



MRT Supplier Quality Requirements

Introduction

As part of the Mobile Repair Teams (MRT) commitment to the highest standards of service to its customers, the MRT also requires the highest standards, in the provision of products and services, from its suppliers that enable them to provide that service.

Scope

This document defines the general requirements relating to the quality of all products or services purchased by the MRT from its suppliers during the term of any agreement including but not limited to purchase orders, contractual agreements, or other terms and conditions referencing this document.

1. Supplier QMS

- a. Suppliers of products or services to the (MRT) shall ensure an appropriate Quality Management System (QMS) is in place and maintained in line with ISO9001-2015 or similar with accreditation from an authorised body preferred.

2. Approval

- a. The MRT supplier approval may include, but is not limited to, an onsite visit, or completion of a Quality Approval Questionnaire appropriate to the service to be supplied.
- b. The supply of products or services from suppliers will only be accepted after approval by the MRT in accordance with the MRT QMS processes.
- c. The MRT approval process may include but is not limited to an onsite visit, or completion of a Quality Approval Questionnaire appropriate to the service supplied, prior to inclusion in the MRT Approved Supplier List.

3. Documentation

- a. The supplier QMS should maintain details of all processes supporting the provided product or service including approval and monitoring functions.
- b. The supplier shall maintain an effective document control system to ensure that the correct revision of processes, drawings, specifications, and other documents associated with the provision, are used at all times.
- c. Where documented release or certification of services is required, records of such action shall be maintained and controlled by the supplier.
- d. The supplier shall retain documented records associated with the supply of goods and services to the MRT in a manner which enables them to be readily retrievable and readable.

4. Personnel

- a. The supplier will ensure that all personnel providing services to the MRT are trained, qualified and competent to provide that service.
- b. Records of personnel training, qualification and competence assessment will be maintained by the supplier.
- c. Suppliers will ensure that all personnel associated with service or product provision to the MRT are aware of their contribution to service conformity, product safety and the importance of ethical behaviour.

5. Service/Product Requirements

- a. All requirements for the supply of products and services will be made on an MRT Purchase Order.



MRT Supplier Quality Requirements

- b. No services should be released without an MRT Purchase Order in place.
- c. Details, including technical data where applicable, of products and services to be provided to the MRT will be stated on the MRT Purchase Order for the product or service being provided.

6. Monitoring of Suppliers

- a. The MRT will monitor product or service conformity and on-time delivery throughout product or service provision.
- b. An MRT review of supplier performance will be carried out, on an annual basis regarding, compliance with MRT Quality Requirements, on time delivery, and conformity of product, or service provided, prior to continuation of supplier approval.
- c. The MRT supplier approval review may include, but is not limited to an onsite visit, or completion of a Quality Approval Questionnaire appropriate to the service supplied.
- d. Suppliers shall provide the MRT (including customers and regulatory authorities) with rights of access and entry to applicable areas of their facilities and documented information at any level of the supply chain.

7. External suppliers

- a. Suppliers of products and services to the MRT will ensure that a processes in place for the approval of external suppliers associated with the provision of products or services to the MRT.
- b. Any external suppliers not conforming to the supplier's approval process must be referred to the MRT for approval for any services or products provided to the MRT
- c. Requires suppliers to have policies and procedures to identify Unapproved Parts and potential Counterfeit Parts.
- d. Suppliers shall notify the MRT of any changes to processes associated with the supply of product and services to the MRT, that may affect conformance to MRT service requirements.
- e. Quality requirements should flow down to external suppliers as applicable to the service or product being provided.
- f. Suppliers will ensure that products or services provided by external suppliers are provision with appropriate documentation and packaging as applicable to the product or service being provided.

8. Non-conformance

- a. Any issues regarding quality matters, or non-conforming products, or services, will be referred to the MRT Quality Manager.
- b. Suppliers will ensure that their QMS includes processes for the investigation of non-conforming products and services and reporting of actions taken to rectify and prevent further issues occurring. This is to includes product malfunctions, defects and unairworthy conditions.
- c. Process must be in place for processing customer complaints associated with products or services provided to the MRT including provision to inform the MRT of corrective and preventive action taken to resolve the complaint.