



PMA Supplier Quality Manual

Rev. 4
ATS-PMA-002

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REVISION SUMMARY


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This manual has been developed by the ATS Quality Department with the intent and purpose of providing quality controls to their Suppliers.			



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PURPOSE

The requirements specified herein will be included on the Purchase Order, Contract, or other formal agreement (hereafter referred to as the Contract) between a Supplier and ATS. The purpose of this document is to clearly define for each purchase of products or services, all the necessary and applicable technical and quality requirements with which the Supplier must comply to meet the requirements of ATS, its customers and/or regulatory authorities. By accepting an ATS contract referencing this PMA Supplier Quality Manual, the supplier agrees to comply with the applicable quality clause.

APPLICATION

Unless expressly excluded by the contract herein applies to all contracts referencing this PMA Supplier Quality Manual. Compliance by the Supplier to all contract requirements is subject to on-site verification by ATS representatives, its customers and/or regulatory authorities, or ATS may request the Supplier to provide objective evidence of compliance with all contract requirements.

DEFINITIONS

The following definitions apply to terms used within this document:

Certificate of Conformity (C of C): A document signed by an authorized party affirming that the supplier of a product or service has met the requirements of the purchase order, applicable specification, or standard.

Contract: Legally binding agreement between ATS and its suppliers. Includes purchase orders, service orders, repair orders, formal contracts, MOU's, and other documents which provide terms relevant to supplier performance requirements, such as the following:

- Scope of work
- Compliance to expectations
- Conformance to specifications
- Warranty considerations
- Date of performance or shipment

When accepted by the supplier, the agreement becomes a contract binding on both parties.

Nonconforming products: any products that fail to meet the requirements of ATS engineering drawing, specification, Contract, or other approved product description, including products (such as products under the Supplier's proprietary design control) which fail to meet requirements established and controlled by the Supplier or the Supplier's sub-tier sources.

Shall, Must, Should, May: In this document, the terms "shall" and "must" mean that the described action is mandatory; "should" means that the described action is necessary and expected with some flexibility allowed in the method of compliance; and "may" means that the described action is permissible or discretionary.

Source Inspection: Inspection of customer purchased articles or products performed at the supplier's facility to verify integrity and conformance to specified requirements prior to delivery.

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Applicability

The following set of quality requirements apply to all Suppliers contracted in support of ATS PMA products.

The requirements outlined herein do not supersede conflicting requirements in the ATS contract, or drawing, including applicable engineering specifications and process specifications.

Prohibited Practices

The following acts and practices are prohibited, unless approved by ATS in writing. Any violation by the Supplier may result in disqualification of the Supplier for future business with ATS. In addition, the Supplier shall invoke (flow-down) the requirements to all the Supplier's sub-tier sources performing work for the Supplier that is scheduled for delivery to ATS on the Contract.

Unauthorized Facility Changes


During performance on the Contract, the Supplier shall give ATS written notice before relocating any productions, inspection, or processing facilities; or, transferring work between different facilities; or, when applicable, prior to initiating any changes in the source of major components procured by the supplier and designated for use in or for installation on products scheduled for delivery to ATS; or, making any other changes which may affect product quality, reliability, or integrity. Such changes are subject to approval/disapproval by ATS. A change in ownership or a change in the individual designated as the management representative with respect to the Suppliers Quality/Inspection System shall be construed as a facility change and requires the Supplier to notify ATS.


Unauthorized Product changes or Substitutions

The Supplier may not make any changes or substitutions to any products, materials, standards, or services required by the Contract, drawing, specification, standard, or other applicable document without prior written authorization by ATS. ATS authorization may be contingent on conducting an on-site review of the proposed product or service changes at the Supplier's facilities, or the facilities of the Supplier's sub-tier sources.

Altering Data on Documents

Altering data on documents is strictly prohibited. Corrections may be made on build records, work orders, MAP's, or inspection reports such as 1st Article Inspection Reports, providing it is clearly obvious that a correction was made by lining through the error one time and either initialing the error or stamping by an authorized individual. Upon receipt at ATS, products or services represented by documents that show evidence that they have been corrected or altered in an unauthorized manner are subject to return to the Supplier at Supplier's expense.

