other requested documentation. All of the documentation will be submitted to the THG Buyer for Quality Assurance review.
- 3.2. Per AS9100 Section 8.4.3, the Supplier shall place emphasis on the need to:
- implement a quality management system (which meets or exceeds the requirements as shown in Table 1);
  - use customer designated or approved external providers, including process sources (e.g., special processes);
  - notify THG of nonconforming processes, products, or services and obtain approval for their disposition;
  - prevent the use of suspected unapproved, unapproved, and counterfeit parts (see AS9100 Section 8.1.4);
  - notify THG of changes to processes, products, or services, including changes of their external providers or location of manufacture, and obtain the organization's approval;
  - flow down to external providers applicable requirements, including THG and end-customer requirements;
  - Employ statistical techniques for determining product acceptance

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- provide test specimens for design approval, inspection/verification, investigation, or auditing;
  - retain documented information, including retention periods and disposition requirements;
  - ensure that persons performing tasks affecting product or process quality are properly trained and competence validated to the extent necessary to assure consistent performance;
  - ensure that persons are aware of:
    - their contribution to product or service conformity;
    - their contribution to product safety;
    - the importance of ethical behavior.
- 3.3. THG may choose to use a Supplier that may not meet the minimum requirements, based on business needs as long as it does not conflict with the customer requirements.
- 3.4. When industry specifications are noted in Table 1, THG requires 3rd party certifications. Suppliers shall make available, a copy of their certifications to THG. Any changes to the certifications such as a change of the Registrar, update, withdrawal or disapproval must also be forwarded to THG immediately.
- 3.5. Supplier shall notify the THG Buyer and THG Quality Assurance in writing within 48 hours of any changes of status to its Quality Management System, relocation, or changes in top management including the Quality Management Representative.
- 3.6. Supplier shall maintain satisfactory performance to remain on THG’s approved supplier list (ASL).
- 3.7. Supplier’s performance will be reviewed periodically. Suppliers not meeting performance standards may be subject to any of the following, as determined by subsequent review/evaluation:
- Initiation of a Supplier Corrective/preventative Action Request (SCAR)
  - An on-site audit at the Supplier’s facility
    - Supplier’s placement on probation status
    - Supplier’s removal from THG’s ASL
    - All performance scores will be held in the strictest confidence between the supplier and THG.

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**Table 1**

	Quality System Level	Applicable Minimum Quality System Document	Supplier Description
<b>Aerostructures</b>	Subcontract	AS9100	Manufacturer with design authority (Major Assemblies, Sources/Spec. Control Product); Engineering Services with design/release authority; Manufacturer (Build-to- Print)
	Partial Subcontract	QMS which is registered or compliant** with AS9100 and/or ISO9001	Manufacturer only performing specific operations on material provided by THG (Machining, Waterjet, etc.)
	Processors	NADCAP AC7004 or AS9100 Special Processes must be approved by THG's customer and/or NADCAP	Processor
	Raw Material Manufacturer	AS9100 or as defined by customer	Raw Material Manufacturers
	Raw Material and Hardware Distributor	AS9120, AS9100 or ISO9001	Distributors
<b>Tooling</b>	Production Tooling	AS9100 or ISO9001	Tooling with design authority/Tooling (Build to print), directly relates to product conformity
	Support Equipment	N/A	Tooling that does not affect product conformity
<b>Other</b>	Quality Services Engineering Services	Company Qualifies as Support Services (MRO); Individual's Qualifications are "vetted"	Inspection Services, etc (e.g. CMM)
	Calibration, Chemical, and Material Testing	ISO10012, ISO17025 or ANSI Z540 (as applicable)	Laboratories
	Chemical, Paint, Solution, Sealant, and Instrument Distributor	Internal QMS	Distributors

\*\* May require an on-site audit of the Supplier's facility, as determined by THG Quality Assurance

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#### **4. Configuration Management**

- 4.1. Supplier shall comply with specifications stated on the Purchase Order and with applicable engineering drawings, including industry, association, society, regulatory and United States Government specifications and standards. Any questions regarding requirements should be directed to the THG Buyer.
- 4.2. Supplier shall notify the THG Buyer if any engineering revision levels received conflict with the revision levels on the Purchase Order.
- 4.3. These documents shall be controlled, maintained and issued as the latest revision in effect at the time of the Purchase Order unless otherwise stated by the Purchase Order.
- 4.4. Supplier shall maintain a change control management and verification system for documents and electronic media, including applicable government, association, society, industry and customer furnished configuration data.

