

**REQUIREMENTS APPLICABLE TO
SUPPLIERS**

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Purpose

This document defines the **requirements** applicable to the ZODIAC AEROSPACE Group's suppliers. These requirements are defined for each category of suppliers.

- Engineered Part Manufacturers ,
- Sub-contractors,
- COTS Suppliers
- Distributors,
- Repairers,
- Tools Suppliers,
- Service Providers.

Specific requirements in addition to this document can be included in contracts or purchase orders.

Revisions

A: first issue (October 2009)

Writing – Checking - Approval

Document written by the Zodiac Aerospace Group Quality Suppliers Working Group

Document checked and approved by Zodiac Aerospace Group Quality Division

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SCOPE OF APPLICATION

This document applies to all aerospace, defense and space products or services purchased by the ZODIAC AEROSPACE Group entities.

This document constitutes a **contractual obligation** whenever it is referenced in contracts or purchase orders.

By accepting the contract or purchase order, the supplier agrees to comply with all the applicable clauses contained in this document.

Any deviation from one or another of these clauses must be subject to an agreement **in writing** between the Supplier and the ZODIAC AEROSPACE Group company concerned.

In case of contradiction, between the clauses contained in the document and the ones contained in the contract or purchase order or in the Buyer's Terms and Conditions, clauses of contract and/or purchase order shall take precedence.

TERMINOLOGY

Acronyms

COTS

Component off-the-shelf

EASA Form 1

European Aviation Safety Agency – Release certificate

ERP

Enterprise Resources Planning

FAA Form 8130-3

Federal Aviation Administration - Release Certificate

FMECA

Failure Mode, Effects and Criticality Analysis

FAI

First Article Inspection

OASIS

On line Aerospace Supplier Information System (www.iaqg.sae.org/oasis)

PR/NADCAP

Performance Review Institute / National Aerospace and Defense Contractor Accreditation Program.

REACH

Registration, Evaluation and Authorization of Chemicals

ROHS

Restriction of the use of certain Hazardous Substances

Definitions

Buyer

The term Buyer refers to the ZODIAC AEROSPACE Group entity issuing the contract or purchase order.

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Contract or Purchase order

The contract or purchase order is the legal agreement between the supplier and the Buyer, whatever the format (paper or data processing support) or the designation (order, contract, delivery order) to provide products, materials and/or services.

COTS Suppliers

Supplier of standard products or off-the-shelf products for which the Supplier has design responsibility.

Distributor

Supplier responsible for the purchase, storage and distribution of non modified products

End Customer

The term End Customer refers to the ZODIAC AEROSPACE Group entity's Customer placing the contract or purchase order

Engineered Part Manufacturer

Supplier providing a product according to the Buyer's specifications or technical requirements. The Engineered Part Manufacturer is the owner of design file.

Environmental impact

Any change to the environment, whether adverse or beneficial, wholly or partly resulting from the environmental aspects of the supplier.

Products

Materials (assemblies, parts, components, etc...), products manufactured by continuous processes (base materials, liquids, sheet metal, wires, etc...), service (design, repair, test, software, non destructive tests, special processes).

Repairer

Supplier who repairs products provided by Buyer

Service provider

Supplier providing services relating to product or means used in products manufacturing (hardware design, tests, maintenance, software design, maintenance, logistics, calibration,...)

Sub-contractor

Supplier providing a product from the Buyer's definition or manufacturing file.

Subtler Supplier

L-2 Supplier providing a product to Supplier who is the holder of a contract or purchase order placed by the Buyer.

Supplier

Company (engineered part manufacturer, subcontractor, distributor, COTS supplier, repairer, tools supplier, service provider) holder of a ZODIAC AEROSPACE Group company contract or purchase order.

Tools Supplier

Supplier providing and/or designing tools, production means, inspection & test benches used to manufacture, assemble, inspect and test products sold by the Buyer.

Note: These tools are not intended to be integrated in the Buyer's products.

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REFERENCE DOCUMENTS

ISO 9001

Quality management system – Requirements

EN/AS/JISQ/9100:

Quality management system – Requirements for Aviation, Space and Defense organizations.

EN/AS/JISQ/9110 :

Quality management system – Requirements for Aviation maintenance organizations.

EN/AS/JISQ/9120 :

Quality management system – Requirements for Aviation, Space and Defense Distributors.

EN/AS/JISQ/9131 :

Non conformance documentation

EN/AS/JISQ/9102 :

First Article Inspection

EN/ARP/9134 :

Supply chain risk management guideline.

EIA JESD-625 :

Requirements for electrostatic discharge sensitive device

MIL-Std-1686 :

Electrostatic discharge control program for protection of electrical and electronic parts, assemblies and equipment

EN 61340-5-1 :

Protection of electronic devices from electrostatic phenomena - General requirements

IPC/JEDEC J-STD-033 :

Joint IPC/JEDEC Standard for handling, packing, shipping and use of moisture/reflow sensitive surface mount devices

ISPM15 / NIMP 15 :

Guideline for regulating wood packaging in international trade

ZA-Q-1031 :

Zodiac Aerospace - Program management requirements for design suppliers

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For each supplier group, the applicable requirements are marked with an "X" in the below chart

