



Draft Quality Management Plan

Prepared For:

**IRM17/3517 Repair of Various 7MC & MCV
Assemblies**

SUPACAT DOCUMENT REFERENCE 70-LRU-Q-1574

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Annex A Approvals, Acceptance, Issue & Distribution status

APPROVALS & ACCEPTANCE

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Authorised by	Programme Manager (The Authority PM)		

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1 General (AQAP 2105 Ref: 4.1)

1.1 Purpose

The purpose of this quality management plan is to demonstrate how Supacat as the design authority (DA) operates a quality management system which meets the requirements of DEFFORM 47ST and contract IRM17/3517.

1.2 Scope (AQAP 2105 Ref: 4.2)

This QMP establishes the plan for performing the specific quality practices, resources and sequence of activities by Supacat to meet the requirements set out in IRM17/3517. The plan describes the organisation, schedules, policies, responsibilities, and methods that will be employed in conducting the activities identified in this plan.

This QMP is the means of relating the generic requirements of the quality systems to the specific requirements of this particular contract. Detailed Quality Procedures augment this QMP providing internal operating procedures for conducting the activities identified in this plan.

These QMP procedures will be implemented and maintained throughout the life of the project.

1.3 Product/Service Overview (AQAP 2105 Ref: 4.2)

There is a requirement for Babcock DSG to provide various Line Replacement Units for the JACKAL and COYOTE Platforms as identified below. This list is not exhaustive and maybe subject to future change.

Deliverables

NATO Stock No (NSN)	Equipment	Domestic Management Code (DMC)	Description	Part Number
2510992590059	FRAME,STRUCTURAL,VHCLR	7MV	HAMPER PANELLED ASSEMBLY	70-65-1132
2910994603266	TANK,FUEL,ENGINE	7MV	FUEL TANK ASSY (5.9L)	70-95-9016
2530992130720	HUB,WHEEL,VEHICULAR	7MC	TWIN CALLIPER HUB ASSEMBLY LH	70-20-126L
2530999900385	HUB,WHEEL,VEHICULAR	7MC	TWIN CALLIPER HUB ASSEMBLY RH	70-20-126R
2530991316748	STEERING GEAR	7MV	STEERING COLUMN (PAILTON ADJUSTABLE COLUMN ASSY)	70-35-513
5998995518772	ELECTRONIC COMPONENTS AS	7MV	ECU WITH TEMPLATE (6.7L)	70-05-974
5998992133623	ELECTRONIC COMPNTS ASSY	7MV	SUSPENSION ECU (WARNING LIGHT)	70-60-576
2590998950837	WINCH, DRUM, VEH MTG	7MV	HYD BRAKED WINCH ASSY	70-66-101A
2590997563509	WINCH,DRUM,VEHICLE MTG	7MV	WINCH ASSY - 6.2t	70-66-132
2990991730674	REGULATOR-CONTROL,ELECT	7MV	7005942 ENGINE ECU (MAPPED) LRU	70-05-942LRU
2590993311848	WINCH,DRUM,VEH MOUNTING	7MV	HYDRAULIC BRAKED WINCH ASSY	70-65-121
6105992156701	MOTOR,CONTROL	7MV	ENGINE ECU (MAPPED)	70-05-956
5998992295116	ELECTRONIC COMPONENTS AS	7MV	BATTERY MANAGEMENT ECU ASSY - 12W / 8W	70-75-1113
5895994765643	CONTROL,MODULATOR	7MV	SUSPENSION ECU LRU	70-60-519LRU

As part of a wider range of LRU provision. BABCOCK DSG have issued Invitation to Tender reference IRM17/3517 which sets out the Statement of Requirements (SOR) for the repair of various 7MC and 7MV Assemblies.

Supacat are contracted to repair the identified assemblies which will ensure the platforms continues to meet the agreed capability for in service use by the armed services. The scope of the procurement is defined in Contract IRM17/3517. Core and Non-core services applicable to this contract are listed in IRM17/3517.

