



## Supplier Quality Requirements

**PURPOSE:** This document defines restrictions and quality system requirements applicable when goods and services are procured to Aeroworx for Military, Federal, or Industry specifications or standards.

**QUALITY REQUIREMENTS:** Unless otherwise directed by Aeroworx Purchase Order, the following quality system requirements apply:

**Record Retention and Disposition** – Records that are created by the Supplier to fulfill this order shall be maintained for a minimum of seven (7) years, unless a longer period is otherwise specified. Records shall be made available to Aeroworx upon request.

The supplier shall ensure records of its external providers remain on file for the same specified retention period.

At expiration of the retention period, Aeroworx reserves the right to advise the supplier of the disposition method, depending on the records' criticality and confidentiality.

**Calibration System** – Calibration of measuring and test equipment used for product acceptance shall be traceable to established international or national measurement standards (e.g., ANSI, NIST). Procedures for periodic calibration, certification, and maintenance of tools and equipment shall be established and followed.

**Inspection System** – Supplier shall develop inspection procedures and maintain records of inspection. Records shall include evidence of inspection for all attributes (i.e. first article inspection) of products / processes supplied to Aeroworx. The inspection system shall evaluate products/processes to ensure that only hardware/services that conform to Purchase Order requirements are delivered to Aeroworx.

**Travelers** – Supplier shall maintain a traveler or equivalent control mechanism that directs procedures appropriate for the control of quality and configuration through all stages of production.

**Suspected Unapproved Parts** – Supplier shall prevent the use of suspected unapproved parts. Supplier shall not supply any part to Aeroworx under this Purchase Order or contract that is “Suspected Unapproved Part” defined as a part for which there is objective and credible evidence indicating that the part is likely an unapproved or counterfeit part. This includes:

- articles shipped to an end user by an external provider who does not have direct delivery authorization from the approved production organization
- new articles that do not conform to the approved design/data
- articles that have not been manufactured or maintained by an approved source
- articles that have been intentionally misrepresented, including counterfeit parts
- articles with incomplete or inappropriate documentation.

Supplier shall plan, implement, and control a process that identifies and prevents the use of suspected unapproved parts.



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**Counterfeit Parts** – Supplier shall prevent the use of counterfeit parts. Supplier shall not supply any part to Aeroworx under this purchase order or contract that is “Counterfeit Part” defined as an unauthorized copy, imitation, substitute, or modified part (e.g., material, part, component), which is knowingly misrepresented as a specified genuine part of an original or authorized manufacturer. This includes, but is not limited to, the false identification of marking or labeling, grade, serial number, date code, documentation, or performance characteristics.

Supplier shall plan, implement, and control a process for the prevention of counterfeit or suspect counterfeit part use and their inclusion in product(s) delivered to the customer.

**Unapproved Parts** – Supplier shall prevent the use of unapproved parts. Supplier shall not supply any part to Aeroworx under this purchase order or contract that is “Unapproved Part” defined as a part that was not produced or maintained in accordance with approved or acceptable data and applicable statutory, regulatory, and customer requirements.

Supplier shall plan, implement, and control a process that identifies and prevents the use of unapproved parts.

**Unusual Circumstances** – Supplier shall include with the provided documentation any known information of whether any parts obtained from in-service articles were subjected to unusual circumstances, such as extreme stress, extreme heat, major failure, or accident.

**Nonconforming Product** – Supplier shall develop procedures that assure product that does not conform to specified requirements is not shipped to Aeroworx. Dispositions of *Use-As-Is* or *Repair* for products under Aeroworx control shall require written authorization prior to shipment.

Supplier shall notify Aeroworx of nonconforming products, processes or services and obtain Aeroworx approval for their disposition.

Product malfunctions, defects, and unairworthy conditions shall be reported to Aeroworx within 24 hours (1 business day) and dispositioned through a written agreement with Aeroworx. Supplier shall report product malfunctions, defects, and unairworthy conditions to the concerned stakeholders.

**Supplier Request for Information/Disposition** – Supplier shall contact and get approval from Aeroworx for any nonconforming material, change to drawings or specifications, or clarification of requirements.

