Dayton Rogers Manufacturing Supplier Quality Manual

Authorized By: Materials Manager & Quality Manager

Revision Date:	Revision Description:
1/10/2014	Unreleased – Draft Copy
1/22/2014	Released Copy
8/6/2014	Removed Purchasing and Quality Managers names and changed Purchasing Manager to Materials Manager
5/12/2015	Update of Quality Requirements
6/2/2015	Update of Quality Requirements
6/8/2016	Business and Quality Philosophy
5/11/2018	Business and Quality Philosophy – update to Rev D
6/1/18	Expand on additions made for Rev D (3.3-3.4)
6/17/18	Change the Rev Level in the body on page 11
7/6/18	Changes made to 3.3 and 3.4. Removed 3.4.2-3.4.7
7/11/18	Edited Changes made to 3.3 and 3.4
7/11/2019	Revision control by date, addition of note on signature page
	4/18/2022 Update at to currently reviewed – no changes.
05/31/2023	Updated compliance list in 7.1.1, added 7.1.3 for compliance requirements.
07/19/2024	Added South Carolina to section 7.1. Added 12.4 to clarify when CAR's would be generated. Added 13.6 to include flow down of requirements. Update 8.0 to better define record retention requirements for suppliers.

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AFFILIATED DOCUMENTS

P209	Supplier Quality Survey
8.5-2-1B	8D Corrective Action Form
414	Non-Disclosure Agreement

INTRODUCTION

1.0 Purpose

1.1 This document serves as the initiation of communication of requirements that Dayton Rogers Manufacturing (DR) feels is important for establishing the groundwork of a solid relationship.

1.2 Dayton Rogers understands that further communication will inevitably be required. We will do whatever we can to flow information required for you to supply the good, material, or service (product) we require. If, for whatever reason, the information is not sufficient for your purpose of supplying the product, it is your responsibility to notify DR of the lack of information or need for clarification prior to supplying said good, material, or service.

1.3 This manual summarizes the requirements and expectations that Dayton Rogers has for its suppliers, as well as the initial and on-going requirements with which a supplier to DR must comply.

2.0 Definition of Quality

2.1 Quality Implies:

2.1.1 Dimensional Accuracy

2.1.2 Physical appearance as applicable

2.1.3 Conformance to all specifications, including due dates.

2.1.4 Delivery of correct quantities/weights

2.1.5 Invoiced at mutually agreed upon pricing.

2.1.6 Packaged in specified manner.

2.1.7 Proper and complete documentation

3.0 Business and Quality Philosophy

3.1 Dayton Rogers realizes that its goal of being a world class metal stamping, machining, and welded component supplier is dependent upon a strong relationship with value conscious, quality minded suppliers.

3.2 Dayton Rogers encourages its suppliers to obtain and provide training in diversity and ethical compliance in accordance with local laws and regulations.

3.3 The right of access by the organization, their customer, and regulatory authorities to the applicable areas of facilities and to applicable documented information, at any level of the supply chain; ensuring that persons are aware of

3.3.1 employee contributions to product safety

3.3.2 employee contributions to product conformity

3.4 Counterfeit parts – Supplier must have a controlled process for the prevention of

counterfeit parts.

4.0 Facilities

4.1 All shipments shall be made to the location issuing the Purchase order:

Dayton Rogers of Minnesota
8401 West 35W Service Dr.
Minneapolis Minnesota, 55449

Dayton Rogers of Texas
1107 Commercial Blvd. N
Arlington, Texas 76001

Dayton Rogers of Ohio
2309 McGaw Rd. W.
Columbus Ohio, 43207

Dayton Rogers of South Carolina
12223 CR Koon Hwy
Newberry, SC 29108

Unless directed to do so by other written authorization (usually through the PO)

QUALITY REQUIREMENTS

5.0 Supplier Selection and Evaluation

5.1 Supplier Survey/Audit

5.1.1 Initial supplier approval is performed through a supplier survey/audit (P209). The survey requests general information regarding your facilities, points of contacts and quality system design and conformance.