#### **5. Subcontracting**

- 5.1. Supplier shall not enter into a subcontract for the procurement of any goods, in their complete or substantially complete form, without prior written consent of the THG Buyer.
- 5.2. Control of Sub-Tiers
  - No material substitutions, omissions or modifications will be allowed without prior written consent of the THG Buyer.
  - The Supplier will assure that all material, services, and software procured from, or performed at sub-tier Suppliers is in conformance to contractual requirements and specifications.
  - The Supplier will ensure that all such requirements/specifications are flowed down to their sub-tier suppliers.
  - All special processes must be performed by processors approved by THG's Customer. Any questions regarding special process approvals should be directed to THG through the THG Buyer.

#### **6. Counterfeit Part Prevention**

- 6.1. The Supplier shall have a counterfeit detection process for all electrical, electronic, electro-mechanical and electro-optical component parts that meets the intent of SAE standard AS5553, Counterfeit Electronic Parts, Avoidance, Detection, Mitigation, and Disposition.
- 6.2. For all electrical, electronic, electro-mechanical and electro-optical component parts delivered and/or used in the manufacture of deliverable products shall be from the Original Component Manufacturer (OCM)/ Original Equipment Manufacturer (OEM) or franchised distributors or Authorized Aftermarket Manufacturer (AAM).
- 6.3. The Supplier shall have a counterfeit detection process for all non-electrical standard parts, like fasteners, nuts, washers, springs, O-rings, inserts, and pins that meets the intent of SAE standard AS6174, Counterfeit Material; Assuring Acquisition of Authentic and Conforming Material.
- 6.4. For all non-electrical standard parts, like fasteners, nuts, washers, springs, O-rings, inserts, and pins, the supplier must have a certificate from the Original Component Manufacturer (OCM)/Original Equipment Manufacturer (OEM) or Authorized Aftermarket Manufacturer (AAM) or authorized distributor.

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- 6.5. In the event a part is not directly available from the OCM/OEM/AAM or franchised distributors (electronics) or authorized distributor (non- electronics), purchases from independent distributors may be made but the evidence of supply chain traceability (chain of custody) back to the OCM/OEM/AAM shall be provided. The Certification shall clearly identify the name and location of all supply chain intermediaries from the original manufacturer to the final source of the product delivered to THG.  
**NOTE:** Distributors shall, in addition to the above, include their company's certification for each part number shipped.
- 6.6. Supplier's that deliver next higher assemblies shall flow this requirement down to all their sub-tier Suppliers to prevent the inadvertent use of counterfeit parts and materials. Component certifications from the OCM/OEM/AAM must be readily retrievable and made available upon request.
- 6.7. If evidence of supply chain traceability (chain of custody) to the OCM/OEM/AAM is not available, the supplier must notify THG immediately and get authorization to purchase this product.
- 6.8. Confirmed counterfeit parts will be segregated from conforming parts and controlled until rendered unusable by physical destruction. Suspect or confirmed counterfeit parts may not be returned to the Supplier for refund or replacement except under controlled conditions which would preclude the resale or re-introduction into the supply chain. The Supplier shall be notified and authorization to scrap obtained before product is destroyed.
- 6.9. Confirmed counterfeit parts will be reported to the Government Industry Data Exchange Program (GIDEP) and applicable US Government investigative authorities.
- 6.10. Suppliers shall be liable for all costs relating to the removal and replacement of Counterfeit Work, including without limitation THG's and THG's customer's costs of removing counterfeit items, of reinserting replacement Work and of any testing necessitated by the reinstallation of items after counterfeit items have been exchanged.