		Eng. Parts MFR.	Sub-contractors	COTS Suppliers	Distributors	Repairers	Tool Suppliers	Service Providers
1. GENERAL								
1.1	The supplier is under an obligation to supply Buyer with products that comply with the technical requirements and provisions specified in the relevant contract or purchase order.	X	X	X	X	X	X	X
1.2	The supplier shall inform the Buyer as soon as he is aware of them of any incidents or anomalies likely to affect the fulfillment of contract or purchase order (delivery date, product conformity, conformity to terms of the contract, conformity to contract or purchase order, conformity to general terms and conditions).	X	X	X	X	X	X	X
1.3	The supplier shall inform the Buyer, immediately of any obsolescence notification regarding the purchased products.	X	X	X	X	X	X	
1.4	The Supplier shall inform the Buyer of any regulatory exceptions applicable to the products (ex products liable to export control,...)	X	X	X	X	X	X	
1.5	The Supplier shall inform the Buyer of any significant change concerning : <ul style="list-style-type: none"> • mergers and acquisitions • Company organization and management • Factories • Manufacturing processes • Industrial means (tools, inspection and production equipment) • Sharing between internal and external manufacturing • Major sub-contractors <p><u>Note</u> : In case of work transfer (from one Supplier facility to another, from the Supplier to subtler supplier, from one major supplier subtler to another supplier subtler) the Supplier shall notify the Buyer at least 3 months before the beginning of the transfer (see also clause 9.1 related to work transfer plan)</p>	X	X	X	X	X	X	X
1.6	The Supplier shall inform the Buyer in the event of liquidation of the property, declaration of judicial settlement or name change. The Buyer reserves the right to claim all Buyer property tools, means, and documents and quality records related to past or current contracts or purchase orders.	X	X	X	X	X	X	X
1.7	Buyer representatives, whether or not accompanied by End Customer representatives, shall have the right to carry out quality audits or inspections at the Supplier's premises (and if necessary at sub-contractors supplier premises) in order to check : <ul style="list-style-type: none"> • Supplier conformity to requirements specified in this document • Conditions under which the contract or purchase order is being fulfilled • Product conformity to specified requirements • Conformity of processes to specified requirements • Implementation of any corrective action required 	X	X	X	X	X	X	X
1.8	The Supplier shall inform the Buyer, before contract or purchase order acceptance, of the facilities and/or manufacturing processes considered confidential for which the Supplier requires no admittance of Buyer's representatives and/or End Customer's representatives.	X	X	X	X	X	X	X

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For each supplier group, the applicable requirements are marked with an "X" in the below chart

		Eng. Parts MFR.	Sub-contractors	COTS Suppliers	Distributors	Repairers	Tool Suppliers	Service Providers
1.9	<p>Depending on the nature of the products or services ordered, Official Authorities may inspect any or all of the operations required to fulfill the contract or purchase order.</p> <p>Depending on what is to be supplied, these Official Authorities include but are not limited to those listed below:</p> <ul style="list-style-type: none"> • Official Authorities of DOD for military activities; • Civil Aviation Authority or organization acting on its behalf, for aircraft civil equipment. <p>The supplier (and any of his subcontractors) shall provide the representatives of any Official Authorities free access to his premises and shall make available to them any document related to the contract or purchase order as well as any other facilities required in order to enable them to carry out their inspection.</p>	X	X	X	X	X	X	X
1.10	The supplier shall comply with the International Labor standards promulgated by the International Labor Organization, including without limitation or exclusion those relating to child labor, worker safety, and forced labor.	X	X	X	X	X	X	X
1.11	<p>The Supplier shall take out liability insurance policies with the aim of covering, the consequences of material damages or physical injury caused to the Buyer, its staff or a third party, as a result of Products delivered under this contract or purchase order.</p> <p>The Supplier undertakes to maintain this insurance coverage for the entire duration of use of the said Products. It is the Supplier's responsibility to get the information from the Buyer.</p> <p>Where, for any reason, the Supplier's responsibility is no longer insured, the Supplier undertakes to inform the Buyer of this immediately and to provide all justification.</p> <p>In case of insufficient liability coverage, both Buyer and Supplier will determine the complementary modalities to be set up.</p>	X	X	X	X	X	X	X
2. QUALITY MANAGEMENT SYSTEM								
2.1	<p>The Supplier shall implement, document and maintain a Quality Management System in accordance with applicable requirements of 9100 series standards or ISO 9001 standard and additional requirements specified in this document .</p> <p>The Quality Management System shall be appropriate to the products he designs, manufactures, repairs or sells and shall cover all activities concerned by Buyer contracts or purchase orders.</p>	X	X	X	X	X		
2.2	<p>Depending on the nature of the products or services ordered, the Buyer reserves the right to request the Supplier to be 9100 series certified and to be registered in OASIS data base.</p> <p>The Supplier shall accept to give access to ZODIAC AEROSPACE in OASIS data base to certification audit report.</p>	X	X	X	X	X		
3. DOCUMENTATION CONTROL								
3.1	<p>The Supplier shall implement an appropriate process in order:</p> <ul style="list-style-type: none"> • to ensure that the Supplier has all documents necessary for contract or purchase order achievement • to ensure that document revision status are valid. • to ensure that applicable documents are available at points of use • to ensure that applicable documents are available in the subtler supplier's premises • to prevent use of obsolete document or use of document including handwritten notes not yet validated. 	X	X	X	X	X	X	X

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For each supplier group, the applicable requirements are marked with an "X" in the below chart

