

1. INTRODUCTION

The purpose of this document is to provide guidance to all Raytheon UK (RUK) suppliers and their sub-tier suppliers to ensure the expected requirements of the supplier are met during the end-to-end transactional relationship.

This not intended to be an exhaustive list of requirements as these will change on a case-by-case basis depending on customer, programme or type of supplier.

This guide is laid out using the structure shown below giving details at each stage as what is required and expected.



Suppliers who support our aerospace business will be subject to more specific 'Supplier Requirements Manual'

Full 'Standard Terms and Conditions of Purchase' that will apply to any future purchase order and must be considered during prior to any proposal or quoting can be found here: [Partnering with Raytheon UK | Raytheon UK](#).

Commonly used acronyms & definitions can be found at the back of the document under Annex A.

2. INITIAL DISCUSSIONS

- **Code of Conduct**

RUK's Code of Conduct is fundamental to how we do business and reinforces the responsibilities we all share in protecting RUK's reputation. RUK requires all suppliers to adhere to our Code of Conduct at all times. Further information can be found here: [Partnering with Raytheon UK | Raytheon UK](#)

- **Non-Disclosure Agreements (NDAs)**

Due to the nature of work being undertaken by RUK, it may be necessary for suppliers to sign a Non-Disclosure Agreement (NDA). This agreement is intended to provide protection with respect to the disclosure of any propriety information to any party outside of the agreement. The supplier must ensure that any NDAs are in place with their sub-tier suppliers prior to any data exchange with them.

3. REQUEST FOR PROPOSAL / QUOTE (RFP/RFQ)

- **Global Export & Import Compliance (EX/IM)**

It is the Suppliers responsibility to obtain all necessary export and import licenses or other authorisations required. Details and references may be requested by RUK.

If any of the parts are US International Traffic in Arms (ITAR) controlled, then the US Munitions List Number (USML) must be provided with any quote or proposal documentation.

If any of the parts contain US Export Administration Regulations (EAR) technology, then the US jurisdiction and Export Control Classification Number (ECCN) must be provided with any quote or proposal documentation.

If any of the parts contain export-controlled technology and the supplier is NOT registered in JOSCAR, then the supplier will be required to complete an annual 'Export compliance questionnaire', or (for US suppliers only) send confirmation of their DDTC registration and expiration date.

- **Quality Notes (QNotes)**

Quality Notes (known as QNotes) are requirements that are listed as two-digit letter references on RFQs and POs.

Full definitions of QNotes are accessible via the following URL: <http://qnotes.raytheon.com/> and by entering the two-digit reference in the search box.

An RFQ provided to a supplier will detail which QNotes are applicable. It is the responsibility of the supplier to understand these requirements and ensure all schedule and cost quotes supplied to RUK accommodate these requirements.

- **First Article Inspection (FAI)**

A First Article Inspection (FAI) and First Article Inspection Report may be required. It is the responsibility of the supplier to ensure all schedule and cost quotes supplied to RUK accommodate these requirements. Refer to section '10 quality and compliance management' for further details.

4. SUPPLIER ONBOARDING

▪ New Vendor Questionnaire

All New Suppliers will be requested to complete a 'New Vendor Questionnaire' that will be emailed to a designated point of contact. This must be completed in full by the supplier and returned to RUK.

▪ Quality Management System (QMS)

All RUK Suppliers are likely to be required to be certified to a recognised Quality Management System standard (e.g. ISO9001, AS9100) depending on the product, material or service being provided, and may need to demonstrate traceability of any stockist parts to the OEM.

▪ Authorised Distributors

Authorised Distributors may be asked to provide a current certificate of authority from all applicable OEM's authorising product distribution to RUK.

▪ Raytheon Enterprise Supplier Assessment (RESA)

RESAs are used to identify Supplier capabilities, facilitate dialogue regarding contractual and technical requirements, and to perform on-going assessment of Supplier processes to identify potential risks to cost, schedule, quality, and long-term supplier relationship. These may be carried out on the supplier's premises by a member of the RUK team.