5.1.2 Quality System compliance may be demonstrated in one of the following ways: ISO 9001, AS9100, TS 16949, or other comparable processes that provide consistent results.

5.1.3 Suppliers may provide a copy of their third-party registrations to DR with the submission of the survey.

5.1.4 If a supplier loses its third-party registration, DR must be notified.

5.2 Self-Survey Review and Initial Supplier Qualification

5.2.1 Completed surveys will be reviewed by Process Engineering, Quality and Purchasing at DR.

5.3 Ongoing Monitoring

5.3.1 A review and scoring on 100-point scale of key suppliers that supply product

impacting quality and delivery will take place quarterly.

5.3.2 Review will consist of On-time Performance (50% of evaluation), Quality Performance (50%), a Subjective Rating that takes into account compliance to this manual and ease of correspondence/interaction, working relationship, on time quotes and matching counts on parts sent and returned to be reviewed at quarterly review meeting.

5.3.3 Unconditional Approval – Score of 85 – 100. No action required by DR or vendor. Continue to send work and award new work as appropriate.

5.3.4 Conditional Approval – Scores of 60-84. Supplier can still do work with DR but new bids will not go to supplier until performance reaches 75 (unless source controlled or single source supplier.)

5.3.5 Unapproved – Scores below 60. Supplier is on no bid list and cannot perform work for DR. Corrective Action will be required and an onsite audit may take place prior to removal from unapproved list.

6.0 PPAP/FAI Requirements

6.1 Dayton Rogers is a job shop and, as such, has many varying requirements from our customers regarding First Article Approval and the type and degree of paperwork that is necessary.

6.1.1 Minimum/default initial submission requirement is a one piece layout, reflecting all of the dimensions on the drawing that your process impacted and a process certification (See section 7.0)

6.1.1.1 Raw material and hardware suppliers need only submit a material certification. (See section 7.0)

6.1.2 Requirements in addition to the minimum/default will be identified on the initial PO and can included, but is not limited to:

Flow Chart
FMEA
Submission Warrant
Tagged/Marked Sample Pieces
Control Plans
Measurement System Analysis (MSA)
Other documents as specified.

6.1.3 If Critical to Quality (CTQ) characteristics are identified, either on the drawing or PO, a feature/dimension specific Control Plan, FMEA, and 30 pc capability study at 1.33 (preferred 1.66 Cpk) should/ preferred be submitted.

6.2 Parts submitted for approval must use production tools and processes.

6.3 Any certifications for the production approval must show actual results, not statements

of conformance. (I.e., actual hardness readings, plating, or paint coating.)

6.4 A resubmission of the FAI/PPAP paperwork is required if any changes occur to the production process, production tooling, production facility or location, sub-supplier change, or tooling/process has been inactive for more than 1 year.

6.4.1 A FAI/PPAP resubmission may be required when resubmitting parts after a rejection or corrections of discrepancy has occurred.

7.0 Certification(s)

7.1 All certifications must be legible and reference the division name issuing the purchase order, Dayton Rogers of Minnesota, Dayton Rogers of Texas, Dayton Rogers of South Carolina, or Dayton Rogers of Ohio, PO#, Dayton Rogers Part/Material # and a unique traceability number (lot, batch, heat, run, job, etc.)

7.1.1 Raw Material Certification(s) must be from **original producing mill** and contain the following information:

Material type, class, and grade.
Country of melt, manufacture, or origin.
Quantity Shipped
DR complies with the following regulations and provisions: DFARS, FARS, ROHS, REACH, Prop 65, & Conflict Minerals, ITAR.

7.1.1.1 Certification(s) must be in English or translated to English. (Translations must include name, title, and signature of authorized representative making translation.)

7.1.2 Special Process Certifications shall contain the following:

Process provided, including type, class, or grade as applicable,
Specification number and revision, as applicable,
Quantity shipped,
Name and/or title of individual that performed the test,
Clear identification that tests results are actual (Certification) or derived from process expected results (Certificate of Conformance / C of C).

