

March 25, 2014

Quality Alert

Recent Quality Issues

BAE Systems needs your assistance. Several areas of concern have arisen recently which have caused us to believe that suppliers are either not fully reviewing and/or understanding their contracts and the expectations we have laid out therein. Some areas of concern are:

- A lack of complete and thorough contract review which includes all attached documents and documents incorporated by reference, i.e.:
 - Terms and Conditions
 - Supplier Quality Assurance Manual (SQAM)
 - Contract Deliverable Requirements Manual (CDR)
 - Drawings, Specifications, Performance Documents and Standards
- Accepting direction from conversations and emails instead of from the buyer through a contract revision.
 - Many suppliers take direction from people other than the Buyer; only the Buyer at BAE Systems can provide direction and this must be documented in the contract, not an email and certainly not verbally.
- Not requesting information/clarification/direction through the Vendor Information Request process.
 - If you have issues or maybe simply questions, we have a system in place that documents these correspondences, the Vendor Information Request (VIR) system. The Purchasing web site has the form to be used and instructions for completing that form. Suppliers must still keep in mind that all direction must come from the buyer through a revision to the contract. (Ref SQAM pp 5.2)
- Not complying with the revision level specified in the contract.

- Even though you may recognize that later revisions may be available, all delivered items must be to the revision specified in the contract. If the contract appears to be in error or you are the design authority and have changed the revision, please contact your buyer for direction; use the VIR system for communication. (Ref SQAM pp 4.0, 5.1, 5.3)
- Not having parts processed by approved special process suppliers.
 - BAE Systems Land and Armaments requires welding and CARC finishing to be completed by approved suppliers, the list of approved suppliers of these processes is located on the supplier web site. This requirement will be expanded in the future to include all special processes (Ref SQAM pp 7.1.2)
- Not meeting the latest specification revision for materials and special processes, i.e.
 - Plating product where pre and post bake operations are required. (Ref SQAM pp 7.1, 7.1.1)
 - High strength fasteners where special bake times are identified in the purchase order. (Ref SQAM pp 7.1, 7.1.1)
 - MIL-DTL-12560 Class 2 material not ballistically tested
- Not completing a first piece inspection for all parts produced.
 - Per our SQAM, all products are to be supported by a complete verification of all drawing notes, dimensions and associated QAP/QAR/SQAP/Specification requirements, with requirements and measured values recorded. Variable data shall be recorded with actual values measured for each sample. (Ref SQAM pp 8.3)
- Not understanding what CDR 059 PPAP Level IV means and what is required?
 - PPAP stands for Production Part Approval Process
 - Level IV means that we specify what data is required.
 - Our Level IV requires the following to be sent in for review and approval:
 - Dimensional results with ballooned drawing (all characteristics, including drawing notes, numbered)
 - Photograph of the part marking
 - Material, Performance Test Results
 - Part Submission Warrant (PSW)
 - All other PPAP requirements are waived and do not need to be completed.
 - Some believe this is a cost driver in their company; however this requirement is the same as has been in place since 2003 in our SQR

revision 00. The only difference is we call it a PPAP Level IV instead of a First Piece and we now require this prior to shipment of the parts. This should be a cost savings to your company by allowing you to properly prepare and collect these documents during your normal processing.

Note: It is still and will always be your requirement to be able to prove by objective evidence that you meet all contract requirements.

Objective evidence must be created and maintained regardless of whether the order requires it to be delivered to BAE Systems.

- Not notifying BAE Systems when your manufacturing facility moves or your process changes.
 - If you move the parts, manufacturing facility, or utilize new processes or tooling, BAE Systems must be notified and a new complete verification is required. (Ref SQAM 3.3)

This is not a complete list and only represents a few of the Supplier Quality Assurance Requirements that BAE Systems has seen/witnessed to be deficient. Please assist us in making sure we meet all of our contract requirements and that we can continue to **Protect Those That Protect Us.**

Thank You,



Tom Frazho
Director of Supplier Quality (Acting)
BAE Systems / Land & Armaments