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## DESIGNATED QUALITY REPRESENTATIVE (DQR) PROCESS

### 1. GENERAL

#### 1.1. Purpose

1.1.1. The purpose of this procedure is to define the requirements for the selection, implementation and maintenance of the Designated Quality Representative program at Safran Power Units San Diego.

#### 1.2. Scope

1.2.1. This procedure applies to suppliers that have been qualified to self-release material and/or services on behalf of Safran Power Units. This process enables Safran Power Units to stock received material without further receiving inspection upon receipt.

#### 1.3. Revision History

REV	DATE	CHANGE
New	5/15/15	Initial Release
A	6/8/15	Added statement allowing use of PWA qualified DQR's to approve and release MT product for the transition suppliers.
B	7/11/15	Revised grandfather clause(1.2.2), updated period of validity for DQR authorization to 2 years(2.6.1.1), administrative changes throughout to clarify process.
C	3/17/16	Administrative changes and added steps to fill out DQR on-site assessment form (FM-743-10) and the requirement to request delivery authorization on the portal.
D	3/14/17	Added the AS13001 standard requirement to the procedure.
E	1/25/18	Added the requirement for verifying the corrective action effectiveness on supplier concessions.
F	11/16/18	Added required DQR delivery documentation.

#### 1.4. Definitions/Acronyms

##### **Designated Quality Representative (DQR)**

Supplier representative that has been authorized to inspect product on behalf of Safran Power Units.

##### **Delivered Non-Conformity**

Non-conformity not detected by the supplier, delivered and detected by Safran Power Units or by its customers.


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### Segregation of Material

Action of identifying and isolating one or more products which may have or do have a nonconformity.

### Supplier Quality Assurance (SQA)

For the scope involved, ensures qualification and follow-up for the suppliers in his scope.

#### 1.5. References

- OP-622-04 Vision Requirements for Production Acceptance
- OP-741-02 Quality Requirements Applicable to Suppliers
- FM-743-03 DQR Checklist
- FM-743-04 DQR Qualification Form
- FM-743-05 DQR Authorization Test
- FM-743-07 DQR Commitment Letter
- FM-852-01 Corrective Action Request Form
- AS13001 Supplier Self Release Training Requirements

#### 1.6. Document Summary

- Section 2.1 DQR Candidate Requirements
- Section 2.2 Objectives of the DQR Program
- Section 2.3 DQR Supplier Responsibilities
- Section 2.4 DQR Personnel Responsibilities
- Section 2.5 Responsibilities of Safran Power Units Supplier Quality
- Section 2.6 DQR Authorization Process
- Section 2.7 Submitting Items to the DQR Process
- Section 2.8 Receiving DQR Items at Safran Power Units
- Section 2.9 Maintaining the DQR Authorization
- Section 2.10 Non-DQR suppliers
- Section 2.11 Quality Performance Follow-Up



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## 2. PROCEDURE

### 2.1. DQR Candidate Requirements

2.1.1. Individuals who have successfully gone through the AS13001 training and certification program will be approved by Safran Power Units. These DQR's must also become familiar with and adhere to Safran Power Units Supplier Quality Requirements (OP-741-02), as well as this procedure (OP-743-02) and pass the corresponding DQR Authorization Test (FM-743-05).

2.1.2. Pratt and Whitney DQR certification will be accepted in lieu of AS13001, not to exceed 3 years. After the 3 year period these suppliers will need to be certified to AS13001. During the 3 year time period their performance will be closely monitored by SQA. Also during that time the DQR's must become familiar with and adhere to Safran Power Units Supplier Quality Requirements (OP-741-02), as well as this procedure (OP-743-02) and pass the corresponding DQR Authorization Test (FM-743-05).

### 2.2. Objectives of the DQR Program

#### 2.2.1. Responsibilities

2.2.1.1. Safran Power Units is responsible for the cost, quality and on-time delivery of the end product delivered to the customers. The cost, quality and on time-delivery of incoming materials has a considerable impact on the delivery of the products to the customer. The suppliers must accept the responsibilities of the costs linked with acceptance inspection for the delivered products, as well as any re-working, salvaging, investigations, etc.