		Eng. Parts MFR.	Sub-contractors	COTS Suppliers	Distributors	Repairers	Tool Suppliers	Service Providers
3.2	Requests for Buyer documents (drawings, specifications, etc.) required for fulfillment of an order should be addressed to the Buyer Purchasing Department.	X	X	X	X	X	X	X
3.3	The Supplier is responsible to get any documents which are not issued by the Buyer (e.g.: standards) and required for fulfillment of the contract or purchase order, directly from the organization(s) issuing or distributing the relevant documents.	X	X	X	X	X	X	X
4. CONTROL OF RECORDS								
4.1	Unless otherwise specified on contract or purchase order design and definition file (drawings, part lists, 3D/2D models, specifications, design modifications) shall be retained for the whole operational life of the product + 6 years . <u>Note:</u> It is Supplier responsibility to ask the Buyer this information. Without information concerning end of operational life of product, retaining of these records shall be considered as unlimited.	X						
4.2	Unless otherwise specified in contract or purchase order, records pertaining to product quality and manufacturing history shall be retained for 10 years (test reports, inspection reports, investigation reports, non conformity reports, release documents, work order, shop order travelers, route card, equipment and process qualification,...). This requirement is still valid even in case of termination of commercial relationships between Supplier and Buyer.	X	X	X	X	X	X	X
4.3	Unless otherwise specified in contract or purchase order, documents retained by the Supplier shall be available for review or shall be communicated to the Buyer within 48 hours (2 business days) upon simple request.	X	X	X	X	X	X	X
4.4	Storage environment and recording method shall ensure data preservation and legibility during retention period.	X	X	X	X	X	X	X
5. STAFF TRAINING AND COMPETENCIES								
5.1	Supplier shall ensure that all activities regarding contract or purchase order fulfillment are performed by skilled and trained staff including temporary staff.	X	X	X	X	X	X	X
5.2	Supplier shall identify critical skills (requiring special competencies, and/or performed by single station operator) required for fulfillment of the contract or purchase order and shall develop multi-skill competencies. A cross reference list of critical skills by product or activity shall be implemented and updated	X	X	X	X	X	X	X
5.3	Final Test and inspection shall be carried out by operators authorized by the Supplier's Quality Department.	X	X	X	X	X	X	X
5.4	If special processes are carried out (non destructive tests, welding,...) operators shall be certified/qualified in accordance with aerospace standards. These disposals are also applicable for sub-tier suppliers.	X	X			X		X

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		Eng. Parts MFR.	Sub-contractors	COTS Suppliers	Distributors	Repairers	Tool Suppliers	Service Providers
6. WORK ENVIRONMENT								
6.1	Supplier shall provide premises and work stations suitable to achieve contract or purchase order realization.	X	X	X	X	X	X	X
6.2	When applicable, the Supplier shall make appropriate arrangements against ESD (electrostatic discharge) during manufacturing and handling of electronic components or electronic assemblies. Disposals shall be in accordance with Mil-Std-1686 or EN 61340 standards.	X	X	X	X	X	X	X
6.3	The Supplier shall make appropriate arrangements to prevent, detect and eliminate foreign bodies during manufacturing, assembly, inspection, storage, maintenance, packaging and shipping.	X	X	X	X	X	X	X
6.4	The Supplier shall implement actions to ensure that designing, manufacturing and inspection equipment is still operational. Industrial equipment recovery plans (including IT systems) shall be implemented in order to ensure operation continuity.	X	X	X	X	X	X	X
6.5	The Supplier shall have a documented identification and periodical calibration system of monitoring and measuring devices used to verify product conformance. Traceability of calibration with national or international standards shall be maintained. The supplier shall ensure precision, reproducibility and repeatability of used means are compatible with the measurements to be made on the product. <u>Note</u> : Monitoring and measuring devices include, but are not limited to: test hardware, test software, automated test equipment (ATE) and plotters used to produce inspection data. It also includes personally owned and customer supplied equipment used to provide evidence of product conformity.	X	X	X	X	X	X	X
7. PLANNING OF PRODUCT REALIZATION								
7.1	Planning horizons must be in accordance with product manufacturing lead time (including procurement lead time of components and raw materials) of the product.	X	X	X	X	X	X	X
7.2	Procurement plan and forecast provided by Buyer shall be used in production planning and where applicable shall be passed to sub-tier suppliers	X	X	X	X	X	X	X
7.3	Planning data must take into account internal rejection rate.	X	X	X				
7.4	Manufacturing data (internal manufacturing lead time, procurement lead time, internal rejection rate, internal rework rate,...) shall be recorded and periodically updated .	X	X	X				
7.5	The Supplier shall implement a load/capacity calculation process on short, medium and long term requirements. The supplier shall analyze results and define necessary actions to meet Buyer's requirement and overall requirements (ex : increase equipment capacity, work time increase, work transfer, development of multi-skill competencies ...) <u>Note1</u> : Load profile must be done at least by work cell <u>Note 2</u> : Potential bottlenecks shall be identified and controlled.	X	X	X				

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		Eng. Parts MFR.	Sub-contractors	COTS Suppliers	Distributors	Repairers	Tool Suppliers	Service Providers
7.6	The Supplier shall implement a process to ensure a real time production follow up and be able at anytime to inform the Buyer about contract or purchase order job status	X	X	X	X	X	X	X
7.7	<p>On Buyer's request, the Supplier shall prepare and maintain a flow chart (or equivalent document) describing the industrial process from raw material and components procurement up to product delivery (physical flow and data flow).</p> <p>This document shall include :</p> <ul style="list-style-type: none"> Information flow (Customer demand) Main phases of manufacturing and control Identification of major subtler suppliers Bottleneck identification Inventory between process steps Demand (quantity per period and lot size) <p>Flow chart shall be completed for each phase by specifying (where applicable) :</p> <ul style="list-style-type: none"> Specific means and tools used Associated documents (drawings, procedures,...) Critical items (e.g.: identified process risks,...) Cycle time Lot size Overall Equipment Effectiveness Process performance indicators 	X	X					
8. RISK MANAGEMENT								
8.1	<p>The Supplier shall implement an identification, periodically analysis and mitigation process of all risks liable to disrupt the industrial process and the contractual obligations about the products quality and on time deliveries.</p> <p>These risks can be linked to:</p> <ul style="list-style-type: none"> Product (complexity, use,...) Procurement (single source, obsolescence, change source,...) Product manufacturing and inspection Industrial resources (machines, ERP , ...) Human resources <p><u>Note:</u> FMECA methodology is the recommended tool to conduct this risk analysis.</p>	X	X	X	X	X	X	X
8.2	<p>For each risk identified, the Supplier shall formalize actions implemented in order to reduce, to mitigate or to monitor the risks.</p> <p>On request, these actions should be reviewed with the Buyer</p>	X	X	X	X	X	X	X

