

Notice to Suppliers



Containment & Problem Investigation Service Provider

Originator: Uzam Khan
Job Title: Supplier Quality Executive
Business Unit: Civil Aerospace

NTS Number: 556
Issue: 1
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For the attention of Managing Director, Commercial Director and Quality Manager

Scope/Applicability:

All suppliers of products for Rolls-Royce plc Civil Aerospace engine programmes.

Dear Supply Partner,

Introduction:

In NTS 537 we shared that Rolls-Royce Civil Aerospace, as part of a transformational review of our processes, have selected TRIGO to manage both containment and problem investigations for all non-conforming products delivered from the external supply chain.

Supplier Notices of Escape (NoE) can now be submitted directly to TRIGO. Therefore, from the date of this NTS all NoEs are to be submitted to one of the following central email inboxes:

North American Based Suppliers: civilnasupplier@rolls-royce.com

Rest of the World: quality.notification@rolls-royce.com

The standard NoE template, at the following link, should be used: [NoE Template](#)

Following the receipt of an NoE, TRIGO will engage with the supplier directly and co-ordinate the management of the issue with all relevant Rolls-Royce contacts. TRIGO will also manage the corresponding problem investigation activity directly with the supplier. TRIGO are working on behalf of Rolls-Royce and should be treated as such. As part of this engagement TRIGO may require access to supplier proprietary information. Rolls-Royce have arrangements in place to ensure TRIGO are contractually obligated to (i) maintain the confidentiality of any such information and (ii) use it solely for the purposes of providing this service.

For supplier escapes considered to be low impact (based on predetermined criteria), you will be requested to conduct a problem investigation in accordance with your own Management System. The associated Quality Notification (QN) will be closed with External Liability after 30days unless you contact TRIGO with evidence to dispute liability.

For supplier escapes considered to be high impact, you will be requested to carry out an investigation in accordance with SABRe and AS13000. All investigations will be submitted directly to TRIGO for peer review. The above stated email inboxes apply. Once satisfied with the standard of the investigation the QN will be closed.

Regarding product of non-civil application please continue to refer to the established Rolls-Royce contacts.

Action Required:

Please cascade the content of this communication as appropriate. For any questions or further information please contact your Rolls-Royce Purchasing contact.

NTS Category:

Quality

Authorised by:

Uzam Khan
Supplier Quality Executive, Civil Aerospace