



Precision Control Systems

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Title: Concession/ Waiver / Notification Procedure

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AMENDMENT RECORD

ISSUE	DESCRIPTION	DATE
1	Initial Issue	3 rd December 2012
2	Clarification added Para 4.2 bullet 1 "that have been classified as MAJOR " removed. Para 5.3.2. Re-worded for additional clarification Para 5.5 Re-worded for additional clarification	11 th December 2012
3	New para added to the end of Para 5.3.2 to include an explanation of New box 20, "Customer Acknowledgement of Notification" Page 1 Document Title and document footer brought into line. (Concession / Waiver / Notification Form BMS-FORM-005 raised to Issue 2 to include new section 20 and updated header in line with this change). Para 5.4 Clarification added "For engineering, this shall also be a Design Engineer/Engineer who is a member of the relevant design domain"	28 th January 2013
4	Any reference to "PALS" or "Air & Land" changed to "PCS" or "Control"	21/03/2017

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SECTION 1 - SCOPE

This procedure details the process to be followed to control the raising, submitting, authorising and issuing of concessions / waiver applications.

SECTION 2 - PURPOSE

To provide control and accountability of all non conforming parts which are the subject of a concession, in line with the requirements of EN9131 and DEF STAN 05-61, and to maintain a centralized Database of all relevant information taken from the Application Forms for analysis.

SECTION 3 - DEFINITIONS

3.1 Non Conformance

All item(s) that do not conform in every respect to, the drawing, specification or purchase order, this includes product returned from the customer.

3.2 Concession/ waiver

Written authorisation to accept / release a product that does not conform to the specified requirements.

Note: a Concession/ waiver can also apply prior to production/realization. (This process was formerly known as a Production Permit.)

3.3 Major Concessions / Waivers

Is any deficiency that could adversely affect airworthiness, safety, Interchange ability, maintenance, strength, life, reliability or functioning of the item, or when cost to the customer or the agreed delivery date with the customer is likely to be affected, or when a departure is readily apparent and might cause concern to the user.

3.4 Minor Production Permit/Concessions

Are defined, as all other departures from specification, which cannot be classed, as MAJOR.

3.5 Design Authority

The organisation responsible for approving changes to and deviations from the agreed design standard and/or specification.

Note: for contracts specifying Defence Standard 05-123 (Military Aircraft & Systems), PCS does not hold Design Authority after Certification of the Design. The Design is under Ministry Control and Authority resides with MoD.

Note: for CIVIL applications, PCS is unable to authorise deviations to the build standard as the TC Holder (Aircraft Manufacturer) is the Design Authority. Request for concessions therefore need to be authorised by the Customer in line with a valid "Arrangement". For clarification please refer to a member of the Quality Department.

3.6 Airworthy

State of an article conforming to its type design and being in a condition for safe operation.

3.7 Article

Material, part, component, assembly, appliance, propeller, aircraft engine, airframe, or aircraft which is listed by the design organisation as eligible for installation in product or included in the design data approved by the authority.

3.8 Authority

The aviation authority having jurisdiction over the manufacturer, aircraft owner / operator, or maintenance organisation, the authority could be civil or military.

3.9 Human Factors

The study of human behaviour (physically & psychologically) in relation to particular environments, products or services and the potential effect on safety. Recognition that personnel performing tasks are effected by physical fitness, physiological characteristics, personality, stress, fatigue, distractions, communications and attitude in order to ensure a safe interface between the personnel and other environmental elements such as, other personnel, equipment, facilities, organisations, procedures and data.

3.10 Originator

The individual identifying the need for concession/ waiver.

SECTION 4 - RESPONSIBILITIES

4.1 Quality Department

Are responsible for the following:

- In conjunction with the Engineering Department for the authorising of Concession/ waiver application
- Where specified by contract, completion of Concession/ waiver applications in Customer's format, together with the submission of a covering letter or email to the Customer's Quality Department requesting authorisation
- Circulation of applications together with the communication any special actions needed to interested parties
- Scanning copies of approved concession/ waiver applications to the electronic directory.
NOTE: Check the scanned copy for legibility prior to destroying the paper copy
- Maintenance of both the Concession/ waiver Register and electronic records files

4.2 Engineering Department

Are responsible, for the following:-

- In conjunction with the Quality Department for the authorisation/ rejection of Concession/ Waiver applications.
- Forwarding all supplier applications requests for Concession/ Waiver to the Quality department for processing.

4.3 Purchasing Department

Are responsible for forwarding all supplier applications requests for Concession/ Waiver to the Quality department for processing.

4.4 Inspection

Are responsible for confirming that relevant information detailed on approved concession/ waivers is correct for both delivered product, and or product ready for release.

SECTION 5 – CONCESSIONS / WAIVER PROCESSING

5.1 Application for Concession/ Waiver

All applications both in-house and from suppliers for Concessions/ Waivers Permits shall be submitted for acceptance and approval via the raising of an authorised Application for Concession/ Waiver (BMS-FORM-005 Concession/ Waiver Application).

A copy of the application form is available in the Quick reference Link within the Supporting directory of the company management system.

Where there is a specific requirement by contract such applications shall be completed in the customer's own format.

