



Supplier Training

Doing Business with
Young and 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 we've seen in the past

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



Doing Business with Young & Franklin

- Communication
- Young & Franklin Webpage
- Drawings and EB Notes
- QA Requirements
- Shipping
- SQARs
- SDWR Use
- QARs and CARs
- Supplier Suggestions

Optional:

- Supplier Scorecards *(Separate Document)*
- Corrective Actions *(Separate Document)*



Communication

- Your Young & Franklin Buyer is your Main Point of Contact.
- Copy your buyer on ALL communication.
- Additionally, you might also communicate with:
 - Mike Pichura, Quality Manager
 - Chuck Roberts, Purchasing Supervisor
 - Sue Dittly, Supplier Development
 - Design or Manufacturing Engineering
- Please advise us of personnel changes so that we can discuss support and training.



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 <http://www.yf.com>

- You will find:

A red rectangular button with the text 'Supplier Support' in white. A black arrow points from the top-left corner of the button towards the text.

Supplier Support

- Supplier Quality Assurance Requirements (SQARs)
- Purchase Order Terms & Conditions (POTC)
- Quality System Requirements Standards
- Quality System Requirements Audits
- SDWR, CAR and Supplier Suggestion forms



SQARs

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

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



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 blueprint dimensions.
- Engineering Bulletins provide updates to our blueprints 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.



QA Requirements

We have high quality standards and expect 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.



QA Requirements-

Issue Prevention Reviews

- Cross functional design/prevention reviews can be held for new/1st run or parts with repeat quality issues.
- Review any PQH Part Quality History report information to ensure no repeat issues- supplied with purchase orders and/or RFQ.
- Discuss packaging, specifications, testing requirements and measurement correlation.
- Suppliers are responsible to meet all specifications and testing requirements as required by our blueprint and those referenced in applicable specifications.



SDWR Forms

- We prefer noting drawing exceptions during the quoting phase, rather than using an SDWR
- If issues are discovered later or arise during manufacture, a Supplier Deviation Waiver Request must be sent to your buyer and approved BEFORE sending parts to Young and Franklin
- SDWRs are applicable only to the parts on the referenced PO and an approved SDWR copy must accompany the shipment
- SDWR root cause and corrective action must be long term and verifiable
- SDWR submittal should be an exception, not the rule
- Electronic submission via the form on our webpage is preferred

Young & Franklin/Tactair

Supplier Deviation / Waiver Request

SUPPLIER'S NAME & ADDRESS:				YF/TFC NO.:	
				SUPPLIER'S REPORT #:	
PART NUMBER:			REV:	BUYER:	
PURCHASE ORDER NO.:			LOT NO.:	LINE NO.:	
INSP DATE:	NO. PIECES INSP:	TOTAL PCS NONCONF:	NO. PIECES AFFECTED:	REC DATE:	
NONCONFORMANCE DESCRIPTION:					
DWG LOC:	C/N:	SUPPLIER'S REPRESENTATIVE/DATE:			
CAUSE/CORRECTIVE ACTION:					
DISPOSITION:					
YF/TFC TO COMPLETE THE SECTION BELOW					
LOG IN DATE:			LOG OUT DATE:		
DISPOSITION	APPROVAL	DISAPPROVAL	DATE	DISPOSITION NOTES	
DESIGN ENG				MRB Required? _____	
PURCHASING	DATE P.O. MODIFIED:	NOTES:			
REQ-02-01 REV A 10/08					



QARs and CARs

- Quality Action Requests will be generated for all non-conformances
- Your response to a Corrective Action Request letter should address the root cause with permanent and verifiable corrective actions
- Young & Franklin will participate in root cause analysis on request
- CAR responses will be reviewed for completeness by a cross functional review board
- We will request to see corrective actions “in use” during visits and audits
- Electronic submission via the form on our webpage is preferred
- Reference our separate training document.

11/9/09

Young & Franklin / Tactair

Supplier Corrective Action Response (SCAR)

From:	SCAR Due Date:
Reply to:	QAR No:
	PO No:
	Part No:
Please provide Cause and Corrective Action on this form or equivalent. Your response must address all of the following items (use additional sheets as necessary):	
1. Action taken to correct the specific nonconformance.	
2. Root cause of the nonconformance.	
3. Action taken to correct the root cause of the nonconformance.	
4. Action being taken to assure that other parts are not affected by the same or similar discrepancies.	
5. How did the discrepant parts escape your inspection/quality system?	
6. Target dates for implementation of corrective action.	
Supplier Quality Representative _____	Date _____
C/A Approved ___ Not Approved ___	C/A Follow-up Date: _____
Young & Franklin / Tactair Quality Approval _____	Date _____

FRM-QCP-08 REV. B



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#
Dwg# & Rev.	Date

Proposed Drawing Change:

Reason for Change:

Estimated improvement to cost and/or delivery:

YF -TFC Engineering Review/Comments

Engineer:	Date:
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Reviewed with Supplier

By:	Date:
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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.



Shipping- 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 blueprint 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



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 blueprint and EN10204 for type specific requirements.
- 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 blueprint 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 POTC Section 23 for details

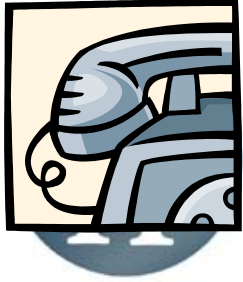
- Package to ensure clearly marked lot integrity
- Separate, protect, and oil parts as required
- Restrain parts securely to avoid damage and part to part contact.
- Distinguish parts in multi-order shipments
- Ship collect
- Use Young & Franklin UPS Account Number 126701
- For shipments over 70 lbs, contact one of our preferred carriers: New Penn <http://www.newpenn.com> or R&L Carriers <http://www.rlcarriers.com>. If either of these do not service your area, contact your Buyer for further instructions.
- Bill of Lading should reference Young & Franklin PO#.



Separate Documents

As part of “Supplier Training- Doing Business with Young & Franklin,” please review the following separate training documents:

Supplier Scorecard
Corrective Actions



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.



Supplier Training

Doing Business with Young And Franklin

A red, scroll-like graphic with rounded corners and a slight shadow, containing the text 'Training Complete' and 'Thank You' in white.

Training Complete
Thank You