1.4 Acronyms (AQAP 2105 Ref: 4.3)

AESP	Army Equipment Support Publications
BOM	Bill of Materials
CCB	Configuration Control Board
COC	Certificate of Conformity
CE	Chief Engineer
CMP	Configuration Management Plan
CRM	Customer Relationship Management
DA	Design Authority
GFA	Government Furnished Asset
ISO	International Organisation for Standardization
IT	Information Technology
KPI	Key Point Indicators
LRQA	Lloyd's Register Quality Assurance
MRI	Master Record index
MIPS	Master Integrated Programme Schedule
PCE	Project Chief Engineer
PDS	Post Design Services
PMP	Project Management Plan
QMS	Supacat Quality Management System
PQE	Project Quality Engineer
PSR	Project Status Report
QMP	Quality Management Plan
SDRS	Supplier Data Requirements Schedule
SEMP	Systems Engineering Management Plan
SMP	Safety Management Plan
SMT	Senior Management Team

SOR	Statement of Requirements
SQP	Supacat Quality Policy
PM	Project Manager (interchangeable with Repair Manager)

1.5 Management of This Quality Plan

1.5.1 Review and Acceptance

This Quality Management Plan has been written using AQAP 2105 and IRM17/3517 DEFFORM 47ST and Contract Terms and Conditions for guidance.

This Quality Management Plan is written to comply with both AQAP 2110 NATO Quality Assurance Requirements for Production [Ser.12] and ISO 9001:2008 [Ser.7] as required by the contract. The Supacat Quality Policy (SQMP) [Ser.9] is numbered in accordance with both ISO 9001:2008 and AQAP 2110 for easy cross reference.

Once prepared and internally reviewed by Supacat to ensure it covers the desired scope, is adequate for the intended purpose and will be effective across all applicable functions of Supacat's business, the QMP will be formally issued for review and acceptance.

Any comments arising at either review will be embodied into an up issued version of the QMP in accordance with IRM17/3517 DEFFORM 47ST and Contract Terms and Conditions.

1.5.2 Implementation

When the QMP has been accepted by the Authority, the Supacat Project Team will conduct the project in accordance with the controls and mechanisms stated in the QMP using the references stated to the Authority and other relevant external (external to Supacat) documents and standards.

Conformance to the plan will be monitored by internal and external audits (in accordance with Supacat internal audit process P3200) internal progress reviews and supervision and milestone reviews.

1.5.3 Revision

Following acceptance the QMP will be the measurement baseline.

During the execution of the project the QMP will be subject to periodic review by the Project Quality Engineer (PQE) and the Project Manager (PM) for its adequacy and relevance.

Should any improvement to the QMP be identified during the project, the improvement(s) will be tabled for inclusion in an up issued QMP. When the improvements have been embodied in the draft up issue QMP, the document will be reviewed and accepted in the same manner as the original version (see 1.5.1).

1.5.4 Feedback and Improvement (AQAP 2105 Ref: 4.8.6)

Future projects being undertaken by Supacat should be able to benefit from the experience and lessons learnt from the execution of this QMP.

Proposed lessons learnt for inclusion in future QMPs (or improvements to the Quality Management System) will be recorded from project close out reviews and passed to the Quality Manager.

2 Quality Plan Inputs (AQAP 2105 Ref: 4.10)

The reference documents listed in Table 1 form a part of this plan to the extent specified herein. In the event of conflict between the documents referenced herein and the contents of this document.

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The order of precedence will be:

1. Contract
2. Quality Plan
3. Procedural Records

Where documents are referenced herein, Supacat has performed an initial review to ensure that the requirement(s) contained therein are applicable to this programme and recorded the level of compliance in a Statement of Compliance. Where documents are regarded as being applicable to the scope of supply (either wholly or partially) Supacat assumes that the detailed level of applicability will be agreed on a pragmatic, as appropriate basis with the project team. Such agreement will be reached prior to commencement of the related activities and recorded as an agreed, specific set of tailoring instructions.

Serial	Number	Document Title	Issue	Originating Organisation
1.	IRM17/3517	Repair of various 7MC and 7MV Assemblies.	1.0	IRM17/3517
2.	Def Stan 05-57	Configuration Management of Defence Material	Issue 6	Def Stan
3.	N/A	Supacat Quality Management System	Latest issue	Supacat
4.	AQAP 2105	Nato Requirements for Deliverable Quality Plans	Edition 2	Allied Quality Assurance Publication
5.	ISO 9001:2008	Guidelines for quality management	Fourth Edition	International Organisation for Standardization
6.	Def Stan 05-61 Pt 1	Quality Assurance Procedural Requirements		
7.	Def Stan 05-61 Pt 1	Concessions		
8.	Def Stan 05-61 Pt 9	Quality Assurance Procedural Requirements – Independent Inspection Requirements for Safety Critical Items		
9.	Def Stan 05-61 Pt 4	Contractor Working Parties	Issue 3	
10.	Def Stan 03-32 Pt 1-6	Pre-treatment and Painting of Vehicles, Engineer Equipment and Components		
11.	Def Stan 03-30	Treatments for the Protection of Metal Parts of Service Stores and Equipment against Corrosion		
12.	Def Stan 00-56 Pt 1-2	Safety Management requirements for Defence Systems	Issue 4	
13.	Def Stan 05-135	Avoidance of Counterfeit Material		
14.	Def Stan 05-99 Pt 1	Government Furnished Equipment in Industry		
15.	N/A	Supacat Quality Policy	2	Supacat
16.	N/A	Supacat Quality Procedures		Supacat