We may be required to perform a RESA assessment as part of the onboarding process.

5. PURCHASE ORDER (PO) ISSUED

▪ Purchase Order Acknowledgement

On receipt of a PO, the supplier must send an acknowledgement back to RUK within 5 working days.

▪ Quality Notes (QNotes)

previously defined in section '3. Request for proposal / quote (RFP/RFQ)'

Quality Notes (known as QNotes) are requirements that are listed as two-digit letter references on RFQs and POs.

Full definitions of QNotes are accessible via the following URL: <http://qnotes.raytheon.com/> and by entering the two-digit reference in the search box. Annex B provides an additional summary of these QNotes, references, and where they commonly apply to different commodities.

QNotes are listed on POs after each line item under the heading "Notes pertaining to the item above". It is the responsibility of the supplier to fully comply with all QNote requirements listed on a PO.

▪ Products Manufactured to RUK Designs

Products utilising a RUK Design must be produced in accordance with RUK approved design data, Engineering instructions or specifications. If any issues are identified with this data/information, then the supplier must inform RUK in writing or by email within 48 hours of receipt of the PO.

The supplier must be cognisant of any marking restrictions or controls such as proprietary, Export (ITAR, EAR, ML), or other government classifications/restrictions.

Additional attention must be given to all technical document watermarks to ensure correct usage

- **Work In Progress (WIP) / Under review:** these documents are for quoting and material purchase purpose only. These must not be used for production/manufactured parts.
- **Development released / Production released** - These drawings are formally released and are to be manufactured against.

- **First Article Inspection (FAI)**

Requirements for a First Article Inspection (FAI) and First Article Inspection Report will be detailed on the PO or contract. It is the responsibility of the supplier all schedule and cost quotes supplied to RUK accommodate these requirements.

6. SUPPLIER PARTS AND MATERIAL MANAGEMENT

- **Supplier Incoming Material**

Supplier procured materials and parts to be used on RUK products must be subject to a receiving inspection and acceptance by the supplier to assure conformance to the drawing, specification and traceability requirements.

- **Preservation of Product**

The Supplier should have adequate Stores and Goods-In process e.g. operate a secure “bonded” store restricted to authorised personnel for controlled issue of materials and operate a suitable stock rotation system. The supplier should demonstrate adequate segregation of product /material types (i.e. raw materials). Supplies shall be held pending subsequent issue for manufacture, assembly, or despatch.

- **Customer Property**

All material issued to the supplier by RUK shall only be used in furtherance of RUK orders. Any jigs or fixtures issued to the supplier shall be subject to an acceptance check by both parties on issue and receipt. Whilst in custody of the supplier, the supplier has full responsibility to ensure that jigs and fixtures are suitably stored and kept free from damage as well as maintained, calibrated, and insured to an appropriate level.

- **Export controls**

All material shall be controlled and handled in accordance with any and all export control compliance requirements.

The supplier may be required to provide material classifications details (e.g. ITAR, EAR600, etc) and will be required to complete and return a Commodity Export Classification Certificate (CECC) within 3 weeks of receipt of a PO and prior to delivery. The CECC form will be provided with the PO when this is required.

7. PROCESSING / MANUFACTURING

- **Monitoring and Measuring of Product**

Statistical sampling shall not be used in lieu of 100% inspection for final acceptance unless agreed in writing by RUK.

Parts of assemblies incorporating interchangeability features must be produced strictly to the applicable dimensional, jig or gauge standards. Demonstration of interchangeability aspects may be required by RUK.

The supplier shall acknowledge that the final acceptance by its quality/inspection authority as satisfying all design and quality requirements is indicated by the application of the responsible inspector's stamp.

Any final inspection/test operations leading to the release of material from the supplier may be preceded by a comprehensive auditable review of all supporting documentation and certification.

