



European
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Revision	4
Page	1/11

SUPPLIER QUALITY REQUIREMENTS

SCOPE

This document defines the quality requirements for purchasing materials, parts and services that may affect product quality. It is only applicable for Aerospace Programs.

This document does not include requirements for design and development services.

Replaces: Not applicable.

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Document code	BP74_001
Type of document	Procedure
Issue date	18.02.2011
Revision	4
Page	2/11

SUPPLIER QUALITY REQUIREMENTS

CONTENT:

0	REVISION HISTORY	3
1	REFERENCE	3
2	DEFINITIONS AND ABBREVIATIONS	3
3	RESPONSIBILITIES	4
4	SUPPLIER QUALITY REQUIREMENTS	5
4.1	GENERAL	5
4.2	QUALITY MANAGEMENT SYSTEM	5
4.3	QUALITY MANAGEMENT SYSTEM (ISO9001)	5
4.4	QUALITY MANAGEMENT SYSTEM (EN9100:2003)	5
4.5	GENERAL REQUIREMENTS FOR THE COMPETENCE OF TESTING AND CALIBRATION LABORATORIES (ISO/IEC 17025:2005)	5
4.6	SUBCONTRACTING SPECIAL PROCESSES	5
4.7	INDEPENDENT LAB CERTIFICATION FOR TESTING	5
4.8	RAW MATERIAL, PROCESS AND TEST CERTIFICATION	6
4.9	INDUSTRY SPECIFICATIONS AND STANDARDS	6
4.10	NOTIFICATION	6
4.11	CALIBRATION SYSTEM REQUIREMENTS (ISO9001)	6
4.12	CALIBRATION SYSTEM REQUIREMENTS (ISO 10012)	6
4.13	CALIBRATION SYSTEM REQUIREMENTS (ISO/IEC 17025)	6
4.14	CALIBRATION SERVICES	6
4.15	FROZEN PROCESSES	7
4.16	NO CHANGE POLICY	7
4.17	INSPECTION SYSTEM	7
4.18	TRAVELLER	7
4.19	FAI AND PARTIAL FAI IN ACCORDANCE WITH AS9102	7
4.20	ACCEPTANCE OF PARTS / SERVICES	7
4.21	RESPONSIBILITY FOR CONFORMANCE	7
4.22	NOTIFICATION OF NONCONFORMING PRODUCT	7
4.23	SUPPLIER CONTROL	8
4.24	ALERT	8
4.25	CORRECTIVE ACTION	8
4.26	RECORDS AND RECORD RETENTION TIME	8
4.27	TRACEABILITY	8
4.28	CERTIFICATE OF CONFORMANCE	9
4.29	HANDLING AND PACKAGING	9
4.30	CUSTOMER PROPERTY	9
4.31	RIGHT OF ACCESS	9
4.32	HUMAN RESOURCES	9
4.33	HEALTH, SAFETY, ENVIRONMENT	10
5	ANNEXES	11
5.1	OVERVIEW APPLICABLE QUALITY REQUIREMENT CHAPTERS VERSUS TYPE OF SUPPLIER	11

	Document code	BP74_001
	Type of document	Procedure
	Issue date	18.02.2011
	Revision	4
	Page	3/11
SUPPLIER QUALITY REQUIREMENTS		

0 REVISION HISTORY


REVISION	DATE	DESCRIPTION
0	25.03.2008	NEW DOCUMENT
1	13.05.2008	Chapter 5 added : X between Row 1, column 5
2	28.09.2009	§4.14 (2) changed: Calibration traceability and compliance is to be to the National Institute of Standards and Technology or other recognized national or international calibration standards (3) changed: The date of calibration, the identification number of the instrument being calibrated, calibration traceability and compliance to NIST-recognized national or international standards,...
3	01.10.2009	§3 Supplier added: ... The supplier shall comply with ...the purchase order is issued. §4.1 (4) changed: However, when the quality plan does not make reference to this procedure → in case of contradictions between quality plan and this document, the quality plan will overrule it, ... reference to this procedure → document. §4.3 deleted ISO 9001:2000, added: The supplier ...a valid certificate ISO 9001) §4.4 added: The supplier ...(or equivalent AS or JISQ9100). §4.14 (2) and (3) revised. §4.25 added: ... which can finally lead to cancellation as approved supplier. §5.1 added: row 6 Tools.
4	18.02.2011	Owner's approval: Nico Maenhout → Henk Vincke and Peter Marain §4.4 added ... or a valid recognition by NADCAP PRI according to AC7004. §4.6 added: ... by the sub-tier or prime customer §4.9 changed:... at the time the purchase order is issued. → parts are processed unless otherwise specified on the purchase order. §4.18 added: History of changes on the traveller must be traceable. §4.19 reviewed completely. §4.30 added: unless otherwise specified on the Purchase Order. §4.33 completely added §5.1 column 33 completely added.

