



Triumph Actuation Systems, LLC.  
4520 Hampton Road – Clemmons, NC 27012 – (336) 766-9036

## QUALITY ALERT ●09202022

Date: September 20, 2022

To: Triumph Actuation Systems, LLC – Clemmons Valued Suppliers

Reference Previous Quality Alert 01152020

Subject: **Product Realization – Documentation**

Triumph Actuation Systems, LLC strongly values its supply base and their role in providing 100% On-Time, 100% On-Quality products. This ensures that Triumph's Customers receive the highest quality product possible.

Unfortunately, Triumph has been experiencing a high volume of deliveries with documentation issues such as:

- Revision(s) letters missing
- Process Cert(s) missing
- Certification of Conformance errors
- AS9102 FAI missing / incomplete / incorrect
- Ballooned drawings missing for AS9102 FAIR
- Incorrect Part Number(s)
- Non-adherence to QA and QAR clauses listed on the PO

Effective October 1, 2022, Triumph Actuation Systems, LLC – Clemmons will invoke Purchase Order Quality Requirements (POQR) **QA13 – Supplier-Responsible Nonconformance Cost Recovery** on deliveries with missing/incorrect documentation.

### **Process Flow:**

- Inspection discovers that shipments are missing documentation or contain errors.
- A DMR will be issued by Inspection.
- Buyer will notify supplier of required documentation.
- Supplier will have 24 hours to respond with the correct paperwork.
- 24 hours after the notification, a \$100.00 charge will be assessed for administrative cost.
- Buyer will continue to request the documentation until received. Additional \$100.00 charge will be assessed for each subsequent request.

It is imperative that you be "Proactive" rather than "Reactive" to ensure that the documentation is correct and complete. As a suggestion, the use of an internal final documentation check list could be created or, the use of QF-0112 Inspection Verification Checklist is available on the Triumph Portal under Clemmons Quality Requirements.

TAS-Quality cannot release your parts to Assembly until the proper documentation is requested and received.

This results in internal delivery issues to Assembly that could affect delivery of finished goods to our customer and could affect your company's overall Quality Performance Rating.

Triumph has always prided itself as having the very best suppliers in the industry. We expect that you will investigate the causes and develop corrections to eliminate future issues. If these issues continue, TAS may issue an E-SCAR to the supplier for RCCA.

**Exceptions:** Delegated suppliers under the SIDA program for qualifying product.

QA13 is found within the Purchased Order Quality Requirements (POQR) located on the Triumph Portal.

[www.triumphsupplysource.com](http://www.triumphsupplysource.com)

Should you have any questions or require assistance in addressing these issues, please feel free to contact me.

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