



ISO 9001:2016 and AS9100 Rev. D

Supplier Quality Manual



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Section I – Supplier (same as External Provider) Expectations

1.0 Introduction

This Supplier Quality Manual (SQM) has been created to assist our suppliers in understanding the purchasing expectations and quality requirements for products and/or services supplied to Monroe Aerospace. This Supplier Quality Manual will communicate the operating principles, general expectations, and procedures of Monroe Aerospace. Adherence to the guidelines described in this manual is required by all Monroe Aerospace suppliers. Acceptance of any and/or all purchase orders constitutes acceptance and commitment on behalf of the recipient to comply with this manual's content. These guidelines are provided as supplement to, and do not replace or alter, any purchase agreement terms and conditions which are included as requirements of applicable drawings, specifications and other contractual documents. This manual describes the minimum requirements for which the supplier has responsibility. However, system improvements that exceed the requirements specified within this manual are always encouraged.

1.1 On-Time Delivery

Monroe Aerospace requires all suppliers to meet their on-time delivery requirements. To further clarify this, we consider unauthorized early (more than 10 business days) and unauthorized late and partial deliveries (more than 2 business days) or over shipments to be unacceptable. The quantity shipped per order or release cannot vary from specified quantity without prior written (or Email) consent.


1.2 Transportation Costs

Unless otherwise instructed, a supplier shall ship, as directed by Monroe Aerospace. Any excess transportation costs, due to the supplier not meeting the shipping instruction requirements, will be deducted from the purchase price.

Section II - Supplier Selection and Performance

2.0 Supplier Evaluation and Selection

Monroe Aerospace will send any new potential suppliers a Supplier Survey which is to be returned within two weeks of receipt. The Survey will be reviewed by the Quality Manager and the determination will be made weather to add said supplier to the Approved Supplier List or not. Monroe Aerospace's supply base will consist of organizations supportive of our business needs. Criteria for evaluation and selection of suppliers for placement on Monroe Aerospace's Approved Supplier List is based on the suppliers' abilities to consistently deliver defect free products and/or services, meet our delivery requirements, be cost competitive and be responsive to Monroe Aerospace's needs.

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2.1 Supplier Evaluation

Suppliers to Monroe Aerospace will be evaluated on an annual basis. Supplier performance shall be measured by the Purchasing Manager on their ability to uphold the delivery dates defined in the order conformation from Monroe Aerospace. It will also be measured on the supplier's ability to meet or exceed the specs and tolerances of any given part defined on that parts print. Any instance where a supplier does not meet either of these items. That supplier will be required to submit a corrective action report for improvement.

2.2 Supplier Corrective Action Report Criteria


All Suppliers to Monroe Aerospace will be subject to provide Corrective Action Reports when they are deemed necessary by Monroe Aerospace or any customer of Monroe Aerospace. Each vendor will supply their own approved form to Monroe Aerospace or Monroe Aerospace will provide the proper form if the vendor cannot. Corrective Action Reports shall be critiqued, and reviewed with the Supplier until a satisfactory Corrective Action Report is submitted or the supplier is removed from the Approved Supplier List.

Any supplier who is not on the Approved Supplier List will not be awarded new orders or possibility of new business. If a supplier is determined to be unacceptable, the General Manager will initiate the appropriate actions to find other qualified resources prior to the removal of the supplier from the Approved Supplier List. In the event a supplier is a mandated source by a Monroe Aerospace customer, customer's approval will be required.

2.3 Supplier Classification

Suppliers who are on the Approved Vendor list will be classified as Allowed. This would be (Allow PO) in our system.

Suppliers who have a status of Non-Approved will be classified as Not Allowed. This would be classified as (Never Allow PO) in our system. Of course any vendor can go through the approval process. Vendors on the Not Allowed list may have the opportunity to re-apply for approval based on a case by case basis if they wish to conduct any future business with Monroe Aerospace.

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Section III - Supplier Quality Requirements

- 3.0 Monroe Aerospace must approve the product, any procedures and processes associated and the equipment used. If any changes occur after the initial approval the supplier shall notify Monroe Aerospace of such changes.
- 3.1 Suppliers are expected to have the resources necessary (personnel, property, facilities, equipment and materials) to supply the products and/or services required to accommodate Monroe Aerospace's production schedule and/or PO requirements. The supplier should provide for fluctuations in requirements due to scheduling changes.
- 3.2 Suppliers of Monroe Aerospace are requested to be compliant to the ISO 9001:2015 international quality standard. In addition, we encourage our suppliers to seek a third-party accreditation. Supplier quality systems shall be formally documented, implemented and maintained to ensure suppliers' products and/or services conform to the identified purchase specifications, engineering or material specifications and/or contract requirements. The suppliers' quality documentation shall be made available to Monroe Aerospace upon request.
- 3.3 Each article delivered under a purchase order must be identified with a part number or other identification. All purchased materials and services are subject to inspection for compliance to the purchase order and all applicable quality requirements. No material or process substitutions, quantity variations or splits from the purchase order may be made without prior written authorization from Monroe Aerospace. Information concerning the identification and revision status of specifications, drawings, process requirements, inspection/verification instructions and other relevant technical data will be communicated to the supplier when they quote the job, on the purchase order and/or on the supplementary documents from Monroe Aerospace.
- 3.4 All suppliers to Monroe Aerospace must have a lot identification system that distinguishes one lot from another when shipping finished product. Each lot of material should be clearly identified on the product (where applicable) and/or on the product packaging. All material lots should be traceable to raw or component material lots as identified by the supplier's supplier.
- 3.5 If any tests are required the purchase order and/or supplementary documents would state that information to the supplier. Monroe Aerospace will evaluate the data in the test reports to confirm product meets requirements.



