Airbus Defence and Space ***TT.GOV.D070***

DR - Directive *Issue:* ***6*** */ Rev.*

Generic Quality Requirements for Suppliers

Description

This Directive identifies and defines the set of Generic Quality Requirements (GQR) for AIRBUS DEFENCE AND SPACE Suppliers that have a Quality Management System certified to Aerospace Standard (e.g. IAQG 9100, 9110, 9120) and - in development and production - apply APQP and PPAP according to IAQG 9145. Relevant requirements shall be cascaded by AIRBUS DEFENCE AND SPACE Suppliers to their lower tiers at any level of the complete supply chain.
For suppliers who do not have a Quality Management System certified to Aerospace Standard, TT.GOV.D170 is applicable.

Function

Procurement

Process / Associated FoR

PSP - Procurement and Supply Product

Scope

Airbus DS

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Authorized: 05-06-2025

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Generic Quality Requirements for Suppliers

TT.GOV.D070

Issue: 6 / Rev.

DOCUMENT INFORMATION

Additional Information

Reason for Revision

Document baseline changed to IAQG SCMH § 4.8.1 Recommendations for Common Requirements Language.

APPLICABILITY

Site(s)	**Legal Entity**
All sites	All Airbus Defence and Space Legal Entities
External Eligibility	**DDE Relevant**
Partner (Industrial partners); Supplier/ Provider (Contractual Doc)	DDE Relevant

Applicable Programmes

All Programmes / Programme Independent

Organisation Approvals

AESA.21G.0001; ES.21G.0001

ADDITIONAL APPROVERS

Approver Name	**Function**

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Airbus Defence and Space Directive

TT.GOV.D070
Issue: 6

Airbus Amber

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For suppliers who do not have a Quality Management System certified to Aerospace Standard, TT.GOV.D170 is applicable.

Scope

AIRBUS DEFENCE AND SPACE

Document Owner
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1 Introduction

1.1 PURPOSE, APPLICABILITY and APPLICATION

GQR Req.No	Requirements	Applicability	Origin
GQ07-1.1-01.06	**Purpose and Applicability** This directive identifies and defines the set of Generic Quality Requirements (GQR) for business with AIRBUS DEFENCE AND SPACE, hereafter also called “Customer”, "Purchaser" or “Airbus”. In this document, “shall” indicates a requirement. These GQR apply to all Suppliers (also called "External Providers" or “Providers”) that are certified to an Aerospace Quality System (e.g. IAQG 9100) and apply APQP and PPAP according to IAQG 9145 for development and production. They apply for items and services (see Note (5)) that are used by the Purchaser (a) for flying products and products ensuring airworthiness (b) for products built for the Purchasers Customers ("End-Customers") (c) for other Quality relevant needs of the Purchaser. Relevant requirements shall be cascaded by AIRBUS DEFENCE AND SPACE Suppliers to their lower tiers at any level of the complete supply chain. The applicability does include Proprietary Products (See Note (2)) and procurement through Distributors & Stockists (See Notes (3), (4)) At the discretion of AIRBUS DEFENCE AND SPACE, these GQR can be made applicable in contracts beyond the above perimeter. Also, they can be made applicable in contracts for AIRBUS DEFENCE AND SPACE subsidiary companies. In alignment between AIRBUS DEFENCE AND SPACE and a Supplier, they can be made applicable in total or only selected requirements can be made applicable for a specific contract. Information on generic applicability of requirements by business type is included in this document but deviating applicability can be agreed on a case-by-case basis between AIRBUS DEFENCE AND SPACE and Suppliers. Notes: (1) This document shall be used together with specific additional requirements from Business Unit / Project / for the Product: (i) For any items requiring design activity (e.g. build to spec. for castings, forgings, ...), (ii) For activities which are subjected to Regulations (e.g. EASA / EMAR ... etc.), (iii) Whenever such specific additional Business Unit / Project / Product quality requirements are contractually cascaded. (2) A manufacturer of proprietary products is a manufacturer whose products are of its own design to a set specification and performance.	Supplier Business Types: All	Airbus Internal (from GQ17-1.1-01-01.0x)

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	(3) A Stockist / Distributor is an organization carrying out the purchase, storage, splitting and sale of Standard Parts, Standard Material and Proprietary Products as selling agent for the manufacturer without affecting product conformance. (4) Stockists / Distributors are not authorized to transform (physically or chemically or mechanically…), alter, modify or rework any products without the Purchasers approval. (5) A service (intangible item) carried out on a tangible item.		
GQ07-1.1-02.06	**Conflicting requirements and other requirements** (a) In case of a conflict between a Business Unit / Product / Program / Project related Requirement and a Generic Quality Requirement the Product/Program/Project related Requirement shall prevail. (b) All other non-conflicting Generic Quality Requirements shall remain applicable and in force. (c) Further applicable generic documents are listed in an Applicable Generic Document List (ADL) which is provided together with a tailored version of this file, the contractual Applicable Requirement List (cARL).	Supplier Business Types: All	Airbus Internal (from GQ17-1.1-02-02.0x)
GQ07-1.1-03.06	**GQR Compliance Statement** The Supplier shall provide a compliance statement for these Generic Quality Requirements, at the discretion of AIRBUS DEFENCE AND SPACE either on a form-sheet provided by AIRBUS DEFENCE AND SPACE or in an electronic tool assigned by AIRBUS DEFENCE AND SPACE.	Supplier Business Types: All	Airbus internal

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2 Requirements

2.1 PLAN & MANAGE - AD1501

GQR Req.No	Requirements	Applicability	Origin
GQ07-2.1-01.06	**Applicability of requirements derived from IAQG SCMH 4.8.1 Chapter 3.1** The supplier shall comply with requirements listed in Annex I according to the following applicability matrix. These requirements listed in Annex I are based on IAQG SCMH 4.8.1.	Supplier	Airbus Internal

Requirement derived from IAQG SCMH 4.8.1 Chapter 3.	Applicability: Business Types: Aviation, Space, Others
PM-004	Business Types: All
PM-006	Business Types: All
PM-007	Business Types: All
PM-008	Business Types: All
PM-010	Business Types: All
PM-011	Business Types: Aviation: Yes, Space: TBD, Others: Yes
PM-012	Business Types: All
PM-013	Business Types: All
PM-014	Business Types: All
PM-015	Business Types: All
PM-016	Business Types: All
PM-017	Business Types: All
PM-018	Business Types: All
PM-019	Business Types: All
PM-020	Business Types: All
PM-021	Business Types: Aviation: Yes, Space: TBD, Others: Yes
PM-022	Business Types: Aviation: Yes, Space: No, Others: No
PM-023	Business Types: Aviation: Yes, Space: TBD, Others: Yes
PM-024	Business Types: Aviation: Yes, Space: TBD, Others: Yes
PM-025	Business Types: All

