
	WEST ENGINEERING	QF-QMS-0018
	TERMS AND CONDITIONS OF SUPPLY	Issue : 2
		Date : 2018-03-07

1. General

- a. The supplier must acknowledge receipt of a order and contents where applicable.
- b. Items purchased or Services requested, must be supplied/delivered/done on the required date.
- c. No items will be accepted without a delivery note or invoice.
- d. Acceptance of items or services will be subjected to quality and order specifications.
- e. Order number must be clearly endorsed on all invoices otherwise payment may be withheld.
- f. Monthly statements of accounts must be provided by the 3rd of the month following the delivery.

2. Quality Performance.

- a. West Engineering will conduct a inspection off components or material purchased to ensure that it comply with the purchase order and requirements set.
- b. In the case that the delivery or batch does not conform to the required specifications, the components or material will be segregated and the Supplier will be notified immediately. A non-conformance will be submitted to the Supplier and the Supplier will be requested to inspect and sort the components or material on their own cost. The Supplier shall remove the components or material to their premises for inspection and sorting where possible. Only after rectification, will the parts be re-allowed on the premises of West Engineering. .
- c. No sorting on the premises of West Engineering will be allowed in the case of large quantities.
- d. Suppliers must report any changes in products or material to West Engineering in writing.
- e. Supplier data from external and reliable sources may be used by West Engineering in supplier evaluation and selection of suppliers.

	WEST ENGINEERING	Doc no : QP-QMS-0018
	TERMS AND CONDITIONS OF SUPPLY	Issue : 2
		Date : 2018-03-07

- f. Customer designated suppliers (in writing from the customer) shall not be subject to evaluation and selection according West Engineering's criteria.
- g. "Spot" or ad-hoc evaluation or visits and/or audits may from time to time be conducted on Suppliers to determine their overall performance.
- h. The delivered components or material will be supplied in proper containers/packaging as per agreement with West Engineering.
- i. The container/packaging shall not be damaged or have broken during transportation to the West Engineering.
- j. In the case of damaged containers the parts will be segregated, the Supplier will be notified to establish the root cause of the damaged container/packaging.
- k. If found that the packaging was damaged during transportation the Supplier will be allowed to replace the lost and damaged components.
- l. The Supplier will at all stages comply with 100% on schedule and on time delivery rule. This will be measured against the due date on the order.


3. Certificate of Conformance (COC) and Material Certificates

- a. Suppliers must supply a Certificate of Conformance or Material Certificates where required. The certificates must clearly state that the product , material or service are according to specifications or requirements.

4. Calibration or Verification Services and Certificates

Calibration or Verification Certificates must indicate the following :

- a. Name of the Calibration Laboratorium and of the Accreditation Body.
- b. The International or National Standard which is used for the process must be displayed on the Certificate itself.
- c. Identification of the calibrated item (decription, manufacturer name and model number, serial number, identification number)
- d. Method of calibration used.

	WEST ENGINEERING	Doc no : QP-QMS-0018
	TERMS AND CONDITIONS OF SUPPLY	Issue : 2
		Date : 2018-03-07


- e. Instrument used for the calibration or verification and the serial number of the instrument.
- f. Location of where calibration was done and environmental factors.
- g. Date of calibration.
- h. Next calibration due date.
- i. Calibration intervals according to International or National standard used
- j. Certificate number or reference number and issue date.
- k. Name and signature of Technician.
- l. Calibration Report must accompany the certificate.
- m. Instruments calibrated or verified must be labelled or marked indicating the next calibration due date.

5. Non-conformance reports

- a. Whenever an NCR is issued to the Supplier, West Engineering requires containment actions to be put in place within 24 hours and feedback of actions taken must be submitted to West Engineering in writing.
- b. The Supplier must then establish a team and determine the root cause and implement corrective actions within 48 hours.

6. Quality System Rating

- a. West Engineering prefer that Suppliers are to be ISO 9001: 2015 certified as a minimum. Suppliers who are not certified to this standard shall be requested to confirm in writing it's commitment in achieving a recognised Quality Management System.
- b. Suppliers will be rated on "Service provided, quality of components, material or service and on time delivery" and suppliers must achieve 80% or higher on the rating system.
- c. Suppliers who are certified to ISO 9001:2015 standards shall provide a copy of the latest certificate to the West Engineering.

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7. Engineering Changes

- a. If any discrepancies on the drawing or specifications exist, the Supplier must contact West Engineering in writing. West Engineering will review and provide feedback to the Supplier.