



Document Title: Basic Requirements which Lamberts London Limited requires from its External Provider(s)

Document Number: QMF 32

Document Credentials		
Document Prepared by:	Document Approved by:	Document Authorised/ Released by:
Jamie Lambert	Vipul Patel	Vipul Patel
Electronic copies valid without signature. Printed copies are uncontrolled. Always check the company drive-q (Q:) for current issue		

Tables of Amendments:

Procedures Manual					
Clause Number	Page Number	Issue	Date	Description of Change	Authorisation
All	All	1	23.02.2015	First Issue	Jamie Lambert
Appendix A	8	2	07.01.2016	Added Appendix A - Process Change Request Form (PCR)	Jamie Lambert
5.2.3	4	2	07.01.2016	Reference text to Appendix A - Process Change Request Form (PCR)	Jamie Lambert
5.3.2	4	3	24.02.2016	Wording altered; conforming products 'after delivery'.	Jamie Lambert
ALL	ALL	4	02.01.2017	Updated for ISO 9001:2015 BS EN 9100: 2016	Jamie Lambert
ALL	ALL	5	05.02.2018	Changed words from Subcontractor(s) to External Provider(s)	Vipul Patel
5.0	4	5	05.02.2018	Clause 5.3.1.5 Added	Vipul Patel
3.1	3	6	13.03.2019	Wording altered, 'implement and maintain an effective quality management system'	Vipul Patel
3.0	4	6	13.03.2019	Clause 3.7 and 3.8 Added	Vipul Patel
5.0	4	6	13.03.2019	Clause 5.2.6, 5.2.7 and 5.3.1.6 Added. 5.3.4 reworded.	Vipul Patel
ALL	ALL	7	01.03.2021	Change Name 'F.H.Lambert Limited' to 'Lamberts London Limited'	Vipul Patel

Controlled - Digital Copy (Q:\VAS 9100\QMF Documents)



BASIC REQUIREMENTS WHICH LAMBERTS LONDON LIMITED REQUIRES FROM ITS EXTERNAL PROVIDER(S)		
ISO 9001:2015 BS EN 9100: 2016	Issue: 7	Effective Date: 01.03.2021

## Contents

Reference	Title	Page No
1.0	Introduction	3
2.0	Approval of External Providers	3
3.0	External Provider Responsibilities – Quality Organisation	3
4.0	External Provider Responsibilities – Accommodation and Equipment	3
5.0	External Provider Responsibilities – The Control of Product Quality	4
6.0	External Provider Responsibilities – Records	5
7.0	External Provider Responsibilities – Inspection Certification	5
8.0	External Provider Responsibilities – Rejection and Re-certification of Supplies	6
9.0	External Provider Responsibilities – Deviation from Drawing	6
10.0	External Provider Responsibilities – Planning	6
11.0	External Provider Responsibilities – Facilities for visiting representatives	6
12.0	External Provider Responsibilities – Vendor Rating	6
APX A	Process Change Request Form (PCR)	8

BASIC REQUIREMENTS WHICH LAMBERTS LONDON LIMITED REQUIRES FROM ITS EXTERNAL PROVIDER(S)		
ISO 9001:2015 BS EN 9100: 2016	Issue: 7	Effective Date: 01.03.2021



## 1.0 Introduction

It is the Company's policy to ensure, satisfactory product quality at all times. Customer contractual requirements, and airworthiness legislation, demand both positive and continued application of specific quality disciplines. Contained herein are requirements to ensure that each external provider operates a quality management and inspection system that effectively controls all aspects of product quality. These requirements are in no way intended to limit the freedom of the external provider to operate a system most effective and suitable for his own product, but, they are considered to contain the essential elements a system should possess in order to provide a satisfactory level of product quality assurance.

## 2.0 Approval of External Providers

### Definitions:

*Lamberts London Limited. Watford West Works, 85a Hagden Lane. Watford. Hertfordshire. WD18 7UA. UK.*

### APPROVED EXTERNAL PROVIDER:

A company manufacturing parts against approved design data, supplying materials, standard parts or proprietary items in accordance with national, international or drawings/specifications provided by Lamberts London Limited, which are subject to evaluation and approval by the company.