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	PM-026 Business Types: All PM-027 Business Types: Aviation: Yes, Space: TBD, Others: Yes PM-028 Business Types: Aviation: Yes, Space: TBD, Others: Yes PM-029 Business Types: Aviation: Yes, Space: TBD, Others: Yes The supplier shall furthermore comply with the following requirements:		
GQ07-2.1-02.06	**QMS Certification Management** The Supplier shall: (a) have and maintain a Quality Management System (QMS) compliant with the IAQG 9100 series certified by a Certification Body (CB) accredited through the IAQG Industry Controlled Other Party (ICOP) scheme. Note: Depending on the scope of activities, the 9100 series means 9100 for Aviation, Space, and Defense Suppliers, 9110 for Aviation Maintenance Suppliers, and 9120 for Aviation, Space, and Defense Distributors. Only certifications registered in OASIS are valid (refer to https://iaqg.org/tools/oasis-v3/. Note: AQAP 2310 certification and POA / MOA are acceptable alternatives to 9100 series certifications. (b) provide the Customer, if requested, with copies of all its certificates/approvals obtained, with the associated scope/capability list and the name of the Certification Bodies or Authorities that granted them, (c) provide the Customer with all detailed certification-related information (reports, findings, etc.), if requested, Reminder: IAQG 9100 Series certified Suppliers shall grant Customers access to the area of the OASIS database containing detailed certification-related information and provide the Customer with any information about the content of the OASIS report. (Ref. IAQG 9104-1) (d) if requested, when the OASIS report package is not in English, translate and submit all the necessary information in English under its responsibility, (e) inform the Customer in case of suspension or withdrawal of its QMS certification, (f) notify the Customer of any major change to the QMS (e.g., scope change).	Supplier Business Types: All	Airbus Internal (Modified version of PM-001)
GQ07-2.1-03.06	**Military Projects** For military projects, the following shall apply in addition: The supplier shall implement additional requirements for military projects as defined in AQAP 2310. These are for example: (a) Orders for military projects may be subject to Government Quality Assurance (GQA). For contracts in which GQA is required, the Supplier shall notify his GQA or GQAR (Government Quality Assurance Representative) of the relevant Order received from AIRBUS DEFENCE AND SPACE.	Supplier Business Types: All military projects	Airbus Internal (from GQ17-1.1-02-05.02, GQ17-2.1-05-02.02, GQ17-2.1-06-02.02)

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	(b) The Supplier shall implement responsibilities in line with AQAP 2310 (c) The Supplier shall implement reporting in line with AQAP 2310.		
GQ07-2.1-04.06 (Add 1 to PM-004)	**Quality Assurance Plan** (a) The Supplier shall provide a Quality Assurance Plan to the Purchaser that describes in detail all aspects ensuring adequate quality requirements are established and achieved during all contract phases. (b) The Quality Assurance Plan, and any update of it, shall be submitted by the Supplier to the Purchaser for acceptance. (c) The Quality Assurance Plan shall cover, at least, the following aspects: Project Quality organization and activities, Quality recording, monitoring and surveillance activities (including supply chain), issue management. (d) The Quality Plan shall provide objective evidence of comprehensive risk & opportunity management. (e) The Quality Plan shall provide the way to control & maintain the qualification of the staff Note: This Supplier's QAP shall be in line with ISO 10005 (Guidelines for quality plans), unless specifically agreed with the Purchaser.	Supplier Business Types: All	Airbus Internal (from GQ-1-11-16.0x)
GQ07-2.1-05.06 (Add 1 to PM-007)	**Quality Records Retention - additional requirements** For deliveries for Aviation, the following shall apply in addition: First Article Inspection and Qualification Reports shall be retained during the operational life of the product plus three years.	Supplier Business Types: Aviation	Airbus Internal (from GQ17-2.1-10-05.0x)
GQ07-2.1-06.06 (Add 1 to PM-010)	**PPAP Methodology** The Supplier shall deploy the Production Part Approval Process (PPAP) approach according to the IAQG 9145 standard.	Supplier Business Types: All	Airbus Internal
GQ07-2.1-07.06 (Add 1 to PM-021)	**Configuration Management – additional requirements** (a) If requested by AIRBUS DEFENCE AND SPACE, the Supplier shall use assigned templates or tools to communicate changes (Industrial Changes and Design Changes) (b) For changes (Industrial Changes and Design Changes), the need for formal request to and formal prior written approval by the Purchaser also applies to changes in comparison to previous orders/deliveries and it also applies for manufacturers and stockists / distributors of proprietary products.	Supplier Business Types: All	Airbus Internal (from GQ17-2.1-04-01.0x e), GQ17-2.1-04-08.0x, GQ17-2.1-16-03.0x)
GQ07-2.1-08.06 (Add 1 to PM-027)	**Outgassing, Off-gassing** When requested by the Purchaser, the Suppliers FOD / FOd prevention process shall include prevention of emissions from the material itself and its surface treatments caused by low or high temperatures (outgassing, off-gassing). The Purchaser reserves the right to ask the manufacturer/Supplier for information or request the manufacturer/Supplier to conduct specific tests on this aspect.	Supplier Business Types: All	Airbus Internal (from GQ17-2.1-24-01.0x b) 1))

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GQ07-2.1-09.06 (Add 2 to PM-027)	**Electro Discharge** (a) All products shall be free from influence from electric discharge. E.g.: Damage by electrostatic discharge, any residue from spark erosion, … (b) If applicable the Supplier shall establish and maintain an ESD protection program in accordance with an applicable standard for use during the design, manufacture, test and storage/transport for product subject to ESD.	Supplier Business Types: All	Airbus Internal (from GQ17-2.1-24-03.02)
GQ07-2.1-10.06 (Add 3 to PM-027)	**Additional Requirements for deliveries for SPACE** In addition, for any items delivered for SPACE, the following shall apply: (a) For delivery, the cleanliness of items must be acceptable for entering a class 8 clean room according to ISO 14644 without any additional cleaning. The supplier shall adhere to "TN-ADST-1000206235 Subcontractor cleaning and packaging of flight parts/assemblies" for this topic. (b) Items containing the following materials in any form are prohibited, except when formally agreed on a case-by-case basis by the Purchaser: (1) Pure zinc (2) Pure cadmium (3) Pure tin (electroplated or fused – defined as a material including at least 97% Sn) (4) Mercury (5) Radioactive materials (6) Polyvinylchloride (PVC). (7) Polyvinylacetate (PVAC) (8) Polyvinylbutyral (PVB) (9) Polysulphide (10) Alkyd (11) Cellulose (12) Celluloseacetate (c) Material for primary packaging (1) The only permitted material for primary packaging, i.e. directly in contact with the item(s), is SCC 1000. (2) If the Supplier chooses another type of packaging, it must be verified and tested. (3) Introduction of primary packaging other than SCC 1000 is subject to a formal and traceable request to and formal approval by the Purchaser prior to being worked and delivered. (4) Adhesive bottles and similar items may also not be in direct contact with cardboard packaging.	Supplier Business Types: Aviation: No, Space: Yes, Others: TBD	Airbus Internal (from GQ17-2.1-24-02.0x)

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GQ07-2.1-11.06 (Add 1 to PM-028)	**Alert System** a) The Supplier shall participate in the alert system organized by the Purchaser or other Project stakeholder, by: (1) Assessment of the impact of incoming alerts to Project work, and definition, implementation and follow-up of necessary corrective actions at any Project level. (2) Distribution of incoming alerts to the possible affected stakeholders within the project. Note: Project stakeholders may be authorities, agencies, etc… b) The Supplier shall provide information to the Purchaser about potential alerts regarding problems (e.g. counterfeit parts) related to raw materials, sub-assemblies, processes or similar products/services as those delivered to the Purchaser.	Supplier Business Types: All	Airbus Internal (from GQ-1-25-14.03, GQ17-2.1-25-11.02)
GQ07-2.1-12.06 (Add 1 to PM-029)	**Issues (e.g. non-conformity) management** The Supplier shall, unless agreed otherwise: (a) Alert the purchaser of the issue within 2 working days from the day of its coming to his notice (this includes implementing an Early Warning System when relevant). (b) Ensure that containment actions are implemented within 3 working days (or less in most critical cases) from the date of the issue coming to his notice when the issue has/may impact on the quality/safety of the Purchaser or final customer product/operation (c) Provide the formal request for concession to the Purchaser for its written approval within 5 working days from the date of the issue coming to his notice (d) Provide a Corrective Action Report (CAR) for non-conforming products within 14 working days from the date of the issue coming to his notice. (e) Perform and confirm effective implementation of the action plan within two months from the date of the issue coming to his notice (f) Notify the Purchaser within 5 working days of any non-conformance occurring on other programs when it becomes available to the Supplier's knowledge if those non-conformance may affect hardware or software delivered to the Purchaser.	Supplier Business Types: All	Airbus Internal (from GQ17-2.1-25-09.0x)

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2.2 DESIGN & DEVELOP - AD1502

<table>
<tr><th>GQR Req.No</th><th>Requirements</th><th>Applicability</th><th>Origin</th></tr>
<tr><td>GQ07-2.2-01.06</td><td>
Applicability of requirements derived from IAQG SCMH 4.8.1 Chapter 3.2

The supplier shall comply with requirements listed in Annex I according to the following applicability matrix. These requirements listed in Annex I are based on IAQG SCMH 4.8.1.

