

Supplier Quality Requirements

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Latest Amendment

Section	Changes to latest issue
27	New section Environmental Policy. Previous Section 27 renumbered as Section 28.

Regulatory Distribution

None.

Purpose

To define the requirements that must be fulfilled by suppliers to Weston Aerospace and to describe how our suppliers can work together with us to improve the processes, products and services they supply.

Scope

This manual applies to all suppliers of material and services used directly in the production of Weston Aerospace products. It is not applicable to suppliers of consumables.

Users

- Suppliers
- Purchasing
- Quality Engineering

References

When applicable, the documents referenced in this document shall be those current at the date of the contract.

- RR SABRe: <http://www.suppliermanager-online.com/sabre/process.html>
- P&WC ASQR-01
- GEAE S1000
- SNECMA QA-000725E
- ISO 9001: 2000 Quality Management Systems Requirements
- AS/EN 9100 Quality Management Systems Aerospace Requirements
- AS 9102 Aerospace First Article Inspection Requirements.

Abbreviations and Definitions

- WAe – Weston Aerospace
- Supplier - A first tier direct supplier to Weston Aerospace
- Sub-tier – A supplier to a first tier direct supplier to Weston Aerospace
- Special Processes – Surface Treatment, Heat Treatment, welding, manufacture of composites etc
- NDT – Non Destructive Testing
- QMS – Quality Management System
- ESD – Electro Sensitive Devices
- CAA – Civil Aviation Authority
- SCAR – Supplier Corrective Action Request
- OTIF – On Time in Full
- Key Characteristics - The features of a material, process, or part whose variation has a significant influence on product fit, performance, service life, or manufacturability
- UVC - Unusual Visual Condition

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1 Scope

This document details the minimum Quality Management Organisation and System requirements expected by WAe of its Sub-Tiers, Suppliers, Sub-Contractors and Stockist Distributors. This document is contractual when referenced in a Purchase Order and/or Trading Agreement and can be supplemented with technical documents such as Quality Plans, purchasing specifications, NADCAP requirements or reference to customer requirements e.g. Rolls Royce SABRe.

The standards defined are mandatory and supplement the quality requirements and conditions of the WAe purchase order.

In the event of conflict between the requirements of this document and the requirements of the purchase order, the purchase order requirement shall prevail unless otherwise agreed with WAe Quality or Purchasing representative in writing.

This document is available via the WAe website and must be reviewed regularly for issue changes.

This document is complemented and should be read in association with the Trading Agreement between both parties. The Trading Agreement covers the Commercial provisions in detail and has complementary terms to some of those detailed below.

2 Supplier Monitoring

Suppliers are monitored closely and measures are established in order to achieve the highest level of performance. This document details those requirements.

Failure of a supplier to meet the requirements of this document may adversely affect the placement of any future orders.

2.1 Quality Targets

The Supplier undertakes to achieve the Quality targets set by WAe, notably:

- On Time in Full, OTIF, Delivery Target > 98%
- Quality Target > 99.9%

3 Quality Management System

The Supplier will provide and maintain an effective QMS which meets the requirements of this document and, where applicable and detailed on the purchase order, must also meet other specific customer requirements e.g. Rolls-Royce SABRe, P&WC ASQR-01 etc., where they are specified.

Preference will be given to suppliers who are registered to AS 9100.

The additional requirements identified in this document are essential except where written agreements are in place.

The supplier shall determine the necessary competence for personnel performing work, inspection and tests affecting product quality and also maintain appropriate training and qualification processes in accordance with their Quality Management System.

Where Contractually agreed, Process Control must be established for features on the specifications where Key Characteristics are identified. The relevant data must be made available on each delivery.

Documentation and records necessary to demonstrate compliance with the requirements of the purchase order will be maintained and made available for auditing by WAe or WAe customers' representatives upon request at all reasonable times.

4 Approval and Evaluation of Suppliers

An organisation selected to provide products and/or services to WAe shall be assessed as technically capable and that the Quality Management System meets the requirements of WAe. This may take the form of an onsite visit by the appropriate WAe authority dependent on determined Risk.

