



**A Global Aviation Services Company**

# ***Vendor Requirements Manual***

**Issue: 2 Rev: D**  
**Date: 06 March 2018**

<b>VENDOR REQUIREMENTS MANUAL</b>	<b><u>FLYING COLOURS CORP</u></b>		
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## 1.0 REVISION CONTROL PROCEDURE

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Victor Valdes – DQA St. Louis



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28 Feb. 2018

Date

### REVISION PROCEDURE

- a) The Director of Quality Assurance shall be the only person to authorize changes to this manual.
- b) This manual may be amended or re-issued as required to ensure that at all times the manual reflects Flying Colours Quality Assurance policies
- c) A maximum of ten amendments, or amendments not exceeding 50% of the manual may be made after which a new issue of the manual shall be prepared and submitted for approval. Amendments shall be controlled by using the issue and revision number on each page in the upper right corner and by including a List of Effective Pages (LEP).
- d) A black vertical line in the left hand margin beside the revised line(s) will indicate affected text; editorial alterations and typographical corrections will not be identified.

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## **2.0 SCOPE**

This document establishes requirements for the vendor's quality systems. These requirements are in addition to those set forth in any other contractual document.

## **3.0 APPLICABILITY**

This manual shall apply to all suppliers and service providers. The requirements of this document shall be satisfied in addition to all detail requirements contained in any other portions of the contract or purchase order. Meeting the requirements contained herein is a requirement for remaining on the FCC approved vendors list.

The vendor is responsible for furnishing products or services which meet all requirements of the contract or purchase order. Should any inconsistency occur between the specification and any other contractual document the vendor shall be responsible for bringing this to the attention of FCC for resolution.

Each vendor is subject to performance monitoring based on quality, documentation and on time delivery of all receipts. Risk assessments and scorecards are compiled for each vendor based on past performance, vendor support and discrepancies identified during or after installation. Discrepancies are addressed through Non-conformance Reports / Supplier Corrective Action Reports to ensure effective corrective actions are implemented to avoid re-occurrence.

## **4.0 FLOWDOWN**

There shall be a flow down of the quality requirements of this contract to any vendor and its sub-tier vendor used in the performance of this contract or purchase order including key (critical) characteristics. FCC shall be notified in writing when any changes are made to the quality system that may affect product quality. This includes but is not limited to changes to product, processes, vendors and facilities.

## **5.0 CUSTOMER REQUIREMENT FLOWDOWN**

Some Flying Colours customers require that any parts or materials used on their products be provided only by suppliers that have been approved by the customer.

Bombardier Aerospace requires that materials used to perform their processes by subcontractors of Flying Colours, per their BAPS, BAMS, EMCM, etc. be procured only from suppliers approved by Bombardier Aerospace. Access to the Bombardier controlling documents including their Approved Suppliers (ASL) List is available through Bombardier.

The Bombardier manual which lists the Quality Requirements for Suppliers # QD-4-6-40. This manual is available through Bombardier. Strict compliance to the requirements noted in this manual is required for any supplier performing work on a Bombardier project as a sub-contractor to Flying Colours Corp.

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## **6.0 VENDOR RESPONSIBILITY**

The vendor shall establish and maintain a system for the control of quality acceptable to FCC as a means of ensuring that product conforms to all specification and purchase order requirements. Widely recognized Industry or Government Quality System standards such as ISO9001 and AS9100 should be used as a guideline. If a non recognized standard is to be employed it shall be subject to periodic audits to verify conformity to this standard. This system shall include but are not limited to the following provisions:

The quality system shall be maintained so as to ensure that all supplies and services offered for acceptance are subjected to all of the examinations and tests required to prove conformance to contract or purchase order requirements.

The vendor must notify FCC of changes in product and/or process, changes of suppliers, changes of manufacturing facility location and ownership.)).

The vendor must provide right of access to FCC and regulatory authorities to applicable areas of the facility and all applicable records.

The vendor is responsible to process all purchase orders in accordance with prices, delivery and specifications as outlined. Any changes are to be advised in writing *prior* to shipping/completion of materials or services. When Applicable by contract or P.O. requirements, Customer Designated or Approved External Providers, including Sources (special Processes) and materials sources will be utilized by the Vendor.

