



Supplier Training

Doing Business with
Young & Franklin



Doing Business with Young & Franklin

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

We have developed the following training document to explain our systems and to highlight avoidable issues.

This document is for reference only and does not supersede official Young & Franklin communication



Communication



Your Young & Franklin 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.



Communication - Responsiveness

- We expect a prompt response to all of our communications
- Please respond to:
 - Open Orders “Auto Email” sent weekly on Monday return by COB Tuesday. Note our PO due dates are our dock dates NOT shipping dates.
 - Quote requests within 1 week or by the requested due date
 - CAR Letters within 3 weeks (within 2 weeks if no parts are returned) or by the requested due date
 - Quality System Audits within 30 days when requested.
 - Engineering information requests (with initial feedback) within 24 to 48 hours
- Response times are tracked as a supplier performance metric.



Young & Franklin Webpage

Please review the Supplier Support section on
www.yf.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: SDWR, Suggestions and CAR forms



Supplier Portal

- The Supplier Portal provides an efficient paperless system for suppliers to complete our Quality Survey.
- Periodically we request updated Quality Surveys from all suppliers. The requests are emailed and include your username and password and instructions on how to access the Portal. We allow 30 days to complete.
- Certifications are no longer uploaded in the Supplier Portal. Effective 9/30/18 all certifications should be emailed to suppliercerts@yf.com. The subject line should list PO#, line#, part# and quantity.
- Email invoices to payables@yf.com.



SQARs

- Applicable Supplier Quality Assurance Requirements are called out on purchase orders for each part numbers.
- A complete listing of SQARs can be found in the supplier support section of the Young & Franklin webpage: <http://www.yf.com>
- SQARs are revision controlled and the applicable revision is listed on the purchase order.
- Any questions, contact your Buyer

Not following SQARs will result in rejected parts, adversely impact your quality rating, and cause production delays



Using the SDWR Form

Supplier Request for Product Deviation (SDWR) or Frozen Process Change

YF / TFC Buyer: Date of Request:

Supplier Name: Part Number: Revision:

P.O. Number: P.O. Line #: P.O. Line Qty: Qty Defective: YF # / TFC QAR #:

Request Type (Select One)

Supplier Product Deviation Request (SDWR) (Complete Items 1 thru 4 below)

Notification of Incoming Damage (attach pictures) (Complete Item 2 below and if applicable 1, 3 and 4)

Lead-time to produce new, correct or conforming parts, if disapproved

*****All nonconforming parts to be tagged / identified, serialized (if applicable) prior to shipment to Young & Franklin / Tactair. If parts are not identified they may be returned for proper identification.*

*****Include a copy of the approved form with your shipment to YF / TFC.*

Change Request to Frozen Planning per SQAR 32 (Complete Item 2 below and if applicable 1, 3 and 4)

(1) Containment: Quarantine defective Product, and verify Containment including at Sub-tiers, In Process, Stock, In Transit, etc.	Completion Date:
<input type="text"/>	<input type="text"/>
(2) Nonconformance Description or Requested Change in Frozen Process Planning: Specific / Detailed Explanation	
<input type="text"/>	
(3) Root Cause: Verified Reason that Accounts for the Problem	
<input type="text"/>	
(4) Preventative / Corrective Action to Prevent Recurrence: Attach Objective Evidence and/or Supporting Documents	Completion Date:
<input type="text"/>	<input type="text"/>
<input type="text"/>	Number of Attachments
<input type="text"/>	<input type="text" value="0"/>

Supplier's Quality Representative: Date: *Preventative / Corrective Actions will be validated by YF / TFC Supplier Quality on Next Supplier Visit*

Section Below for Young & Franklin / Tactair use Only

YF / Tactair MRB / PRB Authorization: Approved Disapproved Send In for Evaluation (MRB on Hold) Date:

YF / Tactair Engineering Signature:

Disposition / Comments:

