# SUPPLIER TRAINING

Outside Processor's Guide to Doing Business with Tactair

**TACTAIR**

# DOING BUSINESS WITH TACTAIR

At Tactair, we strive to avoid problems and
want to work with you on continuous improvement.

The following training document was designed to help
clarify our expectations and to prevent avoidable issues.

*This document is for reference only and
does not supersede official Tactair
communication.*

**TACTAIR**

Your Tactair Buyer is your Point of Contact

Copy your Buyer on ALL communication

Please advise of personnel changes in quality and sales so that we can update our records and discuss training and support.

**TACTAIR**

# COMMUNICATION - **RESPONSIVENESS**

o Confirm delivery schedules to the buyer and return the "Weekly Status Report" auto-email by Monday each week.

   o Note: PO dates are our dock dates **NOT** ship dates. Report now includes all open RFQs and open CARs.

o Please respond to:

   o Quote Requests within 3 days or by the requested due date.

   o CAR Letters within 3 weeks (within 2 weeks if no parts are returned) or by the requested due date.

   o Quality System Audits within 30 days and update annually on request.

   o Engineering information requests (with initial feedback) within 24 to 48 hours.

o Response times are tracked as a supplier performance metric.

**TACTAIR**

# TACTAIR WEBPAGE

Please review the Supplier Support section on

www.tactair.com

You will find:

| | | | |
|---|---|---|---|
| Supplier Portal | Supplier Quality Assurance Requirements (SQARs) | Purchase Order Terms & Conditions (POTC) | Mutual Non-Disclosure Agreement |
| Packaging SQPR-03 and Marking S-3006 Documents | Quality System Requirements Standards & Audits | Supplier Training Documents | Supplier Forms: SCR/SDWR, Suggestions and CAR forms |

# ITAR

Purchase Orders that contain the following note, **"Tactair has classified this part as a military item subject to ITAR regulations"** are subject to US Export laws and are controlled by the US International Traffic in Arms Regulation (ITAR) 22 CFR part 120-130. Items not specifically classified on the Purchase Order as military items are assumed to be commercial items.

You are required by law to comply with all ITAR regulations including the flow down of this note to any subcontract suppliers.

If you are the design authority for any part purchased by Tactair, you must notify Tactair in writing if we have not designated the part properly and we will change our designation.
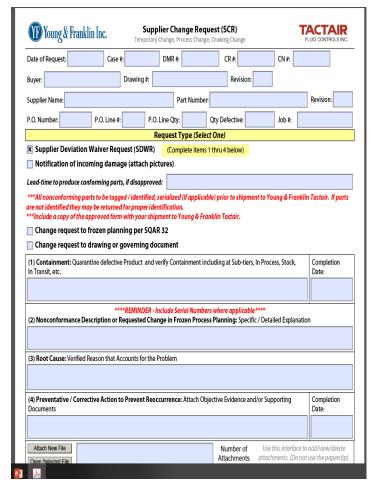
Refer to our POTCs on our website **tactair.com** and the following US Dept. of State and Dept. of Commerce websites for additional information:

pmddtc.state.gov/index.html  and  bis.doc.gov/index.html

**TACTAIR**

# USING THE SCR FORM

o Must use our SCR (formerly SDWR) form located on our website.  We prefer the PDF version.

o Use this form to report any incoming damage to parts received from Tactair or other drop ship location. Be sure to list serial numbers and include digital photos whenever possible.

o If other issues are discovered later or arise during manufacture, a SCR must be sent to your buyer and approved **BEFORE** shipping parts to Tactair.

o SCRs are only applicable to the parts on the referenced PO and line # and an approved SCR copy must accompany the shipment with the certification packet. SCR parts must be clearly identified from other parts in shipment.

o Root cause and corrective action must be identified on the SCR and must be long term and verifiable.

o SCR submittal can also be used for change requests to a drawing or governing document. Drawing exceptions should be identified during the quoting phase and/or design prevention review process or use our Supplier Suggestion Form to initiate investigating changes to our drawing.

Supplier Training:  O.P. Doing Business with Tactair
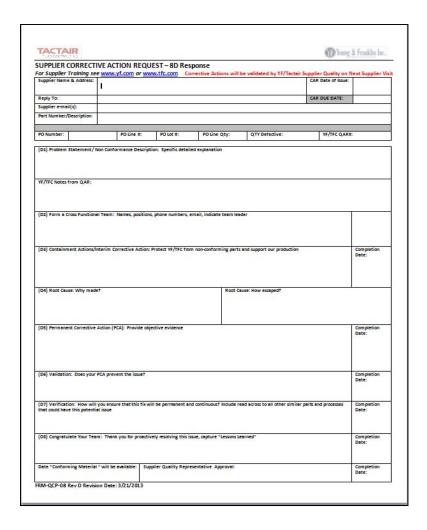
**TACTAIR**

# SUPPLIER SUGGESTIONS

○ As part of our continuous improvement program, we encourage any suggestions for print changes which will improve quality, reduce costs and ease manufacturing.

○ Our Supplier Suggestion Form is on our website. Submit the completed form to your buyer. All suggestions will be reviewed and dispositioned by engineering.

○ Communicate any scheduling issues with your buyer to avoid any production delays.

Continuous Improvement

Supplier Suggestion Form

| Supplier | Contact Name: |
|----------|---------------|
| Part# | PO# |
| Date | |

Proposed Drawing Change:

Reason for Change:

Estimated improvement to cost and/or delivery:

Tactair Engineering Review/Comments:

| Engineer: | Date: |
|-----------|-------|

Reviewed with Supplier

| By: | Date: |
|-----|-------|

FRM-QCP-15  Rev. None  11/02/06

Supplier Training:  O.P. Doing Business with Tactair

**TACTAIR**

# DMRs and CARs

- Discrepant Material Reports are generated for all non-conformances. We may request a formal Corrective Action Response.

