

Notice to Suppliers



The New Maintenance Repair & Overhaul (MRO) Services Interface Document

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Job Title: Quality & HSE Manager – MRO Capability
Business Unit: Civil Services

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For the attention of Quality Managers

Scope/Applicability:

All Civil Services Suppliers and Partners including Business Aviation Services (excluding Authorised Service Centres).

Dear Supply Partner,

Introduction:

As part of the Maintenance Repair and Overhaul (MRO) Network coming together to establish a set of contractual Quality requirements which will assist in standardising and improving 'our' Quality Performance for the complete Rolls-Royce MRO network, a new interface document which is specific to Maintenance Repair and Overhaul (MRO) has been created. This will supersede SABRe 3 for MRO to ensure all Civil Services Suppliers meet the requirements of Rolls-Royce Services, sharing the good practices across the Customer to Customer (C2C) landscape to provide a sound Quality performance to our Airline Customers.

Harmonising all local procedures and processes for the whole of Services. We are re-baselining the requirements to fit into a Maintenance Repair and Overhaul environment using a cross functional team from across the network who have developed the draft standard using a wealth of experience within the services businesses. Using Part 145 as the structure and AS9110 as the primary reference and incorporating where applicable any aerospace standard requirements applicable to a service environment.

Action Required:

Please can you review the draft MRO Service Interface Document which should have been communicated to you via your Rolls-Royce Supplier Management Team (if you have not received a draft copy to review, please contact me via Stephen.Brown6@Rolls-Royce.com) and feedback any questions / concerns to your Supplier Management Team or myself (Stephen Brown, via Stephen.Brown6@Rolls-Royce.com) by the 20th July 2021. This is in support of the milestones of which we are working to.

- Final draft to be sent to the wider MRO Network on 25th May 2021
- 'ballot' / questions and answers of document by wider MRO Network to be concluded by 20th July 2021
- Version 1 of the Services Interface Document to be established by 27th July 2021.
- Communication to the MRO Network to confirm initial version and transition timescales by 30th July 2021
- Go live date to comply with the new Services Interface Document expected to be 1st January 2022. (There may be organisations who would like to transition sooner than 1st January 2022 and be an early adopter, this is great, please confirm this with your Rolls-Royce Supplier Management Team)

NTS Category:

SABRe

Authorised by:

Tendai Mutambirwa
Civil Services Senior Vice President - Quality