

# QA0009 – INSTRUCTIONS TO SUPPLIERS

## REVISION 8

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### ORDER PROCESSING

Orders must not be sub-contracted.

If anything on the order is not clear then check with your Reliance contact.

### HANDLING

Take care to protect components at all times. Use individual containers whenever possible; parts should not be allowed to knock together.

Take care not to scratch or damage components during deburring or machining. If any items supplied to you are damaged on receipt then this should be reported to Reliance before you start work.

When holding work for machining, take care not to bruise or damage clamping surfaces.

### RIGHT OF ACCESS

Reliance Precision Limited, its customers and any agent of our customer, of any Government department, or of any relevant Regulatory Authority, reserve the right to perform audits and inspections at your facility and at your subcontractor's facility at any reasonable time and with reasonable notice.

### QUALITY ASSURANCE

We are very willing to help with any inspection or quality control matters. Please ask your Reliance contact if any inspection advice is required.

Maintain records of your actions in processing the order (i.e. who did the operation, who inspected them etc) and record any defects noted.

Significant changes to your process or product should be notified to your contact at Reliance Precision.

Some orders will require a Certificate of Conformance to support the goods. This should read: "The above parts have been manufactured, inspected and tested and except where stated below conform in all respects to the order no. \_\_\_\_\_" and be signed by the person responsible for the Company's quality.

Ensure that all measuring equipment is calibrated.

Do not attempt any salvage scheme without consulting Reliance Precision Ltd; do not replace a scrapped component with your own materials.

All sub-standard or non-conforming products must be declared to your buying contact at Reliance Precision Ltd before despatch. If parts are subject to concession approval then this must be submitted formally using our Concession Form ([QA0020](#)). Parts must not be despatched without concession approval or explicit authorisation from your Reliance buyer.

If it is discovered after the event that nonconforming material has been shipped to Reliance without agreement, then written notification must be sent to your Reliance buyer and the Reliance Head of Compliance as soon as possible.

### NONCONFORMING PARTS

If we receive parts from you that we believe to be nonconforming then we will send you a

non-conformance report. This contains the following sections for you to complete.

1. Root cause: this box should describe the root cause of the problem. Some thought should be given to identifying root cause and we may not accept responses that have not identified these. Please contact us if you need any help with this.
2. Action Taken to Re-work/Replace Parts: Please describe what you plan to do to the parts to correct them. Timescales for replacement of parts should be advised separately to your Reliance purchasing contact. If parts have not been returned then please leave this section blank.
3. Action Taken to Eliminate Root Cause: These actions should include a timescale and the name of those responsible for completing them. Reliance will check that these actions have been completed and that they have been effective at future visits.  
Please return the completed form within 1 week of receipt.

### **THE ENVIRONMENT, HEALTH & SAFETY**

All processes and facilities used to process this order must comply with all applicable environmental and Health & Safety legislation.

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