



QUALITY DOCUMENTS

Q.P. NUMBER 10

OUTSIDE AGENCY ACTIVITIES



This document forms an integral part of the Company Quality System and adherence to the requirements specified within are mandatory upon all Company personnel and upon any subcontractor required to work in accordance with it.

This is a Controlled Document and must not be altered in any way without authorisation from the Company Quality Manager.

Issued by: *S Young*

Title: QUALITY MANAGER

Date: 01.01.16

Authorised/Approved by: *G Shott*

Title: NDT LEVEL 3/DIRECTOR

Date: 01.01.16



DOCUMENT AMENDMENTS AND UPDATES

Date amended	Section Amended	Amendment made	Name of person inserting change
01.01.16	2.6	Amended paragraph description	J. Oliver
	2.7	'or more than one site to service' included	
	8.3 a) viii.	New Excel database now implemented	
	8.3 b)	Administration now use an independent excel database which is not linked to the CRM System	
	10.0	New section inserted	S. Young

Copies of this document are sent to PCN/BINDT

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1.0 SCOPE

- 1.1 This procedure defines the policy and implementation of Lavender International Level 3 Consultancy Services to on-contract companies.
- 1.2 On-contract services are normally provided to companies against two (2) specific requirements:
 - NDT
 - Material Evaluation (ME).
- 1.3 This procedure also covers the same services being provided to non-contracted companies who request Outside Agency Level 3 Services on an ad-hoc, temporary or emergency basis.
- 1.4 This procedure describes the control of NDT and Material Evaluation Consultancy Services to both contracted and non-contracted customers against a range of relevant Specifications.

2.0 CUSTOMER CONTRACTS OR PURCHASE ORDER REQUIREMENTS

- 2.1 Customers, who require a contract with Lavender International as their External Level 3 Consultants, shall be initially sent an NDT Questionnaire (QD 174). On receipt, completed Questionnaires are reviewed, signed and dated by an appropriately qualified Level 3. This will be followed by an on-site visit and a review of the company procedures as required.
- 2.2 For newly established Level 3 Customers an appropriate draft contract is produced, which is then sent to the Customer's representative for their initial review.
- 2.4 If this is proven to be acceptable to them (or is marked up to show the required amendments) it is then formalised into an official contract and is then signed by both parties.
- 2.5 A review of the prospective client's written practice shall be conducted and if found to be satisfactory, approved by the assigned Responsible Level 3. A company whose written practice is deemed unsatisfactory shall be furnished with a new Lavender International generated version.
- 2.6 For existing Level 3 Companies already on-contract for these services, a Renewal Notification letter & Contract is sent to them two months prior to their contract renewal date (detailing the renewal date and the applicable fees involved - See Appendix 1) and the newly drafted Level 3 renewal contract is also then processed for signature by both parties.



- 2.7 In the case of any company/customer having more than one contract (i.e. different companies within the same Group/or more than one site to service), these will be reviewed by the assigned and Responsible Level 3 prior to the renewal notification being sent, in order to protect any conflict of confidentiality within that group of companies etc.
- 2.8 The customer retains a copy of the original signed contract and Lavender International retain a scanned copy, together with, any renewal notifications/contracts etc.
- 2.9 If a Company does not renew its contract at the relevant time (and/or notifies us of their intention not to renew for any reason) then a Contract Termination letter will be sent out by the relevant Level 3 (See Appendix 2). We will also notify the relevant Prime Contractors that we are no longer acting as Level 3 for such companies.
- 2.10 However, in order to implement any applicable corrective actions etc., it is company policy to always determine the reasons for such non-renewal to identify any situation that might lead to the reversal of this decision and/or to whether this decision was based on any unsatisfactory level of service performance which might also affect other similar contracts (in line with Company Procedure **QP 6** requirements).
- 2.11 Customer requirements for On-contract Companies will be reviewed by the Level 3 by completing "Order Evaluation and Acknowledgement Requirements" form QD 144.
- 2.12 Whilst the above actions are taken for those clients that are on-contract, the following actions will be taken for those customers who identify the need for Lavender International Outside Agency Level 3 Services to meet any ad-hoc, temporary or emergency needs. For companies requiring such ad-hoc services an "Order Evaluation and Acknowledgement Requirements" form QD 183 will be completed and contract review carried out. On completion of this form, a copy will be sent back to the customer for acknowledgement of their requirements and for such clients to provide their own Purchase Order to cover this work.