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3.6 Products and/or services provided by suppliers must be at the highest level of quality.

When drawing, specification, and/or Purchase Order includes “key characteristic” requirements the Supplier shall reference the Quality Assurance Requirement Form (QAR) to ensure key characteristic integrity.

3.7 The supplier shall ensure that nonconforming product is identified and controlled to prevent unintended use or delivery. The supplier shall not ship nonconforming materials without prior authorization by Monroe Aerospace.

The supplier is responsible to notify Monroe Aerospace of any changes in product and/or process, any changes of manufacturing facility location and receive approval of such change.

Suppliers of Monroe Aerospace are required to communicate all information related to the job to any supplier they use to produce Monroe Aerospace’s products.


3.8 Suppliers are fully responsible for the quality of their products/services including their sub-tier suppliers. Both are responsible that the quality of their products/services meet all Monroe Aerospace’s requirements, specifications and drawings as identified on the purchase order. Zero defects are expected from our suppliers.

3.9 Record Retention

Suppliers and sub-tier suppliers shall establish and maintain records to provide evidence of conformity to requirements. Records shall remain legible, readily identifiable and retrievable. Product history records shall be maintained for a minimum of 7 years or as required by the purchase order.

3.10 Right of Entry


Monroe Aerospace and its customers or any applicable regulatory authority shall have the right to enter the suppliers’ facility to perform inspections or surveillance audits to verify the quality of work, records and to ensure compliance to the contract. When applicable, the access requirement shall be flowed-down by the supplier to the suppliers’ sub-tier sources.

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3.11 Purchased Parts

In the event that the purchase order is for an AS9100 parts, there may be additional requirements of the supplier as well as any sub-tier suppliers.

- The supplier must conduct a review of all the purchase order requirements to ensure their product or service conforms to those requirements.
- The supplier's Quality Management System must address the requirements contained in this document.
- Suppliers are required to flow down data & other requirements to sub-tier suppliers.
- The supplier must maintain and calibrate precision measuring and test equipment with a method that is traceable to a recognized standard.
- The supplier must establish document and maintain a change process appropriate to the product.
- The supplier must preserve the product during internal processing and delivery to Monroe Aerospace, maintaining conformity requirements. The supplier must provide packaging that protects the component from mechanical and environmental damage during transport and storage including effects of temperature, vibration and shock. This also includes: cleaning, removal of foreign objects, special handling for sensitive products, appropriate labeling, shelf life control, stock rotation and other special handling.
- If the supplied products are life-limited, the supplier is required to furnish either the expiration date or the material cure date.
- Product subject to special processing must be accompanied by certification documents that specify that process and the supplier's conformance to the requirements of that process. Suppliers must maintain records at their facility for seven years.
- A First Article Inspection (FAI) may be required using AS9102 forms as well as a number of additional documents such as: material certifications for raw materials, calibration records for gages used, process flow, traveler or routing sheets, control plans, inspection sheets, test records for special processes, appearance samples, functional test results as specified in print and/or specifications, Part Submission Warrants, capability studies, run at rate documentation and certificate of conformance (C of C) documentation. See the current AS9100 Aerospace Standard for a better understanding of other possible requirements.

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Section IV - Special Requirements

4.0 A First Article Inspection report must show evidence of acceptance by the supplier’s quality assurance representative. A first article(s) shall be produced on production equipment and using processes which will be utilized on production runs.

When requested, a first article(s) may be performed on prototype articles to determine conformance status to available data.

Additionally, the supplier shall perform subsequent first articles per the requirements of AS9100 (i.e. following every major tooling or design change, and subsequent to any evident quality degradation for a specified part or article).

Records of all first article activity will be documented as required in AS9100, treated as quality / acceptance records and made available to Monroe Aerospace.

4.1 The supplier shall label the exterior of the container to ensure adequate identification needed to ensure the identity of the product being shipped. The supplier must ensure the handling and shipping methods for a proper and on-time delivery without damage to the product. The supplier shall ensure that any special labeling requirements shall also be listed in the appropriate shipping documents and on each package.

4.2 The supplier is responsible for developing and implementing an anti-counterfeit education and training program for their employees responsible for purchasing and receiving. It is the suppliers responsibility to prevent counterfeit or suspect counterfeit part use and the inclusion in products delivered to Monroe Aerospace.