## **7. Designs, Tools, Dies, Customer Provided Material, Etc.**

- 7.1. If the goods are to be produced by the Supplier in accordance with designs, drawings, blueprints, mylars, tooling or fixtures furnished by THG, the Supplier shall return the same to THG at THG's request upon completion or cancellation of this Purchase Order.
- 7.2. Such designs shall not be used by Supplier in the production of materials for any third party without THG's written consent. Such designs involve valuable property rights and proprietary information and shall be held confidential by Supplier.
- 7.3. Unless otherwise agreed herein, the Supplier shall supply all materials, equipment, tools and facilities required to perform the requirements of the Purchase Order at its cost.
- 7.4. Title to, and the right of immediate possession of, all property furnished by THG to the Supplier shall remain with THG, except that title to such tooling or material which is identified as Government property shall remain with the Government.
- 7.5. Title to any THG furnished property shall not be affected by the incorporation or attachment to any property not owned by THG, nor shall any such property, become a fixture of the Supplier or lose its identity for any reason.
- 7.6. THG furnished and/or owned property condition shall be identified, maintained and inspected regularly for suitability of use. Supplier shall notify THG immediately if the property is lost, stolen, or unfit for use for any reason. THG makes no warranties of any nature with respect to any property or data it may furnish to Supplier hereunder.
- 7.7. Property furnished by THG shall be used solely in the performance of work ordered by THG or the Government, if the Government has title or rights in the property.

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- 7.8. Property shall be subject, at all times, to disposition as THG may direct. Supplier shall maintain inventory control of all such tooling and property and to furnish inventories thereof when required by THG.
- 7.9. Unless otherwise specified, Supplier shall be liable for any loss or destruction or damage to property furnished to Supplier by THG. Supplier shall be responsible for returning property in a suitable for use condition as when received at a time specified in accordance with the provisions of the Purchase Order.
- 7.10. Supplier shall comply with the provisions of FAR Subpart 245.5, "Management of Government Property in the Possession of Contractors" for all property used on US Government contracts. Property must be permanently identified showing the Government prime contract number (if one is indicated on this Purchase Order), the part number, and tool code number. If tooling is property of the Government, it shall be so identified.
- 7.11. Supplier shall notify THG prior to destruction of any furnished materials, or equipment.
- 7.12. If THG has provided the raw material for an order, no material substitution is allowed unless authorized in writing by THG. The Supplier shall not return any furnished material without prior approval by THG.

## **8. Raw Material**

- 8.1. The Supplier is required to verify the correct material type, and temper (where applicable), to engineering prior to fabrication of product. Evidence of verification shall be on the Supplier's shop traveler, work order, planning, or other inspection status (including FAI) documentation.

## **9. Critical Components**

- 9.1. Parts designated as Fracture Critical, Fatigue Critical, Durability Critical, or Maintenance Critical by the Purchase Order, THG/Customer/OEM engineering or specifications, require the submittal of the Supplier's manufacturing plan 30 days prior to start of production.
- 9.2. Upon approval of the Supplier's manufacturing plan, the Supplier shall control all processes as stated in the plan.
- 9.3. No deviation from the approved plan is permitted without written approval from THG and/or THG's customer, through the THG Buyer.
- 9.4. Record retention requirements for Critical Components are typically longer than the standard 10 year requirement. Supplier is to ensure that the retention period is applied in accordance with the Engineering and Quality requirements for the program and product, and/or Addendum A.

## **10. Key Characteristics**

- 10.1. When identified on the Engineering drawing, model, or documentation, all key characteristics will require a statistical process control plan.
  - This statistical process control plan is subject to review and audit by THG at any time during the conduct of the contractual work.

## **11. Digital Product Definition (DPD)**

- 11.1. When THG, or THG's Customer, provides electronic engineering definition of the product, the Supplier shall have a documented procedure for:
  - Verifying the integrity of the file transfer
  - A system for storing and maintaining the file

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- A system for the security (limited access) of a file
- A system for change verification and notification
- Full traceability of all derivative data back to the original Customer provided definition

11.2. When models are provided by THG, along with other configuration control documents (engineering drawings, specifications, condition of supply, etc.), the Supplier is to ensure that all documents have been properly reviewed prior to production. This includes the evaluation of all imbedded notes in the engineering model. Any conflict between these documents and files shall be brought to the attention of THG, through the THG Buyer for resolution.

