

# Supplier Training

## Doing Business with Tactair

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At Tactair, we strive to avoid problems and want to work with you on continuous improvement

We have developed the following training document to explain our systems and to highlight avoidable issues we've seen in the past

*This document is for reference only and does not supersede official Tactair communication*

# Doing Business with Tactair

- Communication
- Tactair Webpage
- QA Requirements
- SQARS
- SDWR Use
- Supplier Suggestions
- QARs and CARs
- Setup pcs
- Shipping

## Optional:

- Quality Matters (*Separate Document*)
- Report Cards (*Separate Document*)
- Corrective Actions (*Separate Document*)

# Communication

- Your Tactair Buyer is your Point of Contact
- Copy your buyer on ALL communication
- Additionally, you might also communicate with:
  - Walter Paul, Supplier Quality Engineer
  - Melissa Downs, Purchasing Manager
  - Sue Dittly, Supplier Development
  - Design or Manufacturing Engineering
- Please advise of personnel changes so that we can discuss support and training

# Communication- Responsiveness

- We expect a prompt response to all of our communications
- Please respond to:
  - Open Orders “AutoEmail” sent weekly on Thursdays and request feedback on orders due in next 4 weeks by following Monday. Note: PO delivery dates are our dock dates NOT ship dates. Now includes all open RFQs and open CARs.
  - Quote requests within 1 week or by the requested due date
  - CAR Letters by the requested due date
  - Quality System Audits within 30 days or by requested date
  - Engineering information requests (with initial feedback) within 24 to 48 hours
- Response times are tracked as a supplier performance metric

# Tactair Webpage

- Please review the Supplier Support Section on <http://www.tactair.com>
- You will find:
  - Supplier Quality Assurance Requirements (SQARs)
  - Purchase Order Terms & Conditions (POTC)
  - Quality System Requirements Standards
  - Quality System Requirements Audits
  - SDWR, CAR and Supplier Suggestion forms



Supplier Support

# SQARs

- Applicable Supplier Quality Assurance Requirements are called out on purchase orders
- A complete listing of SQARs can be found in the supplier support section of the Tactair webpage: <http://www.tactair.com>
- Any questions, contact your Tactair Buyer

*Not following SQARs will result in rejected parts, adversely impact your quality rating, and cause production delays*

# Country of Origin

SQAR 008 will soon require the Certificate of Conformance to include the Country of Origin.

Note: This does NOT change our requirements for domestic/DFARs material outlined in SQAR 014.

The industry standard definition for the country of origin of a product states it is the country in which:

1. The product is wholly obtained or produced.
2. The product is produced exclusively from domestic material.
3. Each foreign material incorporated in that product undergoes a “substantial transformation”.  
Substantial transformation is the creation of a new and substantially different commodity.

# ISO and AS9100

## Revised/New SQAR requirements based on new customer contractual requirements.

**REVISED SQAR 019** Supplier shall perform a complete First Article Inspection (FAI) in accordance with the current revision of AS9102. The supplier may use their own forms, as long as they contain all required information as outlined by AS9102.

Link to AS9102 report form:

<http://www.l-3com.com/EDI/pdf/AS9102%20Rev%20A%20First%20Article%20Inspection%20Report%20Form.pdf>

**NEW SQAR 029** Supplier must be AS9100 (Aerospace Quality Management Systems Requirements) certified by an accredited Certification/Registration Body (CRB).

**NEW SQAR 029A** Supplier must be ISO9000 (Quality Management Systems Requirements) certified by an accredited Certification/Registration Body (CRB). (Certification to AS9100 will be required by Jan-31-2011 or at date of next scheduled recertification.)

# ITAR

Purchase Orders that contain the following note **“Tactair has classified this part as a military item subject to ITAR regulations”** are subject to US Export laws and are controlled by the US International Traffic in Arms Regulation (ITAR) 22 CFR part 120-130. Items not specifically classified on the Purchase Order as military items are assumed to be commercial items.