## **7.0 DOCUMENTS & RECORDS**

The vendor shall maintain adequate records of all inspections and tests. The records shall indicate the nature and the number of observations made, the number and type of deficiencies found, the quantities approved and rejected and the nature of the corrective action taken.))

These records shall be available and copies of individual records furnished upon request to FCC. Records shall be kept for a period of ten (10) years after final payment for supplies and services. Records must be written in the English language. Note: Quality Records created and/or retained by supplier that are related to the Repair Station / Approved Maintenance Organization shall be retained for a minimum of two years. Records related to the manufacturing process will be retained for a minimum of ten years prior to disposal.

## **8.0 TRAINING & CERTIFICATIONS**

The vendor is responsible for the training, qualifications and competency of all personnel performing work affecting product quality. Training records shall be maintained with appropriate education, training, skills, experience, including certification of personnel involved in special processes such as welding, heat treating, plating and non destructive testing. All Training will include the generally accepted concepts that ensure the trainees understand their contribution to product or service conformity; their contribution to the product's safety and the importance of ethical behavior.

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## **9.0 SPECIFICATIONS & CHANGES**

Unless otherwise specified on the contract or purchase order the vendor's quality system shall provide for procedures which will assure that the latest applicable drawing, specification and instructions, special requirements, critical items or key characteristics required by the contract or purchase order as well as authorized changes thereto are used for fabrication, inspection and testing.

Copies of FCC's customer's drawings, specifications and/or procedures supplied by FCC shall not be reproduced except for internal use. Such proprietary items shall be controlled to preclude their use for other than contract work with FCC.

## **10.0 CHARACTERISTIC INSPECTION**

100% inspection is required and must include special requirements, critical items or key characteristics. Sampling plan that justifies less than 100% must be approved by FCC.

## **11.0 MEASURING AND TEST EQUIPMENT**

The vendor must maintain a calibration system for measuring and test equipment that complies or meets a recognized national standard.

Vendors of calibration services must perform calibration of measuring and test equipment in accordance with the recognized national standard. Certificate of calibration must clearly state that the service was performed with equipment traceable to a recognized national standard.

## **12.0 SOURCE INSPECTION**

When the contract specifies for source inspection it requires for inspection to be performed by FCC and or its customer representative(s) at the vendor's facilities prior to shipment of supplies.

The vendor shall in accordance with this provision provide all the necessary facilities, equipment, documentation and personnel required to perform this inspection at no additional cost to FCC.

## **13.0 Prevention of Counterfeit Parts**

Counterfeit Parts - Regardless of how counterfeit parts—whether electronic, mechanical or other—enter the aerospace and defense supply chain, they can jeopardize the performance, reliability and safety of aerospace and defense products. Authentic parts have known performance histories and adhere to the manufacturers' quality control plans, whereas counterfeit parts have unknown performance reliability and often limited quality controls. The cost of counterfeit parts entering the supply chain is greater than simple replacement of the counterfeit part. Ramifications could include potential product failure, warranty costs, inspections and testing, restocking, lost revenue, exfiltration of electronic data, loss of intellectual property.

**Counterfeit Part.** An Unapproved part which was made or altered to imitate or resemble an approved part without authority or right, and with the intent to mislead or defraud by passing as original or genuine.

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#### **14.0 RECEIVING INSPECTION**

The vendor shall maintain a receiving inspection function to assure that incoming material is:

- a) Fully inspected for transit damage, material correctness, dimensional correctness, proper Identification and compliance with purchase order, drawing and specification requirements.
- b) Properly segregate inspected items from item awaiting inspection.
- c) Identified as to acceptance or rejection status.

#### **15.0 NON-CONFORMING MATERIAL**

The vendor shall establish and maintain an effective and positive system for controlling nonconforming material, including procedures for the identification, segregation, presentation and disposition. All nonconforming supplies shall be positively identified to prevent use, shipment and intermingling with conforming supplies.

The vendor is not granted disposition authority for FCC supplied materials.

Requests for deviation from the requirements of the contract /or purchase order shall be submitted to and approved by FCC prior to shipment. Product accepted on a deviation request by FCC, will be shipped with all certifications and shippers referencing the nonconformance.