<table>
<tr><td>Requirement derived from IAQG SCMH 4.8.1 Chapter 3.</td><td>Applicability:
Business Types: Aviation, Space, Others</td></tr>
<tr><td>DD-001</td><td>Business Types: All</td></tr>
<tr><td>DD-002</td><td>Business Types: All</td></tr>
<tr><td>DD-003</td><td>Business Types: All</td></tr>
<tr><td>DD-004</td><td>Business Types: All</td></tr>
<tr><td>DD-005</td><td>Business Types: Aviation: Yes, Space: No, Others: No</td></tr>
<tr><td>DD-006</td><td>Business Types: Aviation: Yes, Space: No, Others: No</td></tr>
<tr><td>DD-007</td><td>Business Types: Aviation: Yes, Space: No, Others: No</td></tr>
<tr><td>DD-008</td><td>Business Types: Aviation: Yes, Space: No, Others: No</td></tr>
<tr><td>DD-010</td><td>Business Types: All</td></tr>
<tr><td>DD-011</td><td>Business Types: All</td></tr>
<tr><td>DD-012</td><td>Business Types: All</td></tr>
<tr><td>DD-015</td><td>Business Types: All</td></tr>
<tr><td>DD-016</td><td>Business Types: All</td></tr>
<tr><td>DD-017</td><td>Business Types: Aviation: Yes, Space: TBD, Others: Yes</td></tr>
<tr><td>DD-020</td><td>Business Types: All</td></tr>
<tr><td>DD-021</td><td>Business Types: All</td></tr>
<tr><td>DD-022</td><td>Business Types: Aviation: Yes, Space: TBD, Others: Yes</td></tr>
<tr><td>DD-024</td><td>Business Types: All</td></tr>
</table>

The supplier shall furthermore comply with the following requirements:
</td><td>Supplier</td><td>Airbus Internal</td></tr>
<tr><td>GQ07-2.2-02.06</td><td>
Product/Service Assurance Plan

(a) The Supplier shall establish the Product/Service Assurance Plan and submit it for approval to the Purchaser.
</td><td>Supplier
Business Types:</td><td>Airbus Internal</td></tr>
</table>

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	(b) It shall ensure adequate product/service assurance requirements are established and achieved during all contract phases, it covers (list not exhaustive): (1) The product/service quality assurance, reliability, safety, parts/materials, software, process, configuration management. (2) The material/part/process criticality, testing, qualification, application, acceptance status (3) The list and management of all required reviews and documentation (Development/design maturity, procurement, qualification, testing, acceptance, manufacturing, NC, change/modification, delivery authorization…) (4) The Identification of instances where the Purchaser approval/review/information is required.	Aviation: No, Space: Yes, Others: Yes	(from GQ-1-11-17.05)
GQ07-2.2-03.06	**Readiness levels** (a) The Supplier shall have processes to manage for the product the Readiness Level of : (1) design/technologies (TRL) (2) manufacturing (MRL) (3) maintenance and Service (SRL) (b) The Supplier shall evaluate associated risks and ensure that the products/services are mature and validated for their intended use.	Supplier Business Types: All	Airbus Internal (from GQ-1-11-18.05)
GQ07-2.2-04.06	**Design Data, for Aviation Type Design Data** The Supplier shall: (a) document and implement a process to manage the Design data (for Aviation Type Design data) for its Product. This process shall include the management of changes (including classification and approval) and analysis of their technical repercussions on the final product of the Customer, (b) ensure that the Design data (for Aviation Type Design Data) includes at least: • drawings/specifications as applicable, and a listing of those drawings/specifications, necessary to define the configuration and the design features of the Product shown to comply with the applicable qualification (for Aviation Type Certificate) basis and environmental protection requirements, • information on materials, processes, and methods of the manufacture and assembly of the Product that the manufacturer shall comply with to ensure the conformity of the item. (c) if requested, retain, and make available to the Customer and to the Authorities [FAA, EASA, etc. for Aviation] or End-Customer (e.g ESA for Space) all relevant design and qualification (for Aviation certification) data.	Supplier Business Types: All	Airbus Internal (Modified version of DD-009)
GQ07-2.2-05.06	**Test Facilities, Equipment and Techniques**	Supplier Business Types: All	Airbus Internal

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(Add 1 to DD-012)	(a) Test Equipment shall be designed in such way that its correct operation can be verified by operating it without the item to be tested. (b) The correct operation of Test Equipment shall be verified by the Supplier through operation without the item to be tested before the Test Equipment is used on the item to be tested.		(from GQ17-2.1-16-08.0x b))
GQ07-2.2-06.06 (Add 2 to DD-012)	**Test Procedures and Test Reports** (a) Test Procedures (1) Test procedures shall include, as a minimum: (i) scope of the test, including the identification of the requirement being verified, (ii) identification of the purpose of the test, (iii) applicable documents, with their revision status, (iv) test flow, (v) test organization, (vi) test conditions, (vii) test specimen, test equipment and set-up, (viii) step-by-step procedure, including definition of specific steps to be witnessed by QA personnel, (ix) identification, which testing activities or results are to be subject to QA /PA verification (x) recording of data, (xi) pass or fail criteria and test data evaluation requirements, and (xii) guidelines or criteria for deviation from test procedure and for retest. (2) The QA organization of the Supplier shall review and approve test procedures. (3) Testing activities or results to be subject to QA /PA verification shall be identified as such in the relevant test procedure. (b) Test Reports (1) The Supplier shall ensure that all tests are comprehensively documented in test reports and, when not defined differently in item specific requirements, that these include, as a minimum: (i) reference to the applicable test procedure and description of the deviations from it during the actual testing, (ii) test data records and evaluation and (iii) summary of test results. (iv) the description of the item/part tested, its configuration/version and identification numbers (2) The Supplier QA organization shall review and approve test reports.	Supplier Business Types: All	Airbus Internal (from GQ17-2.1-16-09.02 and GQ17-2.1-16-11.02)

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GQ07-2.2-07.06	**Maintainability and Replaceability** The Supplier shall: (a) adhere to the final Product scheduled maintenance program concept, (b) ensure that appropriate tests are conducted to justify the scheduled maintenance tasks and interval proposals, (c) contribute to the development (and updates) of the maintenance program: • by supporting the maintenance program development process in accordance with the Customer's rules and planning, • by considering the impacts of all design changes on maintenance tasks and interval proposals and by providing the Customer with revised maintenance program analysis as necessary. (d) If requested, conduct the full maintenance program analysis and present it to the Authorities [FAA, EASA, etc. *for Aviation] or end customer (e.g ESA for Space)* and Customer working groups, (e) demonstrate that Replaceability has been considered and incorporated into the design, (f) demonstrate that Design rules follow minimum allowable damage limit targets and Replaceability requirements for structure design, (g) consider Replaceability under one or more of the following categories: • low-cost Products that are easily replaced, • medium-cost products that can be repaired and replaced, • high-cost Assemblies that can be repaired or partially replaced, • non-replaceable products that can be repaired, • products including damage prone areas (with higher need of Replaceability).	Supplier Business Types: All	Airbus Internal (Modified version of DD-013)
GQ07-2.2-08.06	**Technical Requirements Management** The Supplier shall: (a) ensure detailed traceability (upward and downward) of every requirement related to a critical characteristic (including Product Special Requirements (SR)), (b) provide the rationale for requirements not directly traceable to upper-level requirement, (c) identify, trace, and demonstrate compliance with every affected applicable Product design requirement (including for any change to the Type Design or any repair), (d) ensure that the means implemented to demonstrate compliance with every affected applicable Product design requirement are acceptable to the Customer and the Authorities [FAA, EASA, etc. *for Aviation] or end customer (e.g ESA for Space).*	Supplier Business Types: All	Airbus Internal (Modified version of DD-014)