11.3. See Section 24 of the ASQRM for information regarding First Article Inspection for a reduced dimension drawing or model-based definition.

## **12. Nondestructive Testing (NDT)**

12.1. Supplier shall review the purchase order and associated drawings, notes and related documents to determine if NDT is required. Submittal to and approval of NDT general procedures and part-specific techniques by the Customer (Special Process Owner) is required prior to performing NDT. After initial approval, any changes to subject documents must be resubmitted to the Customer for approval.

12.2. Suppliers using outside sources for NDT shall ensure that the selected NDT sub- tier has Customer approval for the NDT procedure/technique used. On- site validation of procedures/techniques to verify specification compliance may be performed at the discretion of the Customer.

## **13. Calibration Requirements**

13.1. Calibration Control:

- The supplier shall control the Calibration of all Measuring and Test Equipment (M&TE) against Certified Measurement Standards, traceable to the NIST.

13.2. Calibration Suppliers:

- Calibration Suppliers must comply with ANSI Z540, ISO 17025, or ISO 10012.
- Measurement standards used for calibration or verification shall be traceable to international (SI) or national measurement standards and be supported by certification.
- Where no such standards exist, the basis for calibration will be defined and documented

## **14. Part Mark**

14.1. When part mark requirement is provided by the customer's direction, drawings, specifications or Purchase Order, the following shall also be applied below those part mark requirements.

- The manufacturing date
- The Supplier's name or cage code for traceable to the Supplier
- The unique number used by the Supplier to provide traceability of their quality records (i.e. Serial Number, Lot Number, Control Number, or Work Order/Traveler Number)
  - NOTE: Manufacturing Date is not considered as a unique number, for traceability
- THG non-conformance document number (when applicable)

14.2. When a part mark requirement or customer direction is not provided by the drawings, specifications or Purchase Order, the part mark shall be applied in accordance with MIL-STD-130 or its equivalent, and shall also include the following items:

- The manufacturing date

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- The Supplier’s name or cage code traceable to the supplier
- The unique number used by the Supplier to provide traceability of their quality records (i.e. Serial Number, Lot Number, Control Number, or Work Order/Traveler Number)
  - NOTE: Manufacturing Date is not considered as a unique number, for traceability
- THG non-conformance document number (when applicable)

14.3. When a THG “synthetic” part number is utilized (i.e. the addition of L01, -L01, DTL, -DTL, etc... to the customer Part Number), the THG “synthetic” addition shall not be included with the customer Part Number in the Part Mark Identification. The “synthetic” addition shall appear, in parenthesis, within the content of line two of the Part Mark Identification, succeeding the Work Order/Traveler number (ex: 123456-0001(L01), or within the content of line three (ex: 01/01/2019 (L01)). It is permissible to incorporate the “Bag and Tag” method for the THG “synthetic” part number, in addition to the standard Part Mark protocol.

## 15. Foreign Object Damage Control

15.1. The Supplier will ensure that product delivered to THG is controlled in a manner that will prevent FOD from being introduced into the final product.

## 16. Inspection Delegation of Authority

16.1. The Supplier is authorized to inspect products on behalf of THG.

- The allocation of "Delegation of Authority" is managed by THG Quality Assurance.
- THG Quality Assurance reserves the right to conduct product integrity audits, quality system assessments, verify Supplier’s conformance to delegation requirements and to revoke the Supplier’s delegation authority at any time.

16.2. If a Supplier elects to delegate product verification to a sub-tier Supplier, the Supplier must conform to the requirements of AS9015.

## 17. Sampling

17.1. The Supplier shall perform 100% inspection of products being delivered and records kept. Sampling may only be performed when authorized, in writing by THG Quality Assurance, through the THG Buyer.

**Note:** Sampling plans may need to be approved by the OEM customers.

## 18. Acceptance

18.1. If any goods that are found to be defective or otherwise not in conformance with the requirements of the Purchase Order, THG may, in addition to its other rights and remedies, reject such goods and require their prompt correction or their replacements at the Supplier’s expense, including shipping and packaging charges. Alternatively, THG may repair or replace such non-conforming goods at the Supplier’s expense.

