

AVDEL (INDIA) Pvt. Ltd.



SUPPLIER QUALITY MANUAL

(AS PER AS 9120:2009 Cl. No. 7.4)

ISSUE No.: 01

ISSUE DATE: 13.01.2011

COPY No.: _____

H.O. ADDRESS: 6th Floor, Ramon House,
169 Backbay Reclamation,
Mumbai - 400 020.

TEL: __+91_022-66345611/12 FAX: __+91 022-66345622

e-mail: info@avdel.com

**AVDEL (INDIA) PRIVATE LIMITED**

Avdel Policy,towards Supplier Quality Management & Supplier Selection Criteria		DOC No.: SQM02
		REV. No. 00
		DATE:13.01.2011
ISSUE NO.01	ISSUE DATE:13.01.2011	PAGE: 1 OF 1

1.	PURPOSE:	Rev.
	To ensure that suppliers are able to meet Avdel requirements.	
2.	SCOPE:	
	All suppliers supplying raw materials, components & critical consumables, which are to be distributed to Aerospace and defence industry customers.	
3.	RESPONSIBILITY:	
	Head PSM ensures that selected supplier is suitable for the purpose. Concerned supplier shall ensure fulfilment of requirements.	
4.	SYSTEM:	
.1	Supplier Selection :	
	Basic criteria for supplier selection is : <ul style="list-style-type: none">• Supplier having valid AS 9100 / AS 9120 certification for scope of products under supply or• Supplier having valid part manufacturing approval from OE manufacturer.	
	Basic purpose of supplier quality management activity is to ensure suppliers' capability to follow Avdel requirements for supply of products complying to Aerospace and defence industry.	
.2	FOR EXISTING SUPPLIERS: <ul style="list-style-type: none">• QMS certification status and part manufacturing approval status of suppliers has been verified based on information obtained from their website.• Other requirements expected to be fulfilled by suppliers have been detailed in relevant sections of this supplier quality manual.	
.3	FOR NEW SUPPLIERS: <ul style="list-style-type: none">• Only AS 9100 / AS 9120 certified sources or those having valid part manufacturing approval shall be selected as suppliers.	

**AVDEL (INDIA) PRIVATE LIMITED**

PERIODIC PERFORMANCE MONITORING OF SUPPLIERS	DOC No.: SQM03	
	REV. No. 00	
	DATE:13.01.2011	
ISSUE NO.01	ISSUE DATE:13.01.2011	PAGE: 1 OF 1

1.	PURPOSE:	Rev.
	To ensure continuing suitability of supplier to meet Avdel requirement.	
2.	SCOPE :	
	All suppliers supplying products to be distributed by Avdel.	
3.	RESPONSIBILITY:	
	Head PSM with team members	
4.	SYSTEM:	
.1	Supplier's performance is monitored for each lot supplied. Following parameters are monitored :	
	<ul style="list-style-type: none">• Quality of products supplied (No. Of parts accepted as compared to quantity supplied less parts rejected by customer)• Delivery of products supplied (supply with respect to scheduled delivery date)• Penalties associated with supplies if any (Premium freight borne by Avdel or supplier if any in meeting timely delivery)	
.2	Lots supplied in period of 6 months shall be considered for supplier performance monitoring.	
.3	Quality rating is calculated as %of accepted products. Delivery rating is calculated as % of lots supplied in time. Penalty rating is 1 if no penalty is associated with supply and 0 if any penalty is associated.	
.4	Overall rating shall be calculated as Overall rating = 0.5*Quality rating + 0.3*Delivery rating + 0.2*penalty rating	
.5	In case of supplier performance rating is below 90%, the supplier shall be informed about the rating and asked to improve the performance.	
.6	Subsequent supplies of the supplier shall be monitored to ensure improvement.	