#### 2.2.2. DQR Authorization

2.2.2.1. The DQR authorization allows Safran Power Units to minimize the inspections carried out at receiving. The supplier is fully responsible for inspections of the product. This may include dimensional, visual and functional conformity.

Inspections shall be performed per Safran Power Units PO, drawings, specifications and procedures.

2.2.2.2. The purpose of the DQR program is to:

- Inform the supplier of Safran Power Units quality expectations.
- Clearly define Safran Power Units requirements
- Ensure supplier responsibility for the quality of the delivered product.

### 2.3. DQR Supplier Responsibilities

#### 2.3.1. DQR Supplier's Commitment

2.3.1.1. The supplier's commitment in the DQR process is to provide Safran Power Units with the assurance that all requirements are complied with.

2.3.2. Supplier commitment is captured on the DQR Commitment Letter (Form FM-743-07) and states the supplier acceptance to :

2.3.2.1. Complying with this procedure (OP-743-02)

2.3.2.2. Ensuring that only DQR-authorized personnel validate the product before delivering to Safran Power Units ,

2.3.2.3. Ensure the quality of its products and the responsibility for non-conforming items

2.3.2.4. Ensure quick response when Non-Conformities are detected by:

- Immediate inspection of hardware in stock
- Re-working and/or salvaging,
- Replacing non-compliant products,
- Any financial repercussions.

2.3.3. Supplier to ensure that all shipments are reviewed and validated by DQR-authorized personnel and the DQR checklists, FM-743-03, are correctly filled out and included with each shipment.

2.3.4. The Safran Power Units Supplier Quality Assurance (SQA) Department must be informed in writing of:

- Any major modification made to the supplier's Quality System or organization,
- Any change in the DQR team (e.g. resigning, change in function, etc.),



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- Degradation in the quality level of the product or of the service carried out by the supplier itself or by its sub-tier suppliers.
- Any major change in the manufacturing process of the product (according to procedure OP-741-02). Safran Power Units reserves the right to approve or disapprove the proposed change.
- No availability of DQR-authorized personnel to validate the product before delivering a shipment.

2.3.5. The supplier will be in charge of managing their DQR personnel and for allowing for DQR personnel availability for renewing the DQR authorization.

#### **2.4. DQR Personnel Responsibilities**

2.4.1. Personnel who have received DQR authorization shall ensure the proper application of the following Quality requirements:

- First Article Inspection (FAI) when required,
- Processing non-conformities linked to Safran Power Units products (Request / Reply and follow-up on corrective actions, containment measures, etc.),
- Follow-up on corrective actions subsequent to Safran Power Units audits,
- Verify compliance of delivered documentation (information listed, documents to be provided, etc.).

2.4.2. In addition to the DQR process, the following requirements will be complied with:

- Implementation and compliance with this procedure (OP-743-02), the Safran Power Units DQR Training requirements and other supplier related requirements in accordance to OP-741-02.
- In the event that non-conforming material has been delivered to Safran Power Units, reserves the right to impose 100% inspection of the next three (3) lots delivered to Safran Power Units to confirm the non-conformity has been eliminated.

- Verification of product compliance and completing the DQR check-list FM-743-03 (Safran Power Units reserves the right to ask the supplier for this document in completed form),
- Verification that only Safran Power Units DQR authorized personnel shall validate and release the items that fall under the DQR process.

2.4.3. The DQR stamp that confirms validation and the release of the product to be shipped to Safran Power Units must be placed on the following documents:

- Statement of Conformity, along with the date, name and signature of the DQR personnel
- The DQR check-list FM-743-03
- Other documents as requested by Safran Power Units.

2.4.4. If there is no DQR personnel at the time of delivery, the supplier must inform Safran Power Units SQA prior to shipment.

## 2.5. Responsibilities of Safran Power Units Supplier Quality

2.5.1. Safran Power Units SQA is responsible for:

- Examining the DQR candidates suggested by the supplier,
- Organizing evaluations and audits on the supplier's premises,
- Renewing DQR authorizations,
- Communicating with the supplier on DQR Quality performance.