**Statistical Techniques** – Supplier is responsible for understanding and reducing variation within processes, and is encouraged to use control-charting techniques. When control charting is not performed, sample inspection of all attributes shall be performed.



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**Special Processes** – Supplier shall develop a system, subject to approval by Aeroworx, for controlling special processes. Where the system does not exist or has been disapproved by Aeroworx, the supplier shall use Aeroworx approved suppliers. A list of Aeroworx approved suppliers will be provided upon request. The use of an Aeroworx approved supplier does not relieve the supplier from responsibility to furnish acceptable product.

**Control of Quality Management system** – Supplier shall implement a quality management system, preferably modeled after ISO 9001 or an applicable AS9100 series standard.

**Customer-designated or approved suppliers** – When required, Supplier shall use customer-designated or approved suppliers including process sources (e.g., special processes).

**Prohibited Sources** – Aeroworx suppliers and/or sub-tier suppliers are prohibited from using any source listed on the US government Excluded Parties List System (EPLS) (ref. <https://www.epls.gov/>) in the production of products to be delivered to Aeroworx.

**Certificate of Compliance** – The Certificate of Compliance is a record that shall include the corresponding part number and drawing revision, Military, Federal, or Industry specification number, purchase order number, quantity, date shipped, and manufacturer's name and authorized representative signature. The supplier shall be able to furnish information on their source of supply that could include items such as serial numbers, lot numbers, heat numbers, batch, date code, and cure date. The data shall be retained on file and made available to Aeroworx upon request.

**Right of Entry** – Aeroworx, Aeroworx's customer, and relevant regulatory authorities will have access to suppliers', and all other facilities involved in the order, where they will have access to all procedures, practices, processes, associated documents and records related to quality assurance, quality control and configuration control. Aeroworx reserves the right to determine and verify quality of work, records, and material.

**Employee Awareness** – Suppliers shall ensure that their employees are aware of their contribution to product or service conformity, their contribution to product safety, and the importance of ethical behavior.

**Notification of Changes** – Suppliers shall notify Aeroworx of changes in process, products, or services, changes of suppliers, changes of manufacturing facility location and, obtain Aeroworx's approval.

**Responsibility for Conformance** – Acceptance of product shall not be used as evidence of effective control of quality by suppliers, and shall not absolve the suppliers of responsibility for acceptable products or preclude subsequent rejection by Aeroworx customers.



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**Industry Specifications and Standards** – For all Military, Federal, and Industry specifications and standards, suppliers shall comply with the revision in effect at the time the Aeroworx purchase order is issued. Aeroworx reserves the right to request a different revision as would be specified on the purchase order.

**Flow Down of Requirements** – Supplier, including dealer and distributor, shall be responsible to flow down to sub-tier suppliers the applicable requirements specified in this document and on the purchase order, including customer requirements, critical items and key characteristics where required.

**Duty Time Limitations** – Each certificate holder (or person performing maintenance or preventive maintenance functions for Aeroworx) shall relieve each person performing such work from duty for minimum period of twenty-four (24) consecutive hours during any seven (7) consecutive days, or the equivalent thereof within any one (1) calendar month.

**Product Safety** – Supplier shall plan, implement, and control the processes needed to assure product safety. These processes include:

- hazard identification, including reactive and proactive methods
- analysis, assessment, and control of safety risks associated with identified hazards
- identification and management of changes that may impact product safety
- assessment of the effectiveness of safety management processes
- provision of training on product safety responsibilities to relevant personnel
- communication of product safety information, including safety-critical information, safety events, and changes to safety procedures, as applicable
- reporting of safety events to the customer, authorities, and type certificate holder in accordance with customer and regulatory requirements

**Foreign Object Debris** – Supplier shall maintain a FOD prevention program appropriate to the scope of the organization and its products.

**Control and Monitoring of External Providers' Performance** – AeroWorx, Inc. monitors external providers' quality and delivery performance on a regular basis. If the external provider does not meet defined purchasing requirements (quality and/or delivery), AeroWorx may consider the following, as applicable:

- coordinating with the external provider to correct the issue;
- agreeing on recovery plan(s);
- issuing a formal corrective action request based on the severity of the issue;
- scheduling onsite visit, evaluation, and/or audit; and/or
- disapproving the external provider.