3.0 REQUIREMENTS

- 3.1 In those companies where we provide Responsible Level 3 Services, the assigned Outside Agency NDT/ME Level 3 Consultant shall be agreed with the Customer's Representative. He/she will then be named in the submitted and accepted Contract and within the Written Practice of that Company, and thereafter shall be responsible for that customer's site (and where appropriate their personnel) acting as their Outside Agency Level 3 person.
- 3.2 These Nominated NDT/ME Level 3's shall be suitably qualified to meet the relevant Prime Contractor requirements. The Company Profile and CVs of the appointed Level 3 personnel (which are updated by the Level 3 Services Secretary on a regular basis) are made available to all on-contract companies via an access code to the company website.
- 3.3 Any non-contracted company who requires the Company Profile and CVs of any Lavender International Level 3 personnel acting on their behalf will be provided with this information upon request.
- 3.4 The customer is required to maintain an annual contract with Lavender International allowing full access to the NDT/ME facilities as determined by the Nominated/Responsible and agreed Level 3. This contract is kept on file with the Company's records as identified above at 2.6.
- 3.5 Nadcap Accreditation Companies require that all NDT/ME personnel undergo a Performance Review in each NDT/ME method in which they hold approval. This assessment will be conducted under the guidance of the Nominated/Responsible and agreed Lavender International Level 3 in accordance with the relevant section of the Company's Written Practice. Performance Review is mandatory for all NAS410 Rev 4 and PREN4179 (2014) companies.
- 3.6 Customers who are not required to hold Nadcap Accreditation will have their requirements periodically reviewed and agreed (normally on renewal) by the Nominated/Responsible Lavender International Level 3 individual, as per their identified requirements.



4.0 **REFERENCED DOCUMENTS**

- 4.1 Referenced documents that may be applicable include, but may not be limited to, the following:

CAP 747	Mandatory Requirements for Airworthiness
EN 4179	Aerospace series Qualification and Approval of Personnel for Non-Destructive Testing.
NAS 410	NAS Certification & Qualification of Non-destructive Test Personnel.
ISO 9712	Non-Destructive Testing - Qualification & Certification of NDT Personnel.
SNT-TC-1A	Recommended Practice.

The relevant Prime Contractor's specification for Training and Qualification of NDT/ME Personnel – as contained within the relevant Written Practice.

NANDTB_12 0A – Assessment Criteria and Audit Processes.

Training and Examinations should be carried out in accordance with the following internal documents:

QP3A	NDT Training of External Personnel
QP4	Control and Administration of Personnel Examinations

5.0 **DEFINITIONS**

- 5.1 **DIRECT CLIENT:** An organisation or an individual who is contracting with Lavender International Outside Agency to deliver Level 3 Services as described in NANDTB_12 0A (the Assessment Criteria and Audit Processes document). See Appendix 3 (**Direct Client Agreement**).
- 5.2 **CUSTOMER:** The organisation that carries out NDT or Material Evaluation; and who requires Lavender International Level 3 Outside Agency Services.
- 5.3 **NDT INSTRUCTION:** A document detailing the NDT technique and testing parameters to be used for the inspection of a specific component, group of parts (e.g. "aluminium extrusions" or "steel brackets") or assembly. These are sometimes referred to in the industry as "technique sheets" or "data cards".
- 5.4 **NDT PROCEDURE:** A written general "how to" instruction for conducting a given process. Procedures are then used to develop NDT instructions.



- 5.5 **WRITTEN PRACTICE:** A procedure that describes an employer's requirements and methodology for controlling and administering the NDT/ME personnel qualifications and the relevant certification process.

6.0 RESPONSIBILITIES

- 6.1 Activity Logs are kept up to date for each on-contract customer identifying the work conducted by the Lavender International NDT/ME Level 3. These are the responsibility of the Outside Agency Administration Department to complete, maintain and email to customer on an annual basis (See Appendix 4).
- 6.2 The Nominated/Responsible and agreed Lavender International Level 3 Consultant shall be responsible for the following, as a minimum:
- Ensuring that the Company Written Practice satisfies the requirements of the relevant Prime Contractors. When Prime Contractor Specifications are updated, the Level 3 will review and amend the Written Practice accordingly.
 - Ensuring that all NDT/ME personnel are trained, examined and certified in accordance with the customer's Written Practice.