▪ **Special Process (SP) Requirements**

Examples of special processes are, but not limited to, as shown below:

- Non-destructive testing
- Heat treating
- Chemical processes
- Non-conventional machining and surface enhancements
- Welding
- Composites

Suppliers who provide Special Process services or product to RUK (Special Processors) are required to have those Special Processes specifically validated and approved by RUK Supplier Quality. In addition, if the supplier utilises any external special process sources, this requirement must be flowed down to the processing sources.

NADCAP accreditation is a preferred method for Special Process validation. NADCAP accreditation may be imposed by contract as specified by the RUK Statement of Work (SoW) or purchasing requirements documentation.

If for any reason a supplier transfers special process workload (i.e. outsource, off-load, and sub-contract), RUK shall be notified. Any Special Process that is transferred requires specific prior approval by the RUK Quality Manager and shall be subject to further verification and validation.

Note: Suppliers with design authority may approve their own sub-tier process source(s) to their process specifications.

8. PRODUCT / SERVICE DELIVERY

▪ **Identification and Traceability**

Products shipped to RUK must have Identification according to the applicable design data, documents or drawings.

Standard hardware/parts must have manufacturers lot number.

Identification of products shipped to RUK shall be recorded on the shipping documents and CofC/Authorised Release Certificate.

Full traceability of products or materials back to the raw materials may be required and shall be made available.

Products not approved for bulk packaging or too small or impractical to mark shall be individually tagged or bagged with the identification markings applied to the tag or bag.

Additional identification requirements may be specified on the PO if required.

▪ Release Documentation

Release documentation may be required for all materials as defined on the PO (either directly stated or through QNote references), Contract or Terms & Conditions. Documentation released to RUK must be released in the correct form as documented on the PO or contract. Any exceptions or additions to these must be documented and released to RUK.

If a Certificate of Conformity is required, the minimum information must include the following:

- Suppliers name and address.
- Supplier's unique C of C reference number.
- PO/contract order number and where applicable amendment number.
- Details of any approved concessions/PPDR
- Acquirer name and organisation.
- Copies of C of C's tracing back to source material and OEM.
- Delivery address.
- PO Item Number.
- Description of Article or Service including part number, Specification, and revision/configuration status.
- Identification marks, batch, and serial number(s) in accordance with the Specification.
- Quantities.
- Any approved concessions.

For items delivered direct from an OEM approved supplier, the incoming paperwork should include the name of the RUK contracted supplier and the RUK contracted PO number.

The supplier may also be required to provide:

- Certificate of Airworthiness (e.g. Form 1, 8130-3 or equivalent)
- Log Card.
- Acceptance Test Report.
- Component Maintenance Manual.
- Master Drawing Data Package issue number.
- Material Flammability Test Reports.
- Certificate of Analysis.

For manufactured articles and/or raw material, test data or Process Data Sheets (e.g. for Heat Treatment Cycles) are to be included with the shipment. References to SPs can be included on the C of C or within the First Article Inspection Report (FAIR).

▪ Inspection Documentation

The Supplier may be required to produce inspection documentation which will include but not be limited to:

- Criteria for acceptance and rejection
- Sequential list of inspection and testing operations
- Records of the inspection activity e.g. history cards
- Any specialised inspection/test equipment required together with instructions on its use, certification, validation and maintenance.

▪ Hardware

The Supplier shall provide documentation as proof of source of manufacture showing batch/lot number identification with each shipment, including any certificates of origin.

▪ Shelf-Life Limited Materials

Materials that are shelf life limited such as adhesives, sealants, O-rings, paints, certain avionics equipment, etc. shall have an expiration date identified on the individual container and on the release certificates.

- **Packaging**

Typically, all products procured will be requested to be delivered in the supplier's standard packaging. Where this is not suitable, RUK will advise of any special packaging requirements. This packaging must be provided by the supplier and should form part of the quotation in accordance with RUK Terms & Conditions, prior to the PO being placed. If the supplier has any doubt regarding the packaging for delivery of product, they must approach the RUK buyer in the first instance for clarification.

