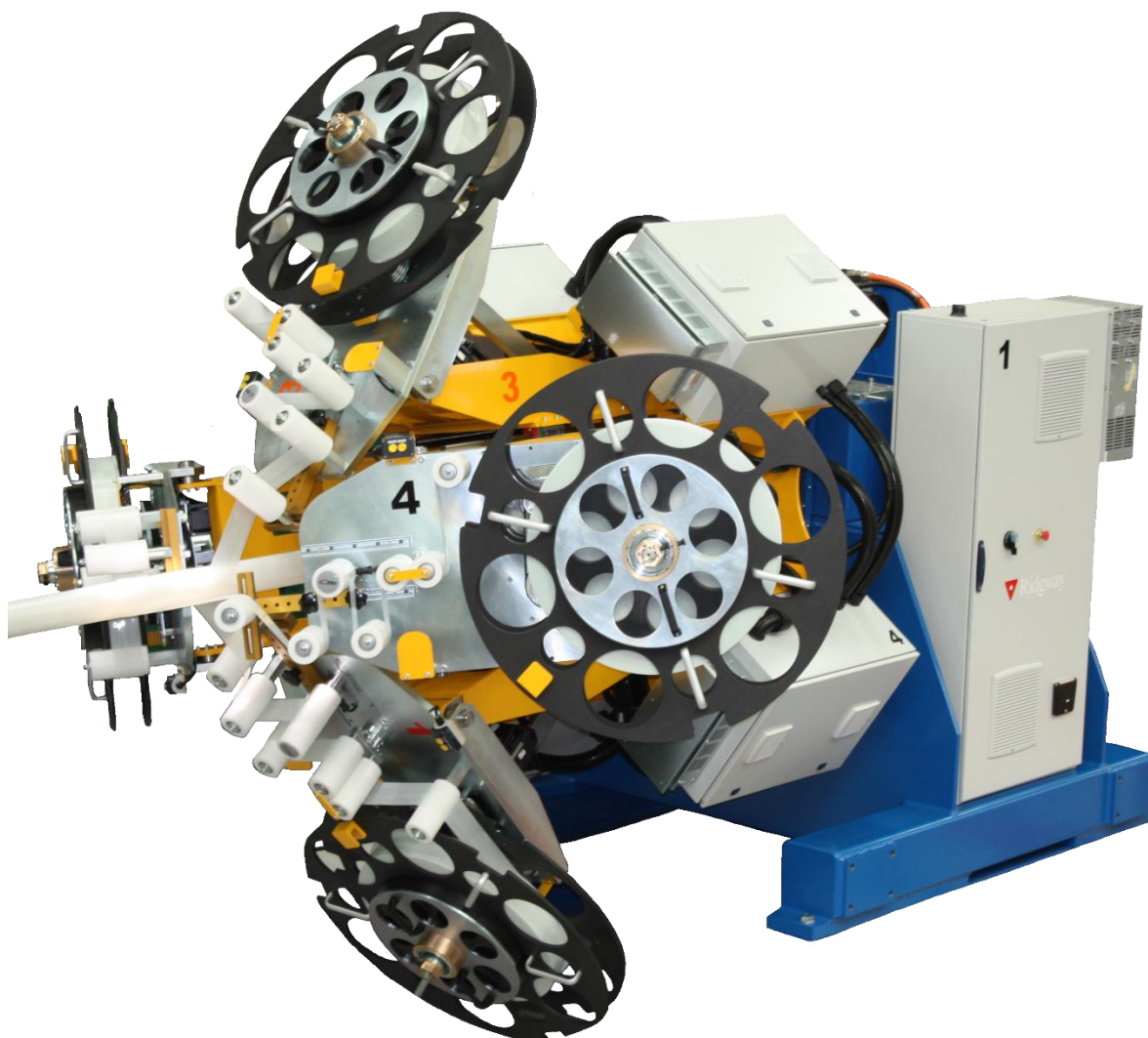


Supplier Quality Requirements Manual



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SUPPLIER QUALITY REQUIREMENTS MANUAL