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**SUPPLEMENTAL REQUIREMENTS:** Of the following quality system requirements, only requirements indicated on the Aeroworx Purchase Order apply:

**Supplement A** – The following additional quality requirements apply:

- Any supplier that provides maintenance services shall be AS9110 certified.
- AS9110 and ISO 9001 certificated and non-certificated suppliers may be allowed, but they may be subject to specific QMS audits by AeroWorx.
- All inspectors performing visual inspection of the product(s) identified on the Purchase Order shall have visual acuity verified regularly, at minimum, to Snellen 20/40, Jaeger 1, or equivalent.

**Supplement B** – The following additional quality requirement applies:

- Supplier shall, at minimum, be certified to ISO 9001. In exceptional circumstances, suppliers may be accepted without this requirement. As a minimum to be granted approval, the supplier shall provide evidence that demonstrates management and control of its processes.

**Supplement C** – The following additional quality requirements apply:

- Records that are created by the Supplier to fulfill this order shall be maintained for a minimum of fifteen (15) years.
- Supplier shall maintain a quality control system compliant to ISO 9001, at minimum.
- Any distributor shall be certified to AS9100 or AS9120.
- All inspectors performing visual inspection of the product(s) identified on the Purchase Order shall have visual acuity verified, at minimum, to Snellen 20/40, Jaeger 1, or equivalent, every 2 years.

**Supplement D** – The following additional quality requirements apply:

- Records that are created by the Supplier to fulfill this order shall be maintained for a minimum of twelve (12) years.
- Supplier shall maintain a suspect unapproved parts prevention program in accordance with AS6174 (for non-electronic products) and AS5553 (for electronic products).



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### **Supplement E** – The following additional quality requirements apply:

- For maintenance services performed under this requirement, supplier shall notify AeroWorx (in each instance or as a monthly report) in all relevant instances of:
  - Escapes to Inspection
  - Escapes to Customer
  - Internal Corrective Action Requests
  - User Reported Defects
  - Process Audits (upon request)
- Any supplier that provides maintenance services shall be AS9110 compliant.
- Any supplier that provides maintenance services shall complete a New Capability Evaluation/Process Verification if work scope established by Purchase Order is a new process or if the defined process has not previously been provided to AeroWorx. Records of these shall be made available upon request.
- Supplier shall maintain a FOD prevention program in accordance with AS9146.

### **Supplement F** – The following additional quality requirements apply:

- Records that are created by the Supplier to fulfill this order shall be maintained for a minimum of ten (10) years.
- Supplier shall maintain a FOD prevention program in accordance with AS9146.
- Supplier shall reduce process risk and variation through the use of Process Failure Mode and Effects Analysis (PFMEA), control plans, and process control methods.
- Supplier shall have a process for root cause determination and corrective action.
- Supplier shall maintain a suspect unapproved parts prevention program in accordance with AS6174 (for non-electronic products) and AS5553 (for electronic products).
- Supplier shall maintain a process for the control of monitoring and measuring equipment in accordance with ISO 10012, ISO 17025, or ANSI/NCSL Z540.3.
- Supplier shall have a process for on-going verification of visual acuity and color vision for individuals performing product inspection.
- Any supplier that provides special process shall be AS9100 or NADCAP AC7004 certified. For the following special processes, supplier shall be accordingly NADCAP accredited:
  - Chemical Processing
  - Coatings
  - Heat Treating
  - Materials Testing Laboratories
  - Nonconventional Machining and Surface Enhancement
  - Nondestructive Testing
  - Welding



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**Supplement G** – The following additional quality requirements apply:

- Records that are created by the Supplier to fulfill this order shall be maintained for a minimum of fifteen (15) years.
- Any distributor shall be certified to AS9100 or AS9120.
- Any supplier that provides maintenance services shall be AS9110 certified.
- Any supplier that provides maintenance services shall complete a New Capability Evaluation/Process Verification if work scope established by Purchase Order is a new process or if the defined process has not previously been provided to AeroWorx. Records of these shall be made available upon request.
- Supplier shall maintain a FOD prevention program in accordance with NAS412 and AS9146.