17.	BS8888	British Standards BS8888 Technical Product Specification		British Standard institute
18.	AQAP 2110	Nato Quality Assurance for Design, development and Production	Edition 3	Allied Quality Assurance Publication
19.	DEFCON 602A	Deliverable Quality Plan	Edition 12/06	MOD
20.	To be created as required	Sub-Supplier List		Supacat
21.	To be created	Risk Register		Supacat
22.	AQAP 2110	Nato Quality Assurance Requirements for Design, Development and Production	Edition 2	Allied Quality Assurance Publication
23.	AQAP 2120	Nato Quality Assurance Requirements for Production		Allied Quality Assurance Publication
24.	AQAP 2130	Nato Quality Assurance Requirements for Inspection and Test		Allied Quality Assurance Publication
25.	Other reference documents listed in IRM17/3517 Repair of various 7MC and 7MV Assemblies Contract			

Table 1 – List of Reference Documents

3 Quality Assurance Procedures (AQAP 2105 Ref: 4.6, 4.10.2)

Supacat's Quality Management System (QMS) is certified to ISO 9001:2008 and ISO14001:2004 and will be completing the transition to ISO9001:2015 and ISO14001:2015 in December 2017. This system is regularly inspected/audited and approved by Lloyd's Register Quality Assurance (LRQA) as incorporated in the Supacat Quality Policy [Ser.9] for the "Design, manufacture and support of specialist vehicles and machines in the land and marine environments".

Supacat operates a documented QMS system. The processes are controlled and accessed through Supacat's internal computer system (synergy). The Supacat internal procedures are listed below.

QAP No:	Description	Applicability
P0100	SALES	As Required
P0130	CUSTOMER AMENDMENT PROCESS	Fully Applicable
P0160	AQAP APPLICATION	Fully Applicable
P0170	CUSTOMER CONTRACT REVIEW PROCESS	Fully Applicable
P0200	PROJECT CONTROL	Fully Applicable
P0300	ENGINEERING PROCEDURES	Fully Applicable
P0400	PRODUCTION PLANNING	Fully Applicable
P0450	PRODUCTION CHANGE CONTROL	Fully Applicable
PO451	TQN PROCEDURE	Fully Applicable
P0500	PURCHASING	Fully Applicable
P0510	SUPACAT SUPPLIER PACKAGING PROCEDURE	Fully Applicable
P0700	STORES	Fully Applicable
P0800	PRODUCTION	Fully Applicable
P0900	INSPECTION	Fully Applicable

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P0910	MEASUREMENT MANAGEMENT	Fully Applicable
P0930	LIFTING EQUIPMENT PROCESS	Fully Applicable
P0940	NDT PROCESS CONTROL CHECKS & MAINTENANCE	Fully Applicable
P2100	FINANCE	Fully Applicable
P2200	IT	As Required
P2300	HR RECRUITMENT	As Required
P2310	TRAINING	As Required
P2400	SECURITY	Fully Applicable
P2500	ENVIRONMENTAL	As Required
P2501	ENVIRONMENTAL MANAGEMENT PLAN	As Required
P2502	WASTE MANAGEMENT PLAN	As Required
P2503	ENVIRONMENTAL IMPACTS & ASPECTS REGISTER	As Required
P2600	EXPORT COMPLIANCE	As Required
P2700	FACILITIES MANAGEMENT	As Required
P2800	HEALTH & SAFETY	Fully Applicable
P2801	INTERNAL ACCIDENT INCIDENT REPORTING & INVESTIGATION	Fully Applicable
P2802	HAZARDOUS SUBSTANCES PROCEDURE	Fully Applicable
P2803	PROVISIONS, USE & MAINTENANCE OF PPE	Fully Applicable
P2804	VEHICLE FREE FROM EXPLOSIVES PROCEDURE	Fully Applicable
P2805	HAND & ARM VIBRATION PROCEDURE	Fully Applicable
P2806	TRAFFIC MANAGEMENT PROCEDURE	As Required
P2900	RISK MANAGEMENT	Fully Applicable
P3100	MANAGEMENT REVIEW	Fully Applicable
P3200	INTERNAL AUDITS	Fully Applicable
P3300	NON CONFORMANCE & CUSTOMER FEEDBACK	Fully Applicable
P3400	DOCUMENT CONTROL	Fully Applicable
P3500	PREVENTATIVE ACTION	Fully Applicable
P3800	CONFORMITY OF PRODUCTION	Fully Applicable

Table 2 – List of Supacat Quality Assurance Procedures

4 Management Responsibilities (AQAP 2105 Ref: 4.4)

The project organisation structure is shown in Figure 1. The level of oversight will be commensurate with the complexity of the project, with posts allocated on a full and part-time basis as required.