7.1.3 The supplier is responsible for supplying all requested compliance declarations in a timely manner to the original requestor.

7.2 Failure to comply with the preceding can result in the following, depending on severity and disruption to Dayton Rogers processes (listed in relative order of severity and/or typical process of escalation):

- Requesting new certifications be supplied
- Receiving shipment in as deviated
- Requesting corrective action for the nonconforming certifications
- Receiving shipment in as rejected
- Returned Freight Collect

- Failure to comply with compliance request in a timely manner may result in corrective action being issued or removal from AVL.

8.0 Record Retention

When our PO requests certifications, DR requires that any record created at your facility regarding processing of parts to reference specifications be submitted to Dayton Rogers. We will maintain the info as directed by our customer. The supplier is responsible for maintain all records associated with any DR orders for a minimum of 10 years or as directed by DR.

9.0 Lot Control

9.1 All Dayton Rogers product is manufactured utilizing strict lot control procedures. Material and/or product is traced by use of our PO# or Job#. It is vitally important that you maintain this lot control whenever product intended for DR is at your facility.

9.2 Lot control extends to manufacturing, processing, testing, and recall if necessary.

9.3 Parts processed in separate batches, heats, lots, etc. must be kept separate and clearly identified with distinct traceability identifiers.

9.4 If DR sends product to you in separate lots; they must be processed separately, clearly identified as distinct throughout processing at your facility, and returned separately as clearly marked distinct lots, unless directions to do otherwise is clearly indicated on PO.

10.0 Notification of Non-Conforming Product

10.1 If non-conforming material is discovered in your facility as a result of your actions, it is your responsibility to notify Dayton Rogers of the nature of the discrepancy in writing prior to shipping material.

10.2 Notification should use a Request for Deviation, or other suitable form as long as it included, at a minimum:

Part Number
Our Job # / PO #
Affected dimension(s) / feature(s) as called out on print,
Dimension / feature as it exists (nature of non-conformance)
Request for Disposition from DR
Name / Title of individual requesting disposition
Date of request
Status of parts (e.g., complete, in process, etc.)

10.3 DR will disposition the product as submit as-is / deviated, scrap, reprocess, or request for further / additional information. DR Quality will return the Deviation Request for you to proceed as indicated on the disposition.

10.3.1 Submit As-Is/Deviated – Formal authorization to proceed with manufacture of

product as described in request. DR or our customer has determined that the condition will not affect form, fit, or function.

10.3.2 Scrap – Formal authorization to stop all processing of product. DR or our customer has determined that the nature of the non-conformance is so egregious as to disallow proper form, fit, or function.

10.3.3 Reprocess – Formal authorization to re-process parts in order to bring affected dimension/feature into compliance with requirements.

10.3.3.1 Exact nature of rework, % of lot reworked, and fallout needs to be communicated to DR so that proper flow to our customers can occur.

10.3.3.2 If only a % is reworked, it must be segregated upon return and clearly marked as reworked product.

10.3.4 Hold – We Must Contact Our Customer – Formal declaration of need to flow info to our customer to get their explicit approval to proceed as you recommend. This status will be in effect for as long as it takes us to get the required permissions and formal disposition from our customer. This disposition **IS NOT** authorization to proceed.

10.3.5 Request for Further / Additional Information – DR does not have enough info to make a sound judgment and requests further input regarding the nature of the non-conformance and potential impact on product integrity. This disposition **IS NOT** authorization to proceed.

10.4 When product is shipped to DR from your facility, the completed Request for Deviation paperwork **must** accompany shipment. If dispositioned Request is not attached, the discrepant material will go against your quality rating, regardless of previously communicated disposition.

10.5 Product that has been reworked with authorization from DR will be received in as normal. Your supplier quality rating will not be adversely impacted.

10.6 Product that has been dispositioned as Submit As-Is/Deviated will be received in as deviated material.

10.7 Product that has been dispositioned as scrap, at your facility or returned to be scrapped at ours, will be received in as rejected material.