1 REFERENCE

- EN 9100
- ISO 14001
- EASA Part 21, subpart G

2 DEFINITIONS AND ABBREVIATIONS

- Materials: raw materials,
- Prime customer: the Purchaser's customer
- Services: calibration, testing and subcontracting activities

 European Aerospace Company	Document code	BP74_001
	Type of document	Procedure
	Issue date	18.02.2011
	Revision	4
	Page	4/11
SUPPLIER QUALITY REQUIREMENTS		

3 RESPONSIBILITIES

Supplier:


- Is responsible to carry out a contract review before proceeding with any new or revised work. If clarification is required, the Purchaser shall be contacted without delay.
- Is responsible to respect the supplier quality requirements corresponding to his activities, explained within this document. If clarification is required, the customer's Quality Assurance Department shall be contacted without delay.
- Is responsible to always use the latest update of this document which can be found on the website from the Purchaser (see www.bmtaerospace.com). The supplier shall comply with the latest revision in affect at the time the purchase order is issued.

Purchase Department:

- Is responsible for managing all contractual requirements associated with the purchasing activities.

Quality Assurance Department:

- Is responsible for the input of quality requirements to suppliers and subcontractors and to formalise and maintain it into this document including the update on the website.

 European Aerospace Company	Document code	BP74_001
	Type of document	Procedure
	Issue date	18.02.2011
	Revision	4
	Page	5/11
SUPPLIER QUALITY REQUIREMENTS		

4 SUPPLIER QUALITY REQUIREMENTS

4.1 General

- (1) All supplied documents must be in English language.
- (2) The matrix in annex shows which paragraphs are applicable as general requirements for the different types of suppliers or subcontractors.
- (3) In some particular cases, a separate quality plan can be submitted to a supplier or subcontractor in order to define the supplier quality requirements. This plan can be based on the paragraphs below and can be read in conjunction with this document.
- (4) However, in case of contradictions between quality plan and this document, the quality plan will overrule it, even if the Purchase Order is making reference to this document.
- (5) Besides the general supplier quality requirements referred to in this document, the particular requirements such as drawings and specifications, descriptions or any other particular requirements, not mentioned in this document, but stipulated on the purchase order, must be respected.

4.2 Quality Management System

The supplier's Quality Management System shall be documented and maintained in order to reflect minimum compliance with the requirements of this document.

4.3 Quality Management System (ISO9001)

The supplier's Quality Management System shall be documented and maintained in order to reflect minimum compliance with the requirements of ISO9001 and with the requirements of this document. The supplier shall have a valid ISO 9001 certificate.

4.4 Quality Management System (EN9100:2003)

The supplier's Quality Management System shall be documented and maintained in order to reflect minimum compliance with the requirements of EN9100 (or the equivalent AS or JISQ9100) and with the requirements of this document. The supplier shall have a valid EN9100 certificate (or equivalent AS or JISQ9100) or a valid recognition by NADCAP PRI according to AC7004.

4.5 General requirements for the competence of testing and calibration laboratories (ISO/IEC 17025:2005)


The supplier shall be accredited in accordance with the ISO/IEC 17025 standard and shall apply the requirements of this document.

4.6 Subcontracting Special Processes

The supplier certifying conformance for Special Processes, shall be NADCAP accredited or approved by the sub-tier or prime customer based on NADCAP compliance.

4.7 Independent Lab Certification for Testing

Where applicable, the supplier certifying conformance for testing, shall be NADCAP accredited or approved by the customer based on NADCAP compliance.

 European Aerospace Company	Document code	BP74_001
	Type of document	Procedure
	Issue date	18.02.2011
	Revision	4
	Page	6/11
SUPPLIER QUALITY REQUIREMENTS		

4.8 Raw Material, Process and Test Certification

Where applicable, certifications are required in accordance to appropriate material specifications / process specifications, added to the purchase order. They must be legible and reproducible. The certificate shall always make reference to the applicable specification number and revision, purchase order number and shall contain the signature and title of an authorized representative.

The customer reserves the right to request a different revision than specified on the purchase order, in case this has been communicated within due time between both Parties.

4.9 Industry Specifications and Standards

In all cases, for all industry specifications and standards, the supplier shall comply with the latest revision in affect at the time the parts are processed unless otherwise specified on the purchase order.

4.10 Notification

The supplier shall notify the Purchaser's Quality Assurance Manager of any change in ownership, location of manufacturing facilities, significant changes to production capacity or methods and changes in the organisation structure (especially those parts of the organisation in charge of quality).

