Supplier Requirements Manual

OPS INC.

To Our Valued Suppliers:

One of the primary goals of OPS is to provide the highest quality products and services, which meet the expectations of our customers at an affordable and competitive price. Our Supply Chain and the product or services it provides are absolutely crucial to achieving this goal. Only by working together can we perform at the highest level.

This manual was developed as a means to communicate OPS's expectations to our Supplier base and to describe your responsibilities under the purchase order awarded to you; responsibilities against which you and your products or services will be measured.

If you have any problems or questions that could affect your ability to perform to your purchase order or this manual, please contact the Procurement or Quality Assurance departments as early as possible so that we may assist you.

Revision Record

Rev.	DATE	REVISION TYPE	INITIATED BY	DESCRIPTION OF CHANGE
1.0	01/14/2016		LP	Initial release
1.1	06/21/2016		LP	Modified Appendix D
1.2	8/30/2016		LP	Added requirement for supplier notification to OPS regarding nonconforming product
1.3	03/22/2018	Major	LP	Included QAC0002 & revised Supplier Qualification requirements
1.4	07/15/2019	Minor	LP	Added Ethics and Awareness clause
1.5	6/22/2020	Minor	Elizabeth Janoschka	Supplier Performance remediation updates

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NOTE: Appendices A, C and F are intended to be samples/examples only. The Supplier may use an equivalent form to which they are accustomed.

1. Purpose

This manual was developed to highlight the importance of quality and delivery of purchased materials to OPS Inc. The guidelines and requirements set forth herein form part of the contractual agreement between OPS and the Supplier. Any specific requirements on the purchase order will take precedence over the requirements contained in this manual.

2. Overview

This manual explains the quality system requirements to which Suppliers shall conform when performing work required by the OPS purchase order. We expect our Suppliers to review, understand and comply with the requirements stated on the purchase order and in this manual.

The Supplier must assume full responsibility for the quality, delivery, and reliability of all materials and services provided to OPS. Each Supplier should develop and maintain an effective quality system based on defect prevention rather than defect detection, in order to eliminate rejections and support a continuous improvement program.

The OPS purchasing department is the main link between Suppliers and other functions within OPS. The link with purchasing starts with the Supplier approval process and continues throughout the relationship.

The quality of our purchased products is a crucial part of this quality system. OPS has established preventive controls in order to assure that quality requirements of purchased materials are consistently met. These controls include:

- Supplier approval
- Part qualification
- Supplier performance monitoring / rating

2.1 *Definitions used in this manual*

OPS – All references to OPS mean OPS Inc.

First article / first piece – The first acceptable unit of product or service offered to OPS for acceptance. When first article / first piece has been performed and accepted, the Supplier shall make no changes to the production system that produced the first article / first piece following its acceptance by OPS, without first securing OPS' approval of such change.

TDP –Technical Data Package, a term used to describe all of the documented requirements applicable to the Supplier. Sources of these requirements include (but are not limited to) your purchase order from OPS, material, product or performance specifications, drawings, statements of work, memorandums of understanding, letter subcontracts, approved OPS communications detailed within this document, etc.

3. Ethics and Awareness

Operations, Procurement and Supply Chain, Inc. values relationships that are grounded in a shared commitment to performing in accordance with the highest standards of professional business conduct and encourages all suppliers to implement an effective ethics program. OPS trusts that all of our Suppliers and Partners will honor the same values upon which we base our operations and relationships: Do the Right Thing, Respect Everyone, Perform Beyond Expectations.

Additionally, OPS requires that its Suppliers have a communication method that ensures all personnel are aware of their contribution to product safety and product or service conformity. This method shall establish a communication that is appropriate to your organization, and this communication will occur annually at a minimum. Suppliers shall maintain records of this communication and shall make them available to OPS upon request.

4. Supplier Approval Process

The Supplier approval process starts with the organization Quality assessment of the Supplier's capability to provide a quality product to OPS. This assessment will consider such elements as the Suppliers' advertised capabilities, the Suppliers' past procurement history with OPS or affiliated companies, the Suppliers' reputation and/or influence within the industry, Supplier certifications, etc. Once the assessment is completed, a Supplier survey appropriate to the Supplier's assessed capabilities is issued. This survey is an examination of business and operating system capabilities.

5. Qualification classes

OPS only buys goods from suppliers that are either: certified to a management system, able to demonstrate a quality management system equivalent to the one required by OPS per the supplier classification assigned is in place (even if not certified by a 3rd party), and/or certified through a government agency (ex. FAA).

