

Remark:

The quality of our supplier's products and services has a decisive influence on the quality of our products.

Scope:

All suppliers of Ziegler Group in the aviation sector, if this QSA is referenced in the purchase order. The current issue is available for download on our website.

Generally, we distinguish between four types of deliveries:

- P Products or production steps according to drawing with or without material procurement
- S Services
- R Raw materials / semi-finished products
- C Catalogue parts

Referenced document: EN 9100 Quality-Management-Systems for Aerospace and Space
- the information in brackets indicates the reference to the respective paragraph of the EN.

Applied to:

No	Requirement according EN 9100 8.4.3	P	S	R	C
	For the ability to manage the many different requirements, some items only apply if they are specifically ordered (text "when ordered").				
1.	<p>Purchase Order (8.4.3 a, b, h, k) Please pay attention to <u>all</u> requirements according to the purchase order and, if applicable, the specifications in the job traveller. The purchase order / production order lists the requirements for products or work or operations and, if applicable, defines inspection characteristics (incl. critical units or key characteristics) and specifies the applicable standards, specifications and drawings. If ordered, these products, services, processes and means of production used for manufacture or processing must be released or approved in advance by our customers or us, if required. When ordered, new parts shall be supplied with an Initial First Article Inspection Report (FAIR) that shows evidence of compliance with all characteristics. Required FAIs will be listed in the purchase order, including any required test samples.</p>	x	x	x	x
2.	<p>Qualification of personnel (8.4.3 c) The staff must have the necessary qualifications. Qualifications requiring proof (e.g., non-destructive tests) are to be handed over to us on request.</p>	x	x		
3.	<p>Modifications (8.4.3 d, k) Significant changes to processes, products and services, including those from external providers, must be reported to us and approved by us.</p>	x	x		

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4.	<p>Non conformity management (8.4.3 d, k) Before delivery to us, please check whether the specified requirements which you produce have been met completely and without errors. The type and extension of the inspection is at your decision. Should your deliveries not meet the requirements, we will immediately contact you to coordinate on the further procedure such as reworking, etc.</p> <p>Please report any non-conforming products before sending them to us in order to discuss how to proceed.</p>	x	x	x	x
5.	<p>Supplier Performance (8.4.3 e, j) The performance of our suppliers is checked and recorded and is incorporated into an evaluation system for measuring delivery reliability and quality performance. As a rule, incoming goods inspections executed upon delivery. In individual cases, statistical methods are used.</p>	x	x	x	x
6.	<p>Verification and validation activities (8.4.3 f) If required, if ordered and agreed in advance, necessary verification and validation activities are carried out by our customers in coordination directly at the supplier. If required and after prior announcement and coordination, audits may be carried out. Processes classified as protected or secret are excluded.</p>	x	x	x	
7.	<p>Development (8.4.3 g) For development projects, we will agree with you on the steering of the development, if necessary.</p>	x	x		
8.	<p>Inspections (8.4.3 i) In order to minimize our inspection work, we will arrange verification activities with you if necessary (see purchase order). Only calibrated testing and measuring equipment may be used.</p> <p>Functionally important features and fits which are produced in your processes must be monitored continuously and appropriately during production and documented. For "Class 1" parts, an inspection plan must also be submitted before the start of production and agreed with the customer if ordered.</p> <p>All materials or products procured by the supplier or provided must be subjected to an incoming goods inspection.</p>	x	x		
9.	<p>Quality System (8.4.3 k) The supplier needs a quality management system according to EN 9100 or at least according to DIN EN ISO 9001. In case of changes or expiration of the certification, please inform us immediately.</p>	x	x	x	x

No	Requirement according EN 9100 8.4.3	P	S	R	C
10.	Subcontracting (8.4.3 k) Further subcontracting is only permitted with the written approval of the customer and only with approved suppliers. In this case, all relevant requirements must be passed on to the subcontractor.	x	x	x	
11.	Prevention of counterfeit parts (8.4.3 k) The use of counterfeit parts must be prevented at all costs (see EN 9100 8.1.4)	x	x	x	x
12.	Access rights, document inspection (8.4.3 i) The supplier grants the customer and representatives of his customer as well as aviation authorities a right of access to the production facilities of the ordered item after prior notification. The client, customers of the client, their customers and / or representatives of the aviation authorities have the right to inspect the documentation of the quality management system and to inspect all relevant records. Inspection may be refused for documents classified as protected or secret.	x	x	x	x
13.	Awareness (8.4.3 m) The supplier shall ensure that the persons involved are aware of the following aspects: <ul style="list-style-type: none">- Your contribution to the product or service conformity- Your contribution to product safety- The importance of ethical behaviour	x	x		
Additional requirements					
14.	Provided parts or material Separately delivered lots of the same part must be processed separately and must not be mixed under any circumstances. These are batch-related lot sizes that must be kept separate. Traceability must be guaranteed at all times.	x	x		
15.	Batch marking If required and ordered, batches and parts must be marked with a serial number according to the specifications in the purchase order.	x			
16.	Certificates By issuing a certificate you confirm the proper, complete and error-free execution of the purchase order. The requested type of certificate is specified in the order. There must be a reference on the delivery note (e.g. batch or lot) which enables the goods to be clearly linked to the delivery note.	x	x	x	
17.	Transport Only clean and proper transport containers are to be used which ensure that material or parts are not damaged or soiled. As a rule, the delivered transport containers can be	x	x	x	

No	Requirement according EN 9100 8.4.3	P	S	R	C
	used to return the processed material / product.				
18.	Storage In the case of intermediate storage, the parts must be preserved in such a way that corrosion is effectively prevented. This also includes covering the storage containers.	x			
19.	Filing All quality records generated in link with the order (documented information) must be kept at least in accordance with the legal requirements. Prior to destruction, approval must be obtained from us. For operations classified as protected or secret, authorisation is not required, but consultation with us is desirable.	x	x		

Revision History

Date	Revision / Modifications
18.05.2019	Initial issue
08.01.2021	complete revision to implement the requirements specifically from paragraph 8.4.3 of EN9100
21.07.2021	Additions and clarifications, see blue coloured text passages