- **Electrostatic Discharge Sensitive Devices (ESDS)**

All electronic components shall be treated as Electrostatic Discharge Sensitive Devices (ESDS) in accordance with BS EN 61340-5-1 or ANSI/ESD/20.20 (Protection of Electronic Devices from Electrostatic Phenomena). This also includes mechanical items containing electronic components.

- **ITAR / EAR Parts**

All identified ITAR/EAR parts shall be clearly labelled on the outside of the packaging as well as all relating paperwork.

- **Hazardous Materials**

Where the product contains materials that are defined as hazardous, the supplier must:

- Clearly identify on the product and product packaging that the product contains hazardous materials.
- Provide a copy of the relevant COSHH data sheet with the product and delivery documentation.
- Provide adequate packaging to ensure that the hazardous material will not cause harm or damage to any RSL personnel or property.

The Supplier is responsible for informing RUK of hazardous or potentially hazardous conditions associated with previously delivered products.

- **Special Handling Requirements**

Where special handling is required (e.g. do not move by forklift truck), this should be clearly identified on the product packaging and advised on the delivery documentation.

- **Raw Material Suppliers (delivery)**

The Supplier may be required to furnish a certification with the chemical and/or physical properties test results, material type, and traceability for each lot, batch or heat number as applicable.

9. END USE

- **Control of Non-Conforming Product**

Any material failing to meet RUK contractual requirements upon receipt will be held and/or returned to the supplier. The supplier shall provide for control, segregation, and identification of withheld or returned non-conforming supplies.

The supplier may request an RUK Quality approved concession through Procurement. When the supplier has received RUK Quality written approval to ship concessioned items, reference to that approval shall be recorded on the Supplier's C of C. Copies of the approval shall be included with the product when delivered.

The supplier may use their own non-conformance document and submit to RUK for dispositioning and approval.

- **Corrective Action (CA)**

Where RUK can demonstrate that products and/or services supplied do not conform to the specified drawings and specifications or are received in a damaged condition or performed incorrectly, the product may be returned to the supplier for rework or replacement dependent upon the severity of non-conformity and a service may be rejected.

A Corrective Action Request may be raised by RUK, and all products/services returned/rejected to the supplier. In such cases the supplier will be responsible for providing a Corrective Action Report to RUK which details the root cause and any actions taken to correct and/or prevent the nonconformity re-occurring in subsequent orders.

Dependent upon the severity of the non-conformity and requirement for the product, RUK Quality personnel may be in attendance during the supplier's investigation and rework activities to monitor effectiveness of the root cause investigation and to assess suitability of corrective and preventative action taken.

When stating proposed Corrective Actions, the supplier shall consider previously manufactured items in so far as there would not be airworthiness implications on previously delivered parts.

- **Corrective Action (CA) - Supplier**

Unless otherwise covered by specific arrangements between RUK and the Supplier's QA function and / or the terms of the PO or contract, the Supplier shall provide RUK with a detailed investigation report stating remedial, corrective, and preventative actions taken.

- **Corrective Action Request Response Times**

Upon receipt of the Corrective Action Request the Supplier shall provide their initial feedback and interim root cause and corrective action within 5 (five) working days. A full and complete response, acceptable to RUK, shall be provided no later than 20 calendar days from initial issue for RUK's assessment, which may be extended upon RUK's approval.

10. QUALITY AND COMPLIANCE MANAGEMENT

- **Quality Notes (QNotes)**

Described in sections 3 'Request for Proposal / Quote' and 5 'Purchase Order Receipt'. Full definitions of the QNotes are accessible via the following URL: <http://qnotes.raytheon.com/> by entering the two-digit reference in the search box. Annex B provides summary detail on QNotes, references, and where they commonly apply to different commodities.