Depending on the type of activity performed by the Supplier, a specific qualification process and requirements will apply. Appendix E provides the list of these classes and the certification requiremets for each class.

6. Supplier Survey

OPS utilizes a Supplier Self-Evaluation process. Suppliers that manufacture products for sale to OPS in multi-facility locations shall report this to OPS for OPS' consideration.

Once the survey is completed, it will be reviewed for acceptance by the organization Quality Assurance department. If found acceptable, the Supplier will be added to OPS' approved supplier base. If there is any corrective action to be taken, the Supplier is responsible for developing the corrective action plan including completion dates, and shall provide proof of this prior to being added to OPS' approved supplier base.

5.1 *Self Survey*

- Supplier evaluates quality system, completes survey form (Appendix D)
- Supplier returns survey form to OPS
- OPS reviews survey and identifies corrective actions (if any)
- Supplier completes corrective action plan and follow-up, when required

5.2 On-Site Survey may be performed if deemed necessary by the organization's Quality Assurance. For suppliers holding a certficiate, only a copy of the certificate issued by a 3rd party certification body or government entity shall be required, and no survey form needs to be completed.

7. Part Qualification Process

Qualification of a part refers to specific part numbers. Qualification may not be required or desired on every part supplied to OPS. Qualification of parts will be performed in conjunction with OPS's Customer quality representative. Suppliers will be notified through OPS purchasing department which parts qualify for inclusion in this program together with the specific qualification requirements.

The qualification process may be tailored for each Supplier / part combination, but will usually consist of the following Supplier actions:

A. Supplier Control Plan (when required)
   - Created by the Supplier for each part to be qualified
   - Approved by OPS' Customer before production begins

B. First Article Inspection (when required)
   - 100% verification of all drawing and order requirements.

Qualification is a joint effort between the Supplier, the organization & the organization's Customer Quality Assurance departments.

8. Supply Control Plan

For some critical part numbers a control plan is required. The Supplier will be notified by OPS' purchasing department regarding the need to supply a control plan for that part.

NOTE: Suppliers may use any type or format to which they are accustomed. The following is an example of a control plan, which the Supplier is encouraged to follow:

Process Flow Diagram

This is a schematic representation of the process flow and the sources of variations of equipment, materials, methods and people from the start to the end of the Suppliers' process. The process flow diagram starts the control plan process. (See Appendix A).

9. First Article / First Piece Inspection

When called out on the purchase order and requested by OPS Customer, acceptance of the First Article or unit produced against the purchase order is required before acceptance of any subsequent production.

NOTE: OPS is not responsible for material that has been manufactured prior to First Article approval.

The Supplier's First Article verifications shall include all of the following product or service characteristics, when applicable to the item or service. Except for commercial off-the-shelf items, evidence of these verifications shall accompany the First Article in the form of documented test and inspection records in the Supplier's format:

- Verify that starting material is correct. Records of actual material physical and chemical analysis is required.
- Verify that the items configuration and identification markings comply with all requirements of the Technical Data Package.
- Verify that the item meets all dimensional characteristics of the Technical Data Package.
- Verify that the item meets all applicable drawing notes and requirements, including: destructive or non-destructive tests, performance tests, functional tests, environmental tests or examinations and acceptance tests. Appropriate test records or certificates of conformance (for services) are required.

All items submitted for First Article acceptance shall be positively and uniquely identified against the corresponding verification records.

10. Supplier Performance

OPS' suppliers are measured in terms of quality and delivery performance. Suppliers that are not delivering product on scheduled delivery dates and/or are delivering products that are not meeting the OPS quality criteria shall investigate the root cause of quality and/or delivery performance failures. Recovery actions and/or adjusted delivery dates shall be provided to OPS for evaluation and acceptance. Should a Supplier demonstrate inability to deliver goods or services that OPS requires, OPS shall determine, at its sole discretion, whether or not to continue to award business to that Supplier.

11. Seller – Buyer Communication

During performance of the purchase order, situations frequently arise which require interpretation or action by either OPS or the Supplier in order for the parties to complete the workscope. Communication is a key element to being able to perform at the highest level; therefore both OPS and its Supplier commit to

identify clear points of contact in their respective organization in order to keep a steady and continuous flow of information.