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		Eng. Parts MFR.	Sub-contractors	COTS Suppliers	Distributors	Repairers	Tool Suppliers	Service Providers
9. WORK TRANSFER								
9.1	In case of transfer of work (from one Supplier facility to another, from the Supplier to sub-tier supplier, from one supplier sub-tier to another supplier sub-tier) an action plan shall be defined and implemented by the Supplier. This plan shall address as minimum the following activities : <ul style="list-style-type: none"> • Identification of key competencies • Risk analysis • Transfer plan • Validation. • Delivery continuity. • Safety stock The transfer plan shall be communicated to Buyer on request	X	X			X		X
10. CONTRACT REVIEW								
10.1	On contract or purchase order receipt, the Supplier shall ensure that all information required to fulfill contract or purchase order is made available.	X	X	X	X	X	X	X
10.2	Review of requirements related to the product must take in consideration all elements of contract or purchase order. Any inability to meet the defined requirement detected during contract or purchase order review shall be reported in writing to Buyer	X	X	X	X	X	X	X
10.3	Contract or purchase order review shall lead to acknowledgement receipt issue sent to Buyer.	X	X	X	X	X	X	X
11. BUYER COMMUNICATION								
11.1	The supplier shall appoint points of contact having organizational authorities to resolve any point related to supply chain. Names and positions of these points of contacts shall be communicated to the Buyer.	X	X	X	X	X	X	X
12. DESIGN PLANNING								
12.1	The Supplier shall prepare a management plan describing the project organization and planning. This document shall be appropriate to the type and complexity of the project and shall meet the design management requirements defined by the Buyer. <u>Note 1:</u> Depending of the type and complexity of the project, the design management requirements can be specified by the Buyer in the following documents : <ul style="list-style-type: none"> • contract or purchase order • statement of work • design technical specification <u>Note 2:</u> Without specific design management requirements specified by the Buyer, the Supplier's management plan shall meet the requirements defined in procedure ZA-Q-1031 (Program management requirement for supplier) This management plan shall be submitted to Buyer for approval.	X						X

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		Eng. Parts MFR.	Sub-contractors	COTS Suppliers	Distributors	Repairers	Tool Suppliers	Service Providers
12.2	During design phases, the Supplier shall identify critical items having significant effect on the product realization (functions, parts, software, characteristics, processes, subtier supplier,...) For these critical items, the Supplier shall implement action plans to ensure they are adequately managed.	X						X
12.3	The supplier shall identify burning-in needs and/or running-in and communicate corresponding plans to Buyer.	X						X
12.4	The Supplier shall issue the following documents: <ul style="list-style-type: none"> Acceptance Test Specifications (ATS) specifying tests to be made on the product before delivery as well as relevant acceptance criteria. Acceptance Test Procedure (ATP) specifying tests procedure as well as suitable means. Acceptance Test report (ATR). These documents shall be submitted to Buyer for approval.	X						X
12.5	The supplier shall implement process to ensure that all constraints from industrialization, manufacturing, procurement, maintainability have been taken into account during product development (concurrent engineering)	X						X
13. DESIGN CHANGES								
13.1	Once the critical design review (CDR) stage has been accepted, any change in the design which satisfies at least one of the following criteria shall be managed by the Supplier via a Design Change Request (whether Hardware or Software): <ul style="list-style-type: none"> the change impacts the safety/integrity characteristics, the change re-establishes the compliance with requirements (which were not met), the change implies a deviation from the requirements (which were met), the change impacts on the line maintenance, the change modifies a physical, functional or operational interface, the change results of major evolution in technology. Design Change Request shall provide the following minimum information: <ul style="list-style-type: none"> description and reference number of the product concerned (before and after change), type of modification, purpose, description and justification of the change, level of application, technical consequences for the product (interchangeability, weight, price, documentation, test facilities, parts list, maintenance, etc...) consequences on already delivered products Justifications concerning control and validation of technical change Design Change Request shall be signed by supplier appointed responsables (Engineering and Quality) and shall be submitted to Buyer for approval before implementation.	X						

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		Eng. Parts MFR.	Sub-contractors	COTS Suppliers	Distributors	Repairers	Tool Suppliers	Service Providers
14. PURCHASES								
14.1	<p>The Supplier shall be responsible in relation to Buyer for product quality whatever level of sub contracting.</p> <p>The Supplier shall pass on his subtler suppliers the quality requirements defined in this document and contract or purchase order.</p> <p><u>Note:</u> The Supplier shall justify to the Buyer applicable requirements non implemented on his subtler suppliers.</p>	X	X	X	X	X	X	X
14.2	<p>Buyer may specify mandatory sources of supply, in that case the approved source(s) of supply will be indicated on the contract or purchase order or on the relevant order documents.</p>	X	X		X	X	X	X
14.3.	<p>The Supplier has to set up a process intended to evaluate, select and qualify his subtler suppliers, adapted to the identified risks and to the type of product concerned. Information related to subtler supplier qualification shall be recorded.</p> <p>The list and status of subtler suppliers involved in contract or purchase order execution is communicated to the Buyer on request.</p>	X	X	X		X	X	X
14.4	<p>The Supplier shall implement a process for periodical monitoring of his subtler suppliers. Monitoring shall be adapted to identified risks and to type of product concerned and including as minimum :</p> <ul style="list-style-type: none"> • Checking that applicable Buyer requirements are respected. • Measurement of the performance level (quality product and delivery) <p><u>Note:</u> this requirement is applicable also for mandatory sources specified by the Buyer</p>	X	X	X	X	X		X
14.5	<p>Metallic raw materials procured by Supplier for fulfillment of the contract or purchase order shall be accompanied by a statement of conformity including specific inspection results (mechanical tests and chemical analysis) and batch number.</p> <p>When receiving metallic raw materials, the Supplier shall ensure that test and inspection results are in accordance with product specifications (standards or requirements specified in definition file)</p>	X	X		X	X		
14.6	<p>Electronic components shall be only procured from original manufacturers (OEM) or from original manufactured franchised retailers.</p> <p>If (exceptionally) electronic components should be procured from no original manufactured franchised retailers (short delivery time, obsolescence...), the Supplier shall obtain prior written acceptance of the Buyer's representative in charge of product definition where components are integrated. Depending on type and use of component, inspections and specific tests shall be define in order to ensure components conformity (visual inspection, functional tests, reliability tests,...)</p> <p>Components procured from no original manufactured franchised retailers shall be delivered with a copy of manufacturer certificate of compliance.</p>	X	X		X	X		

