

# DESCH SUPPLIER MANUAL

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## **Purpose**

The purpose of this Supplier Quality Assurance Manual is to communicate DESCH Canada Ltd requirements for the structure of fundamental quality management systems of those companies that supply goods and services to DESCH Canada Ltd.

## **General**

DESCH CANADA LTD has implemented a Quality system based on the ISO 9001:2015 and AS9100D standards, and requires all suppliers of goods and services to achieve a minimum requirement of ISO 9001:2015. For Aerospace components, all suppliers must be AS 9100 registered and when required approved by DESCH Canada LTD customers. These requirements supplement and are an extension of the purchase order. Although this does not alter or reduce any other requirements of the purchase order, it does provide a concise understanding of DESCH CANADA LTD quality expectations.

All Non-Aerospace suppliers are expected to be able to demonstrate that they are pursuing and implementing quality systems that conform to the minimum requirements in ISO9001:2015 unless otherwise exempted at the sole discretion of DESCH Canada Ltd.

It is the responsibility of DESCH Canada Ltd. to communicate the requirements outlined in this Manual to external providers.

Supplier's compliance with this Manual is essential to ensure Quality is achieved at all levels of the Supply chain.

Suppliers must ensure safety procedures are observed.

DESCH Canada strives to maintain a mutually beneficial relationship with its suppliers, based on a reciprocal ethical and professional behavior.

## **Supporting Documents**

Supporting documents referenced in this document and their sources are listed below. It is the responsibility of current and prospective suppliers, to obtain and maintain the current issue of these documents.

ISO/AS9100	Quality System Requirements
APQP	Advanced Product Quality Planning and Control Plan
FMEA	Failure Mode and Effect Analysis
PPAP	Production Part Approval Process
MSA	Measurement Systems Analysis
SPC	Statistical Process Control

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## **DESCH Canada Ltd requires that suppliers:**

- Manage facilities, processes, quality systems, and personnel to consistently and cost effectively produce products and provide services that meet the needs of DESCH Canada Ltd and its customers.
- Work with DESCH Canada Ltd when necessary to develop, implement, and maintain FMEA's and Control Plans to assure that product and service requirements are met.
- Provide objective evidence that initial sample requirements have been met and that acceptable process capabilities for all characteristics have been met.
- Be committed to continuous process improvement by emphasizing reduction of part to part variation and waste through defect prevention.
- Utilize appropriate statistical techniques for on-going process control and improvement.
- Implement a system to prevent the use of counterfeit parts
- Ensures requirements are understood prior to production, (e.g. verification of latest drawing revision, process specifications, instructions)
- Ensure personnel are competent and trained as required.
- When required, the use of Customer's requirements including, customer's approved suppliers

## **Supplier Approval Requirements**

### Purchasing Contact

Potential suppliers and Buyer / Operations & Supply Chain Manager discuss mutual business opportunities.

### Supplier Audits

Potential suppliers may be subject to an on-site audit by DESCH Canada Ltd. A quality system audit may be required prior to the approval of the initial purchase agreement. This survey will be conducted by a DESCH Canada Ltd representative(s) and will verify the existence of quality systems and disciplines necessary to meet DESCH Canada Ltd requirements.

DESCH CANADA LTD reserves the right to access any applicable areas of facilities and applicable documented information at any level of the supply chain by DESCH and or its customers, and any regulatory authorities prior to placement of significant new business, or as part of DESCH Canada Ltd supplier quality surveillance program.

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## Special Characteristics

Suppliers will be notified of Key Control Characteristics or other customer designations by the quality department or by reviewing the part drawing. It is the supplier's responsibility to incorporate these characteristics into the control plans or inspection documentation, of the products Supply to DESCH Canada Ltd and be able to demonstrate process capability upon request from DESCH Canada Ltd. Suppliers are expected to have their processes under statistical control consistent with the guidelines of the Measuring Systems Analysis Reference Manual. All process control forms indicating steps that affect Special Characteristics shall be marked with DESCH Canada Ltds' symbol (or Customer symbol, if required) for those Special Characteristics marked on design records. The FMEA's, control plans, operator instructions and inspection sheets shall consist of the special characteristics symbol.

Failure to comply may result in an administration fee.

## **Part Approval Process**

The first shipment of material or parts must be clearly identified to the attention of the quality department. When required, the PPAP level of submission will be Level 3 and be compliant with the AIAG PPAP manual. Additional PPAP requirements may be added in order to comply with customer requirements. Test data, control plans and PFMEA's must be less than 1 year old at the time of PPAP. The PPAP package must be submitted before or with the first shipment of product.

Any deviations to this must be documented on a GM1411 form (PPAP Manual) and be submitted prior to the first shipment of material. A nonconformance will be logged for PPAP non-conformance.

If a PPAP is not required, the supplier must submit at minimum, A Full dimensional report with bubble drawing for the First Article, and inspection reports of the critical features of every 5 parts minimum. Refer to the Purchase Order for specific requirements.

For Aerospace components an FAI shall be submitted according to the latest revision of AS9102.

The supplier should also demonstrate that previous non-conformances have been incorporated into the existing living documentation (i.e. process flow chart, control plan and PFMEA).

Failure to comply may result in an administration fee.

## Supplier Evaluation

DESCH Canada Ltd maintains Supplier Performance Ratings (SPR) in order to evaluate key suppliers. DESCH Canada Ltd uses these records to decide which suppliers should be considered for continuation, expansion, or termination of business. The following are the categories of our Rating System:

- PPM Defective
- On-time Delivery
- Pricing
- Price reductions through continuous improvement

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Suppliers are responsible for communicating any late deliveries, or expected late deliveries, failure to do may result in an administration fee.

