


QUALITY MANUAL DOCUMENT	Ref: QM 12	
	Page: 1 of 3	
	Issue: A	
SUPPLIER POLICY STATEMENT		

1.0 Introduction

Pro-Rolls' suppliers and subcontractors play a vital role in determining our ability to meet our customers' requirements in terms of quality, service and value. As such, all our key suppliers and subcontractors are assessed to determine the suitability of their quality management system and ability to meet our requirements before they are approved in our quality system and added to our Approved Suppliers List.

The performance of approved key suppliers and subcontractors is also routinely assessed to ensure that our requirements are being met and any issues addressed.

This policy outlines the criteria used by Pro-Roll Ltd for supplier approval and performance evaluation as well as our other on-going requirements.

A copy of this policy is issued to our key suppliers and subcontractors as part of our AS9100 / ISO9001 management system and is also available on our website at www.pro-roll.co.uk

2.0 Approval of Suppliers and Subcontractors

New key suppliers and subcontractors are approved based on one or more of the following criteria, depending on the type of products or service being provided:

- (i) Satisfactory completion of the Pro-Roll Supplier Questionnaire
- (ii) Certification to a national management system standard such as ISO9001 / AS9100, ISO17025 or NADCAP
- (iii) Satisfactory completion of an on-site visit or audit
- (iv) Satisfactory technical evaluation of supplied product

3.0 Performance Evaluation of Existing Suppliers and Subcontractors


Existing key suppliers are evaluated using the following criteria:

- (i) Quality performance (rejections / non-conformance rates)
- (ii) Delivery performance
- (iii) Value
- (iv) Lead time
- (v) Enquiry response time

For key aviation or defence related suppliers and subcontractors, Pro-Roll Ltd may also use the results of 3rd party audits to assess their ability to meet our requirements.

Pro-Roll Ltd will raise any concerns with the supplier regarding their performance against the above criteria so that any required improvement actions can be agreed and implemented.

Uncontrolled Copy if Printed

QUALITY MANUAL DOCUMENT	Ref: QM 12	
	Page: 2 of 3	
	Issue: A	
SUPPLIER POLICY STATEMENT		

4.0 Purchase Order Information and Release Requirements

Pro-Roll Ltd's specific requirements will be stated on the Purchase Order which will make reference to any relevant specifications or special process requirements. Pro-Roll Ltd expect that all products are inspected by competent personnel to ensure conformity to the order requirements prior to release. Any special processes where compliance cannot be verified by inspection will require a Certificate of Conformity.

All special processes must be performed by qualified and competent personnel who are aware of their contribution to product conformity and safety.

If Pro-Roll Ltd or our customer intends to perform verification at the suppliers premises, this requirement will be stated on the purchase order.

Pro-Roll Ltd requires all suppliers and subcontractors to retain identification and traceability of product and documentation at all times.

5.0 Non-Conformance

Pro-Roll Ltd must be contacted (by the supplier / subcontractor) in the event of a non-conformance and any non-conforming material must not be delivered back to Pro-Roll without prior agreement.


Supplier non-conformances are recorded on a Non-Conformance Report to ensure that the root cause is established and corrective actions are implemented by the supplier to prevent re-occurrence.

6.0 Use of Subcontractors

Pro-Roll Ltd's suppliers and subcontractors must not contract out any part of an order without prior agreement with Pro-Roll Ltd as stated on our Purchase Orders.

7.0 Control of Changes

Suppliers and subcontractors will notify Pro-Roll Ltd of any changes to products or processes, (including changes of location) that may potentially affect their ability to conform to the relevant specification or purchase order requirements. In these cases, the supplier / subcontractor shall gain approval from the Pro-Roll Quality Manager or Director prior to processing further orders.

QUALITY MANUAL DOCUMENT	Ref: QM 12	
	Page: 3 of 3	
	Issue: A	
SUPPLIER POLICY STATEMENT		

8.0 Right of Access and Records

Pro-Roll Ltd and any relevant customers or regulatory authorities retain the right to access the suppliers' facilities and records applicable to product conformance. All relevant records pertinent to the processing of Pro-Roll Ltd orders are to be retained for an unlimited period. Pro-Roll Ltd may also be required to carry out quality audits at the suppliers premises.

9.0 Counterfeit Parts

Pro-Roll Ltd requires suppliers and subcontractors to have procedures in place to identify counterfeit parts that may enter their supply chain. In the event that a supplier suspects counterfeit product may have been delivered to Pro-Roll Ltd, the supplier shall contact Pro-Roll Ltd immediately to notify us of the issue so we can take immediate action.

10. Ethical Behaviour

Pro-Roll Ltd expects suppliers and subcontractors to conform to all relevant legal and regulatory requirements and to uphold high standards of ethical behaviour throughout their organisations.