

Notice to Suppliers



Problem investigation Service Provider - Pilot

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Job Title: Global Head of Supplier Quality
Business Unit: Civil Aerospace

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

Dear Sir or Madam,

Scope/Applicability:

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

Introduction:

Rolls-Royce Civil Aerospace is currently undergoing a bold transformational review of all our processes. This has included a review of the way we manage product containment following supplier non-conformance escapes and problem investigations.

In June this year I issued NTS465 to reinforce our Containment Service Provider activities which should be read in conjunction with this NTS.

During the first 4 months of 2020 we will be conducting a pilot with a third-party service provider, Trigo. Trigo will coordinate supplier escape problem investigations for product delivered to Rolls-Royce stores in the UK. This will result in changes to the way you will be engaged.

For supplier escapes considered to be low impact (based on predetermined criteria), Trigo will contact you requesting that you conduct a problem investigation in accordance with your own Quality Management System. Quality Notifications will be closed after 30 days of this initial contact unless you contact Trigo prior to this date.

For supplier escapes considered to be high impact, Trigo will contact you requesting a 8D investigation in accordance with SABRe and AS13000. Your Rolls-Royce Supplier Quality Leader will also be informed. All 8D investigations will be submitted directly to Trigo for assessment. Once Trigo and your Rolls-Royce Supplier Quality Leader are satisfied with the results of the investigation the Quality Notification will be closed.

To establish product conformity the third-party service provider may require access to supplier proprietary information such as component drawings and specifications.

All proprietary information disclosed by Rolls-Royce or our suppliers will be protected by the confidentiality terms of the service agreement between these parties.

As Rolls-Royce transforms its business it is more important that this containment 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:

John Thomson
Director of Quality, HSE & Improvement,
Civil Aerospace