

# Supplier Quality Requirements Manual

This Quality Manual is established to keep Ryan Manufacturing compliant in accordance with the AS9100D-2016 standard and are subject to change as necessary.

## Ryan Manufacturing Quality Policy

Ryan Manufacturing is dedicated to maintaining a Quality Management System that satisfies the requirements of its customers and the AS9100 standard. In addition we will continually improve the effectiveness of the Quality Management System.

### Approved By

President - Steve Rogers: 

Quality Control Manager - Derek Rogers: 

## Introduction

Ryan Manufacturing is committed to delivering high-quality products and services to our customers. To uphold this commitment, we require our suppliers to meet specific quality standards, maintain effective processes, and consistently deliver products that align with our requirements. This manual outlines the quality requirements that all suppliers must adhere to in order to maintain a partnership with Ryan Manufacturing.

Our objective is to establish and sustain strong, dependable relationships with suppliers who meet or exceed these standards. This manual provides clarity on the expectations concerning supplier evaluation, quality control, and other related areas, thereby ensuring a consistent and high level of quality in the products and services we receive.

### Individual Contributions

- A. Product conformity** – It is the responsibility of each person performing functions related to a part or product to be fully aware of their contribution and the possible effects, both positive and negative, as they flow through the process. This can be achieved through supplier meetings, communication and postings.
- B. Product Safety** – Each person performing functions in the process should operate in a safe and conscious manner as to prevent or eliminate possible harm or injury to themselves or to the product or process. Safety is paramount at every turn. Ryan Manufacturing operates in an environment of **"Safety First"** and expects its suppliers to do the same.
- C. Ethical Behavior** – Processes are defined, Purchase Orders are generated, and manuals are written. The integrity of the system rests solely in the hands of those operating within its guidelines. Your attention to detail and respect for the process will ensure conforming product, safe operation, and a system that works without fail, every time. As a supplier to Ryan Manufacturing you are becoming a part of the **Team**, and we value and appreciate all that you do.

## 1. Supplier Evaluation and Approval

Suppliers are required to conduct self-assessments to evaluate their quality systems as well as those of any sub-tier suppliers. Ryan Manufacturing reserves the right to conduct an on-site assessment, which, if deemed necessary, will be carried out by a quality representative from Ryan Manufacturing. This evaluation will encompass a comprehensive review of the supplier's Quality Management System (QMS), production capabilities, and historical performance data. Additionally, the supplier's capacity to meet specific product and service requirements within the defined scope will be assessed, with approval contingent upon the results of this evaluation.

Upon completion of the self-assessment, suppliers must submit a finalized copy of the assessment along with all relevant quality system certifications (e.g., ISO 9001, AS9100) or special process certificates (e.g., NADCAP) to Ryan Manufacturing. These documents will then be stored in our controlled document database. In the event of any changes to the supplier's certification status, it is the supplier's responsibility to promptly notify Ryan Manufacturing to avoid any negative impact on their approval status. Furthermore, should there be a modification in the supplier's certification status, Ryan Manufacturing reserves the right to conduct a re-evaluation, and the continuation of approval may be subject to change.

## 2. Notification of Change in Supplier Status

Suppliers are required to promptly inform Ryan Manufacturing of any changes that may impact their status as an approved supplier. This includes, but is not limited to, changes in ownership, management, facility location, manufacturing processes, certifications, or any other substantial changes. Such notifications must be communicated in writing and directed to the purchasing agent. Failure to provide this notification may adversely affect the supplier's approval status.

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### 3. Supplier Performance

The quality system requirements at Ryan Manufacturing are established in accordance with the AS9100D-2016 standard and are subject to change as necessary. These requirements are designed to facilitate achieving the expectations and objectives as defined in the purchase order specifications. Suppliers are responsible for being aware and communicating these parameters to the appropriate personnel within their organizations. Ryan Manufacturing will evaluate the quality and delivery performance of its suppliers utilizing key performance indicators (KPIs) and will assess them in accordance with the following criteria.

**Approved** - Signifies that the suppliers' Quality Management System (QMS) has fulfilled all criteria established by Ryan Manufacturing for approval as a supplier of goods and/or services. This status is sustained by maintaining quality and delivery ratings exceeding 90% for a 12 month period.

**Probationary** - Should a suppliers' quality and performance metrics falls below 90% during a 12 month review period, the result will be a probationary status for the supplier.