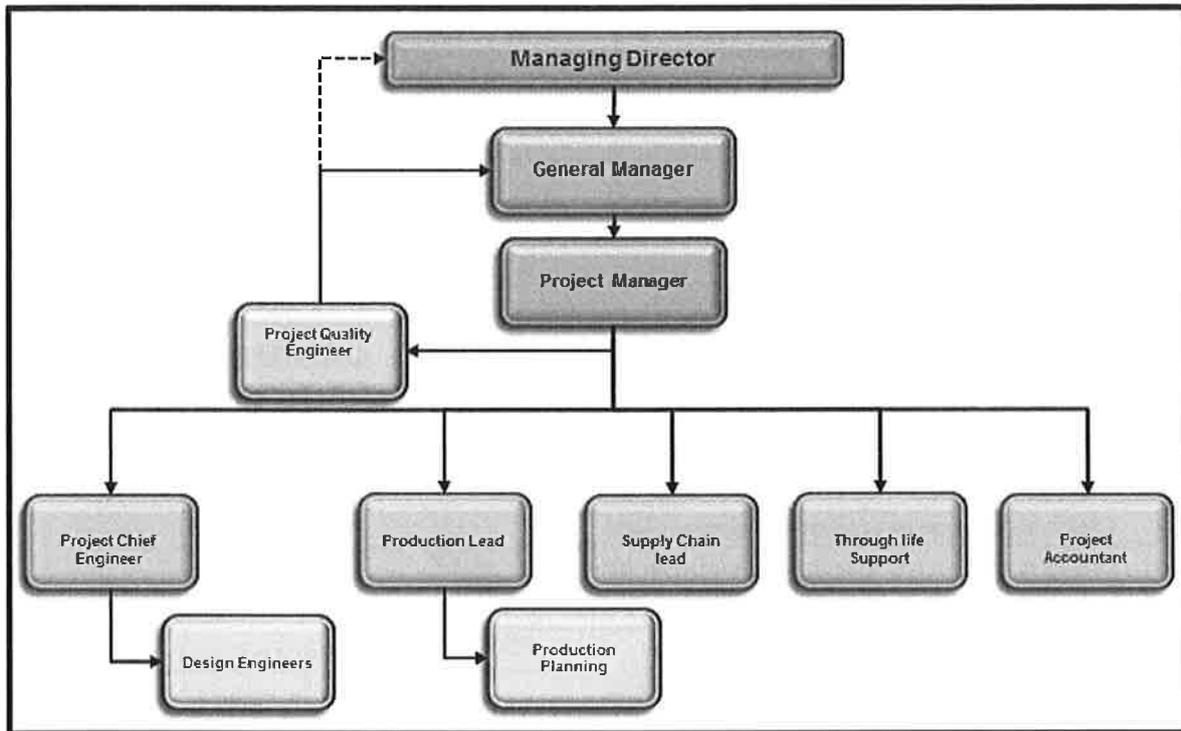


Figure 1 – Project Organisation Chart

The Project Manager will be responsible to the Director and General Manager for all aspects of the performance of the project including Quality. In addition, the PQE will be responsible to the Supacat Quality Manager, who in turn also reports directly to the Director and General Manager. This approach ensures that there is a project-independent reporting chain for the Quality Assurance. In this contract, the terms Project Manager and Repair Manager are considered to be interchangeable with each other.

This Quality Plan describes the approach that Supacat will take to ensure delivery of the requirements of the contract.

The Project will be managed by the Supacat Project Management Team which will be assigned sufficient facilities and resources to manage the project effectively to achieve the project objectives.

5 Control of Documents and Data (AQAP 2105 Ref: 4.6.2)

All documents issued by Supacat to the Authority will be identified by a unique reference number, version (issue) number and issue date. Primarily these reference numbers will be sourced from:

- The Design Office register (the Vault) for drawing numbers
- The Supacat Document Register for other documents (plans and specifications)

Documents will be reviewed internally by the project in accordance with the flow chart in Figure 2 and, for top level plans, reviewed by appropriate members of the Senior Management Team (SMT). In particular, drawings will be reviewed and approved by the Project Chief Engineer.

