

Notice to Suppliers



Containment & Problem Investigation Service Provider

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Job Title: Supplier Quality Executive
Business Unit: Civil Aerospace

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

Scope/Applicability:

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

Dear Supply Partner,

Introduction:

In NTS 481 we shared that Rolls-Royce Civil Aerospace, as part of a transformational review of all our processes, were reviewing the way we manage product containment and conducting a pilot to manage our problem investigations.

Rolls-Royce has now selected Trigo to manage both containment and problem investigations for all non-conforming products delivered from the external supply chain.

This will result in changes to the way you will be engaged as Trigo will be your first point of contact for any Notices of Escapes (NoEs) and they will work with you directly on all non-conformance issues raised across the Civil Aerospace business, to both contain and investigate any non-conformance. You will be informed shortly of how you can communicate NoEs directly to Trigo, in the meantime continue with your current contact.

On identifying product that is potentially defective found at Rolls-Royce facilities, Trigo will contact the supplier accountable for the product directly & work with them to manage the containment activity in a timely manner. Rolls-Royce encourages a collaborative approach on containment. Where possible the supplier should lead and project manage the containment activity, which includes verifying the product on-site, if not Trigo will conduct this activity.

For supplier escapes Trigo will contact you requesting a problem investigation in accordance with SABRe and AS13000. Your Rolls-Royce Supplier Management Team will also be informed. Investigations will be submitted directly to Trigo for assessment. Once Trigo are satisfied with the results of the investigation, the Quality Notification will be closed.

As Rolls-Royce transforms its business it is more important that this containment and problem investigation model is fully utilised and therefore this communication is to reinforce the approach.

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:

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