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REQUIREMENTS APPLICABLE TO THE EXTERNAL SUPPLIERS OF SIMAIR GROUP

INSTRUCTION QUALITE

DIFFUSION

Diffusion

Système qualité /
quality system

SECTEUR

Sector

- ☒ Aérostructures / Aerostructures
- ☒ Equipement Cabine / Cabin Furniture
- ☒ Organisationnel / Organizational

PROCEDE :

- ☐ Normalisé / normalized
- ☐ Spécial / Special

SITE :

Site

- ☒ Rochefort
- ☒ IAT Tunisie

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REQUIREMENTS APPLICABLE TO THE EXTERNAL SUPPLIERS OF SIMAIR GROUP

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D	10/05/1999	JJ SAGOT	Modification § XIII
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H	11/05/2015	A.NICOLAS	Modification obligation générales § III & sous traitance études § VI
I	06/06/2016	C.LUCAS	Modification du chapitre 10. Certification NADCAP obligatoire pour les fournisseurs mettant en œuvre des contrôles non destructifs.
J	14/09/2017	A.NICOLAS	Requirement for the counterfeit parts chapter 8
K	06/07/2018	Q.BOURGEOIS	Update version
L	20/11/2018	Q.BOURGEOIS	Mention des exigences clients majeurs : Airbus et Stélia

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REQUIREMENTS APPLICABLE TO THE EXTERNAL SUPPLIERS OF SIMAIR GROUP

1. GENERALITIES

1.1. OBJECT

The object of this instruction is to express the quality requirements concerning the organization of the suppliers of the SimAir Group, the means, the management of the processes and the procedures which they have to implement in order to execute their tasks in suitable conditions

The objective is to obtain and to maintain a quality level satisfying the requirements of the entity Group SimAir and the ones from the customer contractor when they are applicable.

1.2. FIELD OF APPLICATION

a) Conditions of application:

This document is contractual, it is referenced in purchasing orders.

Any gap from application has to be the object of a written agreement between the purchasing department of the Group SimAir and the concerned supplier.

b) Field of application:

This document is applicable to any supply or participating service or entering the composition of the manufacturing or the services for SimAir Rochefort and IAT Bizerte.

1.3. REFERENCES DOCUMENTS

GRAMS / ASR A1500 Airbus Supplier Requirements

SGR001 Stélia General Requirements

EN 9100 ; EN 9130, EN 9102

NFL 00-015

PART 145 et PART 21 G

2. GENERAL REQUIREMENTS

The supplier has to present a quality system in compliance with the prescriptions defined in the present document.

The supplier is responsible of the compliance of his service (including subcontracted activities) following the technical requirements, the quality and other clauses of the purchasing order;

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The supplier has to allow the representatives of the Group SimAir, his customer and the official authorities the access to his installations, to his documents and put the means at their disposal to lead the actions of surveillance or any other mission in complete safety.

3. NATO REQUIREMENTS

3.1. SPECIFIC NATO REQUIREMENTS:

All the requirements of the present contract can be submitted to the official assurance of the quality. You will be informed about the exercise of the official assurance of the quality which will be realized.

3.2. ADDITIONAL NATO REQUIREMENTS:

- The supplier owes the access to the installations and the support of the AOQ activities
- The supplier has to provide to the RAOQ and/or to the buyer:
- The right to access to the installations where takes place a part of the activities covering the object of the contract;
- The information concerning the satisfaction of the requirements of the contract;
- The possibility of estimating, without limitation, to what extent the supplier in compliance with the present publication;
- The possibility of verifying, without limitation, the conformity of the product with the contractual requirements;
- The assistance required to estimate, to verify, to approve, to test, to inspect or,
- To release the product for the exercise of the AOQ according to the contractual requirements;
- The accommodation and the installations;
- The necessary equipment, within the framework of a normal use, to exercise the AOQ
- The supplier's staff and/or the subcontractor's in order to use the equipment, if necessary;
- An access to the installations of communication and information;
- The necessary documents of the supplier to confirm the conformity of the product with the specifications
- Copies of the necessary documents, including on an electronic support.
- The supplier is responsible for the examination of the conditions asked by the Group SimAir to decide on the implementation of the structures, the documentation, the controls, the special processes, on trial means, on assemblies and necessary equipment to assure the execution of the purchasing order.
- The supplier makes a commitment to indicate to the buyer in writing and under 3 days, any anomaly susceptible to affect the conformity and the quality of the materials: occurring in the course of manufacturing, of assembly, controls or tests or discovery after the delivery.

