

Customer Technical & Quality Requirements

Issue 01	Revision 00	Process ID QMS-CTQR-001
Effective date 18-06-2026	Next review date 18-06-2027	QMS
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Distribution / access Primary location: Document control system Piran Composites Ltd Employees and Customers		

1. Revision history

Issue	Rev	Date	Description of change	Changed by
01	00	C Hewitt	Initial release	[Name]

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3. Purpose

This document defines the minimum technical and quality information required from customers to enable Piran Composites Ltd to:

- Ensure product conformity
- Meet AS9100 requirements
- Reduce risks associated with incomplete or incorrect inputs
- Deliver products that meet customer expectations

This document supports effective contact review and ensures that all necessary requirements are clearly defined prior to commencement of work.

4. Scope

This document applies to all products and services supplied by Piran Composites Ltd, including:

- Composite tooling and moulds
- Composite components
- Engineering and manufacturing services

It applies to all customer orders and quotations where technical or quality requirements are required.

5. References

- AS9100 Rev D
- General Terms and Conditions of Sale (QMS-TCS-001)
- Purchase Order/Contract

6. Customer Responsibilities

The Customer shall provide complete, accurate, and fully defined technical and quality requirements at the time of enquiry or order placement.

7. Technical Definition

The Customer shall provide, as applicable:

- Released engineering drawing (including revision status)
- 3D CAD models (native and/or neutral formats)
- Material Specifications
- Surface finish requirements
- Dimensional tolerances
- Assembly or interface requirements

All information shall be consistent and aligned between formats (e.g. drawing vs CAD)

8. Key Characteristics and Critical Features

Where applicable, the Customer shall identify:

- Key Characteristics
- Critical-to-quality features
- Fit, form, and function requirements

Where these are not defined, Piran Composites will apply risk-based determination, which may require customer confirmation.

9. Standards and Special Requirements

The Customer shall define:

- Applicable industry or customer-specific standards
- Special process requirements (e.g. curing, environmental conditions)
- Any regulatory or certification requirements

10. Inspection and Acceptance Criteria

The Customer shall clearly define:

- Acceptance criteria for product conformity
- Inspection requirements
- First Article Inspection (FAIR) Requirements (if applicable)
- Any specific validation or qualification requirements

11. Documentation Requirements

The Customer shall supply all relevant documentation, including:

- Purchase Order
- Technical data package
- Specifications referenced within drawings
- Any supporting documents required for manufacture

12. Review of Requirements

Piran Composites Ltd shall review all customer-supplied information to ensure:

- Completeness
- Clarity
- Feasibility

Any ambiguities, inconsistencies, or missing information shall be formally communicated and resolved before acceptance of the order.

13. Design Responsibility

The Customer shall retain design authority and Piran Composites Ltd will manufacture in accordance with supplied data and shall not be responsible for design adequacy.

14. Configuration Control and Data Integrity

The Customer shall ensure:

- All data provided reflects the latest approved revision
- Drawings, CAD models, and specifications are aligned
- Any changes are clearly identified and communicated

Discrepancies shall be resolved prior to manufacture

15. Change Management

The Customer shall notify Piran Composites Ltd of any changes to:

- Design
- Specification
- Materials
- Requirements

Changes shall not be implemented until formally reviewed and agreed.

Additional costs or lead time impacts resulting from changes may apply.

16. Assumptions and Missing Information

Where information is not provided, Piran Composites Ltd may:

- Apply industry best practice
- Define reasonable assumptions based on experience

Such assumptions shall be communicated to the Customer for agreement where required.

17. Risk Associated with Customer-Supplied Information

Piran Composites Ltd shall not be held responsible for non-conformities arising from:

- Incomplete information
- Incorrect data
- Conflicting requirements

Responsibility for such issues remains with the Customer

18. Communication

The Customer shall:

- Provide a nominated point of contact
- Respond to clarification requests in a timely manner

Delays in communication may impact delivery performance.

19. Documentation Hierarchy

This document shall be read in conjunction with:

1. Contract/Purchase Order
2. Technical drawings and specifications
3. This document (CTQR)
4. General Terms and Conditions of Sale

20. Acceptance of Requirements

Submission of a Purchase Order or engagement with Piran Composites Ltd constitutes acceptance of the requirements.