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- Must use our form located on our website. We prefer the PDF version.
- Use this form to report any incoming damage to parts received from YF or other drop ship location. Be sure to list serial numbers and include digital photos whenever possible.
- If other issues are discovered later or arise during manufacture, a SDWR must be sent to your buyer and approved BEFORE shipping parts to YF.
- Also, use this form to request changes to any frozen planning, ref. SQAR 032.
- SDWRs are only applicable to the parts on the referenced PO and line# and an approved SDWR copy must accompany the shipment with the certification packet. SDWR parts must be clearly identified from other parts in shipment.
- Root cause and corrective action must be identified on the SDWR and must be long term and verifiable.
- SDWR submittal should be an exception, not the rule. Dwg. 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 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 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:
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Reviewed with Supplier

By:	Date:
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FRM-QCP-15 Rev. None 11/0206



DMRs and CARs

TACTAIR		Young & Franklin Inc.	
SUPPLIER CORRECTIVE ACTION REQUEST – 8D Response			
<small>For Supplier Training see www.yf.com or www.tfc.com Corrective Actions will be validated by YF/Tactair Supplier Quality on Next Supplier Visit</small>			
Supplier Name & Address:		CAR Date of Issue:	
Reply To:		CAR DUE DATE:	
Supplier e-mail(s):			
Part Number/Description:			
PO Number:	PO Line #:	PO Lot #:	QTY Defective:
		YF/TFC QARR:	
[D1] Problem Statement / Non Conformance Description: Specific detailed explanation			
YF/TFC Notes from QARR:			
[D2] Form a Cross Functional Team: Names, positions, phone numbers, email, indicate team leader			
[D3] Containment Actions/Interim Corrective Action: Protect YF/TFC from non-conforming parts and support our production			Completion Date:
[D4] Root Cause: Why made?		Root Cause: How escaped?	
[D5] Permanent Corrective Action (PCA): Provide objective evidence			Completion Date:
[D6] Validation: Does your PCA prevent the issue?			Completion Date:
[D7] Verification: How will you ensure that this fix will be permanent and continuous? Include read across to all other similar parts and processes that could have this potential issue			Completion Date:
[D8] Congratulate Your Team: Thank you for proactively resolving this issue, capture "Lessons Learned"			Completion Date:
Date "Conforming Material" will be available:	Supplier Quality Representative Approval:		Completion Date:
<small>FRM-QCP-08 Rev D Revision Date: 3/21/2013</small>			

- Discrepant Material Reports will be 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.
- Young & Franklin 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.



QA Requirements

We have high quality standards and require conformance to our drawings and specifications

- Potential issues must be addressed upfront, during the quoting process.
- Complete an SDWR (Supplier Deviation Waiver Request) including First Articles for any non-conformances and wait for approval before shipping.
- Submit and securely tag all 1st articles. Our expectation is that all 1st articles are fully processed parts. Parts must be inspected to our drawing even if 3D models were supplied.



QA Requirements

Issue Prevention Reviews

- Cross functional design/prevention reviews may be held for new/1st run, significantly changed or parts with repeat quality issues.
- Review specifications and the drawing. Discuss any previous issues and questions.
- Discuss packaging, testing requirements and measurement correlation.
- Suppliers are responsible to meet all specifications and testing requirements as required by our drawing and those referenced in all applicable specifications.



Drawings and EB Notes

- Parts are always inspected to our blueprints and Engineering Bulletin notes. If 3D models are provided, you must ensure parts meet drawing dimensions.
- Engineering Bulletins provide updates to our drawings that must be incorporated into the manufacture of our product.
- A box is stamped on our print indicating the Engineering Bulletin numbers. Copies of the EB Notes will accompany the drawings.
- Your Certificate of Conformance certifies that you meet drawing revision and EB notes.

