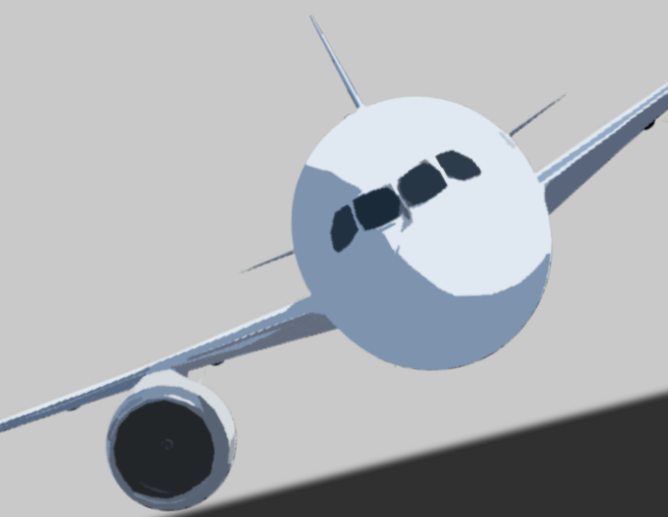




aero composites

SQR

supplier **quality**
requirement



002

Delegated Quality
Representative
Program (DQRP)

Effective Date

29-Jul-2024

A Member of

DRB-HICOM

WARNING

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The document is also available on our website at the following link:

<https://www.ctrm.com.my/ctrm-vendor.php>

REVISION HISTORY

Revision	Date	Description of Changes
NC	01-Apr- 2021	Initial Release
A	29-Jul-2024	Revise SQR template 1.0 - Revise purpose statement 2.0 - Revise scope statement 5.4 - Update Field 23 to Field 24 in reference to updated Form 1 template per AS9102 Rev C 5.18 - Revise vision assessment to vision acuity assessment 7.1 - Update notification email 8.4 - Change "Head of Vendor Management" to "Head of Supplier Management"

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1.0 Purpose

Outline steps and requirements for supplier to apply as Delegated Quality Representative for CTRM AC. This procedure shall apply when Head of Supplier Management elects to delegate product release verification by contractual flow down to supplier to perform product acceptance on behalf of CTRM AC.

2.0 Scope

This procedure shall be complied by all suppliers elected for Delegated Quality Representative Program (DQRP) by CTRM AC.

3.0 Abbreviation

3.1	CTRM AC	CTRM Aero Composites Sdn. Bhd.
3.2	C of C	Certificate of Conformance
3.2	DQR	Delegated Quality Representative
3.3	FAI	First Article Inspection
3.4	PO	Purchase Order
3.5	SQA	Supplier Quality Assurance
3.6	SQR	Supplier Quality Requirement
3.7	SM	Supplier Management
3.8	Supplier	Organization or person that provides a product or service

4.0 Introduction

- 4.1 Suppliers are eligible to appoint their own employees as Delegated Quality Representative (DQR). DQR has the privilege of accepting parts on behalf of CTRM AC.
- 4.2 DQRs have the delegated inspection authority to assure products / material / services meet all engineering drawing, specification and quality requirements. They have the responsibility to implement and maintain quality controls, which will assure conformance to all CTRM AC product and purchase order requirements. DQR is not applicable to any supplier's subcontractors.

5.0 Responsibility

- 5.1 DQR shall hold authority either to accept or reject products / materials and services.
- 5.2 DQR will be held responsible and accountable for the quality of the product and paperwork.
- 5.3 DQR will perform adequate inspection to assure compliance to engineering and PO requirements.
- 5.4 When a First Article Inspection (FAI) is required, the DQR will audit the FAI Report to assure that all requirements are met per AS9102. The DQR shall indicate approval by applying their DQR stamp in the footer section below [Field 24](#) of FAI Form 1. If the FAI is

not approved, the DQR shall indicate the reason for disapproval. Another first article on the next lot of parts is performed until an acceptable part is produced.