- 2.1 It is a requirement that an external provider be approved prior to the placing of orders with that company. There shall be adequate satisfactory evidence, other than by, means of physical evaluation that an external provider's quality assurance or inspection authority complies in principle with the requirements contained herein
- 2.2 Such evidence may include, but is not limited to;
  - Existing assessment/approval by, or in accordance with, the requirements of the appropriate Government Authority, National Airworthiness Authority or other major aerospace consumers
  - Formal definition by means of a Company Exposition or Quality Manual of staff structure, control arrangements and procedures which comply with these requirements such that orders are fulfilled in a satisfactory manner and on time
- 2.3 The controls set out in this document are mandatory for the fulfilment of all purchase orders for aerospace suppliers and are contractually binding upon the external provider to ensure the continued operation and maintenance of a Quality Assurance and Inspection system adequate to achieve and maintain correct product quality levels
- 2.4 Continued approval shall depend on the continued conformity of the supplies received
- 2.5 Non availability of suitable evidence acceptable to the Quality Manager that demonstrates the suitability of an external provider may necessitate physical evaluation and approval prior to the placing of orders
- 2.6 The External Provider shall not be entitled to enter into negotiations with the end customer of client about the scope of the assignment, remuneration or any other contractual aspects or to accept remuneration and/or other payments that arise from or are related to the contractual relationship between the client and the end customer unless explicit authorisation/permission has been granted to do so in writing by Lamberts London Limited

## 3.0 External Provider Responsibilities – Quality Organisation

- 3.1 Lamberts London Limited requires that External Providers implement and maintain an effective quality management system for the control of product quality planned to satisfy order requirements. The head of the quality organisation shall be both technically and administratively competent to control the quality of supplies
- 3.2 By ensuring that objectives are defined and satisfied through all phases of production and despatch of order, the External Provider's system shall show both recognition and an organised approach to satisfying quality requirements
- 3.3 The External Providers system shall provide for the early and prompt detection of actual or potential defective trends or conditions which could result in unsatisfactory quality and for timely and effective corrective action
- 3.4 The head of quality shall have access to order documents and to all drawings, specifications or any other documents required to satisfy those orders
- 3.5 The External Provider shall ensure that an adequate number of competent personnel are provided to satisfy the required control of work undertaken
- 3.6 The Head of Quality or designee shall be responsible for the selection, control and administration of the Quality Auditing personnel
- 3.7 All external providers to Lamberts London Limited must be aware of the importance of their contribution to product and service conformity, product safety, and ethical behavior, including consequences for their actions. Any question or further information can be gained by contacting relevant personal from Lamberts London Limited.
- 3.8 External provider of Lamberts London Limited shall conduct all business affairs according to the highest standards of business ethics and integrity. Should there be any questions as to whether a payment, receipt, or other action is unethical, lacking integrity, or illegal, the matter must be reviewed by Lamberts London Limited management. All employees, contract workers, interns, and representatives, must avoid all actual or perceived conflicts of interest, and must treat all suppliers and business contacts equally and without favoritism.

BASIC REQUIREMENTS WHICH LAMBERTS LONDON LIMITED REQUIRES FROM ITS EXTERNAL PROVIDER(S)		
ISO 9001:2015 BS EN 9100: 2016	Issue: 7	Effective Date: 01.03.2021



## 4.0 External Provider Responsibilities – Accommodation and Equipment

- 4.1 The external provider shall provide suitable accommodation and facilities for his Quality Staff, the extent of which will be governed by the nature and quantity of the work being undertaken
- 4.2 The external provider shall provide, calibrate and maintain such standard inspection, measuring and test equipment as necessary to ensure conformance of supplies. The equipment shall be calibrated at scheduled intervals against certified national or international standards