WAe Purchasing are responsible for ensuring that a questionnaire is sent for completion by the potential supplier. The completed document is reviewed by WAe as the first stage of assessment of the supplier's QMS. An assessment of the level of certification and the product type supplied will determine the Risk.

A Risk Assessment will be carried out that determines the Risk Rating to WAe and is based on criteria relating to complexity of product, manufacturing process, and impact to WAe. The results of the questionnaire together with the Risk Assessment will determine the initial level of surveillance.

WAe approved suppliers will be continuously monitored to assess their ongoing suitability by measurement of quality, cost and delivery performance. '*Arms length*' business performance reviews complemented by formal on site reciprocal visits and surveillance audits are adopted as suitable tools to measure, record and drive performance improvement.

Should a Supplier's performance fall below an acceptable standard, the Supplier will be notified and WAe will undertake the following steps:

Following a joint review of the performance shortfall, the supplier shall identify the root cause of the failure and an agreed action plan shall be established to rectify the performance failure. The supplier will be given reasonable time to recover performance and remedy the root causes bearing in mind that the impact to WAe business is minimised. Where costs have been incurred by WAe, because of poor supplier performance, these will be passed on to the supplier.

If the Supplier's performance has not recovered within the agreed timescales, or not maintained at an acceptable level, or actions taken to be ineffective, then approval may be suspended or withdrawn. Notwithstanding the above, the Supplier is responsible for ensuring the conditions of approval granted by WAe continue to be satisfied and to inform WAe Quality team of any change.

5 Access

The Supplier will permit reasonable access to his company premises for WAe engaged in surveillance or other investigative activities, which may include examination of the QMS, products and processes and associated records. Such assessments may also flow down to include the supplier's sub-tier suppliers as considered necessary.

5.1 Regulatory and Customer Access

The Supplier will also allow full and free access to WAe customers and regulatory bodies to perform investigations on products and parts. Records, specifications and other related documents must be made available to support these activities.

The performance of these duties does not relieve the Supplier of his contractual quality obligations and responsibilities.

6 Contract Review

Orders or contracts shall be formally reviewed to ensure that the WAe supplier has the technical and logistical capabilities to meet the requirements. Any discrepancies or queries shall be resolved before the order or contract is accepted. Amendments to orders or contracts shall be formally reviewed. Records of contract review and acknowledgements shall be maintained. Verbal instructions or agreements are not permitted.

7 Sub-Contractor/Supplier Control

The Supplier **will not** change in part, or as a whole, any product, process or service without the written approval of WAe.

The Supplier will not subcontract any part of the process without the written approval of WAe.

If the Supplier subsequently sub-contracts part of the work with WAe's agreement, then the Supplier will ensure that all flow down requirements are flowed down to the sub-tier.

WAe reserve the right to evaluate and audit any 2nd line sub contractor/supplier. Any such action will not relieve the Supplier of his responsibility to ensure the quality of any product/service obtained.

All relevant WAe quality requirements specified in this document must be flowed down to lower tier suppliers.

The Supplier will maintain methods of qualifying and approving suppliers and measuring supplier performance.

The Supplier will maintain records of all "on receipt" inspections and Approval Certificates covering materials and supplies, and maintain positive traceability to source of all raw materials used.

Stockist distributors will be responsible for the quality of all products purchased from manufacturers, and must define the necessary actions to take when dealing with manufacturers that do not meet the requirements. The stockist distributor shall also prevent the purchase of counterfeit/suspect unapproved product.

8 Raw Material, Segregation & Preservation of Product

The Supplier will provide secure facilities, preferably a bonded area, to ensure that material is not used until inspected or otherwise verified as conforming to specification. A clear distinction is required between material in quarantine and material accepted for use and waiting issue.

Materials will be controlled in such a manner to prevent loss of batch traceability and incorrect issue throughout the supply chain.

Where material is procured or made specifically for WAe orders, positive steps shall be taken to ensure that the designated material and only that material is used on the order.