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		Eng. Parts MFR.	Sub-contractors	COTS Suppliers	Distributors	Repairers	Tool Suppliers	Service Providers
14.7	Special processes may be subcontracted as follows : <ul style="list-style-type: none"> either to sub-tier suppliers whose facilities have been approved by the supplier. In which case the Supplier shall prior submit to Buyer the relevant qualification file (audit file, test reports,...) <u>Note:</u> Where PRI-NADCAP qualified facility is used, the technical performance of the process shall be checked with regard to Buyer applicable requirements. either to sub-tier suppliers whose facilities have been approved by Buyer. 		X			X		X
14.8	The supplier shall inform the Buyer, systematically and immediately of any obsolescence notification and/or modification notification notified by his sub-tier suppliers concerning any components, raw material, or processes incorporated in Buyer designed product.		X			X		X
14.9	The supplier's purchase documents shall provide access to the sub-tier supplier's premises by Buyer representatives, who may or may not be accompanied by his End Customer's representatives and/or authority's representatives (<i>see clause 1.7</i>)	X	X	X	X	X	X	X
15. MANUFACTURING AND INSPECTION FILE								
15.1	A flow chart or manufacturing and inspection routing sheet shall be established for each product This document shall be completed by specifying for each step: <ul style="list-style-type: none"> means used at each key phase associated documents surveillance plan (key characteristics, identified risks ...). 	X	X			X		X
15.2	A document (route card) listing each operation carried out, must follow the products being manufactured and assembled. <ul style="list-style-type: none"> for each operation, the operator shall : ensure that previous operations have been correctly carried out. record quantities of accepted and refused products. Certify that operations have been carried out as planned, or in case of change, deviations have been documented and approved. 	X	X			X		X
16. VALIDATION OF PROCESSES FOR PRODUCTION								
16.1	All manufacturing and inspection processes shall be validated by the Supplier in order to ensure capability and reproducibility. Key process characteristics shall be identified and controlled. <u>Note:</u> FMECA is a recommended tool to identify key process characteristics.	X	X	X		X		X
16.2	The Supplier shall identify all special processes used for product manufacturing. <u>Note:</u> Special processes are manufacturing processes whos : <ul style="list-style-type: none"> resulting output cannot be fully verified by subsequent monitoring or measurements performed on the product deficiencies become apparent only after the product is in use. Special processes shall be qualified by the Supplier before utilization. Process significant parameters shall be identified, controlled and recorded. These disposals are also applicable to sub-contracted special processes .	X	X	X		X	X	X

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For each supplier group, the applicable requirements are marked with an "X" in the below chart

		Eng. Parts MFR.	Sub-contractors	COTS Suppliers	Distributors	Repairers	Tool Suppliers	Service Providers
	Special processes qualification file shall be consulted by Buyer on request.							
16.3	The Buyer may request PRI-NADCAP certification for special processes (including non destructive tests) considered by the Buyer as critical for the product realization The Supplier shall provide to the Buyer upon request all documentation showing evidence of qualification of PRI-NADCAP approved special processes. These disposals are also applicable to sub-contracted special processes.	X	X			X	X	X
17. FIRST ARTICLE INSPECTION								
17.1	First article inspection shall be carried out on a representative item from first production run of a new part in order to verify that production processes, manufacturing and inspection documentation and tooling are capable of producing parts that meet requirements, The product having been inspected shall be identified for delivery <u>Note 1</u> : FAI process shall be carried in accordance with 9102 Standard. <u>Note 2</u> : FAI process is not applicable for standard catalogue hardware parts (part or material that conform to an established industry or authority published specification, having all characteristics identified by text description, national/military standard drawing, or catalogue item).	X	X					
17.2	The First article inspection report must include : <ul style="list-style-type: none"> reference and issue of industrial file ; if applicable , reference to first article inspection report carried out on components or sub assemblies ; raw material, components and subcontracted operation certificates of conformity or test reports ; results of all tests carried out (dimensional checks 100 %, NDT, mechanical and performance tests...) references and issue of specific inspection means used (tools, jigs, test benches ...) list of non-conformities detected and relevant corrective actions implemented. A copy of the FAI report shall be attached with delivery documentation of first production run delivery of the product.	X	X					
17.3	First article inspection process shall be repeated partially or totally in the following events : <ul style="list-style-type: none"> a lapse in production for 24 months ; a change in design affecting fit, form or function of the part ; a change in manufacturing source(s), process(es), tooling, location of manufacture than can potentially affect fit, form or function specific tools change on Buyer's request 	X	X					
17.4	The Buyer reserves the right to participate to the First Article Inspection in the Supplier premises.	X	X					
18. CONTROL OF PRODUCTION PROCESS CHANGE								
18.1	Any modification of manufacturing and inspection dossier shall be documented and recorded in order to fulfill traceability and product configuration management requirements.	X	X			X		X
18.2	All changes regarding manufacturing an inspection processes shall be assessed prior to	X	X			X		X