Appendix 1

Customer Technical & Quality Input Requirements Checklist

1. Technical Definition

Engineering Data

- ☐ Fully released engineering drawing (controlled revision status shown)
- ☐ Drawing number and issue/revision clearly identified
- ☐ All dimensions fully defined (no ambiguity or missing dimensions)
- ☐ Units clearly stated (mm, inch, etc.)
- ☐ General tolerances defined or referenced standard stated
- ☐ Datum structures defined where applicable

CAD Data

- ☐ 3D CAD model (native format preferred)
- ☐ Neutral format provided (STEP/IGES if required)
- ☐ Model revision matches drawing revision
- ☐ Model orientation and coordinate system defined
- ☐ Surface definitions complete (no gaps, inconsistencies)

Drawing vs CAD Alignment

- ☐ Clear statement of authority (Drawing vs CAD vs Model-Based Definition)
- ☐ No conflicting dimensions between drawing and model
- ☐ Any differences formally clarified

2. Material Requirements

- ☐ Material type (e.g. tooling resin, composite system)
- ☐ Material grade and specification

- ☐ Approved supplier (if required)
- ☐ Mechanical / thermal performance requirements
- ☐ Cure requirements (temperature, time, pressure if applicable)
- ☐ Shelf-life or storage requirements (if applicable)
- ☐ Environmental or chemical resistance requirements

3. Critical Features & Key Characteristics

- ☐ Key Characteristics (KCs)
- ☐ Critical-to-quality (CTQ) features
- ☐ Safety-critical features
- ☐ Features affecting:
 - Fit
 - Form
 - Function
- ☐ Tight tolerance areas requiring special control
- ☐ Surface profile requirements (for tooling/moulds)

4. Tolerances & Surface Finish

Dimensional Tolerances

- ☐ Individual feature tolerances
- ☐ General tolerance standard (e.g. ISO 2768 or equivalent)
- ☐ Geometric tolerances (GD&T where applicable)

Surface Finish

- ☐ Surface roughness requirements (Ra, Rz, etc.)
 - ☐ Cosmetic requirements (if applicable)
 - ☐ Tool surface class (for moulds)
-

5. Process & Manufacturing Requirements

- ☐ Mandatory manufacturing processes (if any)
- ☐ Special process requirements (e.g. curing, bonding)
- ☐ Environmental conditions during manufacture
- ☐ Restrictions on process methods (if applicable)
- ☐ Nominated or approved sub-tier suppliers (if required)
- ☐ Handling or cleanliness requirements

6. Standards & Specification Flow-Down

- ☐ Applicable industry standards
- ☐ Customer-specific standards
- ☐ Referenced specifications within drawings
- ☐ Regulatory requirements (if applicable)
- ☐ Certification requirements (if applicable)

7. Inspection & Acceptance Requirements

General Acceptance

- ☐ Acceptance criteria for conformity
- ☐ Definition of acceptable vs reject criteria

Inspection Requirements

- ☐ 100% inspection vs sampling requirements
- ☐ Measurement method expectations (e.g. CMM, scanning)
- ☐ Inspection standards to be applied

Validation Requirements

- ☐ First Article Inspection (FAIR) required (Yes/No)
- ☐ FAIR standard (e.g. AS9102)
- ☐ Functional validation requirements (if applicable)
- ☐ Fit or trial requirements (if applicable)

8. Documentation & Deliverables

- ☐ Certificate of Conformance (CoC)
- ☐ Inspection reports / dimensional reports
- ☐ FAIR documentation
- ☐ Material certification
- ☐ Process records (e.g. cure logs)
- ☐ As-built data (if required)
- ☐ Any customer-specific documentation

9. Configuration Control

- ☐ Latest revision of all documents provided
- ☐ Clear revision control applied
- ☐ All documentation aligned (drawing, CAD, specs)
- ☐ Obsolete versions clearly identified or removed

10. Changes & Updates

- ☐ Notify any design or requirement changes in writing
- ☐ Identify changes clearly (revision update or mark-up)
- ☐ Allow sufficient time for review and implementation
- ☐ Agree any impact to cost or lead time

11. Interfaces & Assembly Requirements

- ☐ Mating components and interfaces
- ☐ Assembly tolerances
- ☐ Alignment or datum requirements
 - ☐ Interaction with customer tools or fixtures

12. Handling, Packaging & Preservation Requirements

- ☐ Packaging requirements
- ☐ Protection of critical surfaces
- ☐ Storage conditions
- ☐ Transport constraints or conditions

13. Communication & Contacts

- ☐ Design authority contact
- ☐ Technical contact for queries
- ☐ Quality contact (if applicable)
- ☐ Response expectations/timelines