Frequently Asked Questions

General

Q: Who is my point of contact at VO for quality related questions?

A: Jason Lee, Supplier Quality Engineer.

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Q: Where do I find more information about VO Supply Chain?

A: You'll find most documents relating to Contracting Data, Shipping/Receiving/Logistics, and Supplier Quality Assurance here https://virginorbit.com/supplychain.

Q: Is there a Supplier Quality manual?

A: Yes, it is currently living on the Supply Chain website linked above.

Deviation Request

Q: What is a Deviation Request?

A: A Deviation Request is a formal document used to record any features that will be deviating from the print. There are two different types of Deviation Requests:

- Supplier-Generated
    - When a supplier realizes that any product that they are preparing to ship does not meet one or more of the requirements, a Deviation Request must be submitted to the VO SQE
    - The SQE will distribute the Deviation Request to the proper departments within VO for review.
- VO-Generated
    - When the deviation stems from the VO engineer, the VO SQE (Supplier Quality Engineer) will submit a VO-generated Deviation Request to the supplier
    - The supplier may review the request and has the option to approve or reject the deviation

The supplier must include a hard copy of the approved deviation request with the shipment.

Q: Can I email the engineer directly to request a Deviation?

A: No, whenever there is a deviation from the normal requirement (print, PO, etc), we must use the Deviation Request. A verbal/email approval will not be accepted. This is to prevent any possible miscommunication between VO and the supplier. However, email and phone call maybe used to coordinate activity prior to submitting a Deviation Request.

Q: What if I didn't submit a Deviation Request prior to shipment?

A: The shipment will be initially received in to the dock, but will get held up in inspection and not complete full receipt. Once this happens, the inspectors will generate an internal ticket, which may result in a Supplier Corrective Action of some sort.

Q: What if I didn't include a hard copy of the approved Deviation Request with the shipment?

A: Without the Deviation Request, the inspector has no way of knowing that an internal ticket already exists and will generate a new ticket. This delays the full receipt and increases the workload at VO.

Supplier Corrective Actions

Q: What is a SCAR?

A: A supplier Corrective Action Requests (SCAR) may be issued for nonconforming material received at VO. We expect an initial response within one business day and a full response within a reasonable amount of time (2-3 business weeks). The objective is to generate corrective actions to decrease the amount of defective parts.

Q: What is a SCAN?

A: Supplier Corrective Action Notification (SCAN) will be issued out for all the deviations that weren't approved prior to shipment. You are required to take action to prevent re-occurrence of the issue, but a response is not necessary, but is more than welcome.

Q: What happens when I receive a SCAR/SCAN?

A: If a supplier receives a SCAR, their Supplier Score will be reduced by a set amount unless the response is late.

If a supplier receives a SCAN, their Supplier Score will not be affected. However, if they receive any repeat SCANs, this will result in a SCAR.

Q: **What if I am late in responding to the SCAR?**

A: We expect the supplier to uphold quality to the highest of standards; a late SCAR response will result in further Supplier Score reduction. However, if you require an extension, please provide a reason and request a new date. The extension may or may not be approved.

SQC Package

Q: **What is an SQC Package?**

A: SQC stands for Supplier Quality Clause, which are the documents we require per shipment per item. On the Purchase Order, each line item will have their own set of required SQCs. Review the PO to determine which documents need to be submitted prior to shipment and which documents need to be included with the shipment.

Q: **What is the process for approving the VO Certificate of Conformance?**

A: The process has recently been streamlined.

1) The Supplier sends the electronic SQC packages to the designated VO SQE
2) The SQE will send an email "acceptance for shipment" back to the supplier
   a. The SQE will save the data in the VO database for package review by Receiving Inspection
3) The Supplier ships the items with a copy of the C of C.
   a. The supplier includes hard copies of any approved Deviation Requests
4) The SQE will send the approved copy of the C of C to the supplier

Q: **What if a PO does not require any SQCs?**

A: Although most items will require the basic SQC 1 (Certificate of Conformance) and SQC 2 (Material/Process Certs), there may be some items that are blank. In these cases, the supplier is not contractually bound to supply any documents, but we would appreciate it if we received the bare minimum (SQC 1 and SQC 2).

Q: Can I request a certain SQC requirement to be removed?

A: Sometimes, the SQCs requested are too extensive for the application, in which case, we can have a discussion. The best time to address an SQC requirement is when you receive the RFQ and before the PO is awarded. If you want to request modifying the RFQ or PO, contact the buyer.

Relay

Q: How should I send files to you?

A: Virgin Orbit, LLC ("VO") is fully committed to complying with the U.S. Government's export control laws and regulations ("Export Control Laws"), including but not limited to the U.S. Department of State's International Traffic in Arms Regulations ("ITAR"), at 22 C.F.R. Parts 120-130 (U.S. Code of Federal Regulations).

To comply with the Export Control Laws, VO has established technical procedures and physical measures to protect the inadvertent release or disclosure to foreign nationals or other unauthorized parties of any technical data that is regulated by the Export Control Laws. For example, VO requires the use of encrypted email to transfer any technical data regulated by the Export Control Laws.

VO is currently using an encrypted FTP system called "Relay" located at: https://relay.launcherone.com/webclient/Login.xhtml

As a VO supplier, you are required to have procedures in place to comply with the Export Control Laws. VO encourages all VO suppliers to send any information regulated by the Export Control Laws, including ITAR technical data, via a secure, electronic transmission method. As a reminder, failure to comply with the Export Control Laws may result in the termination of your PO/agreement with VO.

If you have any questions concerning VO's requirements of its suppliers, please contact your VO representative. But if you have any questions on how to comply with the Export Control Laws, you should seek independent legal advice

Q: What is considered to be "sensitive material"?

A: Sensitive material include, but not limited to

- Documentation
    - Blueprints
    - Drawings
    - Photographs
    - SCARs

- o Deviation Requests
- Classified information
  - o Plans
  - o Instructions
  - o Dimensions
- Software that is directly related to the production of the part