Supplier shall promptly notify Buyer of any identificated risk significantly impacting product quality and delivery schedules as contractually committed, and shall timely plan and implement all necessary actions to remove the causes/mitigate the effects of adverse events as appropriate and/or directed by Buyer.

12. Nonconforming Material or Services

Unless directed otherwise in the purchase order, approval of nonconforming materials or services is the sole responsibility of OPS and not the Supplier!

The method used by OPS to record Suppliers' non-conforming material is the Warehouse receipt (Appendix B).

Only OPS may authorize shipments of product/services with known nonconformances by the Supplier (except when a shipment is authorized in order to perform evaluations at OPS). When submitting nonconformance information for consideration by OPS, the following must be explained in sufficient detail in order for OPS to render a judgment:

- Technical Data Package (TDP) (purchase order, drawing, product specification, military specification, etc.) requirement not met.
- Actual condition of the material or service (i.e. deviation from requirement).
- Identity and quantity of affected product.
- Cause of the nonconformance and the Supplier's actions (implemented or planned) to prevent its recurrence.

Suppliers that deliver non-conforming material to OPS will be responsible for implementing the actions necessary to correct deficiencies. In the case that the actions necessary to correct a deficiency are not being performed in a timely manner or in such as a way as to correct all aspects of the identified deficiency, OPS may choose to put a hold on Supplier's material (both current and future deliveries) until a resolution is agreed upon.Should the supplier become aware of any nonconforming product already shipped to OPS, the supplier MUST provide OPS with a preliminary notification regarding the nonconforming product as soon as possible from the discovery or arising of the suspect material (refer to Appendix F). The supplier must provide details related to the reason for non-conformity, the affected products (production dates, part numbers, serial numbers, OPS Purchase Order, description of the defect, CoC# and shipment #), containtment plan (ex. Product returns, reimbursements, etc.) and additional corrective action information, as applicable.

After the preliminary notification, the Supplier shall: complete the investigations to determine if units at its facility not yet shipped are affected by the non-conformity, segregate all defective units and start all the necessary activities to resolve the non conformities.

After completion of the investigation and other actions listed above, the Supplier shall provide, a report about the findings, containment actions put in place and resolution plan (refer to Appendix F).

The report shall provide, as a minimum, the following:

- Containment actions to avoid shipment of additional non-conforming product
- Identification and segregation actions for defective units at the suppliers' premises
- Causes of the non conformity
- Corrective actions which have been undertaken in order to correct the cause of the non conformity
- Proof of effectiveness of the corrective actions (attach the possible implementation plan, including verification of effectiveness)

Suppliers commit to provide all information necessary to Buyer to properly track, identify, contain and segregate non-conforming products which have been shipped by the supplier.

13. Recovery of Non-Conforming Material Cost

OPS acknowledges that it is the Supplier's responsibility to supply material which conforms to specification. When the Supplier provides material found to be non-conforming and unusable by OPS, it is the Supplier's responsibility to credit OPS or provide a conforming replacement for that material and may include costs incurred by OPS for appraisal or rework .

Items supplied on the purchase order may be subject to incoming inspection. If rejected, the lot shall be returned or may, as needs dictate, be subject to subsequent re-inspection, or 100% lot sorting.

OPS will debit the Supplier with an agreed amount. Material will be returned freight collect with the replacement material to be shipped prepaid.

14. Supplier Quality Assurance

Receiving Inspection

OPS maintains a receiving inspection system for Supplier material. Inspection criteria are based on the specification and/or applicable drawing. The results are used in part to establish the Supplier rating. Supplier material is inspected using a C=0 (acceptance only if zero defects are found).

Supplier Surveillance

The purpose of surveillance is to assure that our Suppliers maintain their quality capabilities over time.

Surveillance may take the form of periodic follow-up surveys, actual product inspections or audits. The frequency of surveys and inspections shall depend upon the Supplier's performance.

OPS shall reserve the right to visit its Supplier's facilities to inspect products, witness inspections or tests and to evaluate their quality system, which may also extend to the Supplier's source of supply. OPS shall also

reserve the right to maintain continuous source inspection and/or quality audit at the Supplier's facilities, if deemed necessary.

Supplier'e personel assigned to peform internal quality audit shall be trained.

Source Inspection

In some cases, it may not be practical to determine conformance to OPS requirements upon arrival at the dock. OPS may require source inspection at the Supplier's facility. OPS' purchasing department will notify the Supplier if source inspection will be required. In the case of required source inspection, no product would be allowed to ship without source inspectionwithout prior written agreement from OPS' Quality Assurance via the purchasing department.