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<p>Contract Changes & Effectivity</p> <p>ATS Initiated Changes The Supplier shall incorporate, at the specified and agreed upon points, all changes initialed by ATS and communicated to the Supplier through a formal Contract change and/or amendment. Such changes may be in the form of revised drawings, specifications, tests, inspection, or fabrication methods, etc., and may apply to products as well as to the Supplier's management and administrative systems. The Supplier's business management system shall include appropriate controls and records, including controls at the Supplier's sub-tier sources, which provide objective evidence that changes were incorporated as required by the Contract. Objective evidence may be in the form of date, lot, serial number, revision letter, or other positive identification. Such records are subject to on-site verification by ATS at the Supplier's facilities or the facilities of the Supplier's sub-tier sources.</p> <p>Supplier Initiated Changes The Supplier may not make any changes in product, materials, or processes of ATS design without specific approval by ATS in writing prior to making such changes. When approved by ATS, the Supplier shall flow-down this requirement to the Supplier's sub-tier sources.</p> <p>The Supplier may make changes on products under Supplier's proprietary engineering design control. The Supplier shall notify ATS of such changes to the latest product specification revision upon delivery of the (changed) products.</p> <p>Certifications</p> <p>Delivery Certification By delivering products or services to ATS required by the Contract, the Supplier certifies that such products and/or services are in compliance with all applicable requirements of the Contract, and objective evidence of compliance is available and will be furnished to ATS for review upon request.</p> <p>Certification Requirements The Supplier shall furnish with the delivery of products and/or services on the Contract, all certifications, test reports and other documents (hereafter certifications), issued by the Supplier or by the Supplier's sub-tier sources. The Supplier is responsible to ensure that all certifications furnished by the Supplier, or by the Supplier's sub-tier sources, are complete, legible, and reproducible, accurate and in compliance with all Contract requirements. ATS reserves the right to return all products to the Supplier at Supplier's expense when the certifications that support the products and/or services are not properly executed. When the Contract includes provisions for incremental deliveries by the Supplier, after the initial delivery of products/services and required certifications, the Supplier may, on subsequent deliveries, either provide additional copies of the certification or note on the packing list/shipper and the Certificate of Conformance (C of C), the date when the original certifications applicable to the current delivery were initially furnished. Suppliers must use personnel who are trained and authorized by their quality management system to perform NDI Inspections on ATS PMA/STC parts per NAS410, SAE AS6870 or equivalent.</p>			
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Certification Language & Content

All certifications shall be in the English language and as a minimum include the following information and data:

- Name of the issuing organization (Supplier and/or Supplier's sub-tier source)
- Part number and revision. Unless specified by Contract, revision status is not required for off- the-shell electronic components, catalog items and/or standard parts
- Quantity processed and/or delivered
- Lot or batch number (when applicable)
- The ATS PO number, and if applicable the Line-Item Number
- Title and signature that meets the requirements of the authorized official of the issuing organization
- Certifications issued by Supplier's sub-tier sources shall include information and data required.

Nonconforming Products & Material Review

Identification, Segregation & Control

Any products found to be nonconforming to ATS drawings, specifications, Contract, or other applicable requirements either by the Supplier or the Supplier's sub-tier sources, shall be identified, segregated, and reworked or replaced with conforming products prior to delivery to ATS. ATS reserves the right to reject and return any nonconforming products to the Supplier at the Supplier's expense.

Supplier Material Review Authority

Unless the Supplier is granted Material Review authority by the Contract, all nonconforming material shall be submitted to ATS for disposition.

Request for Deviation /Waiver and/or Drawing Change

A supplier identifying a need to deviate from the scope of requirements delineated in an ATS contract will be required to document the specific deviation or waiver and submit to the ATS buyer for assessment and ATS engineering action. After review and disposition of a Deviation or Waiver, a disposition will be returned to the Supplier. A 'use-as-is' disposition by MRB does not relieve the Supplier of providing root cause and corrective action, or the legal responsibility and liability for such products.



Supplier Notification of Nonconforming Products Delivered to ATS

When the Supplier has determined that nonconforming product(s) have been delivered to ATS, the Supplier shall notify the ATS Buyer within twenty-four (24) hours of the initial discovery. The Supplier shall use receipt acknowledged e-mail or other positive notification method. The notification shall include the following information:

- Supplier name
- The ATS PO number
- part number and description
- affected quantity and serial numbers (if known)
- dates delivered (if known)
- brief description of the nonconforming condition

The initial notification shall be followed by a formal "Disclosure Letter" delivered to the ATS Buyer within five (5) days of the initial notification. The Disclosure Letter shall include the following information:

- Complete description of the nonconforming condition(s).
- The affected quantity of products (including serial numbers when applicable) and dates delivered to ATS.
- Potential effect of the nonconformance on the performance, reliability, safety and/or usability of the product(s) if known.
- Recommendations for ATS action including for products that ATS may have already delivered to its customers.
- Immediate action taken by Supplier to contain the nonconformance and nonconforming products.
- Root cause analysis of the nonconforming condition.
- Root cause corrective action plan and schedule.
- The plan and schedule for verifying the effectiveness of the corrective action.