Note: In the case of all employer-based certification schemes, responsibility of certification remains with the employer.

- Ensuring that all NDT/ME facilities satisfy the requirements of Prime Contractors' NDT/ME Procedural Specifications.
- Approving all part-specific NDT instructions for non-critical components ensuring that the correct Acceptance Standards are applied.
- Ensuring that all NDT/ME operations are correctly sequenced within the manufacturing cycle when there is a customer requirement.
- Carrying out minimum annual NDT audits to ensure the latest requirements are being met (if applicable);
 - a) NDT/ME Audits will be carried out as agreed with the individual customer.
 - b) A copy of the audit report shall be sent to the customer on completion of the Audit. Responses to audit findings should be submitted to the auditor to facilitate closure of the non-conformance. It is expected that responses are submitted in a timely manner to the satisfaction of the original auditor.



- c) A running list is maintained of all such audits requiring close-out (records are maintained on the CRM System within Level 3 Administration). The NCRs are periodically chased for close-out by the Level 3 Administration.
- Ensuring all NDT/ME documentation is available and has been approved by Prime Contractors in accordance with specification requirements if required.
- Ensuring that NDT/ME procedures and techniques meet Prime Contractors' requirements.
- Ensuring that any changes in National or International Specifications are reviewed and implemented where appropriate into the relevant Company NDT/ME procedures and techniques.

Note: It is the Customer's responsibility to inform the Nominated/Responsible NDT/ME Level 3 of any changes to Prime Contractors' Specifications.

It is our responsibility to review and report on any relevant impact on the Customer's documentation brought about by such changes.

7.0 EXAMINATIONS CONDUCTED ON-SITE

- 7.1 Any customer on-contract with Lavender International for Level 3 Services, or alternatively holding NADCAP accreditation, will not require an audit of the practical facility prior to use.
- 7.2 For all examinations conducted on-site, whether for on-contract companies or otherwise, the invigilator check list on the back of the examination folder will be completed to confirm the facility satisfies training/examination requirements.
- 7.3 All teaching aids will be supplied by Lavender International.
- 7.4 The control and security of test specimens and examination papers will be the responsibility of the Lavender International invigilator assigned to conduct these examinations.
- 7.5 SNT/NAS410/EN4179 training and examination specimens may be interchanged where appropriate, provided they are mastered by two personnel (at least one of whom is an aerospace Level 3) certified in the relevant method(s). The master plot of all specimens shall be correctly approved prior to their use.
- 7.6 NAS410/EN4179 examination specimens are controlled by the Level 3 Services Department and are booked in and out.



- 7.7 See QP4 Sections 22 and 23 for control of SNT and EN4179-NAS410 theory examination question papers.
See QP4 Section 15 for Marking of SNT and NAS410/EN4179 examinations.

8.0 RECORDS

- 8.1 For each of our on-contract Level 3 Companies, records are maintained of the activities of the Nominated and agreed NDT/ME Level 3, and any correspondence relating to the customer via electronic means.
- 8.2 These records include, but are not limited to, the following:
- Current contract and annual renewal endorsements.
 - Customer's Approved Written Practice (signed front sheet).
 - Approved NDT procedures and part-specific techniques.
 - Activity Log(s) – covering all work completed by the Level 3.
 - Evidence of all completed audits including :
 - a) any used and completed Checklist(s) and Audit Notes.
 - b) all Reports, including all Non-Conformities/Non-Compliances etc.
- 8.3 The Outside Agency Level 3 Administration maintain these records on two (2) separate computerised systems:
- a) A modified off-the-shelf CRM (Customer Relationship Management) Software Package on which are logged:
 - i. All Techniques that the assigned Level 3 Consultants have approved
 - ii. All Procedures that the assigned Level 3 Consultants have approved
 - iii. All Written Practices that the assigned Level 3 Consultants have approved
 - iv. An indication of when the Level 3 Customer has paid for their current contract
 - v. When any Activity Report has been submitted to the Level 3 Customer (to show the work completed in any period)
 - vi. When any Eye-sight Certificates have been approved
 - vii. All NCRs that have been raised – so that these can be chased up and closed out at the earliest practicable time



viii. OA Administration also use an Excel Database to print off when Examinations, Performance Reviews, Audits and Eye-sight Tests are due – so that these can be effectively planned and completed to time.