- **Quality Assurance / Manufacturing Process reviews**

You may be subject to Governmental Quality Assurance review. You will be notified of any Government Quality Assurance activity to be performed.

The Suppliers Quality Assurance or Manufacturing processes may be subject to review/audit by RUK, RUK's Customers, Regulatory Body or Government entity on the supplier's premises and at any time. You must ensure reasonable access to their site/s in support of all reviews or audits.

- **Raytheon Enterprise Supplier Assessment (RESA)**

As described in section 4 'Supplier Onboarding', You may periodically be required to undertake a RESA assessment. These will be carried out on the supplier's premises by a member of the RUK team.

▪ **First Article Inspection (FAI)**

If required by the PO or contract, the Supplier shall perform an FAI in accordance with design data third party approval or equivalent to verify that the manufacturing process of an item is established and under control by means of:

- Procedures
- Tools and any equipment
- Processes/Special Processes (SPs)
- Environment conditions
- Qualified operators

The First Article Inspection Report (FAIR) must include as a minimum the following data in a format comparable to AS9102:

- Identification parameters, i.e. supplier name, manufacturing unit, reference order, reference product specification and its revision, article number, serial number (if required), software version and release (if required)
- Evidence of any Special Process approvals, as required
- Identification of the used manufacturing resources
- Validation status of specific tools/means
- Identification of flight critical articles
- Tests and inspections results (including Acceptance Test Report)
- Nonconformities reported

A copy of the FAIR will be issued for review by RUK Goods Inward Inspection on delivery of product.

▪ **Managing Sub-Tier Suppliers**

All product and services used by a supplier to satisfy a PO placed by RUK must be obtained from sources that are adequately controlled based upon periodic auditing.

The Supplier is responsible for evaluating, selecting, and monitoring its sub-tier suppliers.

Sub-tier suppliers' capabilities may be assessed through First Article Inspections and test and inspection of incoming products and documentation.

RUK may rely on inspection/tests performed by supplier dependent upon RUK's satisfaction of competency, capability and traceability of inspection/test.

Sub-tier suppliers may be required to be accredited to a recognised regulatory standard, i.e. ISO9001, AS9100, AS9110D, CAA, NADCAP, etc.

- **Counterfeit Mitigation**

The supplier must have an appropriate strategy to ensure that counterfeit articles are not delivered to RUK. The supplier's strategy must include the direct procurement of products from Original Manufacturer (OM) or authorised distributors, conducting approved testing or inspection to ensure their authenticity.

Counterfeit products delivered to RUK are deemed non-conforming.

If the supplier becomes aware or suspects that it has delivered counterfeit articles to RUK, the supplier must notify RUK within 24 hours and replace counterfeit products with OM or buyer-approved conforming products.

The supplier will be liable for costs related to the replacement of counterfeit products and any testing or validation as required.

Any potentially suspect unapproved parts/counterfeit products that has been found RUK will be immediately quarantined. If the suspect unapproved products are confirmed by a subsequent investigation, RUK will inform the regulatory authority of its findings where applicable.

Any suspected products will be retained by RUK until an investigation is complete. Under no circumstances will any suspect products be returned to the supplier other than under controlled conditions for testing.

- **Product Conformity**

The supplier must ensure and be able to demonstrate through inspection records and other methods that the product conforms in all aspects to RUK drawings and specifications identified on the PO. Suppliers must not rely on RUK receiving inspection to determine the quality of their product in any instance.

- **Control of Records**

Objective evidence of records of inspection, test, traceability, and Quality Control activities as well as contracts and POs shall be maintained and retained by the supplier as per the appropriate QNote and shall not be disposed of without the prior approval of the RUK Quality Department. These records are to be made available for review and audit by RUK and the appropriate regulatory authority and the Customer(s) as required.

- **Electro-Static Discharge Control**

Suppliers that handle Electrostatic Discharge (ESD) sensitive items shall have a control program in effect to protect parts during manufacturing, inspection/test, packaging, shipping, rework, and/or failure analysis.

