



Connecticut  
4 Peerless Way Enfield CT.  
860-741-2546

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## QUALITY ALERT

### Supplier Cost of Non- Quality Values

To the attention of Quality Managers

As you know our customers insist on the highest quality products. The cost of non-quality disrupts the supply chain at every level. Submitting non-conforming material is costly and delays the process further as the disposition is often uncertain. This practice shall be on a strict exception basis going forward. Every effort should be made to rework or replace product with no impact to delivery. Several of our customers have initiated a no concession policy. Not only will there be costs associated with submitting product, our quality metrics will be negatively affected. This could affect future business for all of us.

In the event of a major impact on delivery, Senior Ct. will review and advise if a submittal to the customer will be accepted. Your responsibility includes a thorough root cause, corrective action statement including mistake proofing using six sigma methodologies and any other associated documents requested by the end customer such as training records and work instructions. The cost associated with the submittal process varies by customer and will be communicated with you.

Thank you in advance for your attention. Please contact the undersigned if you have any questions or concerns.

**Very truly yours**

**Senior Aerospace Connecticut**

**Ken Bernier  
Quality Manager**