## **Engineering Change Request**

DESCH Canada Ltd encourages suppliers to submit suggestions that will improve product quality or reliability, reduce costs, and be mutually beneficial. If the supplier has a concern or suggestion that can be resolved only with engineering assistance, a complete description and documentation should be submitted to the Buyer. The results of the engineering review will be communicated to the supplier by Purchasing.

## **Nonconforming Material Reports & Nonconforming Material**

A Supplier Corrective Action Report will be issued to the supplier when DESCH Canada Ltd receives nonconforming material. A written corrective action response directed to the Quality Assurance Department is required from the supplier detailing the root cause of the discrepancy with both short-term and long-term corrective actions with effective dates. The CAR report must be returned within 30 days or as described on the NCR report.

Nonconforming material found at the supplier's facility must be communicated immediately to DESCH Canada Ltd. for disposition.

## **Supplier Pre-Approval Request for Deviation**

The supplier is responsible to know the quality level of material before it is shipped. If the supplier finds non-conforming material the supplier may request consideration of product acceptance. A written approval must be submitted to the Buyer and must be approved prior to shipment.

DESCH Canada LTD requires all supplier to provide written notification when nonconforming products are identified and must ensure they received written notification of disposition.

Supplier are also responsible to notify DCL in writing of any product and/or process changes to product supplied. DCL requires all suppliers to maintain records of all changes and ensure approval is obtained. Records must be available for DCL and our Customers or regulatory authorities upon request.

## **Record Retention**

Suppliers are required to maintain records for a minimum of 10 years, for Aerospace components, Records must be retained for 11 years.

## **Supplier Initiated Cost Reduction Proposals**

Through efforts of improving productivity and consolidated purchasing, suppliers are expected to submit annual cost reductions to the Buyer/ Operations and Supply Chain.

## **Contingency plans**

DESCH Canada Ltd requires all suppliers to prepare contingency plans to satisfy requirements in the event of an emergency such as utility interruptions, labor shortages, and key equipment failure and field returns.

## **Material Certification Reports**

Material Certificates shall be submitted electronically to DESCH Quality Assurance Department before the shipment is received or at minimum on the same day.

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## **Statistical Process Control (SPC)**

Data is to be Supply before or at the time of shipment (when required on a DESCH Canada Ltd approved supplier control plan).

## **Receiving Hours**

Suppliers are required to contact DESCH Canada Ltd Operations department for receiving hours.

## **Quality Standards**

All material and parts will be Supply in accordance with DESCH Canada Ltd approved quality standards and ultimate customer requirements.

## **Processor Traceability Standard**

This standard applies to processes where the supplier is to perform inspection and using a drawing or standard (for example: forging, heat-treating, machining, ecoating, plating, washing, stamping, etc).

## **Confidentially**

Suppliers shall ensure that the confidentiality of customer-contracted products and projects under development, and related product information are not distributed or shared without the written consent of DESCH Canada Ltd.

## **Change control**

Suppliers shall utilize a contract review process to control and react to changes that impact product realization. The effects of any changes shall be communicated and approved by DESCH prior to implementation, this applies to suppliers external providers. Verification activities shall be defined to ensure compliance with customer requirements.

## **Preservation of Product**

Where applicable the supplier shall apply adequate measures for preservation of product.

## Rust Prevention

Research in the rust inhibitor industry has shown that the levels of concentration must be changed through the year to compensate for humidity in the processing environment and during transit between companies.

DESCH Canada Ltd has put preventive measures in place to reduce the risk of rust on its parts. If a rust inhibitor is used in your process, the supplier is required to:

- 1) Provide a copy of the MSDS and any product technical references to DESCH Canada Ltd.
- 2) Ensure that parts are protected before, during and after processing.
- 3) Make employees aware of these requirements and forward copies of training records to DESCH Canada Ltd.
- 4) The supplier's control plan and PFMEA must reflect the severity of rust and clearly show where and when the prevention and inspection is taking place.

## **Packaging and Shipping Identification**

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Product is to be packaged in such a manner as to provide adequate protection against product degradation.

Each container shall be clearly marked and identified with the following, when applicable:

- \* DESCH Canada Ltd purchase order number
  - \* DESCH Canada Ltd part number
  - \* DESCH Canada Ltd batch number
  - \* Heat number
  - \* Date of manufacture
  - \* Quantity
  - \* Engineering change level
  - \* Lot control number
  - \* Bar coding
  - \* DESCH Canada Ltd Engineering deviation number

A signed certificate of conformance may be required to accompany each shipment. The certificate must contain the actual results of physical, chemical or dimensional measurements.

If the product or material is to be shipped directly to another supplier previously approved by Desch, an electronic copy of the proper documentation (including, but not limited to: Packing Slips, Material Reports, Inspection Reports), must be sent to Desch buyer at the time of shipping. A printed copy of these documents may be shipped with the product or material.

Specific information concerning these items may be obtained from the quality department.

DESCH Canada Ltd will charge back any costs incurred from rust if these requirements have not been followed.

## Revision Record

Rev.	Date	By	Revision Change
C	24/Mar/2015	MD	Provisions for documentation when Product is sent directly to another supplier
D	20/Jan/2017	MD	Section 7.4.2 of the AS9100 Standard addressed
E	25/May/2018	MD	Updated requirements as per ISO 9001:2015 / AS9100D

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## Supplier Manual Acknowledgement

I hereby acknowledge receipt of DESCH CANADA LTD's Supplier Quality Manual at the revision level indicated below.

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Company: \_\_\_\_\_

Approved by: *Hemnarine Ramcharan*  
Plant Manager