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		Eng. Parts MFR.	Sub-contractors	COTS Suppliers	Distributors	Repairers	Tool Suppliers	Service Providers
	implementation to confirm that the desired effect has been achieved without adverse effect to product quality and reliability.							
18.3	Any major change in manufacturing process shall be communicated to the Buyer prior to implementation.	X	X			X		X
18.4	No product characteristics change, in particularly component or raw material change can be implemented on the Buyer designed product without Buyer's written approval.		X			X	X	X
18.4	In case of manufacturing or inspection process operations frozen between Supplier and Buyer, no operation change can be implemented without prior to the Buyer's written approval.	X	X			X		X
19. MONITORING AND MEASUREMENT OF PRODUCT								
19.1	All the contractual characteristics of the product shall be checked. These verifications shall be performed at the suitable phases of the product manufacturing process.	X	X	X		X	X	X
19.2	When sampling inspection is used to attest the product conformity, the inspection plan shall appropriate to risks. This inspection plan shall contain as minimum: <ul style="list-style-type: none"> sampling plan (sample size and frequency) list of monitored characteristics tools and procedure used to ensure validity of sampling results Sampling inspection plan is communicated to the Buyer on request <u>Note:</u> The sampling plan shall preclude the acceptance of batches whose samples are known as defective	X	X	X			X	X
19.3	The non "measurable" characteristics shall be subjected to a monitoring plan of manufacturing process and tools (see clause 16.2).	X	X	X		X	X	X
19.4	When specific test equipments is used for the execution of the contract or purchase order, the Supplier shall conduct test equipments validation Buyer's representatives may participate to test equipment validation or may take responsibility for test equipments validation.	X	X			X	X	X
20. TRACEABILITY								
20.1	The Supplier shall implement a traceability procedure ensuring that the following information may be retrieved in respect of any given product or batch of products: <ul style="list-style-type: none"> status of the applied definition dossier in comparison with the approved definition dossier ; status of the applied manufacturing and inspection dossier in comparison with approved manufacturing and inspection dossier ; manufacturing history (manufacturing, assembly, testing, operators), for each manufacturing step, quantity of accepted and rejected products destination (delivery, scrap) of each product or batch of products, non conformities with the applicable definition, manufacturing and inspection dossier ; records of all the tests carried out. 	X	X	X		X		

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		Eng. Parts MFR.	Sub-contractors	COTS Suppliers	Distributors	Repairers	Tool Suppliers	Service Providers
20.2	The traceability process shall permit for a product or sub-assembly (or a batch of products or sub-assemblies) to identify all the relevant components batches or raw material batches.	X	X	x		X		
20.3	The traceability process shall permit for a batch of components or raw materials to identify all the concerned sub-assemblies and products.	X	X	X		X		
20.4	Traceability information defined above shall be communicated on request to the buyer within 48 hours. (2 working days)	X	X	X		X		
21. INVENTORY MANAGEMENT								
21.1	<p>The Supplier inventories management process shall ensure</p> <ul style="list-style-type: none"> • stock accuracy • preservation of traceability rules • conformity of inventoried parts <p><u>Note:</u> FIFO process is a recommended practice</p> <p>During release of stock, the Supplier shall verify that:</p> <ul style="list-style-type: none"> • product preservation has been maintained • product configuration is valid • product quality warnings have been passed on inventories (if any) 	X	X	X	X	X		
21.2	<p>The Buyer may contractually request to Supplier to maintain finished products or components inventory, corresponding to one or more production runs.</p> <p>In this case, the Buyer reserves the right to check the inventory level in the Supplier's premises.</p>	X	X	X	X	X		
22. BUYER'S PROPERTY								
22.1	<p>The Buyer reserves the right to provide the Supplier with all or part of the supplies required for fulfillment of the contract or purchase order. In such cases, the Supplier shall :</p> <ul style="list-style-type: none"> • use only these supplies, their replacement by any equivalent supplies shall require written approval from the Buyer ; • not use the supplies provided by Buyer for any purpose other than that for which they have been supplied ; • perform incoming visual inspection in order to detect any transport damage • perform incoming quantitative inspection • identify supplies with regard to accompanying documents ; • provide adapted storage conditions (ESD, humidity,...) • protect the supplies against any incorrect use ; • ensure that supplies are covered by Supplier insurance policies. 	X	X			X	X	X
22.2	In case of lost or damage attributable to the Supplier, supplies of Buyer's property shall be charged to the Supplier.	X	X			X	X	X
22.3	<p>The Buyer may provide manufacturing means and/or inspection and test means as required for fulfillment of the contract or purchase order.</p> <p>The Supplier shall identify and maintain them in working conditions, shall ensure validity of calibration (if applicable) and shall notify the Buyer in writing of any wear or damage.</p> <p>A list of these means shall be maintained by the Supplier and communicated to the Buyer on</p>	X	X			X	X	X

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For each supplier group, the applicable requirements are marked with an "X" in the below chart

		Eng. Parts MFR.	Sub-contractors	COTS Suppliers	Distributors	Repairers	Tool Suppliers	Service Providers
	request. These means provided to the Supplier for the exclusive execution of the contract or purchase order, remain the Buyer's property. They are returned to the Buyer on request.							
22.4	The provision by the Buyer of manufacturing documents and/or means, does not alleviate Supplier's responsibility to provide conforming product .	X	X			X	X	X
22.5	Tools and means ordered by the Buyer and left at Supplier's disposal, are the exclusive property of the Buyer. The Supplier shall identify these tools and means, property of the Buyer, with at least the following references: <ul style="list-style-type: none"> • tool or means part number • buyer product part number • manufacturing date • statement "this tool / this means is X property" <u>Note:</u> The tool part number and the name of the owner "X" will be defined by the Buyer These tools and means, including definition dossier (drawings, BOM,...), are returned to the Buyer on request.	X	X			X	X	X
22.6	Regarding casting tools, contractual general conditions issued by the Committee of Associations of European Foundries (CAEF) and particularly the intellectual property clauses shall not be applicable except if these conditions have been negotiated beforehand between Supplier and Buyer and confirmed in written in contract or purchase order.	X	X				X	
22.7	The acceptance of the tool shall be granted after verification of validation parts compliance (quantity specified in the order). An inspection report drawn up by the supplier shall be sent to the Buyer. In the event of non conformity, that is up to the Supplier to modify the tool and to produce new validation parts.	X	X			X	X	X
22.8	The supplier shall ensure the storage, verification and maintenance of the Buyer's property tools. The storage conditions must be compatible with the nature of the tool and shall guarantee a perfect preservation (preservation against shocks, oxidation, heat, fire, ...). <u>Note:</u> The Supplier shall periodically verify the tools condition in order to ensure product conformity and inform the Buyer in case of wear or damage.	X	X			X	X	X
23. LIMITED SHELF LIFE PRODUCTS								
23.1	The manufacturing date of products with an expiry date or with limited shelf life shall be marked on packaging and written on the statement of conformity.	X	X	X	X			
23.2	Unless otherwise specified in contract or purchase order, the service life of delivered limited shelf life products shall not be less than 80% of their maximum service life with effect from the date of delivery.	X	X	X	X			

