



**Note New Address:** 555 E. Lancaster Avenue, Suite 400  
Radnor, PA 19087, USA  
19<sup>th</sup> May 2023

## **TRIUMPH FY'24 Supplier Updates & Support**

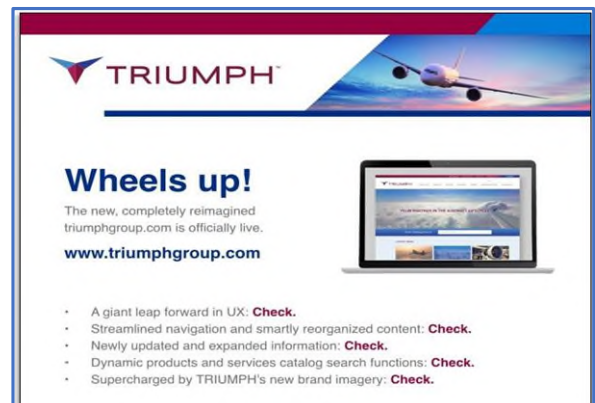
Dear Valued Supplier,

As TRIUMPH has entered our FY24, we first want to thank all our suppliers for a strong FY23 focus on meeting our end of year objectives in support of our customers' requirements. We are well positioned to focus on **'Accelerating Our Future'** and our suppliers are critical partners to TRIUMPH as we grow by applying our core values of Integrity, Continuous Improvement, Innovation, Teamwork and Acting with Velocity. Collectively we continue to raise the bar, impress our customers, win new business, providing the products and develop new technologies to support our Commercial and Military customers.

TRIUMPH continue to recognize and actively support the supply base challenges relative to material availability, capacity constraints and resources as the industry returns to steep ramp rates. To continue our momentum through FY24 and gain airspeed and altitude, we have made significant improvements to our TRIUMPH webpage, Supply Chain Operating Processes and Supplier Quality initiatives.

### **REDESIGNED WEBPAGE**

The newly redesigned TRIUMPH webpage ([www.TRIUMPH.com](http://www.TRIUMPH.com)) is now live and brings more robust features and streamlines access to essential information and products. You are encouraged to visit and understand TRIUMPH's mission, vision, and values.



### **UPDATED SUPPLIER PORTAL**

The TRIUMPH Supplier Portal ([www.TRIUMPHsuppliesource.com](http://www.TRIUMPHsuppliesource.com)) has been updated to allow suppliers the ability to update their company information and most importantly, **your contact information.** With updated supplier contact details, TRIUMPH will assure that each supplier is receiving their monthly scorecard as well as regular communications and QLIK data reports.

### **IMPROVED SUPPLY CHAIN PROCESSES**

Our Supply Chain Management Procedures have also been updated to reflect the improved weighted Risk Score and On-Time-In-Full (OTIF) calculation details. With implementation of standard work and cause codes, TRIUMPH are well placed to maintain a business level need of 95% OTIF.

Suppliers are asked to assure that some best practices are in place to maintain consistent OTIF reporting, and some lessons learned from a supplier OTIF event are noted below:

- Assure Lead-time alignment between the supplier's and TRIUMPH systems.
  - With the ever-changing global supply chain market, TRIUMPH request suppliers to regularly send in updated lead-times or at minimum once a quarter.
- Long-lead/risk purchased components need to be discussed to review options for purchase (i.e. advance purchases, safety stock option at suppliers, approved alternates, etc)
- Open order reports need to be reviewed and confirmed by the supplier in a timely manner, so TRIUMPH learns about potential delays well in advance.
- Review blanket PO coverage to ensure TRIUMPH is not releasing line items under lead-time.
- If suppliers don't have PO coverage or forecast out 24 months for our higher volume programs, they need to be contacting their TRIUMPH buyer to share as much information as possible.

### **SUPPLIER QUALITY INITIATIVES**

TRIUMPH's Supplier Quality Assurance Manual (SQAM) has been revised to align with AS9100 format and clarify supplemental Quality Management System requirements. The SQAM revision will be effective June 1<sup>st</sup> and all suppliers are expected to review and comply with the applicable requirements.

Supplier escapes and nonconformances continue to impact TRIUMPH and TRIUMPH Customer's. In our pursuit of **Zero Defects** and Waste Elimination we encourage suppliers to pay particular attention to:

- Identification and Traceability - Part markings, quantity verification and certificate of conformance accuracy
- Preservation – Rust, Corrosion, Pitting due to poor preservation practices
- Change Management – Engaging TRIUMPH before major changes to ensure continuity and compliance
- Part Handling -Proper internal and external handling of parts to ensure reduction of 'nicks and dings'

### **SUPPLIER SUPPORT**

TRIUMPH will be conducting a Virtual Supplier Forum to review the above updates to the supplier portal and SQAM in early June. As well we are finalizing details for our **2023 Supplier Conference** to be held in Los Colinas, Texas on Tuesday, December 5<sup>th</sup>.

We thank you for being a committed supplier to TRIUMPH and our customers and are asking each supplier to reconfirm current lead-times for all parts under contract with TRIUMPH and share your capacity plans to meet TRIUMPH requirements. TRIUMPH look forward to our forward momentum thru FY24.

**Colin O'Mahoney**

TRIUMPH VP Supply Chain

**Deb Trailor**

TRIUMPH Director Supplier Performance