The Supplier's inspection and test equipment shall be made available for use at the Supplier's facility by authorized OPS personnel to determine conformance to specified requirements when required.

None of the verification methods identified in this section relieve the Supplier of its responsibility for the quality of the purchased items.

15. Supplier Quality System

It is recognized that an elaborately documented quality system does not in itself guarantee that adequate quality will always be delivered to OPS. The amount of documentation and formalization of an effective quality system may be dependent upon the size of the Supplier's operation, scope of activities and complexity of the product to be delivered.

The quality system adopted to satisfy the requirements of this document will be reviewed at the time of initial and possible follow up surveys.

16. Supplier Quality Management System

OPS maintains AS9120 Quality Standard certification.

While this level of quality management may not exist for all Suppliers, we believe it covers the necessary areas of control. The Supplier's quality system, whether certified by a third party or not, should address the following areas to the degree appropriate to the Supplier's workscope:

- Management Responsibility
- Quality System
- Contract Review
- Design Control
- Document and Data Control
- Risk Identification and Management
- Purchasing
- Control of Inspection, Measuring and Test Equipment
- Inspection and Test Status
- Control of Nonconforming Product
- Corrective Action
- Handling, Storage, Packaging Preservation and Delivery
- Control of Quality Records

- Control of Customer Supplied Product
- Product Identification and Traceability
- Process Control
- Inspection and Testing
- Internal Quality Audits
- Training
- Servicing
- Statistical Techniques

OPS recognizes that each Supplier has different requirements for their products. Some of these sections may not be needed in your situation.

17. Supplier Responsibilities

Quality Contact

The Supplier shall designate a representative to whom OPS shall communicate quality concerns and whom shall be responsible for answering and tracking corrective actions. This provides a focal point for quality issues.

Corrective Action

When requested, the Supplier shall provide for positive action in connection with non-conforming material and retain records (including corrective action reporting) to preclude reoccurrence of discrepant conditions. Corrective actions will be directed to the quality contact at the Supplier's facility.

Certificate of Compliance/Conformity (C of C)

Each shipment shall be accompanied by a certification to the effect that each manufactured lot has been checked against and conforms to all the specified requirements. The certificate of compliance/conformity shall also state that all inspection and or test results documenting the item(s) compliance to the purchase order or technical specification are available for examination by OPS upon request. The authorized representative shall sign this certification. The certificate should include identifying information including: the OPS purchase order number, part number, revision level, serial number (if applicable), part name, quantity or lot, piece, or shipment identification, etc.. When using distributors, OPS will require the OEM CoC. (See Appendix C for sample Certificate of Compliance/Conformity).

Raw Material

Raw material furnished by the Supplier, or used in fabrication or processing of products, shall conform to the applicable chemical, physical and other technical requirements. Evidence of this conformance shall be maintained by the Supplier and furnished to OPS upon request.

Special Processes

Special processes are those yielding products that cannot be adequately evaluated for conformance to requirements through inspection. These include for example; welding, plating, heat treating, bonding etc. The Supplier shall, at a minimum, demonstrate a degree of control over these processes that provide assurance that specifications are met and complied with. As applicable, the Supplier shall provide

adequate training for personnel performing these tasks. The OPS purchase order will call out special processes and any requirements for the Supplier.

Use of Test Laboratories

Since OPS considers material testing to be a special process, all laboratories used for testing and analysis shall be identified as to whether it is a captive or outside source on the test data sheet or C of C. Evidence of accreditation or qualification of said laboratories may be requested and are subject to survey and review by OPS. In general, these laboratories must, at a minimum, conform to ISO/IEC 17025, General requirements for the competence of testing and calibration laboratories.

Age Control and Limited Life Products

All component parts that exhibit shelf life control must have a date code on the part or packaging. Any component that is returned to the Supplier for rework must have a new date code or identification indicating rework. Unless differently specified by OPS, parts supplied shall have no less than 80% of remaining shelf life at the time of delivery to OPS.

Retention of Records

Quality records shall be retained for a minimum of 10 years or as required by the purchase order or the length of the warranty period (whichever is longer).

Notification of Design, Process or Facility Change

No changes that affect drawings or specifications or any part or process shall be made unless specifically authorized in writing on the purchase order or by OPS.

