WESTLAND

WESTLAND HELICOPTERS LIMITED

QUALITY ASSURANCE – SUPPLIER APPROVALS

GUIDE FOR THE PREPARATION OF A SUPPLIER QUALITY ASSURANCE PLAN

SQA 70 – Issue 3

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Amendment Record

Issue No	Page(s) Affected	Incorp By	Date
1	First issue	A Morton	February 1993
2	Completely reformatted. Generic and Product requirements separated	M Dennis	July 1994
3	Completely reformatted and updated to meet QRS01 requirements.	A Kingdon	February 2005

1. SCOPE

The Supplier is required to detail, in a Quality Assurance Plan (QAP), exactly how WHL contracted requirements are achieved via their Quality Management System (QMS), against the requirements QRS 01 (AgustaWestland Quality Requirements for Suppliers).

The primary purpose of the QAP is to highlight the results of any gaps identified between their QMS and WHL requirements in order to comply with QRS 01, specifically identified needs and/or the contract itself. The QAP must list in detail & explain any additional QA processes added, amended or modified to meet WHL'S Quality requirements.

The secondary purpose of the QAP is to document how the Supplier intends to fulfil WHL Contractual requirements such as Organisational/Project family tree, Customer Internal Audit plan, Customer specific Key Performance Indicators etc. Note - These additions may not have been identified as part of the gap analysis but are required by the Supplier to fulfil the Contract.

2. APPLICABILITY

This document is applicable to new or existing Suppliers and WHL Quality Assurance –Supplier Approvals Department (QA-SA).

The QAP forms an integral part of WHL's Request for Proposal (RFP) and subsequently ensures that the initial bid and final QAP is acceptable to WHL.

Once approved by WHL QA-SA, the QAP must be regularly reviewed by the Supplier to ensure it reflects their QMS and meets the contracted requirements. All QA activities stated within the QAP must be subject to Supplier Internal Audit. The Internal Audit schedule must be detailed in the QAP.

3. PROCEDURE

The Supplier should follow the process as defined in Figure 1 and as detailed below:

The QAP will be supplied to WHL QA-SA in two stages.

STAGE 1: At RFP stage (prior to formal Contract award) where requested by WHL, the Supplier will produce a Generic QAP in the form of a QRS01 Non-Compliance table as shown in Table 1 Part a).

Note: The Supplier may have already produced a Generic QAP for previous WHL contracts. In this instance, the Supplier may contact QA-SA to discuss and agree the need to produce a new Generic QAP or simply re-submit the previous QAP at the RFP stage.

STAGE 2: On receipt of a WHL Contract (or ITP), the Supplier shall review the Generic QAP and re-issue the document to include any new, specially agreed or Contract specific amendments as required.

3.1 Stage 1 - Generic QAP

The Supplier shall produce a Generic QAP in accordance with the Table 1 Part b), Column 3 headed "Responses Required for the RFP".

The QAP must highlight the results of any gap analysis identified between the Supplier's QMS and WHL requirements in order to comply with QRS 01, specifically identified needs and/or the Contract itself. The response should contain statements against each QRS 01 section, detailing how the Supplier will make additional provision to meet QRS 01 and SOW/RFP or Contractual requirements where a gap exists.

The Supplier may chose to produce the QAP in either a Tabular format (as shown in Example 1) or in a Written format (as shown in Example 2).

Note – Please do not supply a copy of your Quality Manual, as the provision of your Quality Manual would not satisfy the requirements of this document.

3.2. Stage 2 - Product QAP

Upon receipt of a WHL Contract/ITP, the Supplier shall review the Generic QAP and re-issue the document in the form of an updated and more detailed Product QAP. This shall include any additional requirements of the SOW/RFP, any specifics agreed by WHL QA-SA and the Contract. Specific details of the controls employed regarding the product or service purchased by WHL must also be described.

Examples of additional requirements are shown in the Table 1 Part b), Column 4 headed "Additional Product/Project Specific Detail".

If WHL subsequently issues repeat or very similar Contracts, the Supplier may be permitted (with the prior agreement of WHL QA-SA) to modify or update a previously agreed Product QAP. The modified QAP would integrate any new parts or services either by amendment of the QAP or the addition of suitable Annexes to the QAP.