**You are required by law to comply with all ITAR regulations including the flow down of this note to any subcontract suppliers.**

**If you are the design authority for any part purchased by Tactair, you must notify Tactair in writing if we have not designated the part properly and we will change our designation.**

**Refer to our POTCs on our website tactair.com and the following US Dept. of State and Dept of Commerce websites for additional information:**

**[pmddtc.state.gov/index.html](http://pmddtc.state.gov/index.html) and [bis.doc.gov/index.html](http://bis.doc.gov/index.html)**

# Outside Processing Guidelines



- Parts processed post-February 1, 2006 must be from a NADCAP approved processor – reference SQAR 017. (Parts processed prior to February 1, 2006 may either be NADCAP approved or from a Tactair approved processor.)
- Any internal processes for which you are not NADCAP certified, must be indicated as such on your Tactair Quality Survey form and will be reviewed and approved by Tactair's Quality Engineer.
- NADCAP Processes include all NDT, chemical processing (inc. plating, passivation, anodize) heat treat, shot peen, and welding. NOTE: Unless noted on our print or purchase order, no welding is allowed without permission from Tactair.
- <https://www.eauditnet.com/eauditnet/eau/user/login.htm> is the link to the search page for approved processors. Note: the processor must be approved for the specific specification/process required at the time the order is placed.
- If customer approved processors are required, SQAR 017A will be indicated on our purchase order. (Approved customer processors might not be NADCAP approved).
- Contact your buyer with questions.

# Flowdown Requirements for LMC

TFC prefixes all Lockheed Martin Corp. (LMC) purchase orders with LH.

Use only Lockheed Martin approved suppliers for all certifiable processes.

All outside processing purchase orders must include the LMC specification and process code number and the following statement verbatim:

**TACTAIR FLUID CONTROLS INC. LM AERO IDENTIFICATION NUMBER 853915  
PROCESSING TO BE ACCOMPLISHED IN PERFORMANCE OF THIS PURCHASE ORDER IS  
DIRECTLY RELATED TO A LOCKHEED MARTIN AERONAUTICS COMPANY PURCHASE  
ORDER AND MUST BE ACCOMPLISHED IN ACCORDANCE WITH PROCESS  
SPECIFICATION(S) ON THIS PURCHASE ORDER AND THE REVISION IN EFFECT AS OF  
THE DATE OF THIS PO OF LOCKHEED MARTIN AERONAUTICS COMPANY APPENDIX  
QJ. ALL REQUIREMENTS OF SUCH APPENDIX QJ PARAGRAPH 12. A.-F. SHALL BE  
ACCOMPLISHED. APPENDIX QJ IS LOCATED AT**

**[HTTP://WWW.LOCKHEEDMARTIN.COM/MATERIAL-MANAGEMENT/](http://www.lockheedmartin.com/material-management/)**

**Copies of these PO's must be filed and be available for review upon request**

**Certificates of conformance must include:**

**Title and specification number (including revision letter) of the process**

**Name and address of facility, date and purchase order number**

**Quantity of parts (to include quantity accepted/rejected)**

**Lockheed assigned Processor number**

**Signature and title of authorized Quality agent**

**Fracture durability classification or serialization, when required**

# QA Requirements

*We have high quality standards and expect conformance to our drawings and specifications*

- Potential issues must be addressed upfront, during the quoting process.
- Certifications for all Specifications as called out on our drawings must be supplied. Specification supercession questions should be addressed during the quoting process or with the buyer prior to processing the parts.
- Submit and securely tag all 1<sup>st</sup> articles as required per SQAR 019. Our expectation is that all 1<sup>st</sup> articles are fully functioning parts
- Complete an SDWR (Supplier Deviation Waiver Request) for any non-conformances and wait for approval before shipping