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4. REQUIREMENTS OF ORGANIZATION QUALITY AT THE SUPPLIERS

The supplier has to name a quality controller, point of contact for the quality department of the Group SimAir.

The supplier has to set up a system quality considering the requirements of the Group SimAir.

For the suppliers qualified following a referential, the suppliers will produce to the department quality Group SimAir the copies of certifications.

For the suppliers without qualifications, Simair's quality department can ask for the formalization of a procedure or an instruction so that way the requirements of his customer are taken into account in a formal way.

In every case, the representatives of the Group SimAir can decide to proceed to an audit on the site of the supplier, this according to the requested service.

5. OFFER AND CONTRACT REVIEW

The supplier establishes his price offer and time by indicating clearly the possible gaps according to the request made by the Group SimAir. He has to respect the desired response time, but if it is not possible, he has to inform as quickly as possible the buyer of this.

The supplier has the obligation to proceed to a reviewing of the order upon receipt of it.

He has to make sure that he is in possession of the technical, documentary and material elements in order to fulfil the order.

The supplier acknowledges receipt of the order under 3 days otherwise the terms of the order are accepted.

He has to indicate to the person who placed the order any difference noticed on the order and the related documents.

The suppliers responsible for design have to maintain available to the Group SimAir the necessary elements and provide them in case of request (Drawings, list, file, technical characteristics, etc. ...)

6. CONTROL OF DOCUMENTS AND RECORDINGS

The group SimAir entrusts to their suppliers, the technical documentation considered necessary by its technical departments for the realization of its orders. (Documents studies, requests of change, drawings)

In case SimAir buys a product covered by a DPP, SimAir requires in the purchase contract that the supplier must inform SimAir of any modification of the product and provide a development sheet about the equipment of the concerned product.

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It is up to the suppliers to get itself the standards prescribed or recommended by the Group SimAir or his contractors.

The supplier is informed about the evolutions of definition by the sending of a new plan indexed, with potentially an amendment of the concerned orders.

The suppliers have to manage these documents to protect themselves against the use of the out-of-date documents; handle the distribution to the concerned departments and second-level subcontractors or if necessary, the recording and the traceability.

The supplier has to insure the confidentiality of any elements supplied by the Group SimAir.

The supplier has to insure the archiving of documents and records relative to the quality concerning the business of the Group SimAir according to the criteria of the standard 9130, failing that, he can ask to the Simair's Quality service for the document A1 4160 280 specifying the durations of archiving.

7. PURCHASE

If the material or the supply required for the realization of the order is entrusted by Group SimAir, it is up to the supplier:

To examine documents enclosed with the materials, to make sure that the material is compatible with the services or the wanted products;

to verify if the transport caused no damage in the material;

to make a quantitative control;

To protect and store the materials put at the disposal, under conditions prohibiting any further deteriorations and any use or incorrect affectation;

to take the necessary measures to insure that one or several used materials are the ones correctly affected to the purchase order.

If the supplier provides the material, he will make it only with the agreement of the Group SimAir and will keep the documents of compliance at the disposal of the quality control of the Group SimAir which will decide on a possible on-site receipt. Simair will have to check before the receipt in order to make sure of the compliance of the delivery and the presence of the required documents.

The suppliers of "standard" products qualified by the customers of the Group SimAir have to give a proof of the quality of their material, according to the reference documents of it.

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In the case of subcontractor of 2nd level, the list of the minor subcontracting parties will be communicated to the buyer, before the execution of the works and it will be authorized only with an agreement of the quality service of the Group SimAir.

The supplier has to transmit on his own orders the technical, quality and contractual specifications, defined in the purchasing orders of the Group SimAir and the related technical documents, the surveillance requirements of the official service and the quality requirements of the present document.