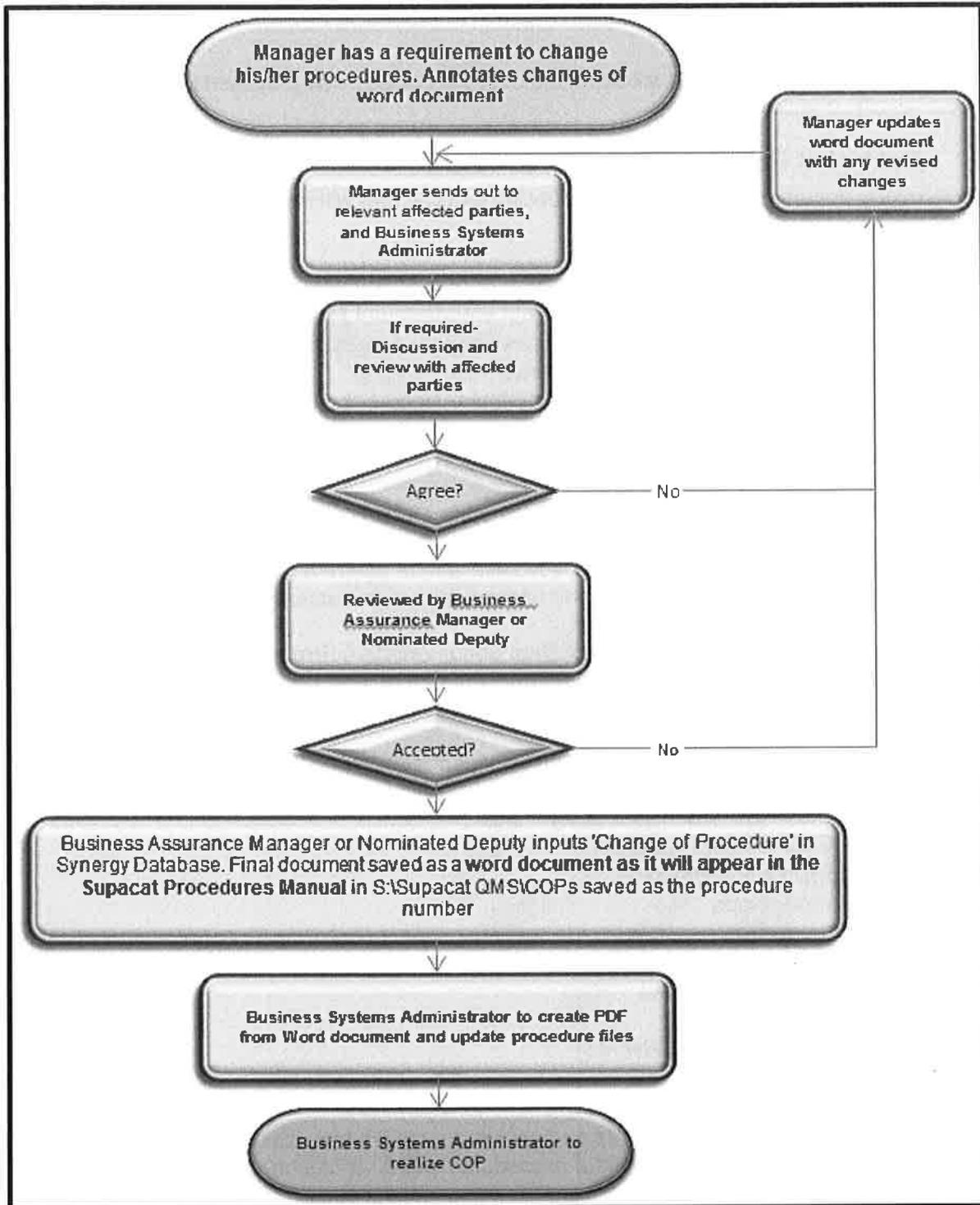


Figure 2 –Document Flow Chart (reference QMS FC3400.01 Version 3)

Drawings and Technical Publications will be retained and controlled using the Supacat Vault. Data will be backed up as defined in Supacat IT procedure P2200.

Other than drawings documents will be retained on the Supacat Filing System in a project-specific directory system.

6 Control of Records (AQAP 2105 Ref: 4.6.2)

The following documents will be project-specific records that will be created, managed and retained for the life of the project:

- The Authority contract documentation and referenced documents.
- Project Plans (e.g. Quality Plan, Project Management Plan)
- Statement Of Work and Technical Specifications for subcontracts
- Acceptance Test Plans and Acceptance Test Reports
- Drawings, Bill Of Material (BOM) and Master Record Index (MRI)
- Embodiment and Configuration Records
- Manuals/Technical Publications (AESP's)

At contract closure records will be archived and stored in accordance with Supacat standard procedures. Paper documentation will be disposed of in accordance with company procedures and treated as 'commercially sensitive' waste where applicable. Project records will be maintained for 5 years from the end of the contract in electronic format.