Where the Supplier is supplying a product to their design, OPS must be advised in writing of any change in design or raw material prior to shipments or any material manufactured to the revised design or material. OPS must be advised in writing of any process changes or if production or repair services are moved to a different facility or line. The new facility or line must be approved. The Supplier is responsible for submitting information and data concerning any proposed change to OPS. OPS will evaluate samples or require First Article inspection of the revised material and advise the Supplier of the status.

18. The Purchase Order

The OPS purchase order is the single most important document that suppliers should familiarize themselves with. It is in fact the contract to which all work must be manufactured or performed to. Failure to provide documentation or to meet any applicable Quality Assurance Conditions (QAC) shall be reason for rejection at OPS, causing unnecessary delays of use of the material and payment to the Supplier.

The purchase order will contain, or make reference to, additional documentation, which shall specify standard requirements for the order. These attachments may include the following:

- Standard Terms and Conditions. This is a general description of each item as applied to the OPS purchase order.

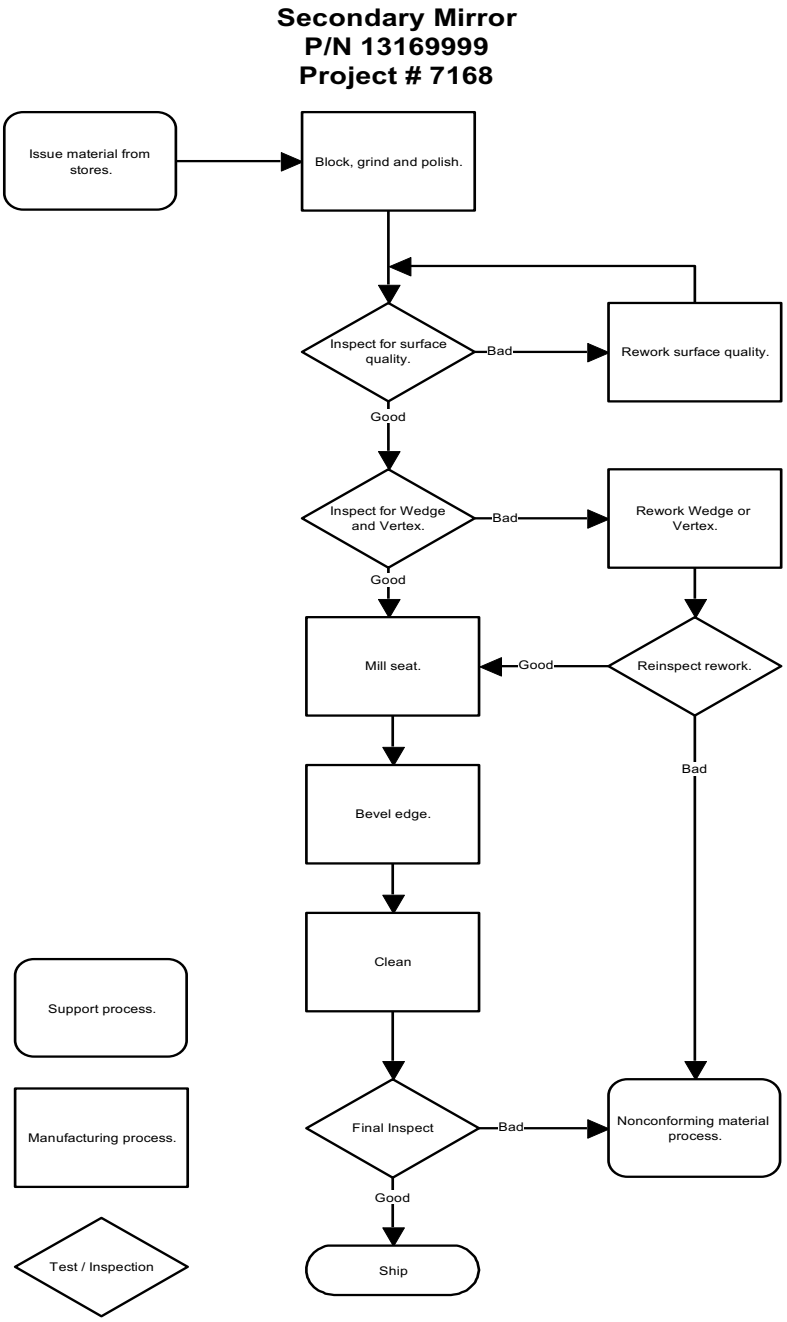
- Applicable conditions for orders under US Government contract apply to this order e.g. FAR and DFAR flow down clause. This is a general description of each item as applied to the OPS purchase order when performing to US Government contracts.