- Your response to a Corrective Action Request should address the root cause with permanent and verifiable corrective actions. Our standard is the Global 8D Process – see separate training document.

- Tactair will participate in root cause analysis on request.

- CAR responses will be reviewed for completeness.

- We will request to see corrective actions "in use" during visits and audits.

- CAR forms are sent electronically. You can use your own form as long as all 8D steps are addressed.

Supplier Training:  O.P. Doing Business with Tactair

**TACTAIR**

# OUTSIDE PROCESSING GUIDELINES

o Unless otherwise noted on the purchase order, all processing must be performed by a NADCAP approved processor. If you are not NADCAP approved for the **process listed on the purchase order**, contact the buyer before proceeding with the order.

o Subcontracting processing is not allowed without written permission from your Tactair buyer even if the processor is NADCAP approved.

o We have high quality standards and require conformance to our drawings and specifications. If there is a question on either contact us for clarification before proceeding.

o Parts should be counted and inspected for damage at your receiving and any discrepancies reported to the buyer before proceeding.

Supplier Training:  O.P. Doing Business with Tactair

**TACTAIR**

# DIGITAL PICTURES

o We require the use of digital pictures as a communication tool.

o If you have any questions about the way parts are received at your facility, please take a picture to fully communicate the issue to us.

o If you have any question about the post-process acceptability of your parts, please contact us.

o Following receipt of the picture, the supplier QE will provide direction whether an SCR or visual part inspection is required.

**TACTAIR**

# QA REQUIREMENTS

## ISSUE PREVENTION REVIEWS

o Cross functional design/prevention reviews may be held for new/1st run, significantly changed or parts with repeat quality issues.

o Review process, specifications and the drawing. Discuss any previous issues and questions.

o Discuss packaging, testing requirements and measurement correlation.

o Suppliers are responsible to meet all specifications and testing requirements as required by our drawing and those referenced in all applicable specifications.

o If our PO instructions conflict with the specification requirements or correct sequencing of the processes, contact your TFC buyer before proceeding.

Supplier Training: O.P. Doing Business with Tactair

**TACTAIR**

# RACKING DO'S AND DON'TS

- We look to you as the processor to provide racking expertise best suited to your process.
- Contact Tactair for guidance on parts being processed for the first time if racking is not indicated on our blueprint.
- In general, please do not rack on:
  - O-ring grooves
  - Surfaces with drawing notes to remain "free of nicks, dings, and defects"
  - End gland face
  - Surface finish of 32 or better

**TACTAIR**

# TFC FURNISHED SETUP PCS.

o Include quantity of set up pcs. required on your quote. This cost will be included in our competitive bid assessment.

o Tactair will send additional parts to allow for qty. you request and will note qty. of allowable setup pcs. on the PO.

o Upon completion of PO, if you have consumed qty. of setup pcs. requested, scrap at your facility and ship the order.

o If quantities do not match PO, you must notify the buyer immediately so that adjustments can be made to the PO and our schedules.

o Always note qty. of pcs. scrapped on your c of c.

o A DMR will be issued for any excess set-up pcs (over the allowance) and we will pursue credit for the component part and a CAR. Setup pcs. can be submitted on a SCR with your CAR included but if the part cannot be accepted as is, it will appear on your quality record. Setup pcs do not have to be returned to TFC unless they are on a SCR.

Supplier Training: O.P. Doing Business with Tactair

**TACTAIR**

# HANDLING AND PACKAGING

o Extra care must be taken at all steps throughout your facility to prevent damage of our parts. Part-to-part contact is not allowed. Nicks, dings and scratches are not acceptable.

o Parts should be returned in the same or better packaging.

o Machined parts must be cleaned and neutralized before processing.

   o Degreasing is preferred

   o Safety Cleaning is an alternative

o Stainless and alloyed steel machined parts must be oiled prior to return shipments.

Supplier Training: O.P. Doing Business with Tactair

**TACTAIR**

# CERTIFICATION PAPERWORK

- If emailing certifications to [suppliercerts@tactair.com](mailto:suppliercerts@tactair.com) your email subject line should contain PO#, line # and lot quantity.
- Certifications must include PO#, Part#, quantity and specifications for each process.
- Specification numbers must match drawings unless otherwise instructed by Tactair in writing or noted on purchase order.
- Provide copies of actual test reports
- All documents must be legible.
- Documents must be signed and dated.
- Review for any typing errors.
- Review for correct drawing revision level.
- Parts with unacceptable certifications are held in quality and can result in a formal rejection if corrected paperwork is not received within 3 days.
- All quality records must be retained for a minimum of 10 years.
- Invoices can be emailed to [payables@tactair.com](mailto:payables@tactair.com)

**TACTAIR**

# SHIPPING

## PACKAGING & POLICIES

*Review SQPR-03 on our website for details*

- Include packing list and certifications with all shipments.
- Package to ensure clearly marked lot integrity.
- Separate, protect, and oil parts as required.
- Restrain parts securely to avoid damage and "jumbled totes".
- Distinguish parts in multi-order shipments.
- Ship collect using Tactair UPS Acct# - contact buyer for account number.
- For shipments via TFC's truck, contact your buyer to arrange pickup.
- For shipments over 70 lbs, contact UPS Freight – contact buyer for account number.

Supplier Training:  O.P. Doing Business with Tactair

**TACTAIR**

# SUPPLIER TRAINING

Outside Processor's Guide to Doing Business with Tactair

Training Complete

Thank You

**TACTAIR**