

Notice to Suppliers



Changes to Civil Large Engines Concessions Policy

Originator: Mark Rogerson
Job Title: Improvements Lead
Business Unit: Civil Aerospace Operations

NTS Number: 579
Issue: 1
Date: 21 August 2023

For the attention of Managing Director and Quality Manager

Scope/Applicability:

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

Dear Supply Partner,

Introduction:

This NTS is to formally communicate a change in the Rolls-Royce Civil Aerospace Concessions Policy to reduce waste and improve turnaround time.

This does not remove the Rolls-Royce Civil Aerospace policy of Zero Concessions by the end of 2024 as defined in NTS Number 552 issued on 24th March 2022.

Background:

In the period January to June 2023 there have been over 3,700 concessions raised on Civil Large Engine components. 16% of these have required a Request for Information (RFI) back to the concession submitter to clarify problems with the quality of the concession submission. 23% have required an RFI to ask for additional information, not included with the original concession submission. On average these RFI's take 14 days to resolve, but many take over 100 days. This represents additional lead time and therefore work in progress in the concessions flow line.

Two specific changes are being implemented to improve this situation as follows: -

1) **Introduction of Concession Input Quality Screening.**

Going forwards inputted concessions will be screened by the Rolls-Royce concessions origination team against a quality checklist. Concessions which are found not to meet this standard will be returned and not submitted onto the flow line for processing. The Concessions Quality checklist can be found on the **Rolls-Royce Global Supplier Portal > Supplier Documents > SABRe Edition 4 > Civil and Defence Aerospace > Forms, Briefs and Guidance > section 8.7.3 Deviation Permits and Concessions.**

Please also refer to the Concession Applications Right First Time Handbook issue 3. It has recently been updated to include the most common causes of concessions being delayed in the flow line due to errors or missing or unclear information. This can also be found on **Rolls-Royce Global Supplier Portal > Supplier Documents > SABRe Edition 4 > Civil and Defence Aerospace > Forms, Briefs and Guidance > section 8.7.3 Deviation Permits and Concessions.**

2) **Change in Required Response Time for Concession Requests for Information (RFI).**

Going forwards the required response time to a Request for Information (RFI) for a submitted concession will be set at 3 days. If no response has been received from the supplier after 3 days have elapsed, then the concession in question will be rejected.

An acceptable response to an RFI within the 3-day period can be either to answer the questions contained within it or to commit a mutually acceptable timescale to answer it.

It should be noted that this brings alignment for Civil Large Engines with a policy that is already in place for Business Aviation.

Action Required:

1. Ensure all staff who are involved in the submission of concessions (and deviations permits) are made aware of this NTS and changes in policy defined within it.
2. Ensure all staff who are involved in the submission of concessions (and deviation permits) review the Concessions Origination Checklist and The Concession Applications Right First Time Handbook issue 3 which can be found on **Rolls-Royce Global Supplier Portal > Supplier Documents > SABRe Edition 4 > Civil and Defence Aerospace > Forms, Briefs and Guidance > section 8.7.3 Deviation Permits and Concessions.**

NTS Category:

Quality

Authorised by:

Uzam Khan

Supplier Quality Executive