- Quality Assurance Conditions (QAC) - Each applicable condition must be met when fulfilling the order. Again, failure to do so will result in the material being rejected causing delays in payment to the Supplier. NOTE: The single most frequent reason for rejected material at OPS is failure to supply a Certificate of Compliance/Conformity when called out on the OPS purchase order.

19. Prevention of Counterfeit

Suppliers are responsible for ensuring compliance for materials used to manufacture parts supplied to OPS. Suppliers will only purchase materials from Original Equipment Manufacturers (OEMs), Original Component Manufacturers (OCMs) or the OEM/OCM authorized distributors. Purchasing from independent brokers or other sources is not authorized unless approved in writing by OPS. Full traceability of end goods must be provided to OPS.
Suppliers of electronic components shall have an established counterfeit avoidance program in compliance with SAE AS5553 Counterfeit Electronic Parts; Avoidance, Detection, Mitigation and Disposition. Distributors of electronic components shall certify that franchise agreements and/or written OEM/OCM reseller authorization is on file for all parts provided.
For Broker part(s): if the required items cannot be procured from the OCM, or the OCM's Authorized Distributors, approved Independent Distributors (Brokers) may be used after receiving specific written approval by OPS. The Supplier must present a complete test plan for each part being procured in compliance with AS6081 Fraudulent/Counterfeit Electric Parts; Avoidance, Detection, Mitigation, and Disposition or CCAP101 Certification for Counterfeit Components Avoidance Program. The test plan must ensure the parts procured are functional and new authentic parts. Test results must be maintained by the supplier and presented to OPS upon request. Suppliers must be AS6081 or CCAP101 certified by an independent registrar.

Appendix A



Appendix B

AM WORLD LOGISTICS, INC.
224 Buffalo Ave
Freeport, NY 11520

Tel: 516.239.7120, Fax: 516.239.7720

Warehouse Receipt

Receipt Number:	22158
Received Date/Time:	May/31/2016 03:05 PM
Received By:	Kevin Ramberan

Shipper Information	Consignee Information

Inland Carrier and Supplier information

Carrier Name:		Driver License:	
PRO Number:		Supplier Name:	
Tracking Number:		Invoice Number:	
Driver Name:		P.O. Number:	PO-000000

Notes	Applicable Charges:
NO PACKING LIST Non-conformance does not affect any other processes, procedures or product - Non-conformance Contained It has been determined that no additional	

Pcs	Package	Dimensions	Description			Weight	Volume
Location		Invoice Number	Notes				Volume Weight
Quantity		PO Number	Part Number	Model	Serial Number		
1 Carton JFK-AM-MAIN		13.00x10.00x11.00in	REPEATER ITEM#1 QTY.1. PN: xxxxxx s/n xxxxx			1.36 Kg 3.00 lb	0.83 ft³ 8.61 Vlb

The liability of AM WORLD LOGISTICS, INC. for loss or damage to the goods is limited to $50.00 per shipment. If you desire to have greater protection while we have care and custody, you must notify us and we must accept such greater declaration in writing, billing you at the rate of 1.5 % of the value per month.

	Pieces	Weight	Volume
TOTAL	1	1.36 Kg 3.00 lb	0.83 ft³ 8.61 Vlb

Received by
Signature:

Appendix C

Supplier Name
Your Street Address
Your City, State and Zip

To: ***OPS***

CERTIFICATE OF CONFORMANCE

Item	Description	P/N	Qty.	Specifications
1				
2				
3				
4				
5				

This is to certify that the above articles and/or services shipped against your purchase order # _____ have been inspected and are in conformance with said purchase order and all applicable requirements, specifications and drawings. All calibrated equipment is traceable to a nationally recognized calibration standard, such as ANSI/NCSL Z540-1, Calibration Laboratories and Measuring and Test Equipment - General Requirements, or ISO 10012-1, Quality Assurance Requirements for Measuring Equipment - Part 1.

- ❑ Inspection Data Enclosed
- ❑ Test Reports Enclosed
- ❑ Inspection Data on file and available for examination.
- ❑ Test Reports are on file and available for examination.