Manufacturing Records will be the collection of documentation (Production Orders, Test Records, Build Inspection Sheets) that provide evidence of manufacture, certification and QC activities, these documents will be stored as defined in Supacat Quality Policy.[Ser.9].

All records will be treated as Commercial-In-Confidence or higher.

The following Supacat QA processes apply:

- P0300 Engineering Procedures
- P0400 Production Planning
- P0800 Workshops
- P0900 Inspection
- P1200 Technical Publications
- P3400 Document Control

7 Resources (AQAP 2105 Ref: 4.5)

7.1 Overview

The contractual technical requirements and operational tasks have been assessed in accordance with Supacat Project Control procedure P0200. It has been concluded that there are adequate resources available to ensure the proper execution and completion of the contract. All personnel to be employed on this contract have suitable experience and are competent for the task(s). They will undertake their tasks in accordance with the company's procedures that are documented in the SQM [Ser.10] as amended by this QMP.

Table 3 shows a list of key roles within the Supacat organisation together with descriptions of tasks and responsibilities. This chart aims to inform the individuals assigned to the project team of their specific tasks and roles within the project.

Title	Roles and Responsibilities
Repair Manager	Overall responsible for the delivery of the project in time, to specification and on budget and point of contact for the Authority
Project Chief Engineer	The Project Chief Engineer is responsible to the PM for any technical support required by the project.
Operations Manager	The Operations Manager is responsible to the PM for the overall delivery of repaired items to the agreed schedule and budget.
Business Assurance Manager	The Business Assurance Manager is responsible to the PM for the overall quality performance of all aspects of the project and point of contact for the Authority
Procurement Lead	The Procurement Lead is responsible to the PM for procurement of all parts and services purchased in the execution of the project to the agreed quality, schedule and budget.

Table 3 - Key Roles and Responsibilities for the Contract

The following Supacat QA processes apply:

- P0200 Project Control
- P0400 Production Planning

7.2 Human Resources (AQAP 2105 Ref: 4.5)

The resources required from each functional area of the business to execute the project will be identified on a case by case basis to suit the work load in relation to the repairable items. These resource requirements will be reviewed with the functional managers so that the forward load for each area is agreed.

Resource levels will be monitored and managed by the Project Manager throughout the contract period and reviewed with the Supacat Board and Senior Management Team on [at least] a monthly basis.

Should any variance to schedule occur due to the numeric skill base or shortage be identified, the variance will be reviewed by the SMT and the functional manager(s) and an action plan put in place.

7.3 Manufacturing and Test Facilities

The project will be managed from the Supacat Operations Team. Physical resource levels will be monitored and managed by the Project Manager throughout the contract period and reviewed with the Supacat Board and Senior Management Team on [at least] a monthly basis.

The following Supacat QA processes apply:

- P0400 Production Planning
- P1000 Trials

7.4 Subcontractors (AQAP 2105 Ref: 4.7.4)

It is not anticipated that any sub-contractors will be used in the delivery of this contract. Should this assumption be incorrect, subcontractor selection will be in accordance with the SQMP. All potential subcontractors and suppliers are sent an assessment pack which includes the Supacat Terms and Conditions and a non-disclosure agreement.

Supacat will manage sub-contractors and arrange site inspections and audits to verify their quality system and standard of work as required in accordance with Supacat Purchasing procedure P0500 and AQAP Procedure P0160. Subcontractors will be required to provide evidence of their ability to provide adequate resources that are suitably competent and qualified to perform the contract in a timely manner. Consideration will also be given to the capacity of the company to respond positively to surge resource requirements.

All main suppliers are required to provide Supacat with Certificates of Conformity (COC) for the goods and services they provide. Major supplier certification and validation will be available for review by the customer's QAR.

The Supacat Sub-Contractor Surveillance Plan is detailed below:

Supacat Quality Assurance will prepare for each manufactured item:

- Procurement
- Response to Request for Quotation – evidence of understanding of conformity to requirements
- Flow down of T & Cs from Supacat to the sub-contractor
- Supacat Quality Assurance involvement in sub-contractor assessment and approval
- Provision of Statement of Quality Requirement by Supacat to sub-contractor
- Detail of 2nd party audits to be performed by Supacat Quality Assurance
- Goods-inwards inspection
- Review and validation of sub-contractor's certification:
- Certificate of conformity will be the basic requirement for all manufactured items.
- Unique / batch identification

Non-conforming procured items will be managed in accordance with the Defective Material Report (DMR) (see Section 18).