b) An Outside Agency Database which is used to log all Examinations, Performance Reviews, Audits, Eye-sight Tests etc., and which can be further used to print from in order to provide the assigned Level 3 Consultants with their forthcoming workloads etc.

c) To ensure activity logs are accurately maintained, all work conducted must be recorded on the job specific time sheet QD 216. The person conducting this work must annotate the time sheet with all work undertaken, including any additional work which may have been agreed upon/conducted during the visit. Administration personnel should then cross reference this document and transpose all work undertaken onto the activity log. The check box shall be endorsed to demonstrate this has been carried out accordingly.

9.0 CONTROL OF SPECIFICATIONS

9.1 Specifications that are available on the internet shall be reviewed for issue status on a monthly basis by the Quality Manager.

9.2 The Quality Manager shall inform all relevant Outside Agency staff of any documents that have been updated and ask for a review to be carried out. This review will be carried out by an appropriately qualified Level 3 who will complete a Standard Review Report form QD 29.

9.3 Where a specification cannot be accessed then it is the customer's responsibility to provide such specifications as detailed in their contract with us.

10.0 CONTROL OF EN4179/NAS410 TRAINING AND EXAMINATION SPECIMENS

10.1 Aerospace practical examination samples are either procured via an approved supplier or obtained as a donation from industry.

10.2 Upon receipt of the sample(s), the applied NDT method and technique shall be determined by an appropriately qualified NDT Level 3 person.

10.3 The sample(s) shall then be individually processed by 2 personnel, one of whom shall be a NAS410/EN4179 Level 3 individual, appropriately qualified in the applicable method. The two results shall be collated to determine the final master of the sample(s). Upon agreement, a master report form shall be



produced. The two initial reports need not be retained. Both processors shall sign the agreed master report.

10.4 The master report form shall contain the following information as a minimum:

- Photograph or sketch of the sample
- Unique sample identifier
- Area(s) of determined indications and their dimensions (where applicable)
- Signature, stamp and date of approving authorities (at least 2 NDT personnel, Level 2 or Level 3, one of whom is NAS410/EN4179 Level 3 certified)

10.5 SNT samples may be used for aerospace training/qualification, provided the master is approved by at least one Level 3 who is NAS410/EN4179 certified in the appropriate method.

10.6 The approved master report forms are stored electronically, available to Lavender International employees only. The hard copies of the approved masters will be securely stored in the Unit 8 safe. The actual sample(s) are stored in Unit 8 and are accessible only to Level 3 services. Any samples removed, are booked out and booked back in again, after their use.

10.7 All aerospace samples may be utilised as either training or examination specimens. However, samples given to a candidate for training shall not be given to the same candidate for examination purposes.

10.8 Where it becomes apparent that the sample(s) do not fully represent the master (i.e. due to clogging of the indication, damage, etc) the revision of the master shall be determined and approved by two certified Level 3 personnel.

10.9 In the case of customer owned samples, the master report forms shall be signed off by at least one Lavender International NAS410/EN4179 Level 3. The actual hardware shall be securely stored at the customer's premises and shall only be made available for examination purposes. The EN4179/NAS410 On-site Checklist (QD 381) shall be completed by the responsible Level 3 to ensure the examination facilities and security of samples are satisfactory.

10.10 The relevant appendices of WI-09A shall be executed to demonstrate compliance with Lavender International examination and invigilation requirements by an appropriate customer representative.

**APPENDIX 1**

Our Ref: L

Date

Fao: Mr

Company

Add 1

Add 2

CITY

P CODE

Dear Mr

Re: Contract 2014 - 2015

According to our records your Outside Agency Level 3 Contract is due for renewal on 1st March XXXXX. The Annual Fee is £0000.00 and the Daily Rate is £000.00.