18.2. Some shipment or delivery dates on THG’s Purchase Order may extend beyond the current engineering level protection time frame. Fabricating in advance of Supplier’s proposed lead time or 12 weeks (excludes hardware, forgings, or raw material which routinely exceed 12 weeks) before the stated due date is at the Supplier’s risk.

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## **19. Non-Conforming Material**

- 19.1. When a nonconforming product is discovered at the Supplier's facility, and it requires a technical review/disposition, the Supplier shall submit a Nonconforming Material report to the THG Buyer.
- 19.2. When nonconforming product is reported to THG Supply Chain, by the customer and/or THG Quality, and it is determined to be the responsibility of the Supplier, immediate containment and evaluation of all such Product at the Supplier's facility will take place. The Supplier will notify THG of any additional product impacted.
- A copy of the THG Discrepant Material Report (DMR) will be provided to the Supplier as notification of the discovered discrepancy.
  - If requested, the Supplier shall provide a Root Cause and a Corrective Action statement, within the appropriate sections of the DMR, and return it to the THG Buyer.
- 19.3. The Supplier will receive a copy of the DMR with the disposition, from the THG Buyer or THG Quality Assurance, upon the completion of the technical review/disposition process.
- For deliverable product associated to a DMR the part marking will include the DMR number (e.g. DMR #123456), per Section 14 of the ASQRM.

## **20. Disposition Authority**

- 20.1. Supplier disposition authority for non-conforming product is limited to Rework, Return-to-Vendor, and Scrap.
- A Non-conformance document shall be submitted to THG, by the Supplier, for THG/Customer furnished material; regardless of the supplier's MRB status.
  - If material is procured solely by the Supplier, they retain the authority to Scrap at their discretion.
  - Rework is defined as a process performed entirely within the confines of the drawing and referenced specifications that will result in characteristic(s) that conforms completely to the drawings, specifications, and contract requirements.
- 20.2. The Supplier shall notify the Buyer in writing immediately if the disposition actions taken have an effect on the ability to deliver product as specified or agreed upon.

## **21. Supplier Corrective Action**

- 21.1. If the Supplier is issued a Supplier Corrective Action Request (SCAR), the Supplier's response shall be submitted to THG Quality Assurance, and the THG Buyer, within the date specified in the SCAR notification.
- Requests for an extension may be submitted to THG Quality Assurance for consideration. The supplier must provide the following:
    - Status of SCAR at the time of request
    - Circumstance to justify the extension
    - Proposed completion date(s), for the remaining section(s) of the SCAR
- 21.2. Failure of a Supplier to respond may result in a change in approval status. At a minimum, a meeting will be held with the supplier to review the issues.

## **22. Notice of Escapement**

- 22.1. The Supplier shall notify the THG Buyer, within 24 hours of discovery, of any non-conforming product shipped (escapement) and/or any changes in product or process definition.

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22.2. In the event of an escapement, the Supplier shall send a “Notification of Escapement” in writing to the Buyer and shall contain the following as a minimum:

- Supplier Name
- Description of Non-Conformance
- A list of all affected part numbers
- Part number and traceability number which identifies the Non-Conforming parts, if applicable
- All affected Buyer’s purchase order numbers
- Packing sheet numbers
- Quantities and date shipped
- Information regarding quarantine of all related work-in- process and/or finished goods.
- Any other information that is required

### **23. Certificate of Conformance**

23.1. When a THG Certificate of Conformance (C of C) document form is not specified on the Purchase Order, the Supplier may use their Certificate of Conformance if it contains the following minimum requirements:

**Note:** the Supplier may incorporate the CofC requirements into other shipping documentation, such as a Packing Sheet, at their discretion.

- Supplier’s name and address
- Part number
- Purchase Order number and line item number
- Quantity
- The number used by the Supplier to provide traceability of their quality records (e.g., Serial Number, Lot Number, Control Number, Work Order/Traveler Number)
- A certification statement that meets the intent of the following: “(Supplier) certifies that these parts were purchased, and/or manufactured, and/or processed, and/or assembled, and inspected and meets all applicable OEM customer and Buyer requirements.”
- If applicable, log the THG DMR number on the C of C and include a copy of the DMR with the delivery.
- An authorized Quality Assurance stamp (where applicable), signature and date.