4.11 Calibration system requirements (ISO9001)

The supplier shall maintain a system of calibration in accordance with ISO 9001.

4.12 Calibration system requirements (ISO 10012)


The supplier shall maintain a system of calibration in accordance with ISO 10012.

4.13 Calibration system requirements (ISO/IEC 17025)

The supplier shall maintain a system of calibration in accordance with ISO/IEC 17025.

4.14 Calibration Services

- (1) Where applicable, and unless otherwise stated into the contract or onto the purchase order, the calibration method for the equipment is to be to the original manufacturers recommendations.
- (2) Calibration traceability and compliance is to be to recognized national or international calibration standards.
- (3) The supplier is to supply the Purchaser with a calibration certificate. The date of calibration, the identification number of the instrument being calibrated, calibration traceability and compliance to recognized national or international calibration standards, the environmental conditions of the laboratory, the references of the standards used, deviations and correction factors, the measurement uncertainty, the procedure used and the name of the calibration technician, supplier quality organisation approval, shall be shown on the certificate.
- (4) The supplier shall also report the as received and as returned condition of the equipment being calibrated on the calibration certificate.

	Document code	BP74_001
	Type of document	Procedure
	Issue date	18.02.2011
	Revision	4
	Page	7/11
SUPPLIER QUALITY REQUIREMENTS		

4.15 Frozen processes

If applicable, this process is frozen by the customer and cannot be changed without the written approval from the Purchaser.

4.16 No change policy

Process, manufacturing and inspection procedures and suppliers documents submitted to the Purchaser for approval shall remain at the level of configuration in effect at the time of the approval by the Purchaser. The supplier shall not change process, manufacturing and/or inspection procedures or work instructions during the purchase order activity unless written approval is received from the Purchaser.

4.17 Inspection system

The supplier shall develop inspection procedures and maintain records of inspection. Records shall include evidence of inspection for all attributes of products / processes supplied to the Purchaser. The inspection system shall evaluate products / processes to insure that only parts and services that conform to purchase order requirements are supplied to the Purchaser.

4.18 Traveller

The supplier shall maintain a traveller or equivalent control mechanism that directs procedures appropriate for the control of quality and configuration through all stages of production. History of changes on the traveller must be traceable.

4.19 FAI and partial FAI in accordance with AS9102

At least two weeks prior to shipment, the subcontractor or supplier shall submit in writing, an invitation for review of the parts submitted to FAI at his premises.

Partial FAI can be sent directly with the parts without advance notice.

4.20 Acceptance of parts / services

In all cases, parts / services are subject to acceptance at the Purchaser after receiving.

4.21 Responsibility for Conformance

Acceptance of product shall not be used as evidence of effective control of quality by the supplier and shall not absolve the supplier of responsibility for acceptable products or preclude subsequent rejection by the Purchaser, his customers or regulatory authorities.


4.22 Notification of nonconforming product

Nonconforming parts under dispositions of "Use as is" or "Repair" shall require written authorization from the Purchaser, prior to shipment. The supplier shall therefore use his own concession form.

When approved, parts under concession must be tagged with discrepancy and with concession identification number identified prior to shipment to the Purchaser.

Supplier's certification documentation must reflect the supplier's concession identification number.

Each submittal of concession shall include the supplier's documented analysis to determine the root cause and positive corrective action implemented to prevent recurrence.

	Document code	BP74_001
	Type of document	Procedure
	Issue date	18.02.2011
	Revision	4
	Page	8/11
SUPPLIER QUALITY REQUIREMENTS		

4.23 Supplier control

Where applicable, the supplier, including dealers and distributors, are responsible for insuring that the applicable requirements of the purchase order, including this document, are imposed on lower tier procurements for raw material, components or process services being used in the manufacture of products or services being provided.

4.24 Alert

Where applicable, when the supplier becomes aware, through any way (assessment, investigation, tests...), of a failure which would have any potential impact on the quality and/or airworthiness on already delivered parts / services, the supplier shall notify the Purchaser without delay by issuing an Alert notice.

The alert notice shall take the form of a letter, fax or an e-mail and contain at least the following details:

- Name, address and references of the contact person of the supplier
- A description of the failure
- A description of the potential impacts on the Purchaser already supplied parts / services
- Complete reference of the concerned services / parts (Partnumber, CoC number, delivery notes, batches, delivery dates, quantities, ...)
- Any immediate corrective actions requested (including root cause analysis)

4.25 Corrective action

Corrective action may be requested from a supplier when nonconforming products or services are delivered to the Purchaser. The supplier must in this case complete the Supplier Complaint Report and return it to the Purchase Department. The root cause of the nonconformity must be determined and corrective action must be implemented. Corrective action must identify the changes to processes, work instructions, procedures, specifications, drawings, inspections, tests, tools, equipment, facilities, resources, materials or training to prevent recurrence of the non-conformance. Corrective action shall also include the implementation date. Corrective action responses such as "cautioned the operator" or "changed the tool" are not acceptable. Supplier's failure to respond in the allotted time frame will be taken into consideration during the annual evaluation of supplier's performance, which can finally lead to cancellation as approved supplier.

