January 21, 2024

Attention: TRIUMPH Suppliers

Subject: Cross Training Personnel & Robust Training Instructions

We must address a recent incident involving work performed at a supplier’s facility unfamiliar with the prescribed process, leading to the production of nonconforming parts and a subsequent customer escape.

This situation underscores the critical need for proper training and ensuring qualified personnel are engaged in tasks according to provided work instructions.

To strengthen our collaboration and prevent such occurrences, we emphasize the following key points:

**Process Familiarity:** It is imperative that all personnel engaged are well-versed in the specifics outlined in the provided work instructions. Lack of familiarity can result in errors that compromise the quality of the end product.

**Training Compliance:** Ensure that your team receives comprehensive and up-to-date training on the specific processes related to the work instructions. Regular training sessions should be conducted to keep everyone aligned with the required standards.

**Qualified Personnel:** Assign tasks only to personnel who are qualified and experienced in the designated processes. This ensures that the work is executed correctly, minimizing the risk of nonconformities.

**Communication Channels:** Establish open communication channels to promptly address any uncertainties related to the work instructions. Clarity is key to avoiding misunderstandings that could lead to deviations.

**Continuous Improvement:** Encourage a culture of continuous improvement within your organization. Regularly assess and refine training programs and processes to enhance overall competency and efficiency.

We appreciate your immediate attention to these matters. Your commitment to adherence and continuous improvement is instrumental in upholding the highest standards of quality and compliance.

Thank you for your attention to this critical issue.

Sincerely,

Sabrina Richmond

Vice President, Quality