In those cases where the above are under investigation and incomplete, the Supplier may request, from the ATS Buyer, authority to submit an interim disclosure letter. The interim letter shall include as much information as available and identify the due date for completion of the investigation and the date final disclosure letter that includes all data will be submitted to ATS. ATS reserves the right to participate in the nonconforming product investigation at the facilities of the Supplier or its sub-tier sources. Reference ATS-PMA-001 PMA Quality Manual Section N.

Re-Submittal of Products Previously Rejected by ATS

Products returned to the Supplier by ATS and re-worked or replaced by the Supplier and re-submitted to ATS shall be clearly identified as re-submitted products. The Supplier's packing list/shipper shall include a statement that the products delivered are:

- replacement, or
- reworked to meet all applicable requirements, and
- include reference to the ATS rejection document serial number.



Source Inspection

Source inspections will be accomplished at the discretion of ATS Quality and scheduled with the Supplier. Frequency of Source Inspections will be determined by ATS Quality and based on the characteristics not measurable in the final product, complexity of the article being inspected, and the Supplier's quality history.

Document Sources

Copies of the ATS proprietary documents, or any ATS customer proprietary documents, required by the Supplier to comply with Contract requirements will be furnished to the Supplier by ATS.

The Supplier is responsible for obtaining copies of and ensuring currency of industry, national, international or US Government documents and standards from the internet or commercial sources. Any difficulties experienced by the Supplier in obtaining required documents should be brought to attention of the ATS Buyer.

Control of Records

Supplier shall retain on file and make available to ATS upon request, evidence of conformance and certifications for all goods and services provided to ATS. Unless otherwise specified by a contract, all supplier documents supporting ATS contracts shall be maintained for a minimum of seven (7) years after the end of the contract. Prior to destroying any records, the supplier shall contact ATS and obtain approval for disposition of records.

Right of Entry

ATS, ATS customers, and regulatory agencies shall have the right of access to the applicable areas of all facilities, at any level of the supply chain, involved in the order and to all applicable records.

ATS retains the right to inspect and test the material and workmanship of all products, review relevant quality related records and audit Supplier at all places and times including, when practicable, during the period of manufacture or provision of services. If any such audit, inspection or test is made on the premises of Supplier, Supplier shall furnish, without additional charge to any such party all reasonable facilities and assistance for the safe and convenient performance of audit, inspection and/or test.



Raw Material Lot Control

In those cases where the Supplier elects to use more than one lot of raw material, the Supplier shall ensure, document, and furnish positive traceability of each individual product to the raw material certification/test report that represents the raw material from which each of the products was manufactured. Traceability shall be provided by identifying the raw material heat, lot, batch or melt number from the certification/test report on the product and/or on packaging (when used), or the products segregated and identified.

Shelf-Life Control

With each delivery of materials or products that have a limited or specified shelf life, the Supplier shall furnish data that shows (a) the cure or manufacture date, (b) expiration date or shelf life, (c) lot or batch number, and when applicable (d) any special handling or storage requirements. Unless otherwise specified by contract, for all shelf-life limited materials or products delivered to ATS, the remaining shelf life shall be a minimum of 75% of the total shelf life for the material.

Control of Monitoring and Measuring Devices

The Supplier shall determine the monitoring and measurement to be undertaken, and the monitoring and measuring devices needed to provide evidence of conformity of product to specified requirements. As a minimum, where necessary to ensure valid results, measuring equipment shall:

- be calibrated or verified at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; where no such standards exist, the basis used for calibration or verification shall be recorded; and
- be identified to enable the calibration status to be determined.

Unless otherwise specified by contract, the Supplier shall establish procedures to control Measuring and Test Equipment (M&TE) that are in compliance with the requirements of ANSI/NCCL Z540-1 or ISO 10012.