Signed: _____

Title: _____

Date: _____

Appendix D

Supplier Qualification Form FM-740F

General Information: To be completed by Supplier, Independent Contractor, or Subcontractor	
Supplier Name	
Address	
Phone No.	
Fax No.	
Web Site	
E-mail	
Years in Business	
Chief Operating Officer	
Annual Sales / FY	/
Product / Service	
CAGE Code	
Tax Identification No.	
SIC code	
NAICS Code	
Number of Employees	
Major Customer / References	
Dun & Bradstreet Rating / Date	
Is the supplier debarred, suspended, or otherwise ineligible for the award of contracts by any Federal Agency?	[ ] No [ ] Yes
Type of Business :	[ ] Services
[ ] Manufacturer	[ ] Retail Sales
[ ] Distributor	
[ ] Software Design	
TYPE OF MATERIAL SOLD [ ] New Parts [ ] Refurbished Parts [ ] Surplus Parts [ ] Not Applicable	
Type of Organization :	
[ ] Incorporated	[ ] Partnership
[ ] Sole Proprietorship	[ ] Other
QUALITY SYSTEM INFORMATION: **To be completed by Supplier, Independent Contractor, or Subcontractor**	
Supplier on QPL	[ ] Yes [ ] No [ ] Not Applicable

PLEASE MARK THE QUALITY PROCEDURES YOU ARE CURRENTLY CERTIFIED TO:
MILITARY SPECIFICATIONS: ☐MIL-Q-9858 ☐MIL-I-45208A ☐OTHER:_____
ISO / AS CERTIFICATIONS: ☐9001 ☐14001 ☐AS 9100 REV_____ ☐AS 9120 REV _____
ARE YOU ON THE GOVERNMENTS QUALIFIED SUPPLIERS LIST (QSL)? ☐QSLM ☐QSLD
OTHERS (PLEASE LIST):
Completed by Name: Signature: Title: Phone: e-mail

***** IF YOU HAVE AN ISO 9001, AS 9100 or AS9120 CERTIFICATION, IT IS NOT NECESSARY TO COMPLETE THE REMAINDER OF THIS FORM. PLEASE SEND A COPY OF THE REGISTRATION CERTIFICATE & QUALITY MANUAL ALONG WITH THE FIRST PAGE OF THIS SURVEY. IF YOU DO NOT HAVE THE ANY OF THE ABOVE CERTIFICATIONS, PLEASE COMPLETE THE REMAINDER OF THIS SURVEY AND RETURN AS SOON AS POSSIBLE WITH A COPY OF YOUR QUALITY MANUAL. *****

OPS USE ONLY

Comments: Certification Class:	Supplier Status ☐ Approved ☐ Disapproved	☐ New insertion ☐ Change (specify in comments)
Approvals:		
_____ _____ _____ _____ Procurement Date Quality Assurance Date		

SUPPLIER EVALUATION QUESTIONNAIRE

	YES	NO	N/A
1. There is a Quality Assurance system that is properly implemented and documented.	☐	☐	☐
2. There is a Quality Assurance Manual. (If YES, please send a copy of your Quality Manual.)	☐	☐	☐
3. There are documented procedures and detailed work instructions for all operations which effect quality	☐	☐	☐
4. There is a corrective action program that is implemented.	☐	☐	☐
5. The Quality Assurance organization trains and documents employees in the application of quality assurance methods	☐	☐	☐
6. There is a calibration program for your test and measurement equipment.	☐	☐	☐
7. All of your tests are within calibration.	☐	☐	☐
8. All the raw materials, parts, and supplies are rated upon receipt to assure conformance to all requirements.	☐	☐	☐
9. There is a system for rating Suppliers for quality and delivery.	☐	☐	☐
10. Your measurement standards are certified and traceable to NIST standards.	☐	☐	☐
11. Your measuring and test equipment is identified to indicate the last calibration date, by whom, and next calibration due date.	☐	☐	☐
12. You have documented inspection systems for incoming, in-process and final inspection.	☐	☐	☐
13. You have a documented shelf life program.	☐	☐	☐
14. Inspection records and traceability are provided with each order.	☐	☐	☐
15. Inspection records are kept for a minimum of 7 years.	☐	☐	☐
16. All of the discrepant materials are promptly and adequately identified and separated from normal work operations.	☐	☐	☐

ADDITIONAL COMMENTS/ REMARKS:

_____

_____

Appendix E

Class A. Supply of Equipment and Aernautical parts (COTS) for which the Supplier holds design authority

Class A Suppliers, which provide commercial of the shelf goods are intended qualified if they hold a valid EN/AS9100 Certificate issued by an accredited Certification Body.