Materials will be stored and protected in such a manner to prevent damage and deterioration or loss of identification and traceability at all times.

The Supplier shall preserve the conformity of product during internal processing and delivery to the intended destination. Preservation shall include, where applicable: -

- cleaning
- prevention , detection and removal of foreign objects
- marking/labelling including safety warnings
- shelf life control and stock rotation
- Special handling for hazardous materials

8.1 Handling of ESD Devices

Suppliers of esd's must ensure the product is suitably handled and packaged throughout the entire supply chain to prevent damage generated by static.

9 Traceability

All raw material obtained by the Supplier to meet an order, and all parts incorporated into assemblies which are subsequently supplied to WAe must be traceable to the manufacturing source and identifiable to the manufactured item.

Traceability must be maintained through all stages of the Supplier's manufacturing process, including the maintenance of inspection and test records.

The Supplier shall maintain the identification of the configuration of the product in order to identify any differences between the actual configuration and the agreed configuration.

For any given WAe product, the supplier must maintain the ability to retrieve a sequential record of its production, including manufacture, assembly, inspection and test.

In the event of certain processes being further sub-contracted, traceability to the 2nd stage control, inspection and/or test records must be maintained.

The Stockist distributors processes shall include methods for maintaining the manufacturer's identification and batch/lot traceability and the ability to identify and trace products manufactured from the same batch of raw material or from the same manufacturing batch as well as the ability to trace the product to the ultimate destination (delivery, scrap).

10 Tooling, Gauging & Measuring Equipment Control

All WAe supplied tooling becomes the responsibility of the supplier whilst in their possession as agreed in writing stating the scope of responsibility.

The equipment must be maintained in a reasonable condition and subjected to an appropriate calibration process where applicable.

All WAe supplied tooling must be returned when requested by WAe.

A unique code number shall identify all gauging and measuring equipment and a record maintained of the initial and subsequent dimensional and operational inspection examination of such equipment.

All equipment shall be subject to an initial calibration check against a National Standard and subsequent checks will be carried out on each item of equipment, the frequency of which shall be based on objective evidence of stability and continuing accuracy.

Records will be compiled for each item, stating the date and result of each check.

The Supplier shall arrange for measuring equipment that is the personal property of his employees and used on products supplied to WAe to be identified and controlled in accordance with these requirements. Where the calibration status of equipment is not clear, it shall not be used until the calibration has been verified.

The Supplier must ensure that environmental conditions are suitable for all calibrations, inspections, measurements and tests being carried out.

The supplier shall notify WAe Quality in the event of any calibration failures that may affect any products previously supplied. Products affected by serial number or batch reference shall be identified.

11 Non-Deliverable Software

For software used in manufacturing or inspection/testing of deliverable hardware software must be controlled. Examples of non-deliverable software are CNC machining programs and co-ordinate measuring machine programs. The following controls must be defined:

- process, documentation and approvals used to ensure that requirements for the software design and function are met
- process for proving with objective evidence that the software performs its required function
- process, documentation and approvals required for releasing software to use (approval must be independent of the software author)
- method of ensuring that software cannot be modified without authorisation
- process for controlling revisions to software
- method for storing master copies of software
- process of issuing working copies to users
- process of logging and investigating software faults

12 Deliverable Software

Software that is used in programmable electronic systems and forms part of the final product must be formally controlled through all stages of the lifecycle. Examples of deliverable software are where software is used to convert an analogue output from a sensor to a digital output, for example a Digital Pressure Module.

The following controls must be clearly defined:

- Software requirements must to address all software functions of the system. In addition, requirements will be derived that address non-functional safety related requirements.
- Software design process that will define the software architecture that meets the software requirements.
- Software coding process that will generate the source code and object code that meets the software requirements.
- Software integration process that will combine source code components for use in the target hardware.
- Software verification process that will ensure that the implemented software meets the software requirements.
- Software configuration management process that will provide configuration control of the software and its environment throughout the software lifecycle.
- Software quality assurance process that will ensure the software development process and integral processes comply with software plans and appropriate standards (for example RTCA DO178B / IEC 61508).
- Method of ensuring that software cannot be modified without authorisation.
- Process for controlling revisions of software and ensuring that any changes to software are validated through the software lifecycle before being released for production.
- Method for storing master copies of software.
- Process of issuing working copies of software to production.
- Process of logging and investigating any software faults.