Shipping

Packaging and labeling, and shipping methods must comply with common industry practices and ATS requirements specified on the contract. The Supplier must adequately plan for packaging designed to prevent product contamination, deterioration, or loss and to eliminate shipping damage. Suppliers should provide expendable packaging or returnable containers, where appropriate, that provide for sufficient density and protection from any likely damage that may occur. Expendable materials and packaging must meet local and national standards for safe disposal and/or recycling.

INSPECTION SYSTEM – FAA PRODUCTION CERTIFICATE HOLDER

Supplier shall maintain an Inspection System that meets or exceeds the requirements of 14 CFR § 21.137 (a) through (n) or maintain equivalent approval from the cognizant regulatory authority.



QUALITY MANAGEMENT SYSTEM PER SAE AS9100 OR ISO 9001:2008

Supplier if applicable shall maintain a Quality Management System that meets or exceeds the requirements of AS9100 rev D, ISO 9001:2008, or the equivalent aerospace industry recognized standard and as applicable to customer and/or regulatory authority standards. The Supplier's Quality Management System is subject to audit, verification, and approval and/or disapproval by ATS designated representative(s).

NADCAP ACCREDITATION

Supplier if applicable shall maintain accreditation and approval by the National Aerospace and Defense Contractors Accreditation Program (Nadcap). This requirement also applies whether the process is performed by the Supplier or by the Supplier's sub-tier sources, of products to the Supplier at the Supplier's expense.

QUALITY MANAGEMENT SYSTEM

Suppliers with AS9100D or ISO 9001 accreditation should ensure that their sub-tier suppliers meet the same requirements. When needing to use sub-tier suppliers not currently maintaining a Quality Management System as defined above Supplier shall contact ATS Quality for approval prior to using sub-tier supplier.

STATISTICAL PRODUCTS ACCEPTANCE REQUIREMENTS

When the Supplier elects to use statistical methods for product acceptance, unless otherwise specified by the Contract, the Supplier's statistical acceptance method(s) shall be submitted to ATS Quality for acceptance.

FIRST ARTICLE INSPECTION

A first article inspection (FAI) is required to be performed by the supplier prior to delivery of the product to ATS due to any of the following conditions:

- New product representative of the first production run of ATS designed parts.
- A change in the design affecting fit, form or function occurs.
- A significant change in the manufacturing process(es), source(s), inspection method(s), location of manufacturer, tooling/materials, or any other activity that may affect fit, form and/or function.
- A change in numerical control program, or translation to another media that can potentially affect fit, form, or function.
- A natural or man-made event, which may adversely affect the manufacturing process.
- A lapse in production occurs for two or more years.
- Other event or condition identified by ATS.

Unless otherwise required by contract, all First Article Inspection Report (FAIR) must be in the format as defined in Aerospace Standard SAE AS9102 current revision. Supplier FAIR shall document 100% inspection verification of each drawing dimension and note.

The completed documentation will be provided by the Supplier to ATS at the time of delivery of the product. ATS or the FAA may request permission to witness the completion of the FAI, at the Supplier's and/or sub-tier's facility, to verify conformance to all requirements of the contract and technical specifications.



FAA CONFORMITY INSPECTION

FAA Conformity Inspections are required on newly designed parts in accordance with an FAA approved Certification Plan. Suppliers are responsible for correctly documenting the quantity of articles, part number, engineering drawing number, sheet number, drawing revision and release date for each article being submitted for Conformity Inspection.

Suppliers shall report (in advance of the Conformity Inspection) all deviations from engineering drawing requirements. ATS shall provide engineering dispositions and coordinate with the FAA as necessary to obtain approvals (FAA Form 8110-3) for deviation from engineering drawings.

ATS is responsible for coordinating a Conformity Inspection by a FAA Designated Manufacturing Inspection Representative (DMIR) or a Designated Airworthiness Inspector (DAR). The Supplier shall provide the DAR or DMIR documentation to support the Supplier's conformity inspection.

CERTIFICATE OF CONFORMITY

With each delivery of products on this Contract, the Supplier shall include on the packing list/shipper or on a separate attached document, a written statement titled "Certificate of Conformance" which complies with the requirements of section 1.3 herein and is worded substantially as follows:

"This is to certify that all products or services delivered on this Contract (number) and packing list/shipper (number) are in compliance with all requirements of the Contract. Objective evidence to support this certification will be made available to the Buyer for review upon request."