- 5.5** Perform inspection on CTRM AC specified characteristics per requirements denoted in applicable sampling plans.
- 5.6** Verify all test requirements are met prior to release of any part.
- 5.7** Verify that only approved sub-tiers were used for special processes, if specified.
- 5.8** Perform all inspection product releases within approved scope.
- 5.9** Verify that the PO and engineering drawing revisions match the revisions to which the product was manufactured.
- 5.10** Verify that all PO requirements are met. (quality notes, customer requirements etc.)
- 5.11** DQR stamp and date of acceptance will be affixed to all accompanying documents with the delivered products / materials. (Refer Appendix A for Stamp Guideline.
- 5.12** DQR need to perform 100% visual inspection for the following criteria:
- Finishing (primer, passivation, anodize, etc.)
 - Surface roughness
 - Scratches, Nicks, gouges, burrs, etc.
 - Circularity of holes
 - Identification method, location and contents
 - Others, such as thread damage, mark-off, sharp inside corner radius, etc.
- 5.13** DQR need to follow up past rejections:
- Rejections should be inspected 100% (every part should be checked) on the next lot of parts delivered.
 - Rejections from the previous inspection should be inspected 100% on the next lot of parts delivered.
- 5.14** In the event of product final buyoff, DQR that signed and stamped the C of C shall not be the same person who conduct the inspection on the final product, prepare the C of C and any other supporting documents. If it happens, other DQR shall require signing and stamping the C of C.
- 5.15** DQR is required to conduct inspections after final assembly or surface finish has been done and Pre-Delivery Inspection before panel proceeds to staging and / or delivery.
- 5.16** In addition, CTRM AC require that delegated suppliers:
- Shall maintain their QMS approval.
 - Shall have a documented process detailing the requirements for CTRM AC product verification delegation including the establishment of process controls and monitoring for process effectiveness.
 - Current list of DQR personnel with ID stamp, including the associated scope of approval shall be provided on annual basis.

- Provide CTRM AC notification within 48 hours of changes affecting the delegation process. (Example change of authorized inspector, change of manufacturing plant)
- Notify CTRM AC within 48 hours of any major non-conformance found.

5.17 Supplier is responsible in assuring that the authorized DQR personnel have prerequisites, including but not limited to those listed below, sufficient to be able to perform their duties;

- Access to product-related documentation.
- Access to necessary facilities and equipment to be able to perform DQR activities.
- Sufficient time allotted to adequately perform the associated product verification activities.
- The authority to suspend the release of products, until all open issues associated with product being released are addressed.
- Documented and demonstrable proficiency and training, including appropriate product knowledge.

5.18 Supplier shall retain the following records from DQR activity, in accordance with CTRM AC contractual requirements:

- Records that DQR activity has been performed. (e.g., Delegated Product Release Verification Checklist)
- Initial and recurrent qualification records for DQR personnel.
- [Vision acuity assessment](#) record for DQR personnel.
- Records of product and/or documentation non-conformances identified during DQR process.

6.0 Requirement

6.1 Candidates shall be assigned to a function with authority to accept or reject products / materials and services.

6.2 Candidates must:

- Be employed by the supplier.
- Report through the quality organization.
- Adhere to all DQR requirements in SQR 001.
- Have ability to read, write and understand English.
- Have experience, knowledge and sufficient training in inspection / acceptance techniques related to the type of product produced for CTRM AC and shall be physically capable of performing inspection activities.
- Be familiar with customer's drawing, specifications and requirements.

6.3 Candidates must have successfully completed the training in;

- AS / EN9100

- AS9102
- 6.4 The candidates are required to have:
- Experience and on job training at final inspection at least 12 months.
 - Familiar with CTRM AC SQR 001.
 - Have been trained in the working methods and familiar with the application of CTRM AC material and process specification.
- 6.5 Candidates are required to have an annual eye examination per the following requirements:
- Individuals shall be tested in at least one eye, either corrected or uncorrected.
 - For near vision, applicant shall be able to read Jaeger #2 (0.50 mil high) at distance of twelve inches, or Snellen 14/18, (20/30).
 - Far vision must equal 20/30 in at least one eye either corrected or uncorrected.
 - Color perception testing is required one time only. Candidates shall be capable of adequately distinguishing and differentiating colors used in the method for which certification is required, the process being performed or inspection activity.