In case of use of products subjected to shelf life survey, that this one is supplied by Group SimAir or bought by the supplier, this one has to set up an organization for the follow-up of shelf life dates to protect itself from the use of an out-of-date product.

8. COUNTERFEIT PRODUCT

The detection of counterfeit parts is a priority; the supplier will have to set up filters in the organization of the company to guarantee it.

8.1. SUPPLIERS CHOICE:

The choice of the supplier must be firstly taken in the basis suppliers of the concerned customer (AIRBUS QPL, QSPL).

He must be necessarily certified EN9100 or EN9120 (stockist) or EN9110 (repair) following the type of realized activity.

All deviation have to be submitted for analysis to the SimAir Quality supplier's representative.

8.2. GOOD INWARDS VERIFICATION:

The supplier will have to verify the technical documents, the associated standards and verify the documents of traceability to identify and warn of the risk of integrating counterfeit parts.

9. IDENTIFICATION AND TRACEABILITY

It is up to the supplier:

To identify his products by an individual marking, a marking of packaging or by accompanying documents;

To set up a system assuring the traceability of the manufacturing of the product;

To take the useful measures of location in its documents of manufacturing and control to place its product with regard to the results relative to his quality;

To insure the continuity of the traceability when it concerns articles or documents of recording supplied by the Group SimAir.

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To insure the archiving of the recordings relative to the quality concerning the business (affairs) SimAir according to the standard 9130.

10. CONTROL OF THE PROCESSUS, SPECIAL PROCESSES

The supplier has to make sure that the processes of production are implemented in mastered conditions. The implementation of special processes must be realized at companies qualified by the Group SimAir or his contractors.

If necessary, the supplier can ask Simair's quality department the list of the special processes and the contractors as well as the qualified companies.

The supplier has to inform the Group SimAir of any change concerning these processes.

For the specific operations of Non-destructive testing (dye penetrant – magnetic particle analysis - US control – Eddy currents testing- radiography X), the supplier must be necessarily qualified by the final contractor and must be certified NADCAP on the method considered for the control of parts.

In case of suspensions or of losses of qualifications or certifications NADCAP, the supplier makes a commitment to prevent SimAir.

11. TESTS AND INSPECTIONS

The supplier has to make and register all the necessary operations of control to bring the proof that products or realized services are in accordance with the specifications of the order of the Group SimAir.

When it is about a requirement specified in the order, the supplier supplies the recordings relative to the controls and the test realized on products.

The supplier has to make available to the Group SimAir the documentation relative to the realized inspections.

12. INSPECTION OF THE FIRST ARTICLE : FOLLOWING EN/AS 9102 STANDARD

The purchasing order specifies the request of the realization of a FAI (First Article Inspection = inspection first article) according to the standard 9102, by the mention ' FAI ' affixed on the line of the concerned reference.

Products Standard/catalog supplied are excluded (Produced whose all the characteristics are defined by texts, civil or military standards or catalogs)

According to the service described on the order, the supplier has to provide at the delivery of the concerned items:

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- A summary sheet of the various operations of manufacturing, checks and inspections realized on the technical documents and the parts;
- The certificate of compliance material (certificate 3.1B) and the Delivery note of the material;
- The certificate of compliance of the manufacturer of the fastenings;
- The report of inspection of dimensions;
- The certificate of surface treatment;
- The paint test report;
- A copy of the manufacturing instruction and inspection;
- A copy of the drawing and other associated technical documents if the part is completely realized by the subcontractor in complete service;

The 'FAI' dossier of the first article must be partially or completely revised in case of:

- Modification of the definition affecting the geometry, the interfaces or the function of the part;
- Change of process, source of manufacturing, procedure of inspection, equipment or materials which can affect the geometry, the interfaces or the function of the part;
- A corrective action asked for a specific reference further to repetitive refusals;
- Modification of the programs "Digital control" or change of means;
- Interruption of the production during 2 years or a duration determined by the customer;
- Linked or not to human factors which can degrade the manufacturing process;

13. REPORT « LAI » (LAST ARTICLE INSPECTION)

During a transfer of activity or in the case of a production shutdown, a LAI is made:

The recording of LAI is the object of the A5 4900.102 Form 5 of the FAI SimAir or equivalent.