11.0 Receiving Inspection

11.1 Due to the nature of many of the supplied products that Dayton Rogers contracts, we will use a variety of methods to verify that product meets requirements.

11.2 When sampling is used at DR for approval of lots, an internationally recognized sampling plan will be used.

12.0 Corrective Action Request

12.1 Whenever a non-conformance is noted by Dayton Rogers, we reserve the right to

request corrective action.

12.2 Corrective Action Requests should use Dayton Rogers Cause and Corrective Action Form (if supplied) or equivalent corrective action form. At a minimum, corrective action responses shall include the following:

Description of problem
Immediate containment measures (due 48 hours after initial contact)
Root cause investigation
Interim corrective action-if applicable
Long term corrective action
Preventive action, when possible
Name / title / date of person/team completing Corrective Action Request

12.3 Root cause investigation should get to the true reason the non-conformance occurred. Failure to return CAR may affect future business.

12.4 Corrective Action may be requested due to nonconformances, repetitive issues or for performance issues. Failure to meet DR Quality or OTD goals for three consecutive quarters, will result in the issuance of a Corrective Action Request.

13.0 Subcontracting

13.1 Dayton Rogers requires that we be notified if you subcontract any work on the quotation, all or in part, that we contract with you via a DR PO. Notifications must include exactly who the sub-contractor is, what type of process the sub-contractor is going to do to the part, and where they are located.

13.2 DR will evaluate the proposed sub-contractor and compare to our customer's lists of approved processors as applicable.

13.3 If not allowed by our customer, DR will provide a list of allowed processors for the proposed process to aid in your search for approved sources.

13.4 If allowed by our customer, DR will provide a written authorization to you for use of sub-contractor for the process described in your notification

13.5 Once approved, DR must be notified if the sub-contractor moves its location or if you change to a different sub-contractor. The validation process will then begin anew.

13.6 Supplier is responsible for and shall flow down all requirements as specified on the original contract or order, to any sub-supplier utilized for materials or services.

13.7 OTHER REQUIREMENTS

14.0 Right of Access

14.1 You, as our supplier, must grant DR, our customer, and/or any regulatory authority (e.g., FAA, Dept. of Defense) right of access to all applicable areas of your facility, at all levels of the supply chain, involved in the contracted order and to all applicable records.

15.0 Delivery Terms

15.1 Due dates provided on POs are receipt dates at Dayton Rogers, not ship dates from your facility. They take into account your stated lead time required to supply or process the product as well as transit to, if required, and from your facility.

15.2 Delivery is F.O.B. DR's plant or other point of delivery as directed by DR. Risk of loss of the product passes to DR upon acknowledged receipt of the product.

16.0 Non-Disclosure Agreement

16.1 Suppliers are to consider all information furnished by Dayton Rogers to be confidential and shall not disclose any such information to any other person or use such information itself for any purpose other than performing this contract, unless supplier obtains written permission from DR to do so.

16.2 The above applies to drawings, specifications, or other documents prepared by Supplier for DR in connection to orders.

16.3 Supplier shall not advertise or publish the fact that DR has contracted to purchase goods or services from Supplier, nor shall any information relating to the order be disclosed without DR's express, written permission.

17.0 Request for Quote

17.1 Dayton Rogers will notify the supplier with a Request for Quote. The supplier must complete the RFQ completely and return it.

17.2 It is critical that RFQs be returned to DR in a timely manner (48-hour goal). Late responses may not be accepted.

17.3 Annual volumes listed on RFQs are estimates supplied by our customer only. These estimates are provided for informational purposes only and may change over time.

ACKNOWLEDGMENT OF RECEIPT, UNDERSTANDING, AND AGREEMENT OF SUPPLIER QUALITY MANUAL

This Supplier Quality Manual applies to all purchase orders issued by Dayton Rogers Mfg. or is 4 divisions in Mn., S.C., Tx., Oh.

Company: _____

Representative: _____

Title: _____

Date: _____

Signature: _____

Info of Primary Quality Contact:

Name: _____

Preferred Contact Info: _____