**At Risk** - Suppliers that fall below the critical threshold of a 75% quality or delivery rating over a 12 month evaluation period will be classified as at risk. If a supplier is designated in this manner Ryan Manufacturing may choose to remove them from the approved suppliers list at the company's discretion. Re-evaluation of the supplier's status will also be at the discretion of Ryan Manufacturing and may be contingent upon the implementation of Corrective Action.

**Delivery Performance** is assessed by the ratio of on time shipments to the total number of shipments.

**Quality Performance** is assessed by the ratio of acceptable pieces delivered to the total number of pieces delivered.

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### 4. Inspection Requirements

Suppliers are required to conduct a comprehensive inspection of all products to ensure compliance with Ryan Manufacturing's specifications prior to shipment. This process includes, but is not limited to, verification of materials, components, and final products meeting the required quality and technical specifications. Documentation of inspections must be maintained, readily available for review, and retained as part of the supplier's quality management records.

*Ryan Manufacturing reserves the right to conduct additional inspections and audits of supplier products to verify compliance with the specified requirements.*

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### 5. Limited Shelf Life Product

Products delivered to Ryan Manufacturing are required to possess a minimum of 80% of their documented shelf life remaining.

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### 6. Design and Development Control

Suppliers are prohibited from engaging in the design or development of products or processes that may influence the quality or performance of the products supplied to Ryan Manufacturing, unless explicit written authorization is obtained. Any modifications, deviations or additions to the product design and development that may impact the requirements established by Ryan Manufacturing must be approved in writing prior to implementation.

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### 7. Certification Body Documentation

Suppliers are required to maintain and furnish documentation relating to any certifications associated with their quality management systems (QMS) including, ISO 9001, AS9100, NADCAP, or any other applicable industry-specific certifications. This certification documentation shall be made available upon request, and suppliers must ensure that their quality management systems conform to the standards established by Ryan Manufacturing.

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### 8. Product Identification

Suppliers must ensure that all products provided to Ryan Manufacturing are clearly identified with appropriate part numbers, batch numbers, serial numbers, heat numbers, and any other pertinent identification information. Additionally, inspection documentation and a certificate of conformance (CofC) must be included when applicable as specified in the purchase order or product specification. This identification must be clearly visible and legibly displayed on the product, its packaging, and/or the accompanying packing list to facilitate traceability throughout the supply chain.

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## 9. Nonconforming Product

Control of nonconforming product and materials is critical to quality assurance. Nonconforming items must be clearly identified and segregated from the production area and shall be quarantined immediately upon discovery.

If, during the review process, the supplier determines that the nonconforming item can be fully restored to conformance, the supplier is authorized to proceed without cause to notify Ryan Manufacturing or implementation of corrective action.

Significant product nonconformities must be documented in writing on a Non-Conformance Report (NCR) or an equivalent form provided by the supplier, and this documentation must be submitted to Ryan Manufacturing. Shipping documents must include a statement indicating that the shipment contains nonconforming products, as well as a relevant NCR. All nonconforming parts must be clearly and legibly marked and tagged with a description of the specific nonconformance.

The shipment of counterfeit materials to Ryan Manufacturing is strictly prohibited. In the event Ryan Manufacturing has received counterfeit materials, such item(s) shall be placed in a quarantined area pending further evaluation. Should the supplier become aware that counterfeit or non-conforming materials have already been provided to Ryan Manufacturing, they must promptly notify Ryan Manufacturing with written documentation detailing the nonconformance.

***In the occurrence of a non-conformance incident, the supplier agrees to assume full responsibility and may, at the discretion of Ryan Manufacturing, be invoiced for costs associated with the replacement and/or repair of the effected component.***

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## 10. Test and Inspection Verification

Where applicable, as specified by purchase order requirements and detailed in this document, test reports, certifications, and valid documents are required with all shipments. In the event these documents are not provided, are inaccurate, or cannot otherwise be supplied, the shipment will be classified as non-conforming or counterfeit and will be subjected to quarantine for further evaluation.

**10.1 Material and Hardware:** Material Certification Reports (MTRs) are required for all materials to ensure traceability, encompassing both product origin and material composition.

**10.2 Process Validation:** Test reports, certifications, and all relevant documentation must accompany the shipment.

**10.3 Testing Processes:** Test reports, certifications, and all applicable relevant documentation must accompany the shipment.