The composition of files is:

- In Conformity with the definition
- Geometry and dimensional are conform
- Process validation
- Manufacturing description validation

All the documentary evidences are joined into files and the original FAI file is amended to declare LAI. .

14. TOOLINGS

General arrangements: in his service, the supplier realizes the management and the maintenance of the necessary specific equipment to satisfy his contractual conditions in particular the inspection, the dismantling and the packaging of the equipment to the customer at the end of contract.

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The supplier will be entirely responsible for equipment lent by the customer and will have to take charge of expenses ensuing from following obligations:

- Replacement of the missing tooling as a result of excessive deterioration or as a result of loss.
- During the time of the contract, their maintenance in perfect working order and of preservation as well as their periodic checks.
- At the time of the cessation of the loan, tooling will be put back at the disposal of the customer, at the cost of the supplier and at the disposal of immediate use.
- The supplier will have to replace, recondition free of charge the tooling presenting characters of abnormal or excessive wear.
- Tooling lent by the customer are without pledge, for the execution of the past orders. They can be used in no other manufacturing or other customer without preliminary agreement.
- If modifications or adaptations of specialized tooling provided by the customer turn out to be necessary for their use by the supplier, these can be made only with the written authorization of the customer which will define the state in which tooling so modified will be restored to him,

The supplier makes a commitment to take a particular care of products supplied by the customer, to make a rigorous qualitative and quantitative control at receipt and indicate any negligence.

Products supplied by the customer remain the property of the customer and can be sent back(dismissed) from written demand of the customer and cannot be the object of any compensation for the supplier.

The supplier declares to have taken an additional insurance assuring the complete refund of the costs of supplies entrusted by the customer without any franchise, this also applies for the transport aimed at finished products

15. MEASURE DEVICES, INSPECTION AND TESTS CONTROL

The supplier has to possess the devices of measure necessary for the check of the characteristics of the product which he realizes.

The equipment of measure, inspection and tests, and inspection or tests tooling must be regularly calibrated according to defined rules in the international standard 9100 either ISO 9001 or equivalent.

This in every case, that they are entrusted by Group SimAir or not.

16. NON-CONFORMITIES TREATMENT

Any product, equipment or tooling non-corresponding to the documents of definition, but considered recoverable will be submitted to the acceptance of the quality control of the Group SimAir and will be the object of a control sheet describing exactly the non-compliance.

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By no means, products, equipment or tooling non-corresponding to the definition mustn't be delivered without written agreement from the supplier and favorable answer from Simair's quality service.

In case of acceptance by the quality department of the Group SimAir, the concerned delivery will be accompanied with a certificate of compliance on which we will have to find the description of the anomaly; and supplies must be identified, isolated from compliant products.

If the quality department of the supplier considers that a procedure of dispensation can be applicable, he will make a written request for it with the quality management of the Group SimAir which will decide on the course to follow.

Any frank scrap will have to be indicated immediately to the purchasing department of the Group SimAir in order to trigger as soon as possible the resupplying.

The non-compliant equipment is located and isolated under cover to avoid their mixture with conform product.

Any parts declared not compliant and not repairable have to be:

- Identified
- Placed in a secured zone " quarantine"
- Mutilated if possible and sent to the destruction or to the recycling in priority. This mutilation must be made in a way that we cannot use it any more, either repair, or assemble it.

If the mutilation is not possible, parts must be sent in priority to destruction or to recycling in a secure way and the proof of the destruction or the recycling must be made.

The supplier has to set up a plan allowing to take the necessary measures to correct any anomaly or non-compliance encountered, to verify the application of corrective actions and to measure their efficiency. He also has to exercise a role of "technical support" to the Group SimAir for the treatment of non-conformities.

On the other hand, the supplier must answer, in 15 days after reception of the form of a non-conformity (FNC), to the requests of actions emitted by the quality department Group SimAir by indicating the results of investigation, the corrective actions that have been decided and the deadline of the projected outcome.