## 2.6. DQR Authorization Process

2.6.1. Selecting Suppliers Eligible for the DQR Process

2.6.1.1. The Purchasing department along with the SQA will select the eligible DQR supplier according to the following criteria:

- Type of product and/or service,
- Quality performance
- Quality System must comply with the AS/EN9100 standard,

- Audit/survey results.

2.6.1.2. Safran Power Units reserves the right to introduce, into the process, suppliers who do not satisfy some of its criteria with the intent that the DQR process will create an element for supplier success.

## 2.6.2. Selecting DQR Candidates

2.6.2.1. After selecting the suppliers, Safran Power Units SQA initiates FM-743-04 DQR Supplier Qualification Form (one sheet per candidate).

2.6.2.2. Safran Power Units SQA fills in:

- The reason for the authorization if it's a new authorization or a renewal following a suspension or expiration,
- Supplier information (company name and address).

2.6.2.3. Safran Power Units SQA then sends the sheet to the supplier

2.6.2.4. Upon receipt, the supplier must fill in the information concerning the DQR candidate (page 1):

- First and last name of the candidate,
- Any DQR authorization from another customer,
- Professional experience and seniority time in current position ,
- Education and/or professional training,
- Date and signature of the candidate.

2.6.2.5. DQR candidates must satisfy the following conditions:

- Be employed on a full-time basis by the supplier (temporary workers are not accepted),
- Hold a quality function or inspector position for at least 1 year,
- Know the product (based on recognized experience).
- A visual exam (Snellen 14/18, (20/30) or Jaeger 2) completed and passed annually, a record of which shall be available for review on-site upon request.



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- 2.6.2.6. To provide continued coverage in the event of absence, at least 2 candidates must be DQR-authorized at each supplier facility
- 2.6.2.7. The supplier returns Form FM-743-04 (DQR Qualification Form) to the Safran Power Units SQA Department.
- 2.6.2.8. The SQA will review the candidate qualification and decide whether or not to continue the DQR approval process with the candidate. The DQR may ask to validate the "Professional Experience" and "Training".
- 2.6.3. Candidate Authorization
- 2.6.3.1. A multiple choice exam, Form FM-743-05, will be given to the DQR to ensure complete review and familiarity with this procedure. A score of 20/20 must be obtained:
- 2.6.3.2. Safran Power Units SQA will provide the authorized person with a DQR stamp once a passing exam is achieved.
- If the score is between 15 and 19, the Safran Power Units SQA reviews and explains the differences with the candidate to reach the objective of 20/20,
  - If the score is less than 15/20, the candidate will undergo the test at a later time (after reviewing the procedure again).
- 2.6.3.3. The DQR stamp is issued to the specific authorized DQR and cannot under any circumstances be loaned or transferred to any other personnel including those that have been DQR authorized by Safran Power Units.
- 2.6.3.4. The supplier will be responsible for maintaining this stamp and must inform Safran Power Units of any degradation or loss.
- 2.6.3.5. In the event the authorization is suspended, the supplier must return the DQR stamp to Safran Power Units within a period of 14 days. Safran Power Units will update the list of DQR authorized persons as well as the date of their authorization in the table "DQR Authorized Personnel List".



2.6.3.6. Safran Power Units may, based on product complexity and criticality, inspect the first three (3) shipments of the product received after the initial certification in order to check for the proper application of the requirements.

2.6.3.7. During supplier audits, Safran Power Units SQA may evaluate supplier DQR capability and the DQR candidate knowledge and performance. The following may be reviewed:

- Product dimensional inspection and monitoring (in particular: inspection plan with the characteristics measured in process or at the final inspection, sampling rate and means of measurement used)
- Evaluating the inspection and control of non-conforming product,
- Evaluating control of measuring and monitoring test equipment ,
- Reviewing inspection records,
- Working environment

2.6.3.8. These evaluations make it possible to evaluate the skill of the DQR candidate and to check the organization and equipment level in terms of the supplier's ability to perform the required inspections.

## 2.7. Submitting Items to the DQR Process

2.7.1. After authorization, the SQA and Purchasing department will determine the items that are eligible for the DQR process. The selection criteria are as follows:

- Capability of supplier to produce parts without non-conformities,
- Understanding the definition and/or requirements,
- Criticality of the application and/or program,

2.7.2. Safran Power Units reserves the right to impose specific inspections on items at any time.

2.7.3. DQR suppliers shall use Safran Power Units supplier portal to submit required delivery documents for approval by Safran Power Units quality and to request delivery authorization (in accordance with Supplier Quality Requirements OP-741-02) before shipping products.