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	Note: Product design requirements include all the requirements related to Product safety, performance, service reliability, service life, maintainability, manufacturability, cost, repairability, etc.		
GQ07-2.2-09.06	**Stress Analysis** The Supplier shall: (a) create, manage, and update global or local Finite Element Model (FEM), (b) perform the dimensioning of the designs and produce the stress dossier on the basis of the loads and displacements issued from the whole final Product model, (c) update the calculations at each load set delivery made by the Customer, (d) ensure interface loads are commonly agreed upon with the Customer before integration, (e) apply the structural categorization of parts as defined by the Customer, (f) provide the static and Fatigue & Damage Tolerance (F&DT) justification for both dimensioning and *qualification (for aviation also* certification), (g) perform the post-*qualification (for aviation also* post-certification) modifications and repairs stress analysis, (h) provide all elements required by the Customer to perform acoustic fatigue analysis, and inform the Customer of any design change impacting the vulnerability to acoustic fatigue, (i) incorporate design features, as required, to satisfy fatigue requirements as defined by the Customer, (j) ensure that the FEM, the Design Data Set, and the Stress dossier remain consistent at any time.	Supplier Business Types: All	Airbus Internal (Modified version of DD-018)
GQ07-2.2-10.06	**Structural Testing** The Supplier shall: (a) plan, perform, and record results of all tests, at any level of the Product Breakdown Structure (PBS), to support final Product development and certification, (b) provide the Customer with all information required (e.g., test definitions, procedure, tools, means, planning in line with main development milestones) to allow integration of Supplier test data into Customer development and *qualification (for aviation also* certification) dossier, (c) capture, implement, monitor, and record any change of tests versus the initial tests list baseline agreed by the Customer, (d) organize all necessary reviews with the Customer in line with the development and *qualification (for aviation also* certification planning, (e) provide: • all data required to support any tests performed by the Customer (e.g., loads, load application points),	Supplier Business Types: All	Airbus Internal (Modified version of DD-019)

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	• all parts, adapted as necessary (including installation devices, instrumentation, and data acquisition means), needed by the Customer to plan and perform its own major tests or constituent tests development and *qualification (for aviation also* certification tests), • all associated documentation to guarantee conformity and traceability of the parts provided. (f) Support, in case of specimen damage, the repair/modification by defining and implementing the manufacturing and implementation of the repair/modification for its parts involved in any tests performed by the Customer (g) support as needed for tear-down and disassembly after completion of tests performed by the Customer.		
GQ07-2.2-11.06 (Add 1 to DD-022)	**First Article Inspection, First Part Qualification** The Supplier shall request purchaser approval in advance for any exception (such as partial FAI / FPQ, FAI / FPQ not performed on the first item but on a later repetition, or FAI / FPQ validation by families…) The Supplier shall send the first article inspection / first part qualification report in advance to the Purchaser for evaluation and approval. The Supplier shall then provide to the Purchaser the first articles / first parts (clearly marked as first articles / first parts).	Supplier Business Types: All	Airbus Internal (from GQ17-2.1-17.0x (d), (f), …)
GQ07-2.2-12.06	**Testing** The Supplier shall document and implement a process for test activities related to *qualification (for Aviation also for* certification), ensuring in particular: (a) test specimen conformity, (b) test equipment calibration, (c) issuing of a statement/declaration of conformity of the test configuration.	Supplier Business Types: All	Airbus Internal (Modified version of DD-023)

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2.3 MAKE - AD1503

<table>
<tr><th>GQR Req.No</th><th>Requirements</th><th>Applicability</th><th>Origin</th></tr>
<tr><td>GQ07-2.3-01.06</td><td>
Applicability of requirements derived from IAQG SCMH 4.8.1 Chapter 3.3

The supplier shall comply with requirements listed in Annex I according to the following applicability matrix. These requirements listed in Annex I are based on IAQG SCMH 4.8.1.

<table>
<tr><td>Requirement derived from IAQG SCMH 4.8.1 Chapter 3.</td><td>Applicability:
Business Types: Aviation, Space, Others</td></tr>
<tr><td>M-001</td><td>Business Types: All</td></tr>
<tr><td>M-002</td><td>Business Types: Aviation: Yes, Space: TBD, Others: Yes</td></tr>
<tr><td>M-003</td><td>Business Types: All</td></tr>
<tr><td>M-004</td><td>Business Types: All</td></tr>
<tr><td>M-005</td><td>Business Types: All</td></tr>
<tr><td>M-006</td><td>Business Types: All</td></tr>
<tr><td>M-007</td><td>Business Types: All</td></tr>
<tr><td>M-008</td><td>Business Types: All</td></tr>
<tr><td>M-009</td><td>Business Types: All</td></tr>
<tr><td>M-010</td><td>Business Types: All</td></tr>
<tr><td>M-011</td><td>Business Types: All</td></tr>
<tr><td>M-012</td><td>Business Types: All</td></tr>
</table>

The supplier shall furthermore comply with the following requirements:
</td><td>Supplier</td><td>Airbus
Internal</td></tr>
<tr><td>GQ07-2.3-02.06

(Add 1 to M-003)</td><td>Changes and Deviations – additional requirement

The Supplier shall manage shelf-life extensions as industrial changes.</td><td>Supplier
Business Types: All
Only for shelf-life material</td><td>Airbus
Internal
(from GQ17-2.1-16-03.0x a) 6))</td></tr>
<tr><td>GQ07-2.3-03.06

(Add 1 to M-006)</td><td>Planning and capacity management process & tools

The Supplier shall verify procurement plans (purchase orders, call-ups, forecasts) sent by the Purchaser for integrity and applicability prior to manual or automatic import into its production management system.</td><td>Supplier
Business Types: All</td><td>Airbus
Internal
(from GQ-3-01-04.0x b) c))</td></tr>
</table>

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	The Supplier shall demonstrate the integrity of the overall capacity analysis (using the Purchaser's procurement plan) for its Sales and Operations Planning (S&OP) and Master Production Schedule (MPS). It shall in particular describe how tool(s) interface together and how data quality and synchronizations are ensured.		
GQ07-2.3-04.06 (Add 1 to M-007)	**Critical Items & Key characteristics – additional requirement** Self-inspection by operator shall not be considered sufficient for critical characteristic inspections and inspections of key characteristics on critical items.	Supplier Business Types: All	Airbus Internal (from GQ17-2.1-12-01.0x e))
GQ07-2.3-05.06 (Add 2 to M-007)	**Statistical Methods - additional requirements** If the drawing, purchase order or procurement specifications require statistical processing to demonstrate command of the process, the Supplier must submit a written procedure to the Purchaser for approval. Statistical processing contributing to command of the process may be: (a) Selection and verification of key characteristics (b) Measuring the capability of the process (c) Statistical management of the process (d) Experimental design	Supplier Business Types: All	Airbus Internal (from GQ17-2.1-16-17.0x)
GQ07-2.3-06.06 (Add 1 to M-012)	**Identification Control and Identification of Items** (a) The Supplier shall establish and maintain controls to ensure that: (1) identification numbers are assigned in a systematic and consecutive manner, (2) identification numbers of scrapped or destroyed items are not used again, (3) identification numbers, once allocated, are not changed, unless the change is authorized by the Purchaser. (b) In order to maintain traceability of a part or item, the Supplier shall: (1) immediately replace a lost or damaged identifications, (2) ensure identification are located on visible places and are perfectly legible. (c) Parts / items losing their traceability shall be treated as non-conforming items.	Supplier Business Types: All	Airbus Internal (from GQ-2-02-10.0x) and GQ17-2.2-02-04.0x)
GQ07-2.3-07.06 (Add 2 to M-012)	**Requirements for Batches and Lots** (a) Each shipment of items to AIRBUS DEFENCE AND SPACE according to an AIRBUS DEFENCE AND SPACE procurement specification / document shall be from a single manufacturing / production batch in term of the material and treatment. (b) Batches that were split during manufacturing / production shall not be grouped together again. (E.g. batches that were split for heat treatment). (c) Only items from the same manufacturing / production batch shall be grouped in the same packaging.	Supplier Business Types: All	Airbus Internal (from GQ17-2.2-02-06.0x)