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Contents		
Section	Title	Page
	Ridgway Machines Ltd Quality Policy	3
1	Purpose of Manual	4
2	Scope	4
3	Contract	4
4	Requirements	
4.1	Information Supply & Contract Review	4
4.2	Information Control	4
4.3	Raw Material	4
4.4	Traceability	4
4.5	Process Documentation	4
4.6	Standard Operating Procedures and Work Instructions	5
4.7	Equipment Control and Assurance	5
4.8	Process Controls and Assurance	5
4.9	Inspection and Testing	5
4.10	Control of Non-Conforming Product	6
4.10.1	Rectification of Non-Conforming Product	6
4.10.2	Scrap Parts	6
4.10.3	Supplier Cost of Quality	6
4.11	Supplier Concession Process	6
4.12	Preservation of Product	6
4.13	Output Measures	6
4.14	Corrective Action Process	6-7
4.15	Suppliers Control of Sub-Contractors	7
4.16	Product Identification	7
4.17	Order Requirements	7
4.18	Delivery Requirements	7-8
4.19	Customer Property	8
5	Supplier Selection, Evaluation and Monitoring Requirements	
5.1	Supplier Engagement – Criteria for selection	8
5.2	Supplier Evaluation – Criteria for assessment	8
5.3	Supplier Performance Monitoring	8
5.4	Supplier Re-Evaluation	8
5.5	Supplier Disengagement	8
5.6	Supplier Facility Access	8
	Appendix	
6.1	Definitions & Terminology	9
6.2	References	9

Quality Policy



Our Quality Policy is defined and strongly driven by the following management principles and behaviours:

- Committed to satisfying all applicable Quality Management System related requirements.
- Build a mutually profitable relationship with our customers, ensuring their long-term success through the understanding of their needs and expectations, providing engineered value for money solutions, reliability, customer service and world-wide technical support.
- Achieve our commitments for quality, cost and on-time delivery performance.
- Enhance product performance and identify cost reduction initiatives through systematic research, development, design and testing. Secure sustainable learning by thoroughly reflecting on our experiences and updating of processes accordingly.
- Drive continual improvement based upon efficient business processes, well defined smart measurements, best practices and customer satisfaction measures.
- Promote the importance of our core values and key focus of enhancing customer satisfaction through customer focus, high quality product and innovation.
- Develop staff competencies, creativity, empowerment and accountability through development programs and demonstrate strong leadership involvement and commitment.
- Evaluate, select and monitor the performance of external providers, establish long-term beneficial partnerships as the reliability of their products and services is essential for our ability to achieve our objectives.
- Assess and manage risks that impact our ability to meet our customers and interested parties needs.
- Promote the importance of product safety, ethical behaviour and personal and collective responsibility of doing the right thing, minimizing nonvalue added activities and building quality into our work.

We strive to be the world leading machinery supplier for all our markets. Using these guiding principles, everyone in our organisation is accountable for conforming to our QMS requirements and fully satisfying our customers by meeting or exceeding their needs and expectations with best-in-class solutions and services. Our goal is to achieve 100% customer satisfaction 100% of the time.

This Quality Policy and objectives are maintained as documented information and routinely reviewed at Management Review meetings.

It is the responsibility of our directors and management team to ensure the communication, understanding and implementation of this policy to every employee, persons working for and on-behalf of the company and external providers. The policy is available to other relevant interested parties via the organisations website.

Andrew Glanville
Managing Director

January 2021

RID QP Revision 1

SUPPLIER QUALITY REQUIREMENTS MANUAL

1 Purpose

The purpose of this manual is to clearly define the requirements of Ridgway Machines Ltd (RML) with regard to our Suppliers Quality Systems and practices in support of achieving our Quality Policy detailed on page 2.

2 Scope

The contents of this manual apply to all Suppliers of products and services either directly or indirectly associated with RML.

3 Contract

For the purpose of this manual, a contract should be considered as a mechanism through which RML has engaged with the supplier to perform work on their behalf. This will usually be in the form of a standard Purchase Order (PO) or a supply agreement.

4 Requirements

4.1 Information Supply & Contract Review

It is the responsibility of RML to provide all necessary information in relation to any product or service being provided by the Supplier.