13 Design, Verification & Validation

Design activities shall be in accordance with procedures developed to ensure control and verification of the design and product meets the requirements of the specification and/or Purchase Order.

This requirement applies to all design tasks and products including hardware and software.

Design changes to WAe products are not allowed unless assessment and approval by WAe has been completed.

14 Non-Conforming Product

The Supplier shall have a system for the control of non-conforming items that must include provision for:

- Identification of non-conforming material or parts
- Segregation of such material or parts from acceptable items
- Documentation defining the nature of the defect and what remedial/corrective action has been authorised and undertaken. The document must clearly state the defective parts by number and serial/batch number
- Evidence to demonstrate that appropriate action has been taken to prevent recurrence

The stockist Distributor shall ensure with the manufacturer where necessary that similar supplies are not similarly affected by a non-conformance and shall inform WAe of any non-conformity affecting product already delivered. The Stockist will also be responsible for the withdrawal of products from stock that is suspected as non-compliant.

14.1 Production Permit and Concession Application

WAe policy is to restrict non-conforming parts and hence discourages the submission of Concession Applications for non-conforming materials.

All production permits and concession applications are chargeable to the supplier irrespective of the outcome (approval/non approval). Charges will cover the resources consumed to investigate and consider the 'waiver'. For further details see Supplier Trading Agreement.

Requests for permission to deviate from the purchase order, drawing or specification requirements MUST be submitted to WAe in advance of manufacture and delivery.

The Production Permit/Concession Template is obtainable from:

http://www.westonaero.com/pdf/SupplierConcessionA200112_B.pdf

14.2 Approval of Deviations

When a deviation is approved, the non-conforming parts shall be clearly identified with the Concession Number or Production Permit number. The number must be quoted on the release documentation delivered to WAe.

Failure to observe these requirements will result in rejection of parts.

14.3 Scrap Procedure

Non-conforming parts that are deemed non-recoverable and beyond economical repair shall be disposed of in such a way that they can never be salvaged or reconfigured as fit for purpose. Appropriate records of the actions taken will be maintained.

15 Rejected Parts by WAe

Products that do not conform to the requirements of WAe purchase order, or of this document, are liable for rejection by WAe. The Supplier will be notified by the means of a formal Reject Note and Supplier Corrective Action Report (SCAR). The Supplier shall implement and report on the SCAR:

- Containment action – to prevent supply of further non-conforming parts (Typical containment is 100% inspection of any existing stock)
- Corrective action – to identify and eliminate the root causes and prevent recurrence
- Preventive action – to prevent non-conformities affecting similar products or processes
- Agree corrective action plans following a reported non-conformance from WAe or WAe customers.

16 Change of Appearance

The Supplier must also advise WAe in writing if any proposed deliveries differ from previous deliveries in any Unusual Visual Condition. A UVC occurs where the product to be supplied contains a technically acceptable visual condition *but* which could result in unfavourable reaction or question when seen by a customer, e.g. any change of supply of a commercial part (e.g. a strain relief) but still conforms to drawing.

17 Quality Planning

Where a Quality Planning document is required from a Supplier, this must be submitted to WAe QA for approval. This document will be used as the basis for any future audit activity. Usually the plan will take the form of one or more of the following:

- Quality Plans: These will be generated to show the processes and control necessary to delivered product
- Process Control Plans: These will be generated to show detailed control of a specific process e.g. Brazing
- Inspection Release Plans (QCP): These will be generated to show specific Key Features to be checked on a drawing and sample sizes to be adhered to (QCP)

18 Change Management

The supplier **shall notify** WAe of any changes to which affect:

- Manufacturing processes
- Changes of raw material source
- Change of sub-contractor
- Location change
- Senior Management Change
- Ownership

18.1 Product Obsolesce

As soon as a Supplier becomes aware of product obsolescence, the supplier shall inform WAe Purchasing department who will co-ordinate an engineering change request. No engineering change can be implemented without approval by WAe. Stability of ongoing supply based on minimum two years future supply is required.