## 5.0 External Provider Responsibilities – The Control of Product Quality

- 5.1.1 The Head of the Quality Organisation shall be the principal contact point between Lamberts London Limited and the external provider for all matters affecting the quality of the goods/services requested; being responsible for:
  - 5.1.2 The quality activities of the external provider and the quality of all supplies submitted to Lamberts London Limited
  - 5.1.3 Scheduling and recording of internal audits of the external provider’s quality organisation and personnel
  - 5.1.4 Ensuring that the appropriate data/documentation is available, at all times, to the personnel performing the Lamberts London Limited requested tasks
  - 5.1.5 Ensuring the maintenance and good order of all data/documentation, both technical and/or administrative, supplied by Lamberts London Limited for the satisfactory completion of the requested tasks
- 5.2.1 The Lamberts London Limited, Quality Department must be notified of any errors or discrepancies in specifications, drawings and/or other related documents supplied by Lamberts London Limited
- 5.2.2 No deviations shall be made from the Purchase Order or Technical Date supplied unless written approval is given by the Lamberts London Limited, Technical and Quality Departments (via Concession)
- 5.2.3 The Lamberts London Limited, Quality Department must be notified of any changes in product and/or process, changes of external providers, changes of manufacturing facility location. See Appendix A - Process Change Request Form (PCR)
- 5.2.4 The correct composition and certification of documents for supplies to Lamberts London Limited
- 5.2.5 Ensuring that all inspection/test results are recorded and correlated
- 5.2.6 External provider shall recognize any special requirements, critical items, or key characteristics identified by Lamberts London Limited. Where these requirements are specified, Supplier shall not alter. Requirements as stated, shall require a 100% inspection record.
- 5.2.7 External providers shall recognize and accommodate any verification or validation activities that the Lamberts London Limited, or its customer, intends to perform at external providers’ premises.
- 5.3.1 The provision of a suitable system of inspection recording that shall satisfy the following minimum requirements:
  - 5.3.1.1 Provide evidence of suitable certification of incoming supplies
  - 5.3.1.2 Evidence of on-receipt inspection and acceptance of supplies
  - 5.3.1.3 Ensure traceability is maintained throughout all stages of manufacture
  - 5.3.1.4 Provide evidence of stage and final inspection/test and identification of inspector
  - 5.3.1.5 Ensuring that the appropriate measures are in place to prevent the use and supply of counterfeit parts/products.
  - 5.3.1.6 Provide evidence of any statistical techniques for product acceptance in use.
- 5.3.2 Lamberts London Limited, Quality Department shall be notified of non-conforming products after delivery. Approval must be obtained prior to disposition of the non-conforming product. Should any deviation be found after manufacture the Lamberts London Limited, Quality Department shall be informed of the nature of the deviation, in writing
- 5.3.3 In either case supplies and documentation shall be identified and endorsed accordingly, and corrective action taken to avoid repetition of the non-conformance
- 5.3.4 Our customer-designated or approved external providers shall only be allowed to sub-contract our work with written approval by Lamberts London Limited, Quality Department before the order is placed. If approved, our requirements, including our customers’ requirement must be flow down.
- 5.3.5 Ensuring that all supplies are adequately packed to preclude any damage in transit, and, that they are accompanied by the appropriate certification documents

## 6.0 External Provider Responsibilities – Records

- 6.1.1 The External Provider shall retain essential records, in an effective manner to prevent deterioration and/or accidental damage and shall ensure continued legibility
- 6.1.2 All records shall be retained for a minimum of **10 years** from their date of origin. On expiry of the ten year period the external provider must request disposal instructions from Lamberts London Limited. Should a company cease to trade for any

BASIC REQUIREMENTS WHICH LAMBERTS LONDON LIMITED REQUIRES FROM ITS EXTERNAL PROVIDER(S)		
ISO 9001:2015 BS EN 9100: 2016	Issue: 7	Effective Date: 01.03.2021



reason then all inspection records held by that company on behalf of Lamberts London Limited are to be forwarded to Lamberts London Limited

- 6.1.3 All records shall be retained for the operational life of the part and no records shall be destroyed without written permission of Lamberts London Limited, Quality Manager  
All records shall include the following;
  - 6.1.3.1 Traceability from receipt to despatch
  - 6.1.3.2 Evidence of Intermediate and Final inspection for conformity and include the identity of the responsible inspection personnel.
  - 6.1.3.3 Where applicable - Records of Testing and results and statements of any authorised modifications incorporated during manufacture.
  - 6.1.3.4 Process and Assembly Records
  - 6.1.3.5 Job cards used for inspection purposes
  - 6.1.3.6 Stores Records
  - 6.1.3.7 Certification of incoming and outgoing supplies
  - 6.1.3.8 Quality Audit Records