Company Name: Address:

Title of Authorized Individual: Signature/Stamp:

Date:

MATERIAL CERTIFICATION

Supplier must supply, with each shipment, relevant material test reports showing quantitative physical, chemical, and mechanical properties as follows:

- Supplier name and address
- Date
- Packing Sheet/List or Certification No.
- P.O. or Contract No.
- Part/Extrusion No. (if applicable)
- Quantity
- Industry, Customer and Test Specifications and Revision Levels as applicable
- Material Alloy and Temper
- Mill Lot No. and if Vendor is a Distributor only, Lot No. traceable to the mill
- Mechanical and Chemical Properties of the material and if applicable any additional special test results such as, but not limited to, Eddy Current or Ultrasonic testing
- Authorized Supplier Representative, name or stamp and signature

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DIRECT SHIP AUTHORITY

In addition to providing a certification that complies with the requirements, the Supplier shall provide ATS a copy of the authorization from the FAA production certificate holder which permits direct shipment and date of authorization. A reference to the direct ship authorization should be included on the shipping ticket, invoice, or other transfer document. It should contain a declaration that the individual part was produced under a PC.

The supplier shall adhere to all approved ATS flow down requirements, including:

- The responsibility for each supplier to request or petition DSA approval from ATS prior to any shipment being made.
- Direct ship the article.
- Provide a signed direct ship declaration with the shipment.
- Provide a signed/stamped (C of C) statement of conformance with the shipment certifying that the article conforms to approved data and type design.
- Provide traceability to the end item user purchase order, or purchase request.
- Provide a statement (direct ship declaration) that delegation of inspection authority has been granted by ATS and that the inspection was performed on behalf of ATS as a PMA holder. Maintain evidence that the supplier has DSA from ATS through the supplier's retention of a copy of DSA letter.
- Maintain evidence that the supplier has DSA from ATS through the supplier's retention of a copy of DSA letter.
- Maintain evidence of direct shipments made on behalf of ATS.
- Meet any special customer requirements accepted by ATS including import/export requirements for foreign customers.

"This is to certify that all products delivered on this Contract (number) and packing list/shipper (number) comply with all requirements specified in the product catalog or specification data sheet. Objective evidence to support this certification will be made available to ATS for review upon request."

Company Name: Address:

Title of Authorized Individual: Signature/Stamp:


Date:

LIMITED MATERIAL REVIEW AUTHORITY

The Supplier is authorized to conduct Material Review and disposition nonconforming products identified by the Supplier using the following disposition alternatives:

- Rework to applicable requirements,
- Scrap, or
- RTV – return to (the Supplier's) sub-tier source for rework or replacement.

The Supplier may propose and formally request a "use-as-is" or repair (salvage) disposition from ATS by submitting the appropriate request to ATS Buyer in accordance with the requirements defined herein. The Supplier's Material Review and nonconforming product disposition records, as well as the Material Review records at the Supplier's sub-tier sources are subject to on-site verification by ATS to ensure that the Supplier is in compliance with the requirements of this clause.

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<p>STANDARDIZATION OF COSMETIC AND VISUAL ACCEPTANCE CRITERIA</p> <p>To ensure products are not only acceptable to the engineering data, but also meets the expectation of consistency from piece-to-piece and lot-to-lot. Cosmetic defects are not limited to what is defined in this document. The expectation is that ATS products will have a consistent appearance regardless of when and by whom they were manufactured or when they were purchased.</p> <p>The visual inspection for nicks, dents, scratches, machining tool marks and scuff marks shall be conducted by the supplier prior to shipment and ATS Quality upon receipt of the parts. All surfaces that are visible are required to be cosmetically acceptable, regardless of finish call outs on the engineering drawings.</p> <p>Painted surfaces should be defect free with texture and color uniform throughout the entire part surface, including all breaks (angles) or change in shape. The finish on a continuous surface shall exhibit no gross imperfections such as gouges, large chips, runs, blisters, oil spots, flaking, orange peel, overspray, under spray, or any defects that will affect the functional or appearance properties of the finish.</p> <p>All anodized, coated, or plated surface finishes shall be uniform and free of nicks, scratches, or dings prior to application of surface treatments. Surface treatments shall be per the specification referenced on purchase order or within respective engineering data.</p> <p>After fabrication, parts and assemblies shall be cleaned of all smudges, fingerprints, grit, metal chips, machining oils, mold release agents, finishing compound, blasting media or any other foreign material.</p>			
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