19 Inspection and Testing

Environmental conditions must be suitable for calibrations, inspection measurements and tests being carried out.

19.1 Incoming Inspection and Testing

The amount and nature of inspection of incoming product shall be specified. Incoming product shall be controlled to ensure that it is not used until any specified inspection has been completed.

19.2 In-Process and Final Inspection and Testing

In-process and final inspection shall be performed for all characteristics on 100% of parts according to documented procedures. Alternatively, inspection may be carried out to an inspection plan or Quality Control Plan (QCP) in accordance with 19.4. All inspection and test operations shall be satisfactorily completed prior to despatch of the product.

19.3 Inspection Plans

The purpose of inspection plans is to reduce the amount of inspection performed but still to ensure that the part conforms to specified requirements. Inspection plans shall be based on BS6000/6001 series requirements. Inspection plans may only be used when process capability has been assessed as meeting a Cpk value of 1.33 or better.

19.4 Quality Plans

In the event that a supplier cannot meet the requirements of 19.2 or 19.3, a Quality Control Plan (QCP) generated by WAe shall be used. The WAe Purchasing department will coordinate the request from the supplier. The supplier will be required to return completed QCPs with each delivered batch.

The supplier may generate his own plan and submit to WAe for approval. Justification for the selection of control characteristics shall be supplied.

20 First Article Inspection

The supplier shall conduct a First Article Inspection (FAI) that meets the requirements of AS9102 as required on the WAe purchase order on:

- The first production component of a new product
- The first component produced by a new supplier

20.1 Partial or Delta Fairs

The FAI requirement once invoked shall continue to apply even after initial compliance. artial or complete FAI is required for the following events:

- A change in the design affecting fit, form or function of the part
- A change in manufacturing source(s), process inspection method(s), location, tooling or materials with the potential of affecting fit, form, or function
- When required as part of corrective action for a part number with a repetitive rejection history
- A change in numerical control programme or translation to another media
- After a break in manufacture of more than 2 years

The supplier shall provide an FAI Report on a representative item from the first manufacturing batch of a new product in accordance with AS 9102 using AS 9102 Forms 1, 2 & 3.

All components subject to FAI are to be clearly identified to an FAI Report which shall accompany the product on delivery.

The Report shall:

- Record dimensions, test results and other features with reference to the drawing/specification requirement
- Define where applicable the manufacturing process controls
- Relate to the identified component which the FAI has been conducted
- Be accompanied with certificates of conformity for the new material and any lower tier processes

20.2 Sub-Tier FAI

Sub-tier suppliers shall produce an FAI report when required. The requirements for sub-tiers are the same as those outlined for suppliers to WAe. The WAe supplier should keep a copy of this FAI report.

21 Certification & Release

The Supplier shall carry out inspection of all products and services before submitting them to WAe. All supplies and services will be accompanied by a Release Note/Certificate of Conformity, duly signed by an authorised signatory.

The Release Note/Certificate of Conformity must carry as a minimum the following information:

- Unique Document Identity (through which traceability to original materials, manufacturing sources and records can be achieved)
- Document Issue date
- WAe Order and Line Item Numbers
- Description of Product/Service supplied
- Part No. and/or Drawing No., and Issue
- Quantity Supplied
- Batch/Serial No
- Material Specification and Batch Identity
- Inspection Report
- Concession/Permit Number (if applicable)
- Quality Management System applied e.g. ISO 9001, JAR 21 etc.

22 Suppliers of Raw Material

All suppliers/distributors of raw material must also attach, with each delivered batch, a copy of the original material certificate obtained from the source mill.