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		Eng. Parts MFR.	Sub-contractors	COTS Suppliers	Distributors	Repairers	Tool Suppliers	Service Providers
24. COMPONENTS AND ELECTRONIC DEVICES DELIVERY								
24.1	For electronic components, at the delivery date, the date-code shall not be older than 2 years.	X	X	X	X			
24.2	For electronics components, the supplier shall watch over the respect of the homogeneousness of delivery batches, by not exceeding three (3) different dates-codes per order line and only one date-code per packaging unit (carrier tube, trays, tapes...).	X	X	X	X			
25. PACKAGING AND LABELLING								
25.1	The Supplier shall ensure that all arrangements are taken to preserve products during handling and shipping operations until delivery to intended destination.	X	X	X	X	X	X	X
25.2	All product delivered must be clean and pollution-free.	X	X	X	X	X	X	X
25.3	In case of delivery composed of several manufacturing batches, the Supplier shall separate and identify each batch.	X	X	X	X			
25.4	Where applicable, (components or electronic devices), the Supplier shall make appropriate arrangements against electrostatic discharge in accordance with the EN61340-5-1 or Mil-Std-1686 or EIA JESD-625 standard. The outer packaging shall be marked with standardized marking showing that the content may be damaged by electrostatic discharge.	X	X	X	X	X	X	X
25.5	Where applicable, electronic products sensitive to moisture shall be marked and packaged according to IPC/JEDEC J-STD-033	X	X	X	X	X	x	X
25.6	Where applicable, products or outer packaging shall be marked with label showing conformity with RoHS regulation.	X	X	X	X	X	X	X
25.7	The Supplier shall use, when possible, recyclable materials for products packaging and packing. Wood packaging shall be in accordance with ISPM 15 standard.	X	X	X	X	X	X	X
25.8	The Buyer reserves the right to request the Supplier to attach 1D or 2D bar codes on packages and/or delivery documentation. Data contained in these bar codes shall be defined by the Buyer.	X	X	X	X	X	X	X
26. DELIVERY DOCUMENTATION								
26.1	All products delivered to the Buyer shall be accompanied by the following documents : <ul style="list-style-type: none"> • Statement of conformity including at least the following information: <ul style="list-style-type: none"> - Description, part number and issue (revision) of the product ordered, - Delivered quantity, - Serial number or batch number/ date code where applicable, - Shelf life where applicable - Buyer contract or purchase order reference, - Concession number if applicable. 	X	X	X	X	X	X	X

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		Eng. Parts MFR.	Sub-contractors	COTS Suppliers	Distributors	Repairers	Tool Suppliers	Service Providers
	<ul style="list-style-type: none"> - Following statement : <i>"We hereby declare, barring exceptions, reservations, or exemptions listed on this statement of conformity, that the listed supplies comply with the contract requirements and that, after completion of testing and verification, they completely satisfy all specified requirements and applicable standards and regulations"</i>. • Delivery note including at least the following information <ul style="list-style-type: none"> - Description, part number and issue of product, - Delivered quantity. - Buyer contract or purchase order reference and order line number. <p><u>Note:</u> should the delivery note be also used as a statement of conformity, it shall be provided in duplicate and include the statement of conformity details above mentioned .</p> <ul style="list-style-type: none"> • Any other document specified in contract or purchase order (FAI report, EASA Form 1, FAA Form 8130-3...) <p><u>Note:</u> Absence of delivery documentation in accordance with contract or purchase order shall be considered as a lack with Supplier contractual obligation. In this event, the Buyer reserves the right to return products to the Supplier. Shipping costs will be charged to the Supplier.</p>							
26.2	Delivery documents shall be written in English.	X	X	X	X	X	X	X
26.3	When delivered product is subjected to non conformity accepted by the Buyer, a copy of the Buyer's approved concession request shall be provided with product.	X	X	X	X	X	X	X
27. CONTROL OF NON-CONFORMING PRODUCT								
27.1	<p>The Supplier shall define and apply a process for management of non conformities detected during manufacturing or after delivery. This process shall define :</p> <ul style="list-style-type: none"> • non-conforming product identification, • Quarantine system to avoid mixing between non-conforming and conforming product, • Responsibilities regarding decision on non-conforming product (re-work, concession request, sorting, rejection) • Containment, corrective and preventive actions, • Follow up of actions, • Buyer information. <p><u>Note:</u> only the Supplier having material review board delegation from the Buyer for the management of non-conformities has authority to accept an imperfect product in its state.</p>	X	X	X	X	X	X	X
27.2	<p>Non-conforming products detected by the Buyer (on receipt, assembly or use) shall be returned to the Supplier with a report describing details of the observed non conformity. Shipping costs will be charged to the Supplier.</p> <p>The supplier shall notify the Buyer, in writing, if a specific procedure shall be applied for any supply return. Without any such directive in writing, the Buyer in-house procedure shall be implemented.</p>	X	X	X	X	X	X	X
27.3	Unless otherwise specified in contract or purchase order, the supplier agrees to notify the Buyer within 48 hours (2 working days) the scheduled new delivery date of non-conforming products returned..	X	X	X	X	X	X	X

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For each supplier group, the applicable requirements are marked with an "X" in the below chart