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	(d) In case a manufacturing / production batch is split into two or more packaging batches, each of these packaging batches need to be fully identifiable and fully traceable. (e) In the case that with the prior agreement of AIRBUS DEFENCE AND SPACE a shipment of items to AIRBUS DEFENCE AND SPACE is made up from two or more batches, full identification and sequential traceability of all records of production (manufacture, assembly, inspection) must be ensured for each of these batches.		
GQ07-2.3-08.06 (Add 3 to M-012)	**Configuration of Software** In case of Software as an own configured item, Integrated software shall be identified on the containing hardware. E.g.: This is applicable in case of Software as an own LRI/LRU (Line Replace Item / Line Replaceable Unit) and not configured under the Hardware LRI/LRU. -> e.g. field loadable software.	Supplier Business Types: All	Airbus Internal (from GQ17-2.2-02-07.0x)
GQ07-2.3-09.06	**Maintenance during storage** The Supplier shall be responsible for the maintenance of products (including customer furnished items) during storage phases under his control to ensure their conformity.	Supplier Business Types: All	Airbus Internal (from GQ17-2.1-22-04.0x b))
GQ07-2.3-10.06	**Production and Test Equipment belonging to the Purchaser** (a) Purchaser furnished test/inspection devices and production equipment has to be sent back to the Purchaser by the Supplier without further request after contract fulfilment if not defined differently by the Purchaser. (b) The Supplier is responsible for the calibration status of Purchaser furnished production and test equipment as well as for the maintenance and care of this equipment. Note: "calibration status" is meant as calibration control. The Supplier needs to use a calibrated device and to monitor the expiration.	Supplier Business Types: All	Airbus Internal (from GQ17-2.1-21-04.0x)
GQ07-2.3-11.06	**Additional Requirements on Special Processes** For deliveries for SPACE, the following shall apply in addition: (a) If a product must be welded, the Supplier must refer to the applicable specification (ECSS-Q-ST-70-39C Welding of metallic materials for flight hardware). (b) Weld repair of castings and forgings is not permitted. (c) A Supplier, who intends to subcontract surface treatment services to a lower-tier Supplier, shall provide for formal approval by the Purchaser: (1) The qualification report (2) Associated ISO 9001 / EN 9100 certificates and scopes of approval (3) References for the processes and procedures / associated standards requested and/or agreed (4) Proof of capability/skill/background, e.g. Nadcap accreditation.	Supplier Business Types: Aviation: No, Space: Yes, Others: No	Airbus Internal (from GQ17-2.1-19-05.0x)

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2.4 BUY - AD1504

<table>
<tr><th>GQR Req.No</th><th>Requirements</th><th>Applicability</th><th>Origin</th></tr>
<tr><td>GQ07-2.4-01.06</td><td>Applicability of requirements derived from IAQG SCMH 4.8.1 Chapter 3.4
The supplier shall comply with requirements listed in Annex I according to the following applicability matrix. These requirements listed in Annex I are based on IAQG SCMH 4.8.1.

<table>
<tr><td>Requirement derived from IAQG SCMH 4.8.1 Chapter 3.</td><td>Applicability:
Business Types: Aviation, Space, Others</td></tr>
<tr><td>B-001</td><td>Business Types: All</td></tr>
<tr><td>B-002</td><td>Business Types: All</td></tr>
<tr><td>B-003</td><td>Business Types: All</td></tr>
<tr><td>B-004</td><td>Business Types: All</td></tr>
<tr><td>B-005</td><td>Business Types: Aviation: Yes, Space: TBD, Others: Yes</td></tr>
<tr><td>B-006</td><td>Business Types: Aviation: Yes, Space: TBD, Others: Yes</td></tr>
<tr><td>B-007</td><td>Business Types: All</td></tr>
</table>

The supplier shall furthermore comply with the following requirements:</td><td>Supplier</td><td>Airbus
Internal</td></tr>
<tr><td>GQ07-2.4-02.06
(Add 1 to B-002)</td><td>Sub-Tiers Selection – additional requirement
The Supplier QA function shall participate in the approval and the selection of procurement sources.</td><td>Supplier
Business Types: All</td><td>Airbus
Internal
(from GQ-1-09-08.05, GQ17-2.1-13-01.0xf))</td></tr>
<tr><td>GQ07-2.4-03.06
(Add 2 to B-002)</td><td>Laboratories
Any work subcontracted to laboratories shall be performed according to the ISO 17025 conditions by the laboratories.</td><td>Supplier
Business Types: All</td><td>Airbus
Internal
(from GQ-1-18-13.05)</td></tr>
<tr><td>GQ07-2.4-04.06
(Add 1 to B-003)</td><td>Management of Procurement Risks - additional requirements
For deliveries for Aviation, the following shall apply in addition:
(a) All items must be manufactured or procured only from OEMs or OEM Approved Manufacturers (approved sources).</td><td>Supplier
Business Types: Aviation: Yes, Space:</td><td>Airbus
Internal
(from GQ17-2.1-08-04.0x)</td></tr>
</table>

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	(b) The Supplier must ensure and is fully responsible that the parts ordered have been qualified according to the applicable standards, (e.g. from the Purchaser, a certification body or an authority) and that all necessary construction documents are available in the current version for the production of the ordered products. (c) When the product to be procured belongs to a specification which has associated a QPL (Qualified Product List) the manufacturer must be in that list as well as must be a Purchasers approved manufacturer. Manufacturer's order/contract review is responsible for assuring this approval prior to sale. (d) When the purchase order document specifies one or more AUTHORIZED MANUFACTURERS for a specific product/item, these manufacturers shall be the only acceptable manufacturers. (e) Distributors are only authorized to send products to the Purchaser procured from Purchaser's approved manufacturers.	No, Others: No	
GQ07-2.4-05.06 (Add 2 to B-003)	**Management of Procurement Risks, additional requirements for deliveries for SPACE** For EEE (Electric, Electro-mechanic, Electronic) parts, the Supplier shall apply counterfeit parts prevention according to ECSS-Q-ST-60 or SAE AS 5553.	Supplier Business Types: Aviation: No, Space: Yes, Others: No	Airbus Internal (from GQ17-2.1-08-05.02

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2.5 DELIVER - AD1505

<table>
<tr><th>GQR Req.No</th><th>Requirements</th><th>Applicability</th><th>Origin</th></tr>
<tr><td>GQ07-2.5-01.06</td><td>
Applicability of requirements derived from IAQG SCMH 4.8.1 Chapter 3.5

The supplier shall comply with requirements listed in Annex I according to the following applicability matrix. These requirements listed in Annex I are based on IAQG SCMH 4.8.1.