7.0 Application

- 7.1 To apply for DQR, the applicant shall submit:
- DQR Candidate Application through memo
 - Attached copy of candidates training records
 - Current Vision Examination Result
 - Copy of resume with working experience
 - Suppliers shall confirm their compliance by completing DQR Evaluation Checklist (As per Appendix B) for each DQR Personnel

Email memo and the support documents to the attention of:

nuraini.yatim@ctrm.com.my or johari.mohshah@ctrm.com.my

Supplier Quality Assurance (SQA)

CTRM Aero Composites Sdn Bhd

8.0 Training and Evaluation

- 8.1 Training will be given by CTRM AC personnel as per DQR syllabus. On Job Training also must be completed by candidate and recorded in supplier History Job Card.
- 8.2 The DQR syllabus will include the following:
- Review of CTRM AC's specifications, procedures and documentation requirements.
 - Review of CTRM AC's test material requirements.
 - Shipping preparation documents. (CofC, Test Report)

- 8.3 DQR evaluation shall be performed by CTRM AC SQA during "trial" inspection visits. Review of CTRM AC's specific variety of both "complex" and "simple" parts / materials shall be presented during these visits.
- 8.4 If the candidate passed and met all the requirements as per table below, supplier shall then submit History Job Card with CTRM AC Head of SQA endorsement and [Head of Supplier Management](#) shall issue a certificate for the respective candidate.

Topic	Requirements	Objective Evidence
Training SQR-002 Delegated Quality Representative Program	Complete	Training Record
On Job Training	Perform inspection on min 100 parts (minimum 90% pass)	History Job Card

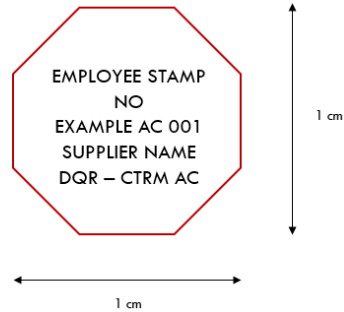
- 8.5 Supplier will then issue DQR acceptance stamp as per Appendix A. All stamps must be traceable to the supplier and individual DQR. No person other than the individual assigned the stamp shall use the DQR Stamp.
- 8.6 Refresher training by supplier shall be completed every three years at a minimum and attendance shall be submitted to CTRM AC. Failure to successfully complete training will result in recall of the DQR stamp.

9.0 Termination of Delegation

- 9.1 Termination of a specific DQRs' status can be subjected to one or more of the following;
- Repeated failure to comply with DQR program.
 - Intentional or repeated unauthorized release of material.
 - Failure to maintain DQR duties and responsibilities as required by CTRM AC.
 - Transfer to job responsibilities outside of Quality scope.
 - Termination of employment with the supplier.
- 9.2 Termination of DQR program at Supplier. Termination of certified supplier status (De-Certification) will be based on the following:
- Repeated failure to comply with DQR Program.
 - Customer complaint more than 15 within a year.
 - Red Supplier for 3 consecutive months for performance rating.
 - Intentional or repeated unauthorized release of material.
- 9.3 SCAR and / or Supplier Score Card will be issued and concerned DQR need to develop and present improvement plans to CTRM AC.
- 9.4 The supplier will be notified of the cause for de-certification, and will be instructed to dispose stamps. Subsequent shipments will be subjected to CTRM AC incoming inspection.