This class includes but is not limited to:

- Landing gear
- Fuel System
- Hydraulic System
- Conditioning System
- Oxygen System
- Flight Control System
- Propulsio System
- Electrical System
- Navigation / Communication System
- Flight Control
- Mission System

Class B. Production of raw material and standard

Class B Suppliers shall hold a valid EN/AS9100 Certificate issued by an accredted Certification Body.

This class includes but is not limited to:

- Raw material, semi finished products, chemical products, such as
  - Forged and Molded
  - Metal rolled / extruded / drawn
  - Casting
  - Fibers for composite materials
  - Tires
  - Sealants
  - Paints
  - Grease and Oil

- Standard Parts for which the Supplier holds design authority
- Fasteners (bolt, screw, nuts, washers, rivets….)
- Parts for hydraulic systems (pipes, terminals, flanges, gaskets, etc…)
- Parts of electric systems (cable, wires, connectors, adapters, switched, relays, etc..)
- Standard parts for other systems

Suppliers which do not hold a valid AS/EN9100 certificate may be approved for the supply of ROW material and Standard parts used for GSE. Such approval is contingent upon fulfillement of Class C approval requirements

Class C. Aircraft Ground Equipment

Suppliers qualified for manufacturing of Aircraft Ground Equipmet (AGE)
The definition AGE includes all the equipment required for ground support of the aircraft during the service and covering all levels of maintenenace. This includes also tools used to test, inspect, repair, calibrate, measure, assemble, disassemble, handle, transport, maintain, overhaul of equipment or parts of an aircraft.
Suppliers pertaining to this class shall hold a valid ISO9001 Certificate issued by an accredited Certification Body.
Suppliers which do not hold a valid AS/EN9001 certificate may be approved at the sole discretion of the organization's Quality Assurance department and based on the evaluation of supplier's quality manual and Quality Questionnaire.

Class D. Stocklist/Distributor of raw materials, standards and equipment

Suppliers qualified for the activities of purchasing, storage, sales etc..

i. Raw materials
ii. Chemicals
iii. Standards
iv. Equipments

Suppliers pertaining to this class shall hold a valid AS/EN9120 Certificate issued by an accredited Certification Body. Suppliers which do not hold a valid AS/EN9120 certificate may be approved at the sole discretion of the organization's Quality Assurance department and based on the evaluation of supplier's quality manual and Quality Questionnaire. All items supplied must be delivered with the MFG Certificate of Conformity..

Class E. Repair and maintenance tasks on components, carried out by the OEM or under OEM license authority

Qualified Supplier for:

i. Activities of repair/maintenance of component for which the Supplier holds the Design Authority or under a license agreement with the OEM
ii. Maintenance of aircraft or its parts (e.g. machining operations on parts removed from the airctaft, maintenance / repair fuel tanks, cleaning tasks, etc..)

The Supplier shall hold:

i. a valid EN/AS9100 or EN/AS9110 certificate issued by an accredited Certification Body
ii. Aviation Authority Certificate (e.g. FAA)
iii. The license Agreement released by the OEM if the MRO is not the OEM.

Class F. Laboratories Tests and/or calibration

Suppliers performing Calibration of measuring instruments

Suppliers operating in this class shall hold a valid ISO9001 Certificate issued by an accredited Certification Body, and:

- ISO/IEC 17025 acreditation or NADCAP certification, in case of testing laboratory; or
- Accreditation as "LAT" Center or equivalent, in case of calibration laboratory.

Appendix F

Supplier logo	***NOTIFICATION OF PRODUCT NON-CONFORMITIES AFTER DELIVERING*** ***"ALERT"***	N°	
		Date:	

PART 1 NOTIFICATION	P/N	Descritpion	*Q.ty*	*Batch*
	S/N		*Purchase Order*	
	Delivery date	*Packing List and tracking #*	*Delivery address*	
	Desciption of the non-conformity:			
	Quality Control Rep signature		*Date*	

PART 2 CORRECTIVE ACTIONS	*Containment actions*
	Identification and segregation actions
	Causes of the non conformity description:
	Corrective actions:
	Recommendations / Instructions
	Corrective actions: effectivity
	Quality Control Rep signature — *Date*