# SDWR Use

- Note drawing exceptions during the quoting phase. Submit a Supplier Suggestions form prior to manufacturing.
- If issues are discovered later or arise during manufacture, a Supplier Deviation Waiver Request must be sent to your buyer and approved BEFORE sending parts to Tactair
- SDWRs are applicable only to the parts on the referenced PO and an approved SDWR copy must accompany the shipment
- SDWR root cause and corrective action must be long term and verifiable
- SDWR submittal should be an exception, not the rule
- Electronic submission via the form on our webpage is preferred

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## Supplier Deviation / Waiver Request

SUPPLIER'S NAME & ADDRESS:				YF/TPC NO.:
				SUPPLIER'S REPORT #:
PART NUMBER:		REV:	BUYER:	
PURCHASE ORDER NO.:		LOT NO.:	LINE NO.:	
INSP DATE:	NO. PIECES INSP:	TOTAL PCS NONCONF:	NO. PIECES AFFECTED:	REC DATE:
NONCONFORMANCE DESCRIPTION:				
DWG LOC:	CN:	SUPPLIER'S REPRESENTATIVE/DATE:		
CAUSE/CORRECTIVE ACTION:				
DISPOSITION:				
YF/TPC TO COMPLETE THE SECTION BELOW				
LOG IN DATE:			LOG OUT DATE:	
DISPOSITION	APPROVAL	DISAPPROVAL	DATE	DISPOSITION NOTES
DESIGN ENG				MRB Required? _____
PURCHASING	DATE P.O. MODIFIED:	NOTES:		
FORM QSR-07 REV A 10/08				

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# TACTAIR

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# Supplier Suggestions

- As part of our continuous improvement program, we encourage any suggestions for print changes which will improve quality, reduce costs and ease manufacturing.
- Our Supplier Suggestion Form is on our website. Submit completed form to your buyer. All suggestions will be reviewed and dispositioned by engineering.
- Communicate any scheduling issues with your buyer to avoid any production delays.

## Continuous Improvement

### Supplier Suggestion Form

Supplier	Contact Name:
Part#	PO#
Dwg# & Rev.	Date
Proposed Drawing Change:	
Reason for Change:	
Estimated improvement to cost and/or delivery:	
Tactair Engineering Review/Comments:	
Engineer:	Date:
Reviewed with Supplier	
By:	Date:

FRM-QCP-15 Rev. None 11/02/06

# QARs and CARs

- Quality Action Requests are generated for all non-conformances
- Your response to a Corrective Action Request letter should address the root cause with permanent and verifiable corrective actions
- Tactair will participate in root cause analysis on request
- CAR responses will be reviewed for completeness by a cross functional review board
- We will request to see corrective actions “in use” during visits and audits
- CAR forms are now sent electronically. You can respond on our forms or yours.

## Supplier Corrective Action Response (SCAR)

From:	SCAR Due Date:
	QAR No:
Reply to:	PO No:
	Part No:
Please provide Cause and Corrective Action on this form or equivalent. Your response must address all of the following items (use additional sheets as necessary):	
1. Action taken to correct the specific nonconformance.	
2. Root cause of the nonconformance.	
3. Action taken to correct the root cause of the nonconformance.	
4. Action being taken to assure that other parts are not affected by the same or similar discrepancies.	
5. How did the discrepant parts escape your inspection/quality system?	
6. Target dates for implementation of corrective action.	
Supplier Quality Representative _____	Date _____
C/A Approved ___ Not Approved ___	C/A Follow-up Date:
Young & Franklin /Tactair Quality Approval _____	Date _____

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# QA Requirements- Issue Prevention Reviews

- Cross functional design/prevention reviews can be held for new/1<sup>st</sup> run or parts with repeat quality issues.
- Review any PQH Part Quality History report information to ensure no repeat issues- supplied with purchase orders and/or RFQ.
- Discuss packaging, specifications, testing requirements and measurement correlation.
- Suppliers are responsible to meet all specifications and testing requirements as required by our blueprint and those referenced in applicable specifications.

