

Supplier Training

Outside Processor's Guide to Doing Business with Tactair

Doing Business with Tactair

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

The following training document was designed to help clarify our expectations and to prevent 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
- ITAR
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- QARs and CARs
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Communication

- Your Tactair Buyer is your Main Point of Contact and should be copied on all communication.
- Other contacts:
 - Brad Jenne, Manufacturing Engineering
 - Andy Smolnik, Supplier Quality Engineer
 - Melissa Downs, Purchasing Manager
 - Sue Dittly, Supplier Development
- Please advise of personnel changes so that we can discuss support and training

Communication- Responsiveness

- Confirm delivery schedules to the buyer and return the “Weekly Status Report” autoemail by Monday each week. Note: PO dates are our dock dates NOT ship dates. Report now includes all open RFQs and open CARs.
- Please respond to
 - Quote requests within 3 days or by the requested due date.
 - CAR Letters within 3 weeks (within 2 weeks if no parts are returned) or by the requested due date.
 - Quality System Audits within 30 days and update annually on request.
 - 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 Support

- Supplier Quality Assurance Requirements (SQARs)
- Purchase Order Terms & Conditions (POTC)
- Quality System Requirements Standards
- Quality System Requirements Audits
- SDWR, CAR, Supplier Suggestion forms
- Training Documents

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 and bis.doc.gov/index.html

SDWR Use

- Note drawing exceptions during the quoting phase. Submit a Supplier Suggestions form prior to processing.
- If issues are discovered later or arise during processing, a SDWR must be sent to your buyer along with digital photos, if appropriate. Approval from Tactair must be received BEFORE shipping parts.
- SDWRs are applicable only to the parts on the referenced PO line and lot and an approved SDWR copy must accompany the shipment
- Root cause and corrective action must be completed on the SDWR form. The CAR should 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/TFC 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:	Q/N:	SUPPLIER'S REPRESENTATIVE/DATE:			
CAUSE/CORRECTIVE ACTION:					
DISPOSITION:					
YF/TFC 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:			
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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:

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Supplier Corrective Action Response (SCAR)

QARs and CARs

- Quality Action Requests will be 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.

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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Outside Processing Guidelines

- Unless otherwise noted on the purchase order, all processing must be performed by a NADCAP approved processor. If you are not NADCAP approved for the **process listed on the purchase order**, contact the buyer before proceeding with the order.
- Subcontracting processing is not allowed without written permission from your Tactair buyer even if the processor is NADCAP approved.
- We have high quality standards and expect conformance to our drawings and specifications. If there is a question on either contact us for clarification before proceeding.
- Parts should be counted and inspected for damage at your receiving and any discrepancies reported to the buyer before proceeding.

QA Requirements- Issue Prevention Reviews

- Cross functional design/prevention reviews can be held for new/1st 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.

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.

Racking Do's and Don't's

- We look to you as the processor to provide racking expertise best suited to your process.
- Contact Tactair for guidance on parts being processed for the first time if racking is not indicated on our blueprint.
- In general, please do not rack on:
 - O-ring grooves
 - Surfaces with drawing notes to remain “free of nicks, dings, and defects”
 - End gland face
 - Surface finish of 32 or better

Digital Pictures

- We require the use of digital pictures as a communication tool.
- If you have any questions about the way parts are received at your facility, please take a picture to fully communicate the issue to us.
- If you have any question about the post-process acceptability of your parts, please contact us.
- Following receipt of the picture, the supplier QE will provide direction whether an SDWR or visual part inspection is required.

Handling and Packaging

- Extra care must be taken at all steps throughout your facility to prevent damage of our parts. Part-to-part contact is not allowed. Nicks, dings and scratches are not acceptable.
- Parts should be returned in the same or better packaging.
- Machined parts must be cleaned and neutralized before processing
 - Degreasing is preferred
 - Safety Cleaning is an alternative
- Stainless and alloyed steel machined parts must be oiled prior to return shipments.

Shipping- Packaging & Policies

Review POTC Section 23 for details

- Include packing list and certifications with all shipments. Certifications must include PO, part#, qty and specification.
- 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 using Tactair UPS Acct# 127241.
- For shipments via TFC’s truck, contact your buyer to arrange pickup.
- 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

Supplier Training

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Training Complete
Thank You