### **24. First Article Inspection**

24.1. When called out on the THG Purchase Order, First Article Inspection Report (FAIR) shall be compliant with the latest revision of AS9102 and the “AS9102 FAIR Usage Instruction (QA-73401-01)”, which references THG Customers' FAIR requirements, located at:

<https://www.TheHopeGroup.com/supplier>.

- The THG Purchase Order will communicate the need for First Article reporting by the Supplier.
- All First Article Inspection reports shall be submitted via email to THG Quality Assurance ([Quality@TheHopeGroup.com](mailto:Quality@TheHopeGroup.com)). Delivery of the products cannot take place until approved by THG Quality Assurance. This will be communicated via email.

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- The FAI submittals are to be complete, with all material and process certifications, test reports, and supporting documentation attached. Unless otherwise mandated by THG’s customer, completed hard copy of Form 1, 2, and 3 attached to the email along with all other supporting documentation. The supporting documentation will include, but is not limited to:
  - “Bubbled” drawings/specification, Engineering Notes, etc.
  - Material Certifications
  - Process Certifications
  - Special Manufacturing Instructions
  - CMM Reports
- All supporting documentation shall be traceable to the FAI package. This shall be accomplished by including reference to the part number, and Manufacturing Process Reference number and/or the FAI Report number within each document.

24.2. When the supplier is providing product that is currently in production for a customer other than THG, a full FAI shall be performed and submitted to THG. With THG-Quality Assurance’s approval, a partial FAIR may be provided in lieu of a full FAIR. The FAIR shall reference the original FAIR number and depict THG as the new customer in the “Reason for Partial FAI” field. The partial FAIR shall have a copy of the original FAIR attached.

- If the current engineering revision differs from the original FAIR, provide evidence of progressive configuration compliance by including copies of the partial FAIRs’ Form 1

24.3. Evaluation of reduced dimension drawing or model-based definition for First Article Inspections:

- All dimensions specifically called out in the model shall be listed on Form 3 (GD&T, hard call out dimensions, drive to points, etc.) Include a bubbled screen shot, or drawing with the dimensions taken from the model. Where a CMM is used for verification, there must be correlation between the bubbled feature and the CMM report.
- For all other measurements taken from the model but not specifically called out, as in letter (a) above, include a bubbled drawing of the dimensions taken from the model or bubbled screen shot showing where the points were taken. Where a CMM is used for verification, there must be correlation between the bubbled features and the CMM report.
- A CMM report that identifies the tolerance for each feature point and the amount of deviation from nominal must clearly indicate any out of tolerance conditions.
- The CMM report shall be traceable to the specific part and FAIR, and be retained by the Supplier. The CMM report shall be given a naming convention that can be identified on the AS9102 form 3. A copy of the CMM report shall accompany the FAIR. If the size of the CMM report is not feasible to include a copy, it shall be retained in such a manner that can be made available immediately upon request.

24.4. For dimensions/features not checked with the CMM, the Supplier shall provide a bubbled drawing of dimensions taken from the model or bubbled screen shots showing where the points were taken.

**NOTE:** These must be controlled in the same manner as an engineering drawing.

These manually inspected features shall be recorded on form 3 of the AS 9102 form. There must be correlation between the bubbled features and the Form 3 report.

24.5. Documents must reference the model file name/drawing and revision level.

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## 25. Source Inspection

25.1. THG retains the right to invoke source inspection of product, processes and goods at the Supplier or sub-tier Supplier's facility. Source Inspection requirements may be a result of the Supplier's quality performance or other mandates, at THG's discretion. When invoked:

- The requirement for Source Inspection will be noted on the THG Purchase Order, or a notification to the Supplier will be provided in writing by THG Quality Assurance.
- When Source Inspection is relative to a FAI, the complete FAIR package will be presented to the THG Source Representative at the time of Source Inspection. The Supplier will include a copy of the work order, with the submission of the FAIR to the Source Inspector.  
**NOTE:** The Supplier is not permitted to initiate a 3rd Party Source Inspection without written authorization from THG Quality Assurance.
- The Supplier shall provide adequate resources to the THG representative requested, in the course of verifying conformance to requirements.
- The cost of such services may become the responsibility of the Supplier.