If any new WHL Contract is significantly different from previous business, then a new Product QAP based on the Generic QAP must be provided.

If you are in any doubt about the type of plans that you are required to produce, or if you are unsure about any aspect of this document, WHL QA-SA will be pleased to advise during any stage of your preparation.

Note: The Supplier need not have two QAPs (Generic and Product) running concurrently if both QAPs can be combined together as shown in table 1, parts a) & b) of this procedure.

4. WHL APPROVAL OF THE QAP

Both the Generic and Product QAPs must be submitted to WHL QA-SA for approval prior to formal release.

Any changes, updates or amendments (whether due to the normal monitoring or as a result of new Contracts) must also be submitted to WHL QA-SA for approval.

Figure 1 – Supplier QAP Process

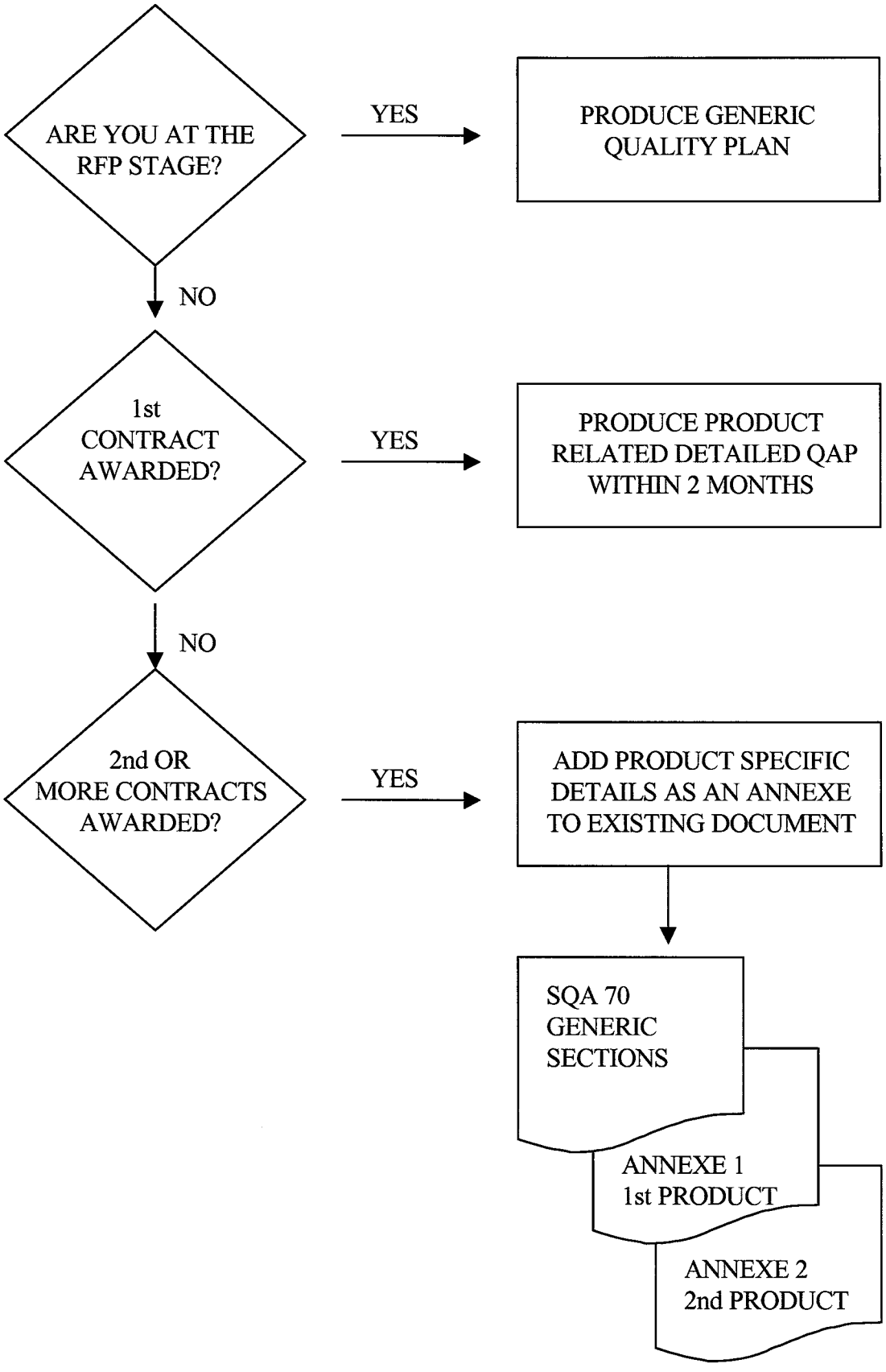

Table 1 Part a)
QRS 01 'Quality Requirements for Suppliers' and Contract/SOW/RFP Non-Compliance Table

Having reviewed QRS01 and any Contract/SOW/RFP specific requirements, please specify below any WHL requirement that your Company Quality Management System does not fully comply with (use additional sheets if required).

QRS01 Section/SOW/ Contract Reference	Level on Non-compliance (either total or partial)	Comments (suggested action plan/activity to mitigate non-compliance)

Table 1 Part b)
Example 1 - Typical responses (tabular format)

QRS 01 Section	Description	Response Required for the RFP (use QAS 150 reply as a basis)	Additional Product/Project Specific Detail (Contract in place)
5.5	Responsibility, authority and communication	Provide a Family Tree of your organisation. Give details of your staff breakdown : - total employees - Quality - Production - Design - Planning	Contact names. Project Family Tree.
7.3	Design & Development	Any DA approvals held, experience held in particular field.	Relevant staff, signatories, processes of D & D to be used and QA overview including any controls over critical parts.
7.4	Purchasing process	Method for selecting and approving a supplier, monitoring and managing key suppliers	Define who key suppliers are and how they will be managed.
7.5	Manufacturing Processes/Controls	Define capabilities and how these are managed	Define any special or critical processes and how these are approved and controlled.
6.2	Training	Define training capabilities and how these are managed	Define any special or critical training and how this is approved and controlled.
General	QA Activities	Describe how the business manages its QMS via the QA personnel	Define how the project QA requirements are managed and who/how they will be done – supply a project QA audit plan