## 7.0 External Provider Responsibilities – Inspection Certification

- 7.1.1 All supplies submitted to Lamberts London Limited must be accompanied by suitable inspection certification that meets the order requirements and is signed by the external providers approved signatory
- 7.1.2 Certification must clearly define the supplies to which they relate together with any endorsements for deviations or minor deviations
- 7.1.3 External providers shall, unless otherwise agreed in writing by Lamberts London Limited, ensure that the release documentation contains as a minimum the following information:
  - 7.1.3.1 A unique serial number to identify the certificate
  - 7.1.3.2 The name and address of the external provider
  - 7.1.3.3 The name and address of the purchaser of the goods
  - 7.1.3.4 The purchaser’s purchase order number and, where applicable, the line item number
  - 7.1.3.5 The quantity and description of the product on delivery
  - 7.1.3.6 The part number and, where applicable, revision status of the product
  - 7.1.3.7 Any specification/drawing number and revision status relating to the product
  - 7.1.3.8 Applicable identification/inspection markings including serial number
  - 7.1.3.9 Authorised concessions/production permits and any other deviations
  - 7.1.3.10 Shelf life details where applicable

For all raw materials, where applicable:

- 7.1.4 Cast and/or batch/lot number
- 7.1.5 Serial numbers of applicable Material Test Certificates and Certificate of Conformity
- 7.1.6 The condition of the material as dispatched
- 7.1.7 The recommended heat treatment to be carried out, if not elsewhere defined (e.g. within the material specification)

## 8.0 External Provider Responsibilities – Rejection and Re-Certification of Supplies

- 8.1.1 Supplies, which do not conform to the requirements of the order, are to be rejected on Lamberts London Limited Reject Note, clearly stating the reason for the rejection
- 8.1.2 When returning supplies previously rejected, the External Provider shall indicate on the accompanying certification documentation, whether the supplies have been reworked or repaired, and also, if returned without any action being taken, reference must be made to the Lamberts London Limited Reject Note number

## 9.0 External Provider Responsibilities – Deviation from Drawing

- 9.1.1 All items supplied to Lamberts London Limited, are required to comply with their respective drawings/specification and contract, or order requirements; failure to do so shall normally involve rejection of the supplies

BASIC REQUIREMENTS WHICH LAMBERTS LONDON LIMITED REQUIRES FROM ITS EXTERNAL PROVIDER(S)		
ISO 9001:2015 BS EN 9100: 2016	Issue: 7	Effective Date: 01.03.2021



9.1.2 External Provider application for deviation(s) must be submitted, in writing, to the Lamberts London Limited individual who placed the order. This will not become an automatic means of accepting a lesser standard of maintenance/workmanship; deviations will be assessed on a case-by-case basis and will only be granted when the circumstances are fully justified

## 10.0 External Provider Responsibilities – Planning

10.1.1 In order to ensure that production and inspection operations are performed under planned and controlled conditions, adequately documented work and inspection instructions shall be provided by the External Provider to his staff and be made available to Lamberts London Limited on request

## 11.0 External Provider Responsibilities – Facilities for Visiting Representatives

11.1.1 Representatives of Lamberts London Limited shall make periodic visits to external provider, in order to ensure that the external providers' Quality System and supporting facilities are being maintained

11.1.2 Lamberts London Limited requires that all aspects of the external provider's organisation, covered by the approved supplier status, shall be available for examination by Lamberts London Limited at all reasonable times, to conduct audits. External providers are required to provide Lamberts London Limited with all the necessary facilities to enable them to accomplish their surveillance task

11.1.3 Permit the right of access to Lamberts London Limited representative, a CAA/ representative and/or any Lamberts London Limited customer representative, to the applicable area of the facility at any level of the supply chain involved in the order and to all applicable records, providing reasonable notice is given

## 12.0 External Provider Responsibilities – Vendor Rating

12.1.1 Proposed external providers must be sent a 'Supplier or Subcontractor Questionnaire' Form, dependent on the reply and at the Quality Manager's discretion, the organisation may be visited by the Lamberts London Limited with view to audit for compliance

12.1.2 External providers that are not approved and/or accredited by the UK CAA, EASA, FAA, MOD, AS9100 or ISO 9001 shall be visited by Lamberts London Limited for the purpose of quality system audit

12.1.3 All supplies shall be monitored, and, any failure to meet the order requirements shall be the subject of a rejection note