4.26 Records and Record Retention Time


The supplier shall retain verifiable objective evidence of inspection and tests performed. Quality records must be legible and reproducible and shall be made available for evaluation by representatives from the Purchaser, their customer and regulatory authorities. Records shall be maintained for a contractually agreed upon period. Unless otherwise specified, this period will be 20 years.

When applicable, test samples shall be sent to the Purchaser.

4.27 Traceability

Materials, products, standards and parts shall be traceable through the whole manufacturing process and storage operations up to delivery. Identification and separate storage shall be maintained throughout the manufacturing cycle.

When the process of final marking is subcontracted, the supplier shall guarantee that the items have not been mixed during the subcontracting.

 European Aerospace Company	Document code	BP74_001
	Type of document	Procedure
	Issue date	18.02.2011
	Revision	4
	Page	9/11
SUPPLIER QUALITY REQUIREMENTS		

4.28 Certificate of Conformance

A Certificate of Conformance (CoC) is required. This document must be legible and reproducible. With the shipment of parts or services against this purchase order, the supplier shall assure in this writing, with each lot that the purchase order requirements have been met and that inspection documentation has been completed. The certificate shall indicate the specification and/or drawing number and revision, nomenclature, purchase order number, quantity, batch and serial numbers, reference to FAI (if applicable), reference to non-conform reports and shall contain the signature and title of an authorized representative.

4.29 Handling and Packaging

During fabrication and processing, special carts, boxes, containers and transportation vehicles shall be used as necessary to prevent damage due to handling. Prior to shipment to the Purchaser, all products shall be cleaned so as to be free of all foreign substances or residue from processing or handling. Product shall be protected from deterioration by using a corrosion preventive compound according to MIL-PRF-16173 (unless otherwise specified). Product shall be packaged and protected for shipment in a way that will prevent damage. All parts shall be checked for damage prior to shipment to the Purchaser.

4.30 Customer Property

Where applicable, the supplier assumes responsibility for all parts, raw material, tools and equipment, furnished by the Purchaser. Parts, raw material, tools and equipment shall be adequately protected to prevent deterioration and must be returned to the Purchaser at the completion of order or contract unless otherwise specified on the Purchase Order.

4.31 Right of access

Quality Audit Surveys might be conducted at the Supplier's facilities by Purchaser's QA Auditors on the basis of the requirements specified in the present document. Such verification by the Purchaser representatives, their customer or regulatory authorities shall not be used by the supplier as effective control of quality. Verification by the Purchaser representatives, their customer or regulatory authorities shall not absolve the supplier of the responsibility to provide acceptable product, nor shall it preclude subsequent rejection by the Purchaser.

4.32 Human resources

The supplier shall ensure that human resources carried out for the order are enough skilled and are appropriate. Personnel needed for Special Processes shall be identified and qualified.

Supplier's focal point shall be able to communicate in English language. Technical documents written exclusively in English shall be understandable, including by concerned employees in the workshop if any. These kind of documents may be entirely or partially translated under the own responsibility of the suppliers and shall in no case supersede the original document.



Document code	BP74_001
Type of document	Procedure
Issue date	18.02.2011
Revision	4
Page	10/11

SUPPLIER QUALITY REQUIREMENTS

4.33 Health, Safety, Environment

The supplier and his upstream suppliers shall all the time comply with the latest version of the European Regulation (EC n° 1907/2006) concerning Registration, Evaluation, Authorisation and Restriction of Chemicals ("REACH").

- The latest issue of the Material Safety Data Sheets (MSDS) of the ordered goods are to be sent to the customer on the receipt of the order and strictly before delivery (MSDS needs to be provided as a minimum in the mother language of the user, Dutch)
- MSDS will be in compliance with REACH directive annex II and will mention all identified uses that are included in the registration of the product

In the event that the application of any environmental applicable laws and regulations could prevent the delivery of the product and/or the performance of the service, the supplier shall immediately inform Airbus and shall propose an alternative solution to ensure the continuity of supply of the product/service in compliance with REACH and any other contractual terms agreed.

If applicable, the ordered goods will be in compliance with CLP regulation (EC n° 1272/2008) concerning the Classification, Labeling and Packaging of the product.