The Supplier must ensure they have all the information they require at the commencement of any contract and have thoroughly reviewed all the requirements to enable the on-time delivery of fully conforming product. During the contract review stage, the supplier shall examine all technical documentation, such as specifications, drawings, and CAD Data for feasibility; the supplier is required to inform RML of any defects or risks during this process. If the supplier has any recommendations to improve the product, reduce the risk or propose an alternative method of manufacture, RML are open to receive recommendations for review, initially through the RML buyer.

If the supplier does not have their own contract review form, an RML form RID SD-038, is available for use by the supplier on request.

Where any ambiguity exists over any instruction, verbal or written, this should be taken up in the first instance with the RML buyer, who will either answer the question or give the contact details of the relevant authority. It is the Supplier's responsibility to clarify any ambiguities which may affect product quality or on time delivery prior to commencement of work.

4.2 Information Control

The supplier must have systems/controls in place to ensure that the latest revisions of information documents e.g., drawings, standards, specifications, and purchase orders are used.

4.3 Raw Material

It is the responsibility of the Supplier to maintain records of all material received. The Supplier must maintain material certificates of conformance and retain records/traceability where applicable.

4.4 Traceability

Unless otherwise stated in writing RML require full traceability to raw material, heat treatment processing, welding procedure specification (WPS), welding procedure qualification record (WPQR), surface finishing, coating, and all processing operations.

4.5 Process Documentation

Unless otherwise stated in writing all processes/process steps used to manufacture product must be documented to show sequence of events, operations, tasks, and activities used. This documentation must be revision controlled and traceable to product/part level.

SUPPLIER QUALITY REQUIREMENTS MANUAL

4.6 Standard Operating Procedures and Work Instructions

Where applicable for processes of sufficient complexity and importance, suitable Operating Procedures and Work Instruction should be used to ensure the integrity and repeatability of process operations. Standard Operating Procedures and Work Instructions must be revision-controlled documents.

4.7 Equipment Control and Assurance

All equipment used during the process to manufacture and assure product must be suitable for function and capable of producing product to required specifications.

All equipment including all measurement and test equipment must be maintained, calibrated, and inspected where applicable at suitable intervals to prevent equipment malfunction and degradation.

All measurement and test equipment should be calibrated within established frequencies and be traceable to National Standards.

All records of equipment maintenance and calibration should be stored for a suitable period of time.

Out of calibration equipment must be quarantined and prevented from being used.

4.8 Process Controls and Assurance

The supplier's quality system must provide adequate process control to assure product conformance.

It is the Supplier's Responsibility to Implement Suitable Process Control

Process control protocol includes but is not limited to:

- Process routing
- Go/No Go Gauges
- Control Plans
- Check Sheets
- First Article Inspection
- Inspection Reports

4.9 Inspection and Testing

It is the Supplier's responsibility to ensure product and services meets specification and requirements. Where applicable the Supplier should implement suitable inspection and test capability to ensure that the product and services conform to specification and to verify process effectiveness.

Where inspection and test activity are performed the inspection and test requirements including any critical dimensions, sample sizes and methods used should be defined to ensure consistency.

Acceptance/reject criteria should be defined.

Appropriate equipment and a controlled environment should be used to ensure accuracy and repeatability of results. Eyesight of personnel responsible for inspection of components should be checked at least bi-annually for near vision acuity. Spectacles or corrective lenses are permissible.

Any applicable data generated through inspection and testing should be recorded and stored in a retrievable format to provide for future data analysis when required.

A copy of data generated through inspection and testing should also be sent in with the parts when required.

Where applicable RML will request First Article inspection reports and/or inspection reports to be provided with the delivered product.

RML will undertake random Inspection checks at Goods-Inwards to ensure purchased product conforms to specification. Any non-conformities detected after the supplier's release will result in the product being rejected. See 4.14 and 4.10.3.

SUPPLIER QUALITY REQUIREMENTS MANUAL

4.10 Control of Non-Conforming Product

RML requires its Suppliers to have a documented process which describes how the organisation prevents the unintended use of non-conforming product. It is mandatory that:

- All non-conformances that are identified should be recorded
- Non-conforming product must be clearly labelled
- Non-conforming product should be segregated to prevent it from being mixed with conforming product

4.10.1 Rectification of Non-Conforming Product

All processes and activity used in rectification of non-conforming product must be documented, recorded and traceable to the product/components.

4.10.2 Scrap Parts

All scrap parts shall be suitably defaced by means to ensure they shall not be delivered as serviceable product.