<table>
<tr><td>Requirement derived from IAQG SCMH 4.8.1 Chapter 3.</td><td>Applicability:
Business Types: Aviation, Space, Others</td></tr>
<tr><td>D-001</td><td>Business Types: All</td></tr>
<tr><td>D-002</td><td>Business Types: Aviation: Yes, Space: TBD, Others: Yes</td></tr>
<tr><td>D-003</td><td>Business Types: All</td></tr>
<tr><td>D-004</td><td>Business Types: All</td></tr>
<tr><td>D-005</td><td>Business Types: All</td></tr>
<tr><td>D-006</td><td>Business Types: All</td></tr>
<tr><td>D-007</td><td>Business Types: All</td></tr>
<tr><td>D-008</td><td>Business Types: All</td></tr>
<tr><td>D-009</td><td>Business Types: All</td></tr>
<tr><td>D-010</td><td>Business Types: All</td></tr>
<tr><td>D-011</td><td>Business Types: All</td></tr>
<tr><td>D-012</td><td>Business Types: All</td></tr>
<tr><td>D-013</td><td>Business Types: All</td></tr>
<tr><td>D-014</td><td>Business Types: All</td></tr>
<tr><td>D-015</td><td>Business Types: All</td></tr>
<tr><td>D-016</td><td>Business Types: All</td></tr>
<tr><td>D-017</td><td>Business Types: All</td></tr>
</table>

The supplier shall furthermore comply with the following requirements:
</td><td>Supplier</td><td>Airbus Internal</td></tr>
<tr><td>GQ07-2.5-02.06</td><td>
Condition of Delivered Items

Unless clearly specified by the Purchaser in the relevant order or contract or covered by a Purchaser approved concession,

(a) All items delivered shall be from new manufacture and unused.
</td><td>Supplier
Business Types: All</td><td>Airbus Internal
(from GQ17-2.1-</td></tr>
</table>

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(Add 1 to D-002)	(b) Surplus, reworked, reclaimed, repaired or remanufactured items shall not be supplied to the Purchaser.		24-04.0x a), b))
GQ07-2.5-03.06 (Add 1 to D-006)	**CofC Additionnal Requirements** For Value-Added Distributor (VAD as per IAQG-definition, see §4 Glossary and Abbreviations) (1) the CofC from the original component manufacturer (OCM) shall be sent certifying the PN without modifications. The OCM must be authorized by AIRBUS DEFENCE AND SPACE for the received part. (2) the CofC from the distributor shall indicate that the distributor is delivering as VAD for that part that comes from its original component manufacturer (OCM). (3) the CofC from the distributor shall come with an authorization letter in which the original component manufacturer (OCM) authorizes the distributor to be VAD for its product or product family.	Supplier Business Types: All	Airbus Internal (from GQ17-2.1-24-11.0x d))
GQ07-2.5-04.06 (Add 2 to D-006)	**CofC Additionnal Requirements for deliveries for SPACE** For items with a metallic surface finish delivered for SPACE, the CofC shall contain a statement certifying, that no pure tin, either hot dipped or electroplated tin alloys with more than 97% tin, is contained within the material or on the surface.	Supplier Business Types: Aviation: No, Space: Yes, Others: No	Airbus Internal (from GQ17-2.1-24-11.0x e))
GQ07-2.5-05.06 (Add 1 to D-007)	**CofC Additionnal Requirements for heat treatments** For any procured material the full heat treatment history shall be provided to AIRBUS DEFENCE AND SPACE, including ageing details. By full heat treatment history it is meant, the heat treatment conditions applied to the material throughout the entire Supply Chain not only those of the final production / process step.	Supplier Business Types: All	Airbus Internal (from GQ17-2.1-24-11.02)
GQ07-2.5-06.06 (Add 1 to D-012)	**Concessions** The Supplier shall ensure that relevant approved concessions are enclosed in the documentation with each delivery and package	Supplier Business Types: All	Airbus Internal (from GQ17-2.1-25-04.0x e))
GQ07-2.5-07.06 (Add 2 to D-012)	**Material Safety Data Sheet** (a) For chemical products and hazardous items, the Material Safety Data Sheet (MSDS) must be supplied at least for the first delivery. (b) Upon each update, a new MSDS is required for the first subsequent delivery. (c) Each update applied to the MSDS must be explicitly shown. (d) The MSDS shall be written in the language of the consignee country and be compliant with the REGULATION (EU) 2015/830 Annex II.	Supplier Business Types: All	Airbus Internal (from GQ17-2.1-24-07.01)

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GQ07-2.5-09.06 (Add 3 to D-012)	**Delivery of items with shelf-life material** (a) Shelf-life material shall be identified on its packaging (b) Items having limited-life or definite characteristics of quality degradation or drift with age or use shall be marked to indicate the dates, test times or cycles at which life was initiated and at which the useful life expires. (c) Unless otherwise specified in contractually applicable documentation (e.g. contract, purchase order) the service life of the delivered limited shelf-life products shall not be less than 80 % of their service life with effect from the date of delivery.	Supplier Business Types: All Only for shelf-life material	Airbus Internal (from GQ17-2.1-22-06.0x a), c), GQ17-2.2-02-05.0x e))

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2.6 CUSTOMER SUPPORT - AD1506

GQR Req.No	Requirements	Applicability	Origin
GQ07-2.6-01.06	**Applicability of requirements derived from IAQG SCMH 4.8.1 Chapter 3.6** The supplier shall comply with requirements listed in Annex I according to the following applicability matrix. These requirements listed in Annex I are based on IAQG SCMH 4.8.1.	Supplier	Airbus Internal

Requirement derived from IAQG SCMH 4.8.1 Chapter 3.	Applicability: Business Types: Aviation, Space, Others
CS-001	Business Types: Aviation: Yes, Space: TBD, Others: TBD
CS-002	Business Types: All
CS-003	Business Types: All
CS-004	Business Types: All
CS-005	Business Types: All
CS-006	Business Types: All
CS-007	Business Types: All
CS-008	Business Types: All
CS-009	Business Types: All
CS-010	Business Types: All
CS-011	Business Types: All
CS-012	Business Types: All
CS-013	Business Types: All
CS-014	Business Types: All
CS-015	Business Types: Aviation: Yes, Space: TBD, Others: TBD

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3 Referenced Documents

The following documents and standards are applicable in their latest edition:

Doc Reference	*Title*
AQAP 2310	NATO Quality Assurance Requirements for Aviation, Space and Defence Suppliers
ARP 9134 A	Supply Chain Risk Management Guideline
ECSS-Q-ST-60	Electrical, electronic and electromechanical (EEE) components
ECSS-Q-ST-70-39C	Welding of metallic materials for flight hardware
IAQG (EN/ AS/ JISQ) 9100	QMS – Requirements for Aviation, Space and Defence Organizations
IAQG … 9103	QMS - Variation management of key characteristics
IAQG … 9104-1	Requirements for Aviation, Space, and Defense Quality Management System Certification Programs
IAQG … 9110	QMS – Requirements for Aviation Maintenance Organizations
IAQG … 9120	QMS – Requirements for Aviation, Space and Defence Distributors
IAQG … 9131	QMS - Nonconformance Data Definition and Documentation
IAQG … 9136	Root cause analysis and problem solving (9S Methodology)
IAQG … 9145	Requirements for Advanced Product Quality Planning and Production Part Approval Process
IAQG … 9146	Foreign Object Damage (FOD) Prevention Program
IAQG … 9147	Management of unsalvageable Items
IAQG SCMH 4.8.1	IAQG Supply Chain Management Handbook 4.8.1
ISO 9000	Quality management systems – Fundamentals and vocabulary
ISO 9001	Quality management systems – Requirements
ISO 10005	Quality management – Guidelines for quality plans
ISO 14644	Cleanrooms and associated controlled environments
ISO 17025	General requirements for the competence of testing and calibration laboratories
ISO 31000	Risk management - Guidelines
REGULATION (EU) 2015/830 Annex II	REQUIREMENTS FOR THE COMPILATION OF SAFETY DATA SHEETS
SAE AS 5553	Counterfeit Electrical, Electronic, and Electromechanical (EEE) Parts; Avoidance, Detection, Mitigation, and Disposition
TN-ADST-1000206235	Subcontractor cleaning and packaging of flight parts/assemblies