10.0 Appendix A

GUIDELINE FOR DQR STAMP



11.0 Appendix B

DQR Evaluation Checklist

 		<p>DQR (DELEGATED QUALITY REPRESENTATIVE) EVALUATION CHECKLIST</p> <p>CANDIDATE MUST BE AN EMPLOYEE OF THE QUALITY DEPARTMENT</p>
SECTION A: SUPPLIER'S INFORMATION		
COMPANY NAME:		
ADDRESS:		
CANDIDATE'S INFORMATION		
FIRST NAME :	LAST NAME:	
EMAIL ADDRESS :		
CURRENT JOB TITLE :	NO OF YEARS IN CURRENT POSITION:	
NO OF YEARS IN QUALITY:	PHONE NO:	
DQR APPLICATION TYPE		
NEW	<input type="checkbox"/> YES <input type="checkbox"/> *NO	
*ADDITION DQR PROGRAM	<input type="checkbox"/> YES <input type="checkbox"/> **NO	
CANDIDATE TO REPLACE EXISTING DQR?	<input type="checkbox"/> *YES <input type="checkbox"/> NO IF YES, WHO IS BEING REPLACED?	
***STAMP HAS BEEN DISPOSE?	<input type="checkbox"/> YES <input type="checkbox"/> NO IF YES, DATE OF STAMP DISPOSE?	
FINAL CERTIFICATION BY CTRM AC SUPPLIER QUALITY ASSURANCE MANAGER		
I have reviewed and confirmed that the candidate:		
<input type="checkbox"/> APPROVED <input type="checkbox"/> *APPROVED WITH CONDITION *Reason: <input type="checkbox"/> NOT APPROVED		
NAME	:	
SIGNATURE	:	
DATE	:	
DQR EVALUATION CHECKLIST		Page 1 of 2



DQR (DELEGATED QUALITY REPRESENTATIVE)
EVALUATION CHECKLIST

NO	SECTION B: CANDIDATES EVALUATION <i>Candidate must be familiar/comply with subject below:</i>	Y	N	REMARKS/COMMENTS
1	Employee of Company	<input type="checkbox"/>	<input type="checkbox"/>	
2	Report through Quality Organization	<input type="checkbox"/>	<input type="checkbox"/>	
3	DQR Requirements in SQR 002	<input type="checkbox"/>	<input type="checkbox"/>	
4	SQR-001 Requirements	<input type="checkbox"/>	<input type="checkbox"/>	
5	Ability to read, write and understand English	<input type="checkbox"/>	<input type="checkbox"/>	
6	Customer's drawing, specifications and requirements	<input type="checkbox"/>	<input type="checkbox"/>	
7	Completed AS9100 & AS9102 course	<input type="checkbox"/>	<input type="checkbox"/>	
8	Job training at final inspection at least 12 months	<input type="checkbox"/>	<input type="checkbox"/>	
9	Geometric tolerance principles (GDnT)	<input type="checkbox"/>	<input type="checkbox"/>	
10	Internal manufacturing processes	<input type="checkbox"/>	<input type="checkbox"/>	
11	Inspection /acceptance methods and techniques	<input type="checkbox"/>	<input type="checkbox"/>	
12	Document retention system (e.g. drawings, specs, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	
13	Product Inspection gauging / tooling used for inspection	<input type="checkbox"/>	<input type="checkbox"/>	
14	Detailed part marking requirements	<input type="checkbox"/>	<input type="checkbox"/>	
15	Fundamentals of visual inspection	<input type="checkbox"/>	<input type="checkbox"/>	
16	Annual eye examination per requirements in SQR 002	<input type="checkbox"/>	<input type="checkbox"/>	

I certify the completeness and accuracy of the information provided in Section B, "Candidate's Information" and the Candidate Evaluation. I understand that all information provided on this form may be audited.

NAME :

SIGNATURE :

DATE :

CERTIFICATION BY SUPPLIER QUALITY MANAGER

I have verified that the candidate is certified and compliant with the CTRM DQR requirements when performing DQR activities on behalf of the CTRM AC.

QUALITY MANAGER

NAME :

SIGNATURE :

EMAIL ADDRESS :

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