25.2. Upon completion of Source Inspection, the THG Source Representative will provide a completed Source Inspection Checklist to the Supplier for inclusion with the shipping documents (see Section 26.4).

25.3. THG's verification of goods, by source inspection, shall not be deemed to constitute acceptance of any goods which do not conform to the specifications. Source Inspection does not waive any of the Buyer's rights or remedies arising by virtue of such defects or non-conformances being discovered at a later time.

25.4. Source Inspection may be waived or rescinded at the discretion of THG Quality Assurance.

## 26. Packaging and Delivery Documentation

26.1. When a packaging specification or direction is not provided by the engineering drawings, specifications or Purchase Order, the packaging shall be in accordance with:

- Commercial: ASTM-D3951, Standard Practice for Commercial Packaging
- Military: MIL-STD-2073-1D, Standard Practice for Military Packaging

26.2. Supplier shall provide a Packing Sheet for each separate shipment that includes as a minimum:

- Supplier's name and address
- Purchase Order number and line item number
- Part number and quantity
- Engineering drawings/models and revision levels, engineering drawing changes, as provided on the Purchase Order

26.3. Supplier shall provide a Certificate of Conformance (see Section 23.0 for Certificate of Conformance content requirements).

26.4. Supplier shall include a copy of the THG Source Inspection Checklist, as provided by the THG Source Representative (see Section 25.2).

26.5. Foreign Suppliers shall additionally provide:

- Custom's Declaration Letter
- Declaration of Origin

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26.6. If bar coded shipping labels are utilized, they shall be affixed on the outside of each package shipped to THG. Use Code 39 bar code font, with no start/stop characters. The following items are an explanation of the requirements and a sample bar code label:

- THG Purchase Order number
- Line Item
- Part Number: Part number as reflected on the PO
- Quantity: Reflects how many items are in the package
- Shipment Number: Indicates if this is a first, second, third, etc. shipment against a specific PO
- Box \_\_of \_\_ for the PO/Line Item being shipped

## **27. Records**

27.1. Quality records, material, and process certifications that are created and/or retained by the Supplier must be complete, legible and identifiable to the corresponding product. These records shall be retained for a minimum period of 10 years or as specified by Customer retention requirements on the Purchase Order. These records will be made available upon request by THG or its customers at no charge.

27.2. Quality records, material and process certifications will be maintained in English, unless written authorization from THG and/or THG's customer is provided.

27.3. Prior to disposal of quality records, THG will be notified at <mailto:Quality@TheHopeGroup.com>. THG may request shipment of the records, at no cost to THG.

- Certificate or record of calibration performed will be maintained by the Calibration Focal. Records will include the following at a minimum:
  - Equipment Type
  - Identification number/Control number
  - Manufacturer
  - Calibration date
  - Due date
  - Interval
  - Range of measurement
  - Standards used/Instructions used
  - Acceptance criteria/Tolerance
  - Test measurement results
  - Record retention 10 years unless otherwise directed.

## **28. Customer & Program Specific Requirements**

28.1. In addition to the requirements noted in the THG ASQRM, there are Customer and Program related requirements that apply based on the type of product being provided by the Supplier and the Buyer's end item Customer.

28.2. The Supplier is required to implement the Customer and Program specific requirements as applicable, contained in Addendum A of this document.

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## 29. Change of Charge

29.1. THG reserves the right to exercise a “Change of Charge” against a Supplier for customer-imposed penalties, whereas it has been determined that the Supplier is directly responsible for the condition leading to the imposition. These conditions include, but are not exclusive to:

- FAIR rejection
- Product rejection (Nonconforming Product)
- Late delivery

### **ASQRM Addendum A Customer Product & Program Specific Requirements**

**NOTE:** Where conflict exists between these requirements and the ASQRM/PO requirements, contact THG QUALITY ASSURANCE for guidance. In all cases where end user customer requirements dictate interface activity with the customer, these activities will be administered through THG (e.g. digital data submittal, non-conforming material submittal, corrective action submittal, etc.)

## End of Procedure

### Document History

<b>Revision</b>	<b>Rev. Date</b>	<b>Change</b>
1	11/2/2021	Initial Release

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