Authorization to ship discrepant or substitute material must be obtained in writing from FCC prior to shipment. Discrepant material shipped without approval will not be accepted.

NOTE: The vendor is responsible for reporting to FCC any quality escapes or non-conforming material within 24 hours of occurrence. Notification must include a clear description of the nonconformance which includes as necessary, parts affected, customer and/or vendor part numbers, quantity and date(s) delivered.

#### **16.0 CORRECTIVE ACTION**

The vendor shall take prompt action to correct assignable conditions which have resulted in nonconforming products or services being offered to FCC for acceptance which do not conform to any of the following:

- 1) The quality assurance provisions of the item specifications
- 2) Inspection and tests required by the contract or purchase order
- 3) Other inspections and tests required to substantiate product conformance

The vendor shall respond to all FCC requests for corrective action and provide results of assessment within the requested response period.

#### **17.0 DIRECT SHIPMENTS**

When specified in the contract to direct ship copies of inspection, material and test reports need to be submitted prior to shipment unless otherwise specified by FCC, the Customer or Regulatory Authority.

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## **18.0 CERTIFICATION**

The vendor shall provide a Certificate of Compliance (CofC) attesting that the product complies with purchase order, drawings and specifications. A copy of the Certificate of Compliance must accompany each shipment unless otherwise specified.

## **19.0 FCC CUSTOMER FURNISHED MATERIAL**

When material is furnished by FCC or the Customer, the vendor's procedures shall include as a minimum the following:

- 1) Examination upon receipt consistent with practicability to detect damage in transit
- 2) Inspection for completeness and proper type
- 3) Periodic inspection and precautions to assure adequate storage conditions and to guard against damage from handling and deterioration during storage
- 4) Functional testing either prior to or after processing or both as required by contract to determine satisfactory operation.
- 5) Identification and protection from improper use or disposition.
- 6) Verification of quality

## **20.0 MATERIAL TEST REPORT**

Unless otherwise specified in the contract, material supplied shall be accompanied by a copy of the mill test report with each shipment. The test report shall include actual test results and all traceability information including heat number, batch number, material type and specs. The test report must contain the signature and title of the authorized representative of the agency performing the test and must contain sufficient information to assure conformance to specification requirements.

## **21.0 FIRST ARTICLE INSPECTIONS**

Unless otherwise specified, First Article Inspections shall be performed as per AS9102 latest revision.. The vendor shall perform FAI on new product representative of the First Production Run. The vendor shall submit a full FAI or partial in the case of:

- A change in manufacturing source, process, inspection method, location of manufacture, tooling or material that can potentially affect the form and function.
- A change in design affecting fit, form or function of the part.
- A change in revision level shall require a Delta FAI of the affected features.

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## 22.0 PREPARATION FOR SHIPMENT

The vendor's quality management system shall assure that the quality of supplies is protected, preserved and packaged during shipment in accordance with best practices unless otherwise specified on the purchase order or contract.

## 23.0 SHELF LIFE ITEMS

Age controlled material must have 2/3 of its life remaining at the time of shipment unless otherwise agreed to prior to shipment. Each shipment is to be identified with the date of manufacture (Month/Year) The vendor shall identify the outer shipping container, packing slip, and all unit packages with the words "Shelf Life Material", and the applicable storage limitations (e.g. Maximum/Minimum Storage Environments.) Materials with no shelf life shall be identified as Unlimited in lieu of Month/Year.

Vendors shall furnish for each material supplied the corresponding Material Safety Data Sheet (MSDS).

## 24.0 DOCUMENTATION REQUIREMENTS

Vendors that provide assembly parts and catalogue items are required to maintain records of the raw material and special process for a minimum of 10 years.

<b>Product</b>	<b>Certificate of Compliance</b>	<b>Raw Material Certificate</b>	<b>Special Process Certificate</b>
Sheet Metal & Machined Parts	Yes	Yes	Yes
Leather & Fabrics	Yes	No	No
Kydex & Plastic Materials	Yes	Yes	No
Assemblies & Catalogue Parts	Yes	No	No
Electrical Parts	Yes	No	No
Hardware	Yes	No	No

## CONTACT INFORMATION

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