# QA Requirements- Gauges

- Use your own standard gauges
- Tactair will only loan gauges under special circumstances
- Include separate call-outs for unique, Tactair-only gauge requirements on your quotes
- We are willing to correlate gauges if discrepancies arise

# QA Requirements- Handling

- Use care with our parts as they move through your facility and ensure that packaging is robust
- Inspect parts for damage and verify packaging is secure before shipping
- If issues arise, we will work closely with you to pinpoint the root cause of the damage

# Corrective Action Responses

- We expect immediate notification or confirmation of all quality escapes. Initial containment and response must be within 48 hours. Keep your TFC buyer informed of ongoing progress.
- Robust corrective action should be implemented ASAP and is required within 3 weeks of the notification. If more time is needed you must contact your TFC buyer and request an extension prior to the CAR due date.
- If CARs are not delivered on time and no extensions are requested, you may be put on Suspended rating in our quality database.
- Suspended suppliers **cannot** receive any new purchase orders until open issues are resolved and approved by Quality.

# TFC Furnished Setup Pcs.

- Include quantity of set up pcs. required on your quote. This cost will be included in our competitive bid assessment.
- Tactair will send additional parts to allow for qty you request and will note qty of allowable setup pcs. on the PO.
- Upon completion of PO, if you have consumed qty of setup pcs. requested, scrap at your facility and ship the order.
- If quantities do not match PO, you must notify the buyer immediately so that adjustments can be made to the PO and our schedules.
- Always note qty of pcs. scrapped on your c of c.
- A QAR will be issued for any excess set-up pcs (over the allowance) and we will pursue credit for the component part and a CAR. Setup pcs. can be submitted on a SDWR with your CAR included but if the part cannot be accepted as is, it will appear on your quality record. Setup pcs do not have to be returned to TFC unless they are on a SDWR.

# Shipping- Paperwork Requirements

*Complete all paperwork outlined in SQARs and POTC*

- Include packing lists
- Include all certs from 2<sup>nd</sup> tier manufacturers, distributors, processors, and suppliers
- Maintain clearly marked lot integrity
- Obtain approval for foreign material, unless DFAR country, prior to manufacture
- Include US lab certs for approved foreign material and any material for which you cannot furnish the original English version of the material cert

# Certification Paperwork

- SQARs with certification paperwork requirements are 008,009,014,015,016,017 (incl. NDT), 017b, 018, 024 & 028
- Note TFC PO# on each page of your certification package, ref. SQAR 018
- Specification numbers must match drawings unless otherwise instructed by Tactair in writing and noted on purchase order
- There must be a separate document for every certifiable process and they must be legible
- Documents must be signed and dated
- Review for typing errors
- Parts with unacceptable certifications are held in quality and will result in a formal rejection if corrected paperwork is not received within 3 days or if this is a third occurrence on any shipment regardless of part number within a 3 month period.
- Any supplier who receives a formal rejection for paperwork will continue to receive rejections for each occurrence until there has been 6 consecutive months with no issues.

# Shipping- Packaging & Policies

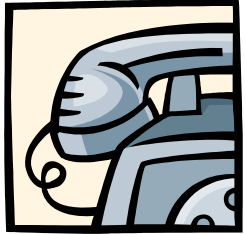
*Review POTC Section 23 for details*

- Package to ensure clearly marked lot integrity
- Separate, protect, and oil parts as required
- Restrain parts securely to avoid damage and “jumbled totes”
- Distinguish parts in multi-order shipments
- Ship collect
- Use Tactair UPS Account Number 127241
- For shipments over 70 lbs, contact logistics provider ESI (Express Save Industries, Inc.) at 1-800-803-7704

# Separate Documents

As part of “Supplier Training- Doing Business with Tactair,” please review the following separate training documents

- Quality Matters
- Report Cards
- Corrective Actions



# Questions?

Please do not hesitate to contact your buyer with questions as soon as they arise. This communication will help us all ensure high quality and on-time delivery.

# Supplier Training

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Training Complete  
Thank You