- **Foreign Object Debris/Damage (FOD)**

To preclude introduction of foreign objects into any deliverable item, the supplier shall practice good housekeeping and maintain and comply with a documented Foreign Object Debris/Damage (FOD) prevention program.

The supplier shall employ appropriate housekeeping practices to assure timely and complete removal of all residue/debris generated during manufacturing operations or tasks.

Suppliers shall determine if sensitive areas that have a high probability for introduction of foreign objects should have special emphasis controls in place for the manufacturing environment.

▪ **Notice of Escapes (NoE) or Disclosures**

If a supplier or sub-tier supplier delivers a “safety-of-flight” or “safety of product” issue, they must disclose in writing to RUK within 24 hours of detection.

When the supplier identifies or becomes aware of a suspect product/service that has been delivered to RUK, the Supplier shall notify RUK immediately. The Notification shall be via email to the PO point of contact

The notification shall at a minimum contain the following information:

- Supplier name
- RUK Supplier Code number (if applicable)
- Description of the defect
- Affected part number(s)
- PO number(s)
- Quantities and Dates delivered
- Date of Manufacture
- Traceability information (serial number, heat lot number, batch number, etc.)
- Attachment of test/inspection data
- Information regarding rejection and containment
- Root cause and CA or completion date for submittal and any additional detailed information to support internal investigations and/or customer requests
- Details of Risk severity & likely hood levels. (e.g. “50% of parts; high severity coating delamination”)

11. SUPPLIER PERFORMANCE MANAGEMENT

▪ **Change Of Supplier Details**

The Supplier must notify RUK of any major change in the following:

- Site locations (e.g. production facilities, head office, etc)
- Organisation, Legal entity or company ownership changes.
- Supply chain changes (e.g. distribution, production, suppliers, subcontractors, etc)
- Changes to their QMS system or Quality organisation.
- Changes to bank details.

▪ **Open order book management**

The supplier may be requested by RUK to provide a regular report and status on the current open order book.

▪ **Supplier Risk Management**

The supplier may be requested by RUK to complete a risk management plan against the delivery of products and/or services.

▪ **Performance assessment and reviews**

The supplier may be subject to a routine performance reviews (referred to as Scorecard reviews) and risk based surveillance.

RUK shall continually assess the status of a supplier. This will be against the Supplier's overall performance (e.g. cost, quality, delivery, code of conduct, etc).

Should a supplier be found to be underperforming, the supplier may be subject to visits by RUK personnel to work with them to identify and correct any issues. In severe cases, RUK will remove any underperforming supplier from their approved supplier list, ending any future opportunities.

- **COMPETENCE, AWARENESS AND TRAINING**

The supplier shall be able to demonstrate that inspection/test personnel to who authorised stamps have been issued, are authorised to undertake inspection, test, and release activities on behalf of RUK.

ANNEX A - ACRONYMS & DEFINITIONS

Approved Supplier List (ASL) – list of suppliers who have been approved for use.

CA – Corrective Action.

CAR – Corrective Action Request.

CECC – Commodity Export Classification Certificate

ESD – Electrostatic Discharge.

FAI and FAIR - First Article Inspection and First Article Inspection Report.

FOD – Foreign Object Debris/Damage

Original Manufacturer (OM) – collective term for Original Equipment Manufacturer (OEM) and Original Component Manufacturer (OCM).

PO – Purchase Order.

Product/Products – any article, product or part (including spare parts).

POA – Production Organisation Approval

QMS – Quality Management System

QNotes – Quality Notes: Requirements definition documents (refer to section 10).

RESA – Raytheon Enterprise Supplier Assessment (refer to section 10).

RFI/RFP/RFQ – Request for Information, Request for Proposal, Request for Quote.

RUK – Raytheon UK.

SP – Special Processes.

Sub-tier Supplier – a company that supplies services or products to another company that then supplies to RUK.