		Eng. Parts MFR.	Sub-contractors	COTS Suppliers	Distributors	Repairers	Tool Suppliers	Service Providers
27.4	When any such products are redelivered, the Supplier shall refer to the Buyer non-conforming report number on the delivery note.	X	X	X	X	X	X	X
27.5	The supplier agrees to notify in written the Buyer as soon as possible of all discrepancies detected during manufacturing, assembly or inspection process and which would may affect products delivered before.	X	X	X	X	X	X	X
27.6	In case of non-conforming product attributable to the Supplier and on Buyer's request, the Supplier shall provide qualified personnel to sort out and perform the required corrective actions in the Buyer's or End Customer's premises. Conditions of such actions shall be determined between the Buyer and the Supplier and when applicable with the End Customer.	X	X	X	X	X	X	X
27.7	Non-conforming product attributable to the Supplier and detected by the Buyer (during incoming inspection, assembly, or in service) may be subject to failure investigation in order to determine the non conformity root cause and associated corrective and preventive actions. The methods used to examine non-conforming products shall be agreed jointly by the Buyer and the Supplier and, if relevant, by the Official Authorities. <u>Note:</u> should the investigation be carried out by the Supplier, the latter shall submit timely a detailed investigation report to the Buyer.	X	X	X	X	X	X	X
27.8	In case of non-conforming product attributable to the Supplier, detected by the Buyer (during incoming inspection, integration, storage, use) and/or which can affect previous deliveries made to End Customer, the Supplier agrees to share all resulting costs. The Supplier also agree to share penalties, if any, charged to the Buyer by his End Customer. The final amount of the supplier's cost participation must be subject to an agreement in writing between the Supplier and the Buyer.	X	X	X	X	X	X	X
28. CONCESSION REQUEST								
28.1	Exceptionally, if a Supplier wishes to deliver a non-conforming product regarded as acceptable, he shall provide to the Buyer, prior to delivery, with a concession request describing details of the discrepancy, as well as proposed corrective actions.	X	X	X	X	X	X	X
28.2	If the concession request is approved by the Buyer's Quality Department, the supplier shall: <ul style="list-style-type: none"> Indicate on the accompanying documents (statement of conformity or inspection report) the reference number of the approved concession request (see clause 26.1) ; Identify (appropriate labeling ...) the relevant products ; Attach a copy of the concession request accepted by the Buyer to the accompanying documents (see clause 26.3). 	X	X	X	X	X	X	X
29. CORRECTIVES ACTIONS								
29.1	Any non-conformity notified by the Buyer (non-conforming products and delay) shall be subject to roots cause analysis. This analysis shall involve the implementation of relevant corrective and preventive actions	X	X	X	X	X	X	X

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		Eng. Parts MFR.	Sub-contractors	COTS Suppliers	Distributors	Repairers	Tool Suppliers	Service Providers
	On Buyer's request, the Supplier agrees to communicate within agreed schedule, the results of analysis and relevant corrective and preventive actions.							
30. MEASUREMENT OF QUALITY AND ON TIME DELIVERY PERFORMANCES								
30.1	<p>The supplier shall implement pertinent indicators to assess and follow the quality and logistic performances of the products delivered to the Buyer. These performance indicators (monthly updated) shall include at least:</p> <ul style="list-style-type: none"> Percentage of products rejected by the Buyer (per number of deliveries and per quantity of delivered products) ; Percentage of On Time Deliveries compared to due deliveries ; Average delay of delivery (in working days), <p>Percentage of on time completed corrective actions returned.</p>	X	X	X	X	X	X	X
31. CONTINUOUS IMPROVEMENT								
31.1	<p>The supplier shall implement a continuous improvement program for process efficiency and products quality.</p> <p>The Supplier shall carry out at least once a year an assessment of anomalies and non-conformities collected on the Buyer's products (quality and lead times), as well as the relevant failure root causes analysis.</p> <p>When applicable, an improvement plan relating to quality, logistics and reactivity aspects shall be established and followed in accordance with objectives assigned by the Buyer.</p> <p>Performance indicators, quality check up and improvement plans shall be transmitted to Buyer on request.</p>	X	X	X	X	X	X	X
32. ENVIRONMENT								
32.1	<p>The supplier shall undertake to :</p> <ul style="list-style-type: none"> Inform Buyer of any supply susceptible to have a negative environmental impact, To respect national and local applicable regulations relating to safety, health and environment. 	X	X	X	X	X	X	X
32.2	<p>The above requirements are applicable for products manufactured or delivered in European Union</p> <p>Chemical substances and preparation integrated in products shall be made only with substances pre-registered and authorized by REACH regulations.</p> <p>This requirement is also applicable for chemical substances and preparations used in manufacturing process.</p> <p>The list of pre-registered chemical substances is available on the following web site : http://apps.echa.europa.eu/preregistered/preregistered-sub.apsx</p> <p>The Supplier shall inform the Buyer if one substance part of the candidate list is present in product</p>	X	X	X	X	X	X	X

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		Eng. Parts MFR.	Sub-contractors	COTS Suppliers	Distributors	Repairers	Tool Suppliers	Service Providers
	<p>above a concentration of 0.1% weight by weight</p> <p>List of candidate substances is available on the following web site : http://echa.europa.eu/chem_data/candidate_list_en.asp</p> <p>The Supplier shall evaluate impact of REACH regulations on design and/or manufacturing of the Product and implement actions in order to ensure compliance with contractual obligations about products quality and deliveries.</p> <p><u>Note 1:</u> The substances of a chemical are listed in section 2 of Material Safety Data Sheet (MSDS) of the relevant product.</p> <p><u>Note 2:</u> Information and guidelines about REACH regulations are available on the following web site : http://guidance.echa.europa.eu</p>							
32.3	The Buyer reserves the right to perform safety or environment audits or evaluations relating to ordered products, in the Supplier's premises.	X	X	X	X	X	X	X

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