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	AS-QUA-2-001-003	01	2017/10/16	INTERNAL
TITLE:	Aerosud Supplier Quality Requirements			

1 PURPOSE

The purpose of this document is to provide the quality specific requirements supplemental to the Aerosud Standard Terms and Conditions of Purchase (document number MQ001-361).

2 QUALITY REQUIREMENTS

- 2.1 Quality System Requirements
- 2.2 Access to Facilities
- 2.3 Approval by Aerosud
- 2.4 First Article Inspection
- 2.5 Supply and Delivery of Product/Service
- 2.6 Nonconforming Product/Service (Identified by Aerosud)
- 2.7 Nonconforming Product/Service Notification to Aerosud
- 2.8 Retention of Records
- 2.9 Counterfeit Product
- 2.10 Product Safety
- 2.11 Ethical Conduct
- 2.12 Awareness

2.1 QUALITY SYSTEM REQUIREMENTS

The supplier shall gain and maintain AS/EN9100 series certification (as applicable to the type of supplier), through an accredited Certification/Registration Body (CRB) according to the IAQG Other Party Scheme and registration in OASIS.

The Supplier shall inform the Aerosud Quality Department of any change in its business address, name changes, significant changes to its quality systems or procedures, change of ownership or changes in the posts of any key personnel.


The Supplier shall notify Aerosud in the event of cancellation or suspension of its AS/EN9100 certification or any special process qualification/certification, (Customer/NADCAP).

Product specific Quality Assurance Plans may be requested by Aerosud's Quality Department if required.

2.2 ACCESS TO FACILITIES

The Supplier guarantees the right of access to their facilities and quality related data (applicable to Aerosud PO's), to Aerosud, Aerosud's customers and regulatory authorities. This includes access, participation and support for quality audits.

Arrangements in this regard will be made by Aerosud's Quality Department if and when required.

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2.3 APPROVAL BY AEROSUD

2.3.1 Initial Approval

The Supplier's approval as a new supplier to Aerosud of aerospace related product/service is dependent upon a satisfactory Potential Supplier Evaluation, a successful quality audit (if required by Aerosud's Quality Department) and satisfactory performance in terms of quality and delivery of the first order.

2.3.2 Maintaining of Approval Status

Maintaining of approval status is subject to ongoing satisfactory performance in terms of total quality with regards to product/service provided.

2.4 FIRST ARTICLE INSPECTION

When FAI is required, this will be carried out against Aerospace Standard AS/EN9102.

A Full or Partial FAI will be carried out if changes affect fit, form or function:

- Design change
- Manufacturing sources, processes, inspection methods
- Location of manufacture, including movement within the same building/facility
- Change of numerical program, media or software
- A natural or man-made event
- A lapse in production for 2 years

2.5 SUPPLY AND DELIVERY OF PRODUCT/SERVICE

In terms of supply to Aerosud, approved suppliers shall adhere strictly to the scope of supply (as stipulated on the Aerosud Approved Suppliers Certificate) and conditions of their end customer approvals.


The Supplier shall disseminate the requirements of this document to its supply chain (sub-tier suppliers) including any and all key characteristics as specified on the PO.

Aerosud shall be notified immediately of any changes to product and/or process/service definition and written approval shall be obtained from Aerosud before delivery of the product/service. Any change which results in a variation to the price or other conditions shall be formally agreed via a PO amendment before such changes are implemented.

The Supplier shall implement all necessary quality controls to ensure that the product/service meets the agreed Specifications.

All product sold by the Supplier to Aerosud shall conform to the manufacturer's specifications set forth in the relevant product specification.

Delivery of product must be accompanied by a Delivery Note as well as any mandatory substantiation documentation as may be required such as Certificates of Conformance, Inspection Reports, Test Certificates, FAIR's, etc.

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The Supplier undertakes to package the product for transport in such a manner as can reasonably be expected to afford adequate protection to the product during transportation to Aerosud or in accordance with the specification/requirements called up on the PO.

The Supplier shall provide a warranty on the product/service for a period of no less than twelve (12) months from the delivery date unless otherwise agreed in writing.

The approval of the Supplier by Aerosud does not constitute a waiver of any contractual requirements and does not guarantee acceptance of the product/service supplied. Final acceptance of the product/service shall be subject solely to Aerosud Quality acceptance.

2.6 NONCONFORMING PRODUCT/SERVICE (IDENTIFIED BY AEROSUD)

Aerosud shall notify the Supplier promptly of any shortage, defect, damage, purchaser test failure, or any other delinquency. The Supplier shall give immediate attention to the matter and shall resolve such promptly to the complete satisfaction of Aerosud.