Lamberts London Limited shall perform a sample inspection, Incoming Goods, of all items received from suppliers, who shall be informed of non-conforming product by means of a Reject Note. Lamberts London Limited shall have the right to reject any consignment or part thereof that contains any non-conforming product

Should the Lamberts London Limited consider that an external provider has had an excessive amount of rejections or has persistently failed to meet delivery timescales, he shall meet with the respective company representative to discuss the problems, or remove them from Lamberts London Limited list of approved suppliers. An audit of the non-conforming external provider will be subject to Quality Audit

The approved suppliers list (approval status column), shall be amended, if appropriate to give a vendor / supplier rating, which will provide Lamberts London Limited confidence in performance and reliability of its approved Suppliers. (approved, not approved, not preferred)

If you are unable to fulfil these please notify the Quality Manager at the address detailed below;

You can always telephone: +44 (0) 1923 229 444

However, for important matters we suggest that you use writing and send any communications by post to:

*Lamberts London Limited. Watford West Works, 85a Hagden Lane. Watford. Hertfordshire. WD18 7UA. United Kingdom.*

or

email: [enquiries@lambertslondon.com](mailto:enquiries@lambertslondon.com)

facsimile: +44 (0) 1923 255 717

BASIC REQUIREMENTS WHICH LAMBERTS LONDON LIMITED REQUIRES FROM ITS EXTERNAL PROVIDER(S)		
ISO 9001:2015 BS EN 9100: 2016	Issue: 7	Effective Date: 01.03.2021



## Appendix A - Process Change Request Form (PCR)

The information on this form is required by Lamberts London Limited or its Customer to notify of a request for change to the manufacturing location, external providers, purchased product, parts/ assemblies, associated packaging, design, materials or manufacturing/ test/ inspection processes. The request allows Lamberts London Limited or its Customer to document, review and determine risks associated to Lamberts London Limited or its Customers processes and products. Test specimens may be required for approval prior to approval of any changes.

This form should be completed by Lamberts London Limited for its Customer or by its approved External Provider and returned to the following address, email or fax:

**Vipul Patel** – Quality Assurance and Health & Safety Manager  
Lamberts London Limited  
Watford West Works, 85a Hagden Lane,  
Watford. Hertfordshire.  
WD18 7UA UK

**Email:** [quality.assurance@lambertslondon.com](mailto:quality.assurance@lambertslondon.com)

**Fax:** +44 (0) 1923 255 717

### COMPANY DETAILS (Delete as appropriate)

Lamberts London Limited/ External Provider

Address:

Post Code:

Reg No:

VAT Reg No:

Telephone:

Fax:

Email:

Website:

Requested by:

Submitted to:

Submitted Date:

Target Delivery Date:

BASIC REQUIREMENTS WHICH LAMBERTS LONDON LIMITED REQUIRES FROM ITS EXTERNAL PROVIDER(S)		
ISO 9001:2015 BS EN 9100: 2016	Issue: 7	Effective Date: 01.03.2021



FINISH/ SPECIFICATION/ PROCESS AND TREATMENT DETAILS (Attach additional pages if required)

**CHANGE DESCRIPTION**

Classification Type: (Tick applicable)

- |  |   |   |  |  |
|--|---|---|--|--|
| <input type="checkbox"/> Design Change   | <input type="checkbox"/> Process Change | <input type="checkbox"/> New Sub-Supplier | <input type="checkbox"/> Tooling Change    | <input type="checkbox"/> Material Change |
| <input type="checkbox"/> Location Change | <input type="checkbox"/> Method Change  | <input type="checkbox"/> Packaging Change | <input type="checkbox"/> Inspection Change | <input type="checkbox"/> Other Change    |

Describe Change (Attach additional pages if required)

Person to contact in the event of the change request query:

Telephone:

Ext.

**FOR OFFICE USE ONLY**

Agreed Change:

Signed:

Print Name:

Date:

Acceptance: Yes / No

Rejection Letter: Yes / No

Trials and/ or Sample Plaques Required: Yes / No

Testing Required: Yes / No

**BASIC REQUIREMENTS WHICH LAMBERTS LONDON LIMITED REQUIRES FROM ITS EXTERNAL PROVIDER(S)**

ISO 9001:2015  
BS EN 9100: 2016

Issue: 7

Effective Date: 01.03.2021