General	Contract conditions	Any special additional requirements in the RFQ	Any special additional requirements in the SOW/Contract
7.4	QAP maintenance and reviews	Define how the QAP will be incorporated into the QMS and who/how it will be maintained and reviewed.	No additional information required
8.5	Continuous Improvement Initiative	Define how you will ensure you continually improve your delivery, quality and cost performance	What special improvements are in place for this product/contract?
8.5	Risk Mitigation	Define typical risks and how they are managed	Define the actual risks, define the risk mitigation plan and who/how this is managed
8	FAI FCA/PCA	Define FAI/FCA/PCA Process	Define when and how/who the FAI/FCA/PCA will be performed, include this on the QA Project Audit Plan
8	KPI's	What measures does the supplier measure and how?	What are the KPI targets? Who will monitor them, how will KPI's be reported?

Example 2 - Typical Response (written format)

The following are additional **examples** of an acceptable response for RFP and Contract Award.

Section 8.2 Internal Audits

RFP Response (Outline QAP)

System, Process and Product audits covering the aspects of our ISO 9001 and relevant Customer approvals are carried out by trained auditors to a programme controlled by the Quality Assurance Manager. Formal audit reports are produced and circulated to the Departmental Manager for action within an agreed timescale, depending on the extent of the non-compliance. Trained personnel from an independent discipline shall audit the Quality Department.

The Quality Assurance Manager shall review the results of these Audits for non-conformance trends and ensure this forms part of the business metrics. A report shall be prepared on a regular basis and submitted to Senior Management for their consideration. At this time, decisions regarding improvements in the way that the Company operates and the funding for such improvements are undertaken along with any amendments to the audit programme.

Product/Project Specific Response (Detailed QAP)

Scheduled Product Audits (as specified in the QAP Internal Audit schedule) shall be carried out by the Quality Engineer responsible for the project. Such Audits can cover key manufacturing processes, contract specific procedures, physical attributes of the product, traceability of documentation and a read across to the contractual documents (thereby continually reviewing our contractual obligations).

A formal report is generated in the same manner as a System Audit, incorporating the same controls and disciplines.