**AVDEL (INDIA) PRIVATE LIMITED**

QUALITY REQUIREMENTS FROM SUPPLIERS		DOC No.: SQM04
		REV. No. 00
		DATE:13.01.2011
ISSUE NO.01	ISSUE DATE:13.01.2011	PAGE: 1 OF 1

1.	PURPOSE:	Rev.
	To clarify product quality and quality management system expectations from suppliers.	
2.	SCOPE:	
	All supplies received by Avdel.	
3.	RESPONSIBILITY:	
	Concerned supplier to meet the requirements. Head PSM to monitor compliance with requirements.	
4.	SYSTEM:	
.1	While answering Request For Quotation, the supplier shall clearly mention all technical specifications and commercial terms.	
.2	Supplier shall follow specification / quality standard mentioned in P.O. Where not specified in P.O. supplier shall follow standard as per 'Part Manufacturing Approval' authority.	
.3	For each supply, the supplier shall provide COC - Certificate of conformance mentioning reference of standard with which the product conforms. Wherever specified by Avdel the supplier shall provide Airworthiness certificate. Wherever required by Avdel / specified in P.O., the supplier shall provide other product related documents such as : <ul style="list-style-type: none">• Detailed inspection report• Material test report• Functional test report of the product	
.4	Any clarification with respect to above shall be obtained and resolved prior to accepting Avdel P.O. for supply.	
.5	The supplier shall be responsible for product quality and timely delivery.	
.6	Supplier shall cooperate Avdel, in case of any requirement from Avdel customer/s for supplier site visit / inspection at supplier's premises. In case of any such requirement Avdel will inform the same to Concerned supplier in advance.	

**AVDEL (INDIA) PRIVATE LIMITED**

COMPLAINTS ANALYSIS AND CORRECTIVE ACTION REQUIREMENTS		DOC No.: SQM05
		REV. No. 00
		DATE:13.01.2011
ISSUE NO.01	ISSUE DATE:13.01.2011	PAGE: 1 OF 1

1.	PURPOSE:	Rev.
	To ensure that complaints raised by Avdel / Avdel customers are resolved satisfactory and their recurrence is prevented.	
2.	SCOPE:	
	Any complaint from Avdel customer for which supplier is responsible or any complaint raised by Avdel to the supplier.	
3.	RESPONSIBILITY:	
	Concerned supplier to resolve the complaint and prevent recurrence. Head PSM to monitor effectiveness of actions.	
4.	SYSTEM:	
.1	Whenever any product quality non-conformance is observed either by Avdel's customer and reported to Avdel; Avdel TSS department shall review whether supplier is responsible for the non-conformance. Avdel warehouse personnel on receipt of product may detect non-conformance.	
.2	In case of any above requirements Avdel will raise complaint to the supplier through 'Supplier's Corrective Action Plan- SCAP' form.	
.3	On receipt of any complaint from Avdel, the supplier shall initiate following action :	
	<ul style="list-style-type: none">• Declare replacement of defective parts and / or any alternate arrangement with time schedule.• Do root cause analysis of the non-conformance through cause effect diagram as addressed in	



AVDEL (INDIA) PRIVATE LIMITED

COMPLAINTS ANALYSIS AND CORRECTIVE ACTION REQUIREMENTS		DOC No.: SQM05
		REV. No. 00
		DATE:13.01.2011
ISSUE NO.01	ISSUE DATE:13.01.2011	PAGE: 1 OF 1

	<p>the SCAP form.</p> <ul style="list-style-type: none">• For each determined cause, the supplier shall decide corrective action plan to resolve the cause.• Supplier shall report satisfactory completion of the decided action plan and verify it's effectiveness in subsequent lot manufactured / procured and to be supplied.• Supplier shall address changes incorporated in current quality management system documents to implement it on permanent basis.• Supplier shall submit evidence of action implementation and subsequent effectiveness evaluation.• Supplier shall monitor effectiveness of action in at least next 3 lot supplies.• Head PSM shall also monitor next 3 supply lots for effectiveness of action through Warehousing personnel.• On satisfactory remarks in 3 subsequent lots the complaint can be treated as closed.	
.4	Supplier shall take efforts to minimise time required for resolution of the complaint.	
.5	Status of complaints raised and satisfactorily closed shall be reflected in supplier's periodic performance monitoring.	