5.2 Completing & Submitting the Application

5.2.1 Information Fields to be Completed by Originator

The originator raising the application shall complete information fields 2 to 14 inclusive on the application form as follows:-

Field #	Information required	Guidance on Required information
2	Supplier Ref Number	If concession is applied for outside PCS, the Supplier shall assign their own reference number
	Supplier Rev Number	Revision # of the concession, to be raised if the concession/ waiver is updated
	Name & Address	Complete the name and address of the organisation requesting the concession. If this is PCS, please state relevant manufacturing Cell / Department as applicable, as the concession may be sent outside PCS.
3	Number of Sheets	Complete the current and total number of sheets for the application
4	Drawing / Spec Number	Part number of the item affected by the non-conformance

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5	Drawing / Spec Issue Number	Applicable revision / issue number
6	Part No affected	Part number of the item affected if different from that in field 4
7	Part Serial / batch ID	A number ensuring the affected part(s) is traceable to an individual serial number, a batch or lot number
8	Part Description	Full description of the item affected as written on the applicable drawing
9	Quantity affected	Total number of items subject to concession/ waiver
10	Shop / PO Number	The Purchase or Works Order number relating to the affected item
11	Description of Non Conformance	Supply as much information as is available to support the application, such as material data sheets, photographs, diagrams, sketches, etc. Use continuation sheets as required.
12	Root Cause	Identify the root cause of the problem
13	Proposed Corrective Action	Provide a detailed description of the actions to correct the root cause of the problem. The actions should specifically address the point of failure identified in box 11. They should be clearly verifiable. This should fully describe the steps that are to be taken to ensure that the non-conformity does not reoccur
14	Originator	Originator prints name, signs and dates accordingly

5.2.2 Submitting the Application

In house concession/ waiver application requests shall be submitted to the Quality department by the originator for processing.

Applications for concession/ waiver requests from suppliers shall be submitted to the Buyer stated on their purchase order in accordance with procedure PUR-SOPS-003 then forwarded to Quality for processing.

5.3 Evaluation of Request

Following receipt of the application form from the originator, the deficiency or departure from specification or contract shall be evaluated in conjunction with other departments as appropriate, including the customer (when specified by contract) to determine the following:-

- Potential risks and effects on the product, or service
- Allocate a classification
- To ensure compliance with all customer contract and or regulatory Requirements

It is at this stage that a decision to proceed or not with the application. In the event of a “No decision”, quality will notify departments of the actions to be taken.

5.3.1 Allocation of Unique Reference Number

All concession/ waiver applications shall be allocated a unique reference number from register of concessions / waivers maintained in the Quality department.

The allocated unique reference number is to be recorded in field 1 on all sheets of the application form by the person undertaking the evaluation.

5.3.2 Classification of Concession/ waiver /Notification Type

Unless there are technical/ engineering implications that only “engineering” are able to assess and confirm, then using the information referenced in field 15 on the application form, all applications for concession/ waiver will initially be classified by “QA” into one of two categories based on the criteria specified in Sections 3.3 and 3.4 of this procedure.

If the answer to any of the questions in Field 15 is “Yes”, the application shall be classified as Major.

All concessions where PCS are not the Design Authority will finally be passed to the relevant Design Authority for formal agreement and disposition.

All non-conformities classified as Major will be passed to the Customer for final assessment & disposition.

With some customer contracts, PCS are required to notify customers of any change (including minor changes) and in this case, box 20 is used to obtain customer acknowledgement of the notification. When this section is valid, the customer approval box (Box 19) will require a diagonal line through as this part is not applicable. PCS Engineering Design and Quality approval signatures are still required in this case. Likewise, in cases where customer approval IS required (box 19) then the customer Notification section (Box 20) will be struck-out as this will be not applicable.

5.4 Authorised Personnel

Within PCS all concession/ waiver applications shall be authorised by Quality/ Engineering as appropriate.

Competency of all personnel approved to sentence and disposition non-conforming product, are selected through recruitment based on their education, experience and training. For engineering, this shall also be a Design Engineer/Engineer who is a member of the relevant design domain.

5.5 Approval of Application

5.5.1 Minor Classification

Minor classification concession/ waiver applications shall be authorised and approved by the Quality and Engineering departments, however, where the QA engineer is confident that engineering do not need to be involved with a particular issue, the QA engineer may authorise the concession without engineering acceptance.

The Quality engineer approving the request shall complete the information Fields 17, 18 and 19 respectively.

Any Minor concession where PCS are not the design authority must be passed on to the relevant authority for their final assessment and disposition.

5.5.2 Major Classification

Major classification concession/ waiver applications shall be authorised and approved by the Quality and Engineering Departments.

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The Quality Department representative approving the request shall complete the information Fields 17 18 and 19 respectively.

The Engineering Department representative approving the request shall complete the information Fields 16 and 19 respectively.

Any Major concession must be forwarded to the relevant customer for their final assessment and disposition.

5.6 Circulation of Application

Signed copies of the approved application shall be circulated to the Inspection Department and Suppliers as appropriate.

5.6.1 Special Actions

Where there is a requirement for special actions, these actions shall be communicated to interested parties by the quality department. Where the articles are known to be ultimately used to fulfil an MOD contract, delegated to the local QAR, a copy of the Concession Request shall be forwarded to the PCS local MOD QAR.

5.6.2 Concurrence

Where there is a requirement by contract, details of minor concession/ waiver applications shall be forwarded to the customer for concurrence.

5.7 Records and Master Documents

An electronic scanned copy of the completed concession shall be maintained in the Quality Department Restricted Directory.

The Master procedure and Concession/Waiver Form are maintained within the secure Business Management System location on a Company Server.