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4 Glossary

AQAP	Allied Quality Assurance Publications
ARC	Authorized Release Certificate
ATP	Acceptance Test Procedure
ATR	Acceptance Test Report
BoM	Bill of Materials
BTP	Build to Print
BTS	Build to Specification
CAC	Civil Aviation of China
CAGE	Commercial and Government Entity
CB	Certification Body
CDR	Critical Design Review
CM	Configuration Management
CMP	Configuration Management Plan
CN	Change Notification
CofC	Certificate of Conformity
Critical Characteristic	Definition from ECSS-S-ST-00-01C: Characteristic of a **process**, **process** condition, parameter, **requirement** or item that deserves control and special attention in order to meet the objectives (e.g. of a **mission**) within given constraints.
CS	Customer Support
CSer	Customer Services
CSR	Corporate Social Responsibility
DAC	Design Assurance Coordinator
DFMEA	Design Failure Mode and Effects Analysis
DOA	Design Organization Approval
DOID	Design Organization Interface Document
DR	Design Review
DRA	Design Risk Analysis
D&B	Design & Build Contract
EASA	European Aviation Safety Agency
ECSS	European Cooperation for Space Standardization
EHS	Environment, Health, and Safety
ES	Engineering Services
F&DT	Fatigue & Damage Tolerance

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FAA	Federal Aviation Administration
FAI	First Article Inspection
FEM	Finite Element Model
FHA	Functional Hazard Assessment
FIFO	First IN, First Out
FOD	Foreign Object Damage/Debris
FPQ	First Part Qualification
GR	Generic Requirements
GSE	Ground Support Equipment
IAQG	International Aerospace Quality Group
IBS	Industrial Breakdown Structure
ID	Identifier
IPCA	Industrial Process Control Assessment
ISB	Inspection Service Bulletin
ISO	International Organization for Standardization
IT	Information Technology
ITH	IT Hardware
JCAB	Japan Civil Aviation Bureau
KC	Key Characteristics
KPI	Key Performance Indicator
LAI	Last Article Inspection
MRA	Master Reseller Agreement
MRO	Maintenance, Repair, and Overhaul
MTR	Manufacturer Test Result
M&P	Material & Processes
OASIS	Online Aerospace Supplier Information System
OBS	Organization Breakdown Structure
OEM	Original Equipment Manufacturer
P/N	Part Number
PBS	Product Breakdown Structure
POA	Production Organization Approval
QAP	Quality Assurance Plan
QE	Quality Escape

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QMS	Quality Management System
QP	Qualification Plan
QTP	Qualification Test Program
R&O	Risk & Opportunity
REACH	Registration, Evaluation, Authorization and Restriction of Chemicals
RFID	Radio Frequency Identification
S/N	Serial Number
SAE	SAE International (formerly Society of Automotive Engineers)
SB	Service Bulletin
SCMH	Supply Chain Management Handbook
SCR	Specific Customer Requirements
SI	Special Instruction
SR	Special Requirements
STS	Service to Specification
TDRL	Technical Data Requirements List
TN-ADST	Technical Note - AIRBUS DEFENCE AND SPACE
V&V	Verification and Validation
VAD	Value-Added-Distributor (as per International-Aerospace-Quality-Group definition) : A manufacturer or distributor designated and monitored by the qualified original component manufacturer (OCM) to complete the final assembly of the constituent components of a qualified product and act as a distributor of the finished product assembled on behalf of the qualified original component manufacturer (OCM).
WP	Work Package
ZSA	Zonal Safety Analysis

5 Contributors

Left empty on purpose	***Left empty on purpose (Personal data protection)***

6 Record of Revisions

Issue	*Date*	*Reasons for Revision*
1	30.09.2017	Based on GSQR support document TT.SD.0011 issue 3 TT.SD.0011 issue 2 to 3 : EN9145 has been introduced and 46 covered requirements have been deleted (171 -> 125 requirements)

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		TT.SD.0011 issue 1 to 2 : internal optimization of the document and 43 covered requirements have been deleted *_mainly covered by EN9100_* (214 -> 171 requirements)
2	06.06.2018	Header reshaped (new branding) Re-phrasing: Customer -> Purchaser Re-phrasing: products -> Processes/products/services Re-phrasing: Supplier -> External Provider Re-phrasing: title 1-18 Work transfer -> Work delegation Seven (7) requirements re-phrased (1-09-24 ;1-09-25 ; 1-21-13 ; 1-23-10 ; 2-01-11 ; 1-17-26 ; 1-10-07) Two (2) requirements added : (2-01-12 ; 2-02-15)
3	02.02.2019	15 Supply-Chain requirements have been added (GQ-3-xxx) The name of the document is now “Generic Supply-Chain & Quality requirements for Suppliers” with respective signatories. GSQR is now structured acc. to EN9100:2016 High level structure (HLS) GSQR is now applicable for all Airbus Defence & Space program-lines Deleting Requirements: 2 Resource-requirement redundant with Special Pr. Adding Requirements: 1 Resource-requirement relative to E&C-awareness Adding Requirements: 1 requirement for First Article Inspection. Adding Requirements: 4 requirements for Repair, reliability and availability Re-Phrasing: Audits, performance and monitoring Re-Phrasing: Access-Right Re-Phrasing: sampling inspection requirement Re-Phrasing: NC management Fracas is not required but promoted Few wording changes
4	30.07.2020	Re-shaping Appendix A01 Attachment for Applicability and Compliance Deleting chapters 2.1.02 “Referenced documents”, 2.1.03 “Interested Parties are deleted”, 2.1.05 “Responsibilities” and 2.1.06 “Reporting” as they are empty ; it may cause some dis-alignment between requirments ID and chapters numbering. Re-phrasing: requirement Advanced Product Quality Planning (GQ-1-04-25) ASR alignement Re-phrasing: requirement Ethical Behaviour (GQ-1-09-07.04) internal policy alignement Re-Phrasing: requirement Root cause analysis and problem solving (GQ-1-25-27) ASR alignement Re-Phrasing: reqt Notification of Quality Escape identified post-delivery (GQ-1-25-11) ASR alignement Re-phrasing: requirements for Transfer of Work (GQ-3-02) internal policy alignement Merging requirements: • Former GQ-1-04-22 is included into GQ-1-04-24.04 • Former GQ-1-16-13 is included into GQ-1-16-13.04 • Former GQ-1-22-09 is included into GQ-3-01-06.04 • Former GQ-1-23-02 is included into GQ-1-23-01.03 • Former GQ-3-03-03 is included into GQ-3-03-02.04 Adding: the IPCA-bricks linked to several requirements

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5	12.03.2021	Rephrasing to include the scope of services provision Rephrased requirements: 1-01-01; 1-02-01; 1-04-24; 1-09-06; 1-11-06; 1-11-08; 1-11-14; 1-15-10; 1-25-27; 1-25-02; 2-01-11 Merging requirements:1-08-01 with 1-08-05; 1-16-16 & 1-16-19 &1-13-11 with 1-09-08; 1-10-01 with 1-01-01; 1-10-02 with 1-10-05; 1-12-02 & 1-14-06 with 1-14-05; 1-20-03 with 1-20-02; 2-02-08 with 1-22-11; 1-14-05 with 1-11-20 ; 1-14-06 with 1-11-21; 1.16.27 with 1-11-20; 1-21-07 with 1-21-06; 1-26.10 with 2-01-11 Added requirements; 1-04-26; 1-04-27; 1-07-02; 1-08-08; 1-11-16; 1-11-17; 1-11-18; 1-11-19; 1-12-03; 1-12-04; 1-13-13; 1-23-05; 2-02-17 New reference: 1-22-12.05 was 1-11-08.0x Deleted requirements because of redundancies: 1-09-07; 1-16-18
6	04.06.2025	Document title changed from “Generic Supply-Chain and Quality Requirements” to “Generic Quality Requirements”. Description changed. Document baseline changed to **IAQG SCMH § 4.8.1 Recommendations for Common Requirements Language** plus relevant cascade from GSCQR legacy.

