



# SUPPLIER QUALITY MANUAL

**DutchAero**  
a KMW company

Precision  
Systems

KM  
WE

Precision  
Components

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## **1.0 PURPOSE**

- 1.1 This Supplier Quality Manual provides an overview of the Supplier Management process utilized by KMWE Malaysia and KMWE Precision further to establishing the methods to assure that purchased product/service conforms to specified requirements.

## **2.0 SCOPE**

- 2.1 Suppliers are responsible to include their suppliers in matters pertaining to this manual.
- 2.2 Italicized selections in this *“color”* is selectively applied to Medical Devices and/or Aerospace Products.

## **3.0 REFERENCE**

Nil

## **4.0 DEFINITION**

Nil

## **5.0 RESPONSIBILITIES**

- 5.1 Suppliers are responsible for meeting the requirements of this manual. Failure to meet these requirements may result in the loss of existing and/or future KMWE business.

## **6.0 PROCEDURE**

- 6.1 Should individual claims arising from this manual or from order related documents inexplicit or should the order forms be incomplete or if their fulfilment is not regarded feasible, the supplier shall clarify matters with KMWE before products are manufactured, serviced rendered or supplied for the purpose of eliminating misunderstandings and optimizing the order related documents of KMWE.

- 6.2 Requirements regarding the need for the KMWE’s supplier to:

- 6.2.1 competence including any required qualification of persons



6.2.2 the suppliers' interactions with KMWE, e.g. supplier shall establish communication matrix with KMWE

6.2.3 control and monitoring of the suppliers' performance to be applied by the organization, e.g. supplier shall understand KMWE's requirements on their product quality and on time delivery

6.2.4 verification or validation activities that KMWE or its customer, intends to perform at the suppliers' premises, e.g. any request for source inspection by KMWE, KMWE's customer or government inspection at supplier's facilities shall be arranged

*6.2.5 design and development control*

6.2.6 special requirements, critical items or key characteristics, e.g. supplier shall define key characteristics

6.2.7 test, inspections and verification (including production process verification), e.g. supplier shall fulfil/conform to all KMWE requirements

*6.2.8 the use of statistical techniques for product acceptance and related instructions for acceptance by the supplier*

*6.2.9 the need to:*

*6.2.9.1 implement a quality management system*

*6.2.9.2 use customer-designated or approved suppliers, including process sources (e.g., special processes)*

*6.2.9.3 notify the KMWE of nonconforming processes, products or services and obtain approval for their disposition*

*6.2.9.4 prevent the use of counterfeit parts at their best knowledge*

6.2.9.5 notify the KMWE of changes and obtain KMWE's approval prior of changes:

*6.2.9.5.1 raw materials (deviation from the specification)*



6.2.9.5.2 usage of new or modified tooling (with the exception of wear tools) for series production

6.2.9.5.3 agreed test/inspection methods and location of manufacture

6.2.9.5.4 deviations from the quality of manufactured products

6.2.9.5.5 processes, products or services including changes of supplier or location of manufacture

6.2.9.6 flow down to supplier applicable requirements including KMWE requirements

*6.2.9.7 provide test specimens for design approval, inspection/verification, investigation, or auditing (applicable to aerospace product only)*

6.2.9.8 retain documented information, including retention periods and disposition requirements; documented information shall be retained for 20 years, under circumstances supplier is unable to retain the documented information supplier shall return the documented information to KMWE for retention purpose.

6.3 The right of access by the KMWE, their customer, and regulatory authorities to the applicable areas of facilities and to applicable documented information, at any level of the supply chain

6.4 Ensuring that persons are aware of:

6.4.1 their contribution to product or service conformity

6.4.2 their contribution to product safety

6.4.3 the importance of ethical behavior

*6.5 Notify KMWE more than 24 months lapse in production (applicable to aerospace product only)*



- 6.6 The CAR or 8D shall be sent to KMWE no longer than 10 working days after the CAR or 8D was issued to supplier (containment action is to be completed within 1 working day).
- 6.7 Initial samples of First Article Inspection (FAI) shall be submitted by the supplier. They shall be manufactured at all times under a series condition e.g. with the tools, systems and test equipment required for series production. Series production may only take place after approval of the initial FAI.
- 6.8 Supplier shall validate for Special Processes where the results of processes cannot be fully verified by subsequent monitoring or measurement and as a consequence, deficiencies may become apparent only after the product is in use, or the service has been delivered, the processes are carried out by suppliers to ensure that the specified requirements are met.

#### 6.9 Documented Information

- 6.9.1 The documented information may be supplied in any form, either verbally or in writing. Documented information including drawings, specifications, data, methods and other documents defining products/processes shall be treated confidentially.
- 6.9.2 Inspection documents shall be submitted to KMWE with each shipment for the format provided by KMWE.
- 6.9.3 Certificate of Conformance (C of C) shall be submitted to KMWE with each shipment. The following information shall be included on each C of C.
- Supplier name and address
  - Statement that parts conform to the purchase order requirements
  - P.O number
  - Original Manufacturer' name and part number (when the supplier is not the manufacturer)
  - Date and authorized signature of quality representative or company official
  - Manufacture date
  - Material Heat Number, Chemical Composition, Mechanical Properties (only applicable for raw material)
- 6.9.4 Certificate of Analysis/Test Report/Mill Certificate shall include with each shipment of the raw materials that states the lot of material furnished has been tested and found to be in compliance with the applicable material specification.



## 6.10 Identification of Good and Traceability

6.10.1 Deliveries shall be labelled according to the order or specification in such a manner that products can be clearly identified at all times. Traceability to the production documents must be guaranteed.

## 6.11 Packaging

6.11.1 The supplier is responsible for the packaging to assure their proper condition and quality upon delivery to KMWE. Parts must arrive at KMWE without damage, corrosion, or contamination.

6.11.2 Each part number supplied shall be only in a single size container and/or package.

## 6.12 Environmental, Safety, and Health Regulations

6.12.1 Suppliers to comply with all government and local regulations regarding environmental controls is mandatory for all KMWE suppliers. In general, KMWE is focusing on the reduction and elimination of:

- Lead
- Cadmium
- Specific forms of Chromium (Hexavalent Cr)
- Mercury
- Specific Brominated Flame retardants
- Perfluorinated chemicals (PFOS and PFOA)
- Substances in the current candidate list of the REACH Substances of Very High Concern

6.12.2 Suppliers commit to a socially responsible supply chain that supports the conflict minerals requirements. In order to create a transparent supply chain, we are collecting and disclosing sourcing information related to conflict minerals. It is imperative that our suppliers need provide the required smelter information.

6.12.3 Suppliers to act as responsible corporate citizens and take a positive, proactive stance regarding social and environmental issues. All of its activities, must operate in full compliance with the laws, rules and regulations of the countries in which it operates. It is made up of below sections.

- Labor
- Health and safety



- Environmental
- Ethics
- Management system

## **7.0 RECORDS**

Nil