Should such a delinquency not be resolved within a period of six (6) months from the date of notification to the Supplier, Aerosud shall have the right to claim liquidated damages from the Supplier up to the purchase price of the item.

Suppliers will be sent Quality Notifications (QN's) for all nonconformance incidents. Should any significant (as defined solely by Aerosud) problems occur in either the delivery or quality of the product, Aerosud shall identify on the QN that a formal corrective action response is required. The supplier shall undertake to respond formally to Aerosud within the requested time period after receipt of the QN.

The quality of the response must be to the satisfaction of Aerosud's Quality Department. An unsatisfactory response and/or resolution of the QN may result in the cancellation or suspension of the Supplier's approved status. The response from the Supplier shall detail the actions taken to resolve the issues raised, eliminate further nonconformances and lead to permanent quality improvements. Escalation actions will be taken by Aerosud on overdue responses.

The Supplier shall remedy any defects and/or deficiencies in the products/services providing the QN has been received by the Supplier during the Warranty Period.


2.7 NONCONFORMING PRODUCT/SERVICE NOTIFICATION TO AEROSUD

2.7.1 Nonconformance Identified Prior to Delivery

Aerosud's written approval to ship the product shall be obtained before shipment

2.7.2 Nonconformance Identified After Delivery, Notice of Escape (NOE)

NOTE: *Aerosud shall also be notified of any confirmed or suspected incident related to counterfeit product or product safety.*

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Aerosud Quality Department and the Aerosud Buyer shall be advised of such a nonconformance immediately upon discovery by the Supplier. Full details shall be provided covering:

- Description of the product affected, including reference numbers e.g. Part number, lot or batch number, Aerosud PO number, release date
- Fault description
- Quantity of items affected
- Circumstances of discovery including time and date
- Probable cause of fault
- Action already taken
- Recommended action
- Relevant sketches and/or photographs

2.8 RETENTION OF RECORDS

Records that are created by and/or retained by a supplier in support of Aerosud PO's, shall be retained iaw the following requirements that may apply individually or collectively as applicable: prEN9130, Airbus A1001.0 & A1001.0 App A, supplier QMS iaw AS/EN9100, specific contractual agreements between Aerosud and the supplier.

2.9 COUNTERFEIT PRODUCT

Definition of counterfeit product – An unauthorised copy, imitation, substitute or modified part (e.g. material, part, component), which is knowingly misrepresented as a specified genuine part of an original or authorised manufacturer.


Counterfeit product poses a huge risk in the aerospace sector and requires vigilance from everybody working with aerospace product.

- No person shall conduct any fraudulent or counterfeit activity e.g. falsification of documents or data, misrepresenting of processing data, substituting of products used in the production of a part or assembly with products which are of unknown origin or do not correspond with the traceability data recorded on the applicable data pack, counterfeiting a stamp or obtaining a stamp by means other than the formal procedure, etc.
- Any fraudulent or counterfeit incident or product, suspected or found, shall be reported.
- Known or suspected counterfeit products shall be segregated, quarantined and disposed of to prevent its re-introduction into the supply chain under any circumstance.

2.10 PRODUCT SAFETY

Definition of product safety – The state in which a product is able to perform to it's designed or intended purpose without causing unacceptable risk of harm or damage to property.

- Product shall be handled and processed at all times in such a manner to prevent damage.

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- Special processes (where the resulting output cannot be verified by subsequent monitoring or measurement) shall be conducted in compliance with data pack and Build Manual requirements and instructions to preclude hidden flaws.
- If it is suspected that damage or incorrect processing may have occurred or was found to have occurred, it shall be reported. This is important as hidden damage or flaws could result in a product safety related incident.
- Product shall be free from burrs and sharp edges (except where a sharp edge is a design feature) in order to prevent possible damage to other products or injury.

2.11 ETHICAL CONDUCT

In addition to specific notification requirements that may be stated elsewhere in this document, every person is under the obligation to report /notify to their management:

- Own mistakes made during the manufacture, processing or inspection of product so as to prevent product with 'hidden' flaws, non-compliance to technical requirements or damage before continuing with further processing or delivery to customers.
- Any practices they are aware of where manufacturing, processing or inspection instructions or specifications are being or have been contravened. If proper actions are not taken by the person/s that was notified, it must be escalated to a higher level.
- Any FOD related incident, suspected or found.
- Any fraudulent or counterfeit incident suspected or found.
- Any incident related to product safety, suspected or found.

2.12 AWARENESS

Supplier management shall ensure that their staff is made aware of:

- their contribution to product or service conformity,
- their contribution to product safety,
- the importance of ethical behaviour.