23 Delivery

The Supplier will ensure that all parts are delivered correctly identified, as required by the drawing and the Purchase Order.

Deliveries shall be correctly packaged to prevent damage, deterioration, corrosion and other risks during transportation.

Certification and documentation requirements of the WAe order accompanies each delivery as appropriate.

Failure to meet these requirements may result in a Reject Note and subsequently a SCAR raised to prevent a recurrence. Reject Notes will adversely affect the Vendor Performance Rating.

24 Control of Quality Records

The supplier shall maintain Quality Records to demonstrate achievement of product or service conformance and the effective operation of the QMS with regard to product supplied to WAe. These records shall as a minimum include contract review records, material certificates of conformity, inspection/test reports including FAI reports, calibration data which includes ESD special area maintenance checks, audit reports, non-conformance and corrective action data, personnel training and competency records and evidence of sub-tier selection and control.

Records shall be retained indefinitely and no records pertaining to WAe propriety products shall be destroyed without the permission of WAe.

If the supplier is not in a position to continue to retain these records, they must be offered to WAe for retention.

Ensure records are available for evaluation by WAe on request.

25 Special Requirements

25.1 Manufacturing and Inspection Personnel

The Supplier shall ensure that qualified personnel carry out manufacturing and inspection operations. For special process and NDT testing, the personnel performing the function shall be suitably qualified in accordance with the applicable standards.

Inspection records shall be maintained to allow traceability back to the Inspector.

25.2 Lighting Levels for inspection

Continual Visual Inspection 1100 Lux minimum
Intermittent Visual Inspection 860 Lux minimum

25.3 Eyesight

All personnel performing visual inspection shall be capable of meeting the following eyesight requirements:

Near Vision: Jaeger J.2 or Snellen N5

Colour: Ability to distinguish red, green, blue and yellow as determined by Standard Coloured Plates

Testing shall be performed annually and a record of tests shall be maintained. Personnel who fail to meet this requirement shall be formally assessed for quality of work by their supervisor and may continue to perform work for which their capability is shown to be satisfactory.

25.4 Correction Fluid

All documentation must remain legible and readily identifiable. The use of correction fluid on all forms of documents/records **must** be avoided.

26 Mandatory Occurrence Reporting

Mandatory Occurrence Reporting is EASA part 21 regulatory requirement. The regulations requirement require that the CAA be advised within 72 hours of being discovered any incident, product defect, or malfunction of a hazardous or potentially hazardous nature, which could endanger aircraft.

The Supplier's Quality Manager/Director shall inform the WAe Quality Director immediately a situation is discovered which could have such an effect. Such matters will be referred to the WAe Safety Review Board for consideration.

27 Environmental Policy

At Weston Aerospace we are committed to managing our business operations in an environmentally responsible manner. As a designer and manufacturer of components for the aerospace industry, it is important to us that our interaction with the local and global environment is managed with the provision for good environmental practices.

We will achieve this by:

- Maintaining an environmental management system to identify the aspects of our business that interact with the environment and facilitating the control or improvement of those aspects which are significant.
- Implementing programmes to reduce the use of energy and resources that impact the environment where appropriate.
- Ensuring we comply with current environmental legislation as a minimum and supporting our customers' appropriate requirements.
- Maintaining procedures to prevent pollution.
- Communicating our environmental policy to our employees and making it readily available to the public.

We expect our suppliers to adopt a similar environmental policy and practices.

28 Acknowledgement

(Enter Company Name)

The company _____ acknowledges receipt of Weston Aerospace Quality Suppliers Requirements Manual M10 iss 2 and undertakes, unless agreed in writing, to meet all the requirements of its contents in the execution of existing and future orders passed on by WAe

NAME: _____ **FUNCTION:** _____

DATE: _____

Please return this acknowledgement to:

Supplier Quality

Weston Aerospace

**124 Victoria Road,
Farnborough,
Hampshire**

GU14 7PW

Or scan and email acknowledgement to:

Quality@westonaero.com

mwilson@westonaero.com

or fax acknowledgement to: 01252 868012