The Supacat QA purchasing process P0500 applies.

8 Requirements

The contracted technical requirements will be as detailed in IRM17/3517.

9 Communications (AQAP 2105 Ref: 4.7.2)

9.1 Communications

Communication with Supacat that is not approved or sanctioned by the designated Supacat point of contact will not be considered formal and therefore not binding.

9.2 Customer Satisfaction (AQAP 2105 Ref: 4.8.1)

All Customer Feedback is dealt with in accordance with Supacat procedure P3300 – Non-conformance and Customer feedback.

The Supacat Customer Satisfaction process is overviewed below:

9.3 Customer Complaints (AQAP 2105 Ref: 4.8.4)

Any complaint received is to be reported to the Project Manager (PM) who will record the details on the Synergy database as customer feedback, carrying as much detail as can be extracted from the complainant. A complaint is defined as any expression of dissatisfaction, whether justified or not, about our services, employees or policies where a correction and a corrective action is needed.

A complaint is to be acknowledged within 14 days of receiving as well as action being taken and sent to the customer by the CSM. Safety critical complaints will be acknowledged as soon as possible.

9.4 Correction (AQAP 2105 Ref: 4.8.4)

The manager responsible (or authorised deputy) for the source of the complaint will investigate the Non-Conformance/Complaint and take the appropriate action. The outcome

and action taken is recorded in the appropriate section of the Synergy database, if the action cannot be taken immediately, then a target date is set.

9.5 Corrective Action (AQAP 2105 Ref: 4.8.4)

When the cause of the problem has been established, the appropriate corrective action is decided upon, entered into the database and a target date is set.

The action may be:

- Changes to procedures and working practices.
- New parts or equipment.
- Training of staff.

Supacat QA process P3300 Non Conformance and Customer Feedback applies.

9.6 Suggestions / Improvements (AQAP 2105 Ref: 4.8.6)

Improvement suggestions (which may or may not result from a non-conformance) are also recorded on the Supacat computer system and are reviewed by the appropriate manager.

9.7 Review (AQAP 2105 Ref: 4.8.5)

Every month, the Project Manager or authorised deputy, reviews all corrections and corrective actions to ensure they have been implemented, where they have not been implemented, he/she will establish the reason, reschedule the implementation date and records it on the Supacat computer system. All implemented corrective actions are reviewed to ensure they have been effective. If not, new correction and /or corrective actions are agreed and scheduled. This is also noted on Supacat computer system.

All the figures relevant to the maintenance and management of the quality system are reported to the General Manager by way of Key Performance Indicators (KPI) (as defined in each individual process as necessary) which are in turn reviewed at the regular management meetings. Trends are reported and reviewed in the management meetings.

10 Supply Chain (AQAP 2105 Ref: 4.7.4)

Purchasing and the control of sub-contractors is managed in accordance with Supacat Procedures Manual, procedures P0500, Purchasing Procedure and P0160 AQAP Application Procedure. Supacat, as the Prime Contractor and Design Authority is responsible for the provision of SOV platforms. Sub-Contract work shall be placed only on those companies listed in the Supacat Approved Vendors List, or companies that can satisfy the Quality Department of their competence to meet the Quality Standards of Supacat. This includes the project management of other key sub-contractors and suppliers.

Sub-contractors and suppliers are audited in accordance with Quality Assurance sub-contract audit procedure. On the provision of reasonable notice the Authority or nominated representatives will be given access to suppliers and sub-contractors.

Visits to Sub-Contractors for the purpose of Quality Assurance and Quality Controls are managed as part of the Quality Assurance audit plan and are fully documented. Copies of the resultant reports are issued to the Project Manager, Chief Project Engineer and relevant departments for information and/or appropriate action, as required. With reasonable notice sub-contractors shall make available access to sub-suppliers used to fulfil orders placed by Supacat, this access includes that of the Authority.

The Project Manager shall be responsible for ensuring that the standards defined in AQAP 2110/2120/2130 are passed down to the sub-contractors as applicable, the sub-contractor's Quality Plans and Procedures will be requested as condition of the sub-contract and

submitted to Supacat PQE for approval. The flow down of the relevant AQAP requirements will be in accordance with AQAP 2110/ 2120 and 2130 [Ser.16,17,18].