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2.7.4. If the Safran Power Units supplier portal is not available to the supplier, required delivery documents shall be electronically submitted for approval by Safran Power Units quality.

## 2.8. Receiving DQR Items at Safran Power Units

2.8.1. When Safran Power Units receives items subjected to DQR, Safran Power Units receiving personnel will carry out the following inspection operations:

- Verification of the presence of the DQR stamp on the Statement of Conformity.
- Verification of the presence of and correctness of the DQR checklist form FM-743-03.

2.8.2. In the event there is an anomaly, the receiving personnel will immediately inform the SQA and process accordingly.

2.8.3. Safran Power Units reserves the right to perform periodic sampling at receiving inspection to verify the dimensional, visual and functional characteristics. The frequency of this sampling will be according to:

- Quality performance of the supplier and its DQR's
- Functional classification of the items

## 2.9. Maintaining the DQR Authorization

2.9.1. Period of validity

2.9.1.1. DQR authorization is granted for a period of 3 years. When this period expires, re-evaluation of the DQR personnel's performance history and AS13001 recertification training will be completed by the Safran Power Units SQA Department in order to maintain their qualification.

2.9.1.2. Vision exam will be reviewed during on-site audits or visits to the supplier.

2.9.1.3. If approved by the Safran Power Units, DQR authorization may be retained by the personnel in the event a change of employer occurs and the same service is carried out for Safran Power Units.

2.9.2. Authorization suspension

2.9.2.1. DQR authorization may be suspended at any time and unilaterally by Safran Power Units in the following cases:

- This DQR procedure is not complied with,
- Quality objectives not reached (i.e.: the presence of non-conformities delivered to Safran Power Units ),
- Major deviation detected during a supplier audit,
- Change in the DQR team (e.g. resigning, change in function, etc.) without notification to Safran Power Units,
- Major change in the supplier's organization or quality system without notification to Safran Power Units.

2.9.2.2. All authorization suspensions will be formalized by letter to the supplier by Safran Power Units SQA Department.

2.9.2.3. Safran Power Units reserves the right to charge the supplier for the additional inspection costs generated by the suspension of the DQR authorization.

### 2.9.3. Authorization reactivation

2.9.3.1. The authorization can be reactivated if the supplier provides Safran Power Units with an action plan including a schedule for implementation. Safran Power Units will ensure the effectiveness of the action plan and will decide whether or not to reactivate the authorization.

**NOTE:** if the authorization suspension period exceeds 6 months, the candidate will have to be reevaluated.

2.9.3.2. Authorization reactivation will be administered by Safran Power Units SQA Department on form FM-743-04, Notification by letter to the supplier.

## 2.10. Non-DQR suppliers

2.10.1. In case of the supplier's refusal to participate in Safran Power Units 's DQR program or suspension of the DQR authorization due to poor performance, Safran Power Units reserve the right to require a third party source inspection of shipments from this supplier. The third party source inspection of each shipment will be performed by a Safran Power Units approved third party representative in accordance with this DQR process (OP-743-02). The



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supplier will be responsible to contact the third party representative, schedule the inspection and will accept the related expenses.

## 2.11. Quality Performance Follow-Up

2.11.1. Safran Power Units will periodically provide the supplier with the following Quality performance ratings:

- Overall rating of non-quality,
- Delivered non-quality rate,
- Meeting Quality Objectives.

2.11.2. Corrective Action Request (CAR)

2.11.2.1. In the event the established objectives are not met, Safran Power Units will issue a Corrective Action Request (FM-852-01) to the supplier who must provide Safran Power Units with the root cause and corrective/preventive action plan by the due date stated on the CAR.

## 3. RECORDS

3.1. The retention requirements for records referenced in this procedure are defined in procedure OP-424-01, Control of Records.

## 4. RESPONSIBILITY

4.1. The Quality Manager is responsible for the implementation of this procedure.