4.10.3 Supplier Cost of Quality

RML incurs costs resulting from suppliers' defects, nonconformance's and/or poor quality. Costs associated with such defects, including but not limited to inspection costs, transportation costs, scrap/rework costs, redesign costs, nonconformance after delivery and management costs are subject to recovery by RML.

4.11 Supplier Concession Process

RML has in place a supplier concession/deviation process RID PROC-MP2.8 with associated concession request form RID SD-010. Suppliers who wish to provide product or services that deviate to specification or are knowingly nonconforming must submit a completed RID SD-010 form to the buyer. A copy of this procedure and form is available upon request.

4.12 Preservation of Product

RML requires that its Suppliers have suitable practices to ensure the integrity of product from receipt to shipment.

Suppliers should ensure that internal handling practices are suitable and consistent to prevent damage.

Suppliers should have adequate storage practices. Stock must be controlled on a FIFO basis.

Suppliers should use appropriate packaging for logistics and shipment to prevent damage or deterioration of product. Suppliers should ensure that Metallic components are adequately protected from corrosion.

4.13 Output Measures

The Supplier should implement suitable product and process output measures to ensure and verify that the parts meet requirements/specifications and that processes are capable.

4.14 Corrective Action Process

RML requires its Suppliers to have a documented and effective Corrective Action Process that identifies the root cause of Non-Conformances and implements suitable actions as to prevent the re-occurrence of such issues. The process must be equally applicable to Non-Conformances found internally as well as those reported by the Customer.

SUPPLIER QUALITY REQUIREMENTS MANUAL

Supplier caused Non-Conformances identified at RML will be documented using a Supplier Reject Note which will be communicated to the Supplier. RML has in place a Supplier NCR Process RID PROC-MP2.4 which details requirements including expected response and closure targets. A copy of this procedure is available on request.

RML will supply a Product Improvement Record (PIR) when applicable to be completed by the Supplier for each NCR.

4.15 Suppliers Control of Sub-Contractors

It is our Supplier's responsibility (first tier) to ensure that any subcontracted operations conform to requirements and specifications. The Supplier should use an effective quality system to assure product meets requirements.

Where a Supplier is to use a second-tier supplier for services the responsibility for all the work remains with the first tier Supplier.

Please note the supplier may only subcontract the whole or any part of its obligations under the contract with RML consent as stipulated in RML Supplier Questionnaire RID SD-002.

It is the first-tier supplier's responsibility to confirm that product and services meet specification before shipping to RML.

This may be by way of confirming process results through documentation and test results produced by the second-tier suppliers and final Inspection of product before despatch. Where product and services do not meet specification the first-tier supplier must follow RID PROC-MP2.8 Supplier Concession process (see section 4.11). Any non-conformance associated with parts not meeting specification will be attributable to the first-tier supplier.

4.16 Product Identification

Where applicable items intended for delivery to RML must be identified with the RML PO number and serial number e.g., 040500/1, position as per drawing. Metallic items should be hard marked by suitable means ensuring that the identification is clearly legible through any surface finishing. Bag & Label is acceptable for small components.

4.17 Order Requirements

Before placement of any Purchase Order, RML will require a full quotation for the scope of work to be completed. The supplier quotation should include all costs associated with the completion of the proposed package of work including delivery to RML. The supplier quotation must clearly state anything that is required from RML, for example FAI or Inspection reports. Any exclusions from the scope of supply must be clearly documented on the quotation or correspondence.

Purchase Orders must be acknowledged.

4.18 Delivery Requirements

The delivery date stated on the RML Purchase Order will be the delivery date committed by the supplier. Any variance identified should be reported to the RML buyer immediately.

It is expected that all products and services will be delivered on the due date specified on the Purchase Order, which is the date that the Supplier will be measured against.

If the date cannot be achieved after contract commencement, then the RML buyer should be informed immediately.

All goods delivered to RML should be accompanied by a delivery note with the following information stated as a minimum:

- Supplier company name
- Supplier address
- Delivery note number (a supplier generated unique number)
- RML purchase order number
- The full RML drawing number
- The quantity delivered

SUPPLIER QUALITY REQUIREMENTS MANUAL

Any non-conforming components being delivered under concession must be separately packaged and identified to include a copy of the completed concession (please also refer to section 4.11).