11 Repair Planning (AQAP 2105 Ref: 4.7.1)

For each new enquiry and order the ability of the company to fulfil requirements is reviewed. Repairs shall be managed by the Supacat Operations Team. Physical resource levels shall be monitored and managed by the Project Manager throughout the contract period and reviewed with the Supacat Board and Senior Management Team on [at least] a monthly basis. Repair Planning shall be performed using Supacat's Production Planning Process P0400.

12 Production (AQAP 2105 Ref: 4.7.5)

12.1 Overview

The repaired parts including material procurement and control will be in accordance with Supacat existing production processes. The contract specific Non-Core Task Flow is shown at Figure 4.

The following Supacat QA processes apply:

- P0400 Production Planning
- P0500 Purchasing
- P0700 Stores
- P0800 Production
- P0900 Inspection

12.2 Manufacturing Quality (AQAP 2105 Ref: 4.7.5)

Manufacturing quality will be assured by intermediate inspections and factory acceptance tests defined by Production Planning.

The following Supacat QA processes apply:

- P0400 Production Planning
- P0800 Workshops
- P0900 Inspection

12.3 Repair Records (AQAP 2105 Ref: 4.6.2)

Repair Records will be the collection of documentation (Production Orders, Test Records and Build Inspection Sheets) that provide evidence of repair, certification and QC activities. As defined in Supacat Quality Policy.

13 Monitoring and Measurement (AQAP 2105 Ref: 4.7.6)

Equipment calibration is monitored and controlled by the use of a calibration register and various documented work instructions and is defined in procedure P0910 Measurement Management. Calibrated equipment will have UKAS certification where applicable.

14 Identification and Traceability (AQAP 2105 Ref: 4.6.2)

MRI, BOM, drawings, specifications, test plans and schedules, will all have unique identifications and are version controlled using Supacat's Document Control Process P3400.

15 Customer Property

All items for repair will be treated as Government Furnished Assets (GFA). When GFA is received by Supacat it will be logged, inwardly inspected and managed as defined in Supacat procedures P0600 Goods In and P0700 Stores. The GFA will be stored in suitable secure store facilities.

GFA will be returned following repair or disposed of in accordance with the Authority written instructions.

Supacat processes P0700 Stores Procedures applies.

16 Control of Non-Conforming Products (AQAP 2105 Ref: 4.8.4.)

Any non-conforming item or material will be quarantined until a course of action is agreed. A DMR (defective material report) is raised on the internal computer system. DMRs will be reviewed and investigated and a pragmatic course of action agreed. The options for actions are typically return to supplier; correct by Supacat; accept as the variance is deemed immaterial to the performance of the product and raise as a concession. All DMRs and Concessions are available for audit by the Authority.

The following Supacat QA processes apply:

- P0500 Purchasing
- P3300 Non Conformance and Customer Feedback
- P0900 Inspection

17 Risk Management (AQAP 2105 Ref: 4.10.3)

Risk is managed internally by the PM through the internal reporting processes.

A risk register shall be maintained which meets the requirements of ISO31000 for the duration of the contract, the register will be regularly maintained and reviewed (no less than once a month) with key risks fed back to the project management team during the monthly project risk review. All risks are assessed against the likelihood of occurring and the impact it would have on the project. Those risks deemed unacceptable will have mitigating actions implemented against them to avoid or reduce risk to an acceptable level.

Risks that become issues shall be reported to the Authority in a timely manner so that a mitigation plan can be jointly put into place as required. The PM will maintain a project master risk register as part of the project reporting pack.

The following Supacat QA processes apply:

- P0200 Project Control
- P2900 Risk management.

18 Quality Process Audits

18.1 External Audits (AQAP 2105 Ref: 4.7.4)

It is not anticipated that any sub-contractors will be used in the delivery of this contract. Should this assumption be incorrect, audit of subcontractors will be in accordance with P0580 Supplier Review Process.

The Authority may elect to perform an audit of the Supacat Quality System. Should this option be invoked and reasonable notice provided, Supacat will support such a visit.

18.2 Internal Audits (AQAP 2105 Ref: 4.8.2)

Supacat has a dedicated team of internal auditors to ensure compliance with current procedures, and to provide an opportunity to raise suggestions for preventative actions to improve our processes.

In outline each internal process is audited to a planned schedule in line with ISO 9001:2008. The results of the audits and other inspections are reviewed by the ISO accreditor as part of their programme of routine inspections.

Supacat QA process P3200 Internal Audits applies.

19 Packaging, Handling, Storage and Transportation (PHS&T)

The following Supacat QA processes apply:

- P0700 Stores
- P0600 Goods

20 Health and Safety

It shall be Company policy to apply the conditions of the Health and Safety Act, 1974 that is covered by the Company's Health and Safety Policy Document.

Supacat QA process P2800 Health and Safety applies.

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