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## 11. Inspection Documentation

Suppliers are required to submit inspection documentation for each batch of products delivered to Ryan Manufacturing where applicable. This documentation shall include, but is not limited to, test reports, certificates of conformance (CofC's), material test reports (MTRs), and inspection records. All documentation must be legible and traceable to the specific lot, batch, or serial number of the product. Furthermore, this documentation must be retained and made accessible for review upon request by Ryan Manufacturing.

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## 12. Corrective Actions

In the event that quality issues or performance deficiencies are identified, suppliers are required to execute corrective actions to prevent recurrence. These corrective actions must be documented and submitted to Ryan Manufacturing for approval. The documentation must encompass a comprehensive resolution of the issue, along with a monitoring plan to ensure consistent compliance with the established quality standards in future performance assessments.

**12.1 Key Characteristics:** At a minimum, sample measurements of dimensions indicative of determining if a part is conforming must be checked, logged, and reviewed for consistency. The purpose of the in-process inspection is to find deviations as they occur and before an entire lot or release of parts is lost to non-conformance.

**12.2 Critical Dimensions:** ALL components with critical dimensions specified in the Purchase Order (P.O.) and supplemental Engineering and Planning documents from Ryan Manufacturing must undergo comprehensive verification, logging, and review, ensuring 100% compliance. Critical dimensions can be anything, but a good example is if you have a bore with a +/- .0005 size tolerance. This qualifies as a critical dimension and requires an inspection on every part. All specified dimensions, along with any other parameters outlined by planning documents, must be checked and logged for every part.

Key Characteristic information and Critical Dimension Log sheets must be submitted with the parts and associated shipping documentation. Components lacking appropriate documentation will be rejected during the receiving inspection and returned to the supplier until compliance is verified.

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**13. Supplier Corrective Action Process**

The supplier shall have an effective corrective and preventive action program in place to effectively identify, document, and mitigate recurring issues. This program must incorporate follow-up actions for all identified defects during the manufacturing processes, as well as a thorough inspection process. Corrective Actions must be submitted on a supplier form or a form provided upon request from Ryan Manufacturing. It is essential that this report encompasses a preventative action analysis designed to prevent recurrence of identified issues.

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**14. Package and Delivery**

It is the responsibility of the supplier to ensure adequate packaging to prevent product damage during transit. In the event that any product is to sustain damage due to improper or insufficient packaging, the supplier will be held liable. Additionally, all shipping and packaging documentation must be verified for accuracy and legibility.

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**15. Flow down of Requirements to Third Parties**

Ryan Manufacturing understands there may be a need to use third party suppliers to fulfill a Purchase Order (P.O.). It is the responsibility of the primary supplier to communicate and enforce all applicable quality requirements to any third-party organizations or sub-suppliers participating in the manufacturing or delivery of materials or services for Ryan Manufacturing. This includes ensuring that third parties comply with the same quality standards and requirements established for the primary supplier.

The supplier must maintain oversight of the quality of products and services provided by third parties and ensure that all relevant requirements are communicated and upheld.

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**16. First Article Inspection**

When a First Article Inspection is requested by Ryan Manufacturing, the supplier is responsible for generating all applicable measurement data and submitting the first article component for evaluation prior to commencing the manufacturing run. Ryan Manufacturing will conduct a thorough and prompt inspection of the submitted component(s) to assess conformity and will provide the supplier with an acceptance or rejection notification.

**Approved First Article Inspection** will authorize the release of the lot for production in accordance with the Purchase Order (P.O.) requirements.

**Rejected First Article Inspection** will suspend production until a conforming component has received an Approved First Article Inspection.

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**17. Records Retention**

Suppliers are required to maintain all quality records pertaining to products provided to Ryan Manufacturing for a minimum duration of ten (10) years. These records include, but are not limited to, inspection documents, certificates of conformance, test results, and any additional documentation related to product quality. At the conclusion of the retention period, the supplier must dispose of records in a manner that ensures confidentiality and proper destruction of sensitive information.

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**18. Right of Entry for Ryan Manufacturing**

The supplier shall grant Ryan Manufacturing, its customers, and applicable regulatory agencies access to their facility, along with all levels of the supply chain at all locations for the purposes of process and activity verification as well as review of quality documents and records pertaining to the work conducted by the supplier for Ryan Manufacturing.

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*We thank our suppliers for the service they provide and look forward to our continued relationship with them. Without **you**, there is no **us**.*

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***"At Ryan Manufacturing, we believe quality is built into our parts, not inspected into them"***

***"We strive to deliver a quality part on time, every time"***