16.1. TAKEN BACK, REWORK OF THE EQUIPMENT:

In the case of a non-compliance discovered by Group SimAir to the attributable delivery to the supplier and for which a return is possible by the supplier, the latter makes a commitment to implement all the necessary

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means to handle non-compliances in association with the services of the Group SimAir and deliver parts under an URGENT deadline that has to be agreed with the supply service of Groups SimAir.

If the deadline asked by the Group SimAir cannot be respected, the SimAir company reserves the right to taken back or in-house rework the parts or to let another supplier reworking these parts.

Upon knowledge of the dispute by the FNC or other means (telephone, e-mail), the supplier can ask the Group SimAir of further information in order to estimate the rework or the re-manufacturing

16.2. FINANCIAL REPERCUSSIONS:

For all the non-conformity attributable to the supplier and for which an FNC has been raised, SimAir will systematically claim a credit note, joined either:

- A rejection form equivalent to the number of the non-conformed parts.
- An order for rework detailing the extra cost created by the dispute, or the cost of the rework done in house.

The cost of the treatment leading to the development of quality documentation (FNC, return shipment form, financial demand) by the logistic department, will be charged to the amount of 50 € per FNC.

17. SHIPPMENT

The external suppliers are not authorized to delivered spare parts ordered by the SimAir group directly to the users of equipment that are under Simair's responsibility.

The furniture will be delivered joined with the following documentations:

- Systematically and by batch of homogenous supply:
- Delivery form, specifying the SimAir order number,
- The number of line of the order,
- The reference of the delivered item,
- Quantity delivered,
- The reference of the accompanying documents;
- The declaration of compliance following the NFL 00 015 showing:
- The reference of the furniture;
- The reference of the enclosed documents (for instance: PV, control report...) ;
- The reference of the possible dispensation.

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Possibly and according to the clauses of the purchasing order:

- A job cards;
- A test report;
- A report of chemical analysis.
- A report of realization and paint checks
- A report of surface treatment
- Etc. ...

All these documents will be signed by the authorized responsible of the supplier's quality department

In the case of use of the material from SimAir by the subcontractor, he will have to put the number of material batch transmitted on the packing list of SimAir on his own delivery slip.

18. PROTECTION OF THE PRODUCT

It is up to the supplier to make sure that the protection of its supplies will be effective against the risks of damages that can be caused by the transport whether it is at the expense of the provider or at Simair's.

Every packaging has to allow an easy and fast handling, and must include the following information registered in a clear and long-lasting way:

- Name of the manufacturer,
- Reference and items designation,
- Quantity of parts,
- Number of the order,
- Label « FRAGILE » if necessary
- Label « DO NOT STACK » if necessary
- Shuttle box (eventually)

As the case may be, the wrapping, the packaging and the transport might be the object of a clause of the purchase order, in this case, the sub-contracting party will conform to it.

The providers holders of approval PART 145 and / or PART 21 will have to enclosed the release documents corresponding to the concerned regulations (specified on the Simair's order) with the deliveries

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19. PILOTING OF THE PERFORMANCE AND THE CONTINUOUS IMPROVEMENT

In order to guarantee the performance of his suppliers and subcontractors, the Group SimAir proceeds to a regular evaluation of the quality of the exchanges with its external suppliers.

The following elements are assessed in this evaluation which takes place all the half-years:

Measure of the received number of non-conform parts compared to the global amount of parts received over given period.

The used indicator is the "PPM" (non-compliant parts per one million delivered parts)

Measure of the number of lines of orders received in time compared all in all by lines of received orders.

The used indicator is « OTD » for "on time delivery" (ratio of the number of lines OTD/ total number of lines)

The PPM and OTD targets are communicated to the providers every year (except renewal of the objectives as before).

The following elements are assessed in the evaluation which takes place the 2nd half-year

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8 points of evaluation characterizing the relations between SimAir and the provider

	Satisfying	Acceptable	Unsatisfying	Unacceptable
Reactivity (Request for quotation, response time, urgent request adaptability)				
Availability				
Pricing constraints				
Product / service compliance				
Commercial approach				
Financial strength				
Payment terms				

Satisfying: criterion in compliance with SimAir's expectations

Acceptable: criterion that can be improved

Unsatisfying: several notable failures noticed during the year

Unacceptable: several notable failures noticed during the year, with at least one recurring failure