

# Notice to Suppliers



## Containment & Problem Investigation Service Provider

**Originator:** Uzam Khan  
**Job Title:** Supplier Quality Executive  
**Business Unit:** Civil Aerospace Operations

**NTS Number:** 574  
**Issue:** 1  
**Date:** 15<sup>th</sup> May 2023

For the attention of Managing Director, Commercial Director and Quality Manager

### Scope/Applicability:

All suppliers of products for Rolls-Royce plc Civil Aerospace Operations engine programmes.

**Dear Supply Partner,**

### Introduction:

In NTS 537, we shared that Rolls-Royce Civil Aerospace, as part of a transformational review of our processes, had selected Trigo to manage both containment and problem investigations for all non-conforming products delivered from the external supply chain.

Following a strategic review, Rolls-Royce has made the decision to incorporate these activities into its own teams. A plan is in progress with Trigo to transition this activity to Rolls-Royce.

These newly established containment and problem resolutions teams will work with you directly on all non-conformance issues raised across the Civil Aerospace business, to both contain and investigate any non-conformance, including the management of Supplier Notices of Escape (NoE).

Supplier NoEs should now be submitted directly to these newly established containment teams. Therefore, from the date of this NTS all NoEs are to be submitted to one of the following central email inboxes:

North American Based Suppliers: [civilnasupplier@rolls-royce.com](mailto:civilnasupplier@rolls-royce.com)

Rest of the World: [quality.notification@rolls-royce.com](mailto:quality.notification@rolls-royce.com)

The standard NoE template should be used, which can be found at the following location on the Global Supplier Portal:

*Global Supplier Portal > SABRe 4 > Civil and Defence Aerospace > Forms, Briefs & Guidance > 8.7 Control of Nonconforming Outputs > Notice of Escape Template.ppt*

This NTS is to provide notification of this change and as we move forward you will begin to see communication originating from the Rolls-Royce containment and problem resolution teams.

### Action Required:

Please cascade the content of this communication as appropriate. For any questions or further information please contact your Rolls-Royce Purchasing contact.

**NTS Category:**

Quality

**Authorised by:**

Uzam Khan  
Supplier Quality Executive, Civil Aerospace