4.19 Customer Property

The Supplier must identify, protect and safeguard RML loaned/free issued property e.g., components, tools, and equipment. If property is lost, damaged, or found unsuitable for use, the supplier must report this to RML immediately.

5 Supplier Selection, Evaluation and Monitoring Requirements

5.1 Supplier Engagement – Criteria for selection

The target is to achieve parts right first time on time at the required cost and lead time. RML may engage with Suppliers who demonstrate the capability to complete a specified package of work. Several factors will influence when selecting suppliers to carry out work for RML.

5.2 Supplier Evaluation – Criteria for assessment

RML has in place a standardised supplier approval process RID PROC-OP3.2. The initial assessment is by means of a Supplier Questionnaire RID SD-002. The second assessment (when applicable) is further used to evaluate a Suppliers Quality System and capabilities in accordance with the requirements of this document.

Criteria for performing a Supplier assessment may include: • Key Supplier • New Supplier • New Scope of Supply • Poor Performance (See Supplier Performance Monitoring).

5.3 Supplier Performance Monitoring

RML measures its Suppliers Quality Performance in order to aid decision making and continuous improvement. Performance is measured in four areas:

• NCR's (Quantity of NCR's and Parts) • On Time Delivery (Percentage of orders that are delivered on time) • Corrective Action Performance (Closure of NCR's in accordance with RID PROC-MP2.4) • Cost

5.4 Supplier Re-Evaluation

Under certain circumstances RML may need to re-evaluate a Suppliers Quality System.

Criteria for Re-Evaluation:

• Change of Scope • Change of Premises • Poor Supplier Quality Performance
• Failed previous Supplier Assessment

5.5 Supplier Disengagement

If a supplier fails to perform against any criteria stated, then RML reserves the right to limit the scope of supply or cease trading with the supplier (with the exception of any pre-defined contractual obligations). In the normal course of business, the supplier will be offered the opportunity to rectify the situation without the need for disengagement. In the example of an unsatisfactory quality assessment then the supplier will be given a period of time to propose and implement corrective actions to any findings identified.

It should be noted that the essence of any contract between RML and its Suppliers is on the basis of continued competitive pricing, delivered quality and on-time delivery performance.

5.6 Supplier Facility Access

The Supplier must allow and facilitate on-site visits by RML personnel for purposes of supplier approval, hold and verification activities as required by RML and our customers, audit, periodic review, review of corrective action effectiveness, or any other reason related to the quality of product produced for RML.

RML on-site verification activities do not absolve the first-tier supplier's responsibility to confirm that product and services meet specification before shipping to RML.

SUPPLIER QUALITY REQUIREMENTS MANUAL

6 Appendix

6.1 Definitions & Terminology

Non-Conforming Product

Is defined as any product or service which, for any reason whatsoever, fails to conform to design drawing and/or specification requirements. Includes process generated by the first or subsequent tier supplier.

Rework

Items defined as "Rework" are generally in a "material on" condition. They can be returned & reworked and eventually conform exactly to the original requirements.

Scrap

Items designated as scrap have a non-conformance which is such that they are not fit for purpose. They must be always kept segregated from conforming product.

Corrective Action

Action to eliminate the cause of a non-conformity and to prevent recurrence.

First Article Inspection (FAI)

A comprehensive evaluation of a first item from a manufacturing process, consisting of inspecting, measuring and / or other verification of the properties, geometry, and characteristics of the item, to determine conformance of the item to the defined specifications and the ability of the manufacturing process to consistently produce a conforming product, including documentation of the results.

6.2 References

RID PROC-OP3.2 Supplier Approval Process
RID PROC-MP2.4 Supplier NCR Process
RID PROC-MP2.8 Supplier Concession/Deviation Process
RID SD-002 Supplier Questionnaire
RID SD-010 Supplier Deviation/Concession Form
RID SD-038 Quotation and Contract Review Form
RID SD-061 Powder Coating/Paint Acceptance Criteria
RID SD-062 Anodising Acceptance Criteria
RID SD-079 Plating Acceptance Criteria

Copies of all reference documents are available at request through RML's Purchasing and Quality Departments.