REASON FOR UPDATE: Rationalisation of content and format change
Inclusion of change categories in section 4.4
3.2 updated

ASSOCIATED DOCUMENTS: F173B

1. PURPOSE

1.1 To provide a procedure for the control of product and process change including product/process obsolescence

2. SCOPE

2.1 This document applies to all James Walker & Co. supplied product (manufactured and traded items.)

3. RESPONSIBILITY

3.1 The Quality Manager is responsible for updating and communicating the details within this procedure.

3.2 The UK Procurement Manager is responsible for effectively managing and documenting changes made throughout the supply chain. The change process should be documented and approved by the UK Procurement Manager, Quality Manager, Operations Manager and Technical Director; where applicable.

3.3 Uncontrolled changes to product or process can result in unexpected, adverse changes to product fit, form, function or appearance in the customer's application. The majority of customers make it an explicit condition of supply that such changes are evaluated and communicated to them before the change is made. In all cases where a change is contemplated, James Walker shall follow the procedure laid out below to determine the appropriate course of action to follow.

4. PROCEDURE

4.1 Change requests are made through the use of the following form within the QMS:

F173B - CHANGE REQUEST FORM

4.1.1 This form may be used to notify the customer of any other changes whether of a temporary or permanent basis.

4.1.2 Reportable and non-reportable changes must be approved using form F173B and be complete with all required signatures before the change is made.

4.1.3 For changes relating to Resource, Environmental Impacts and Obsolescence, other formal communication channels may be used i.e James Walker Official Letterhead.

4.1.4 Some customers will have a prescribed format and defined process for notifying of any potential changes. This must be followed where applicable.

4.2 In respect of products supplied to all customers of James Walker, there must be NO SUBSTITUTION WHATSOEVER of products currently supplied unless the customer authorises the substitution.

4.3 James Walker shall notify the authorised customer representative of any planned changes to the design, process or site used in the manufacture of the parts. This change should be communicated with as much notice as possible to the customer (note, some customers request this to be a minimum of 6 months). This may not always be possible to achieve depending on the nature of the change but it is the responsibility of the organisation to provide the change details as well as any supporting data giving as much notice as is feasible.

4.4 Changes that include:

- Product/Process Obsolescence which could be in the form of a product discontinuation notice or last time buy opportunities
- Resource which could include but not limited to, change in location of facilities or manufacturing equipment, change in ownership or senior company management, change in quality leadership, system or controlled processes certification status, including suspensions or disapprovals, change in holder of design authority
- Security, Quality Health, Safety and Environmental issues that impact the organisations ability to deliver products/services to customers

Will be assessed as per the criteria outline in section 4.5 – 4.7 on a case by case basis ensuring that customer contractual obligations are respected.

4.5 **Significant Changes** – are those changes that may affect form, fit or function of the supplied component, or a potential product substitution. This would include formulation changes, manufacturing locations, product specifications, changes in key suppliers, and / or changes in regulatory or certification status. These changes would require a full dimensional first article inspection report and laboratory testing to show the state of cure (for example) has not been affected by the change. This data would be supplied as part of the change control request.

4.6 **Minor Changes –** are those changes that are not expected to affect form, fit or function of the part and do not require notification to the receiving customer, e.g. changes to the identification of the product.

4.7 **Non reportable changes** – are changes deemed as necessary to promote the continuous improvement process as part of the Quality Management System. Some key examples of this are: the introduction (or refurbishment) of a new tool / mould (following an acceptable critical inspection) or the change from compression to injection moulding; addition of identical production equipment, change to the production flow to improve efficiency.