Please find attached a copy of the Level 3 Contract for your review. If you wish to proceed can you please supply a Purchase Order to the email address below. On receipt of your Purchase Order, this will demonstrate that you agree to the terms of the contract.

Could you please sign and return a copy of the Level 3 Contract back to me, together with a letter nominating xxxxxxxxx as your Nominated/Responsible NDT Level 3 and xxxxxxxxx as an additional signatory (see Appendix 1).

I hope this meets with your approval.

Yours sincerely

Jayne Oliver

Level 3 Services Department

Lavender International NDT Consultancy Services Ltd

jayne@lavender-ndt.com



APPENDIX 2

Ref: L

Date

Fao: Mr

Company

Add 1

Add 2

City

P Code

Dear Mr

Re: Contract Termination

We confirm that the Outside Agency Level 3 Contract was terminated on *(date here)*. Please bear in mind that all procedures provided by Lavender International are no longer valid as they remain our Intellectual Property and were provided with a licence for a single use whilst Lavender International were contracted as Responsible Level 3. This also means that they cannot be changed or re-written without infringing this single use licence.

If Lavender International can be of any assistance with regard to Training & Certification of your NDT/ME personnel, please do not hesitate to contact us.

Yours sincerely

Level 3

NDT/ME LEVEL 3/CONSULTANT



APPENDIX 3

DIRECT CLIENT AGREEMENT

Lavender International Outside Agency Agreement of Corporation with a Direct Client

This agreement between Lavender International and the Direct Client provides a framework for the two parties to work together so that the Direct Client may be recognised within the Lavender International Quality System as providing services under our Outside Agency approval.

1. This will be an annual agreement which will be renewable upon review by the two parties.
2. Lavender International will maintain their approval by BINDT as an Outside Agency.
3. Lavender International will maintain their approval as an ATO.
4. Lavender International will review the Direct Client's documentation and ensure that the following criteria are met:
 - a) Documentary evidence of CV including:
 - i) Full name and corresponding address
 - ii) Training courses attended
 - iii) NDT/ME work experience
 - iv) NDT/ME Certification
 - v) Direct Client's Written Practice to EN4179
 - vi) Other relevant Certificates – education certificates, candidate certificates etc.
 - b) Establish 'scope' of Direct Client's activity.
 - c) Review and formally approve the Direct Client's training packages.
 - d) Review and formally approve the Direct Client's examinations.
5. Lavender International will indoctrinate the Direct Client into:
 - i) Lavender International Trainer programme
 - ii) Lavender International Invigilator/Examiner programme



6. Lavender will provide where necessary/appropriate to the Direct Client:
- a) Yellow candidate folders
 - b) Certificates of Training
 - c) Certificates of Examination
 - d) Invoice to Direct Client
7. a) Lavender International will charge a 'folder fee' of £xxx.xx which will cover the production of the training and examination certificates conducted by the Direct Client.
- b) An invoice will be presented to the Direct Client and all documents released upon payment to Lavender International.

8. Conflict of Interest

The Direct Client should be aware that they may need to declare a conflict of interest, due to their affiliation with Lavender International when working on other activities.

9. The Direct Client's daily fee to be agreed for work items additional to those covered above.



APPENDIX 4

EXAMPLE OF ACTIVITY LOG

Unit 7, Penistone Station
Sheffield, S36 6HP
Tel: +44 (0) 1226 760706
Fax: +44 (0) 1226 760704

Email: jayne@lavender-ndt.co.uk
Website: www.lavender-ndt.com

COMPANY NAME
ADDRESS 1
ADDRESS 2
CITY
POST CODE
TEL NO:

Outside Agency Level 3 Department: Company Activity Log

14/06/2006	Faxed quote to ????? for CT/HT/AEI Assessments due Sept 06	JMO
14/06/2006	Approved QPM30 & QPM31	IAG
20/06/2006	Approved BDC7449, BDD6937 & BDD4200.	IAG
02/07/2006	Approved BRR710LPT.	AY
03/07/2006	Sent contract renewal letter	JMO
21/08/2006	Approved techniques: NDP 1778/NDT & NDP 1775/NDT.	GE
24/08/2006	Approved techniques:328, 330-1, 330-2, 330-3	GE
14/09/2006	Annual Audit carried out.	GE