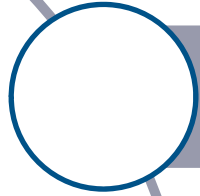


Part Serialization

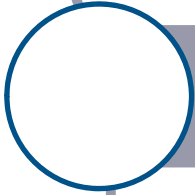
- Serialization provides complete traceability and an easier more efficient way to locate and segregate parts if necessary.
- Serialization Permissible...
 - IF drawing states “Serialization Permissible” parts do not have to be serialized.
 - IF PO states “Serialization Required”. Parts **MUST** be serialized.
- Specification S-3006 applies when referenced on our print. A copy is located on our website www.yf.com on the supplier support tab.
- Any numbering sequence is allowable, unless specified on the PO. YF prefers unique numbers with a company identifier.
- **If parts are serialized, Serial numbers MUST be referenced on all paperwork:** c of c, test data reports, FAI, SDWR, CAR, etc.



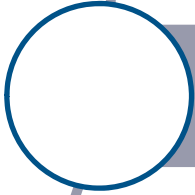
QA Requirements - Gauges



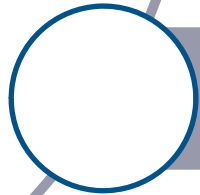
Use your own standard gauges.



Young & Franklin will only loan gauges under special circumstances



Include separate call-outs for unique, Young & Franklin-only gauge requirements on your quotes



We are willing to correlate gauges if discrepancies arise.



QA Requirements - Handling

- Use care with our parts as they move through your facility and ensure that packaging is robust.
- Inspect parts for damage and verify packaging is secure before shipping.
- If issues arise, we will work closely with you to pinpoint the root cause of the damage.



Paperwork Requirements

*Complete all paperwork outlined in
SQARs and POTC*

- Include packing lists with shipment.
- Maintain clearly marked lot integrity
- If specified on our PO or drawing you must provide the following:
 - Certificates of Conformance
 - Certificates of Conformance with Country of Origin listed. Refer to next slide for definition of Country of Origin.
 - Raw material certifications
 - Test reports
- Refer to slides on PED and ATEX certifications
- All Quality records must be retained for a minimum of 10 years.



Definition of Country of Origin

An industry standard definition for the country of origin of a product states it is the country in which:

1

- The product is wholly obtained or produced.

2

- The product is produced exclusively from domestic material.

3

- Each foreign material incorporated in that product undergoes a “substantial transformation”. Substantial transformation is the creation of a new and substantially different commodity.



PED Certifications

- Refer to our drawing and EN10204 for type specific requirements. Reference YF-40.
- A copy of your ISO Certification must be sent with each shipment.
- If any 3rd party testing and/or inspection is required, copies of the reports and copies of the 3rd party's ISO certification must be included with the shipment.
- Heat # marking and traceability is required on all parts and paperwork.
- Contact your buyer with any questions.



ATEX Certifications

- Refer to our drawing for the hazardous location requirement. Refer to the following as a guide for selecting protection method:
<http://www.siracertification.com/UserDocs/Downloads/ResourceInformation/Protection%20Concepts.pdf>
- A Declaration of Conformity document must accompany all shipments. Any Harmonized Standards listed on the Declaration of Conformity of a product must be valid on the date the product arrives for use or sale in the EU. Reference website:
<http://ec.europa.eu/enterprise/newapproach/standardization/harmstds/reflist/atex.html>
- If applicable, a EC type certificate from a notified body (testing agency) is required. This document must be available upon request.
- General Guide to EU Directives for reference:
<http://ec.europa.eu/enterprise/newapproach/legislation/guide/index.htm>
- Contact your Buyer with questions.



Shipping – Packaging & Policies

Review SQPR-03 on our website for details

- Package to ensure clearly marked lot integrity
- Separate, protect, and oil parts as required
- Restrain parts securely to avoid damage and part to part contact.
- Distinguish parts in multi-order shipments
- Ship collect
- Use Young & Franklin UPS Account Number – Contact buyer for account number.
- For shipments over 70 lbs., contact UPS Freight – Contact buyer for account number.
- Bill of Lading should reference Young & Franklin PO#.



Questions?

Please do not hesitate to contact your buyer with questions as soon as they arise. This communication will help us all ensure high quality and on-time delivery.



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Training Complete
Thank You