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7 Annex I: Requirements based on IAQG SCMH 4.8.1

The following requirements made applicable in this document are based on the recommendations provided by the IAQG in the SCMH 4.8.1 Chapter 3. They were derived by replacing the word “should” (Recommendation) with the word “shall” (Requirement).

7.1 PLAN & MANAGE

PM-004 [§ 5.3] – Quality Resource Allocation

The Supplier shall appoint a designated "Quality Manager" to ensure the following functions:

a) management of the quality aspects of the Project and of the delivered Product or Service for the lifecycle of the Contract,

b) interface with the Customer regarding all Quality topics.

This Quality Manager shall be mentioned in the “Organization Breakdown Structure” (OBS) or the Quality Assurance Plan (**QAP**).

PM-006 [§ 7.5.1] – International Units

The Supplier shall use the International System of Units unless otherwise specified by the Customer.

PM-007 [§ 7.5.3.2] – Documented Information

Unless specifically requested/agreed by the Customer, all documents provided to the Customer or used to demonstrate compliance to a requirement shall be in the language specified in the Contract and available at any time.

The Supplier shall provide a copy of these documents upon the Customer’s request. The Supplier shall ensure the retention of records according to the Customer’s requirements.

PM-008 [§ 7.5.3.2] – Electronic Signature

A written process shall be defined for the use of Electronic signatures.

*Remark: The Supplier can consult the **SCMH 3.12** Acceptance Authority Media Introduction guidance for support.*

PM-010 [§ 8.1] – APQP Methodology

The Supplier shall deploy the Advanced Product Quality Planning (**APQP**) approach according to the **IAQG 9145** standard.

*Remark: The Supplier can consult the **SCMH 7.2** Advanced Product Quality Planning guidance for support.*

PM-011 [§ 8.1] – Project Management Plan (PMP)

The Supplier shall:

a) establish a Project Management Plan (**PMP**) describing the Project Management practices and rules for the project,

b) keep the **PMP** up to date, at least at each development milestone as defined by the Customer.

Remark: The Supplier can consult the **SCMH** ***7.9*** *Project Management guidance for support.*

PM-012 [§ 8.1] – Product Structure Based on Work Breakdown Structure (WBS)

The Supplier shall establish a complete Work Breakdown Structure (**WBS**) using the Product Structure as an input:

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a) covering its activities and the ones performed by its external providers,

b) presenting the breakdown of Project Work Packages, which are deliverable-oriented and manageable units enabling the Project to reach its objectives in terms of Quality, time, cost, and technical performance.

Remark: The Supplier can consult the **SCMH *7.9*** *Project Management guidance for support.*

PM-013 [§ 8.1] – Organization Breakdown Structure (OBS)

The Supplier shall establish a complete Organization Breakdown Structure **OBS** describing:

a) the Project organization (Project Manager, etc.), the roles and responsibilities of the identified teams covering the activities performed internally or by its external providers,

b) the relationship with the Company organization,

c) the links with the Work Breakdown Structure (**WBS**).

PM-014 [§ 8.1] – Nomination of a Project Manager

If requested by the Customer, the Supplier shall nominate a Project Manager to coordinate and communicate with internal and external contributors/stakeholders.

PM-015 [§ 8.1] – Sales and Operations Planning (S&OP)

The Supplier shall perform Sales and Operations Planning (**S&OP**) process that aggregates the industrial and development needs of all projects and programs and compares these needs with its overall resources and external providers.

Remark: The Supplier can consult the ***SCMH 7.16*** *Sales, Master Scheduling & Sequencing guidance for support.*

PM-016 [§ 8.1] – Master Schedule

The Supplier shall:

a) define and update a Master Schedule covering all deliverables and required activities, including those of its external providers, in consistency with the main development milestones defined by the Customer and the different breakdown structures,

b) agree with the Customer on the level of granularity of the Master Schedule and use it to identify the critical path, steer the Project and interface with the Customer.

PM-017 [§ 8.1] – Management Review (Risks and Opportunities Tracking)

The Supplier shall escalate the main risks and opportunities of the Project to manage them with the Customer through a 'shared risks and opportunities' register.

Remark: The Supplier can consult the ***SCMH 7.3*** *Risk Management guidance for support.*

PM-018 [§ 8.1] – Communication on Project Target

The Supplier shall flow down the Project targets defined by the Customer to all internal and external contributors and ensure they are met.

PM-019 [§ 8.1] – Maturity and Convergence to Defined Targets

The Supplier shall:

a) regularly establish the progress and achievement report relative to the Project requirements and targets, including its external providers, in order to ensure that the activities are correctly performed,

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b) plan with the Customer the associated Project Progress Reviews,

c) obtain the agreement from the Customer on the format, content, and frequency of these Project Progress Reviews,

d) include the status of the required **IAQG 9145** standard deliverables when **APQP** is applied.

Remark: The Supplier can consult the ***SCMH 7.2*** *Advanced Product Quality Planning for support.*

PM-020 [§ 8.1.1] – Risk and Opportunity (R&O) List Management

The Supplier shall:

a) actively contribute to a joint approach to manage shared **R&O**, business focuses, and continuous **R&O** improvement,

b) perform regular, at least yearly, risk reviews at an adequate management level to ensure the effectiveness of the mitigation plan,

c) have a process to capture new risks and evaluate the potential impact on all customers and all products/projects and promptly notify the Customer,

d) share with the Customer (at a frequency to be mutually agreed, minimum once a year) the status of all **R&O** and associated plans.

Notes:

- *Risks covered can be related to, but not limited to:*
- *contractual, financial, technical, industrial, geopolitical*
- *supply chain & quality, external providers, projects, catastrophic events, industrial systems & tools, IT systems, environment, Corporate Social Responsibility (**CSR**)*
- *Adherence to the **ISO 31000** standard is a valid answer to this **R&O** Management System requirement.*
- *The ARP/EN/SJAC 9134 Standard 'Supply Chain Risk Management Guideline' is recommended for supply chain risk.*

Remark: The Supplier can consult SCMH 7.3 Risk Management guidance for support.

PM-021 [§ 8.1.2] – Configuration Management

The Supplier shall:

a) manage the Product configuration and the Product changes due to Customer or internal requests in accordance with the Customer Configuration Management requirements, if any,

b) make decisions by considering the impact on safety, quality, time, cost, performance, risks, and opportunities, both internally and for its external providers,

c) prepare a Configuration Management Plan (**CMP**):

- defining the scope and covering all Configuration Management (**CM**) disciplines (configuration identification, change management, configuration status accounting, configuration verification and audit),
- defining the roles and responsibilities across all involved functions of the Supplier organization chart (e.g., engineering, manufacturing engineering, ordering and planning, manufacturing and inspection, attestation),

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- containing a list of the Supplier applicable procedures, establishing the link with the corresponding Customer requirements and with associated deviations agreed by the Customer when applicable.

d) provide full transparency of configuration history (Change Requests with status, etc.)

If requested by the Customer

e) provide to the Customer for acceptance the **CMP** at least at each development milestone and keep it up to date in case of major changes (e.g., organization, **IT**).

*Remark: The Supplier can consult the **SCMH 7.5** Configuration Management guidance, as support.*

PM-022 [§ 8.1.3] – Continued Airworthiness Management

The Supplier shall have a process to:

a) collect in a timely manner, any occurrences (failures, malfunctions, defects, or others from engineering, maintenance, and in-service) identified internally and externally,

b) conduct investigations of the collected occurrences,

c) identify events that have or shall have endangered the final product, its occupants, or any other person,

d) report to the Customer in a timely manner, based on established criteria:

- identified potential unsafe events,
- other occurrences not identified as potential unsafe events, but that are part of the reporting guideline.

e) provide assistance to the Customer for analysis of these events and closure of any required actions,

f) perform and provide the Customer with trend analysis of these events.

PM-023 8.3.3 Obsolescence Management

The supplier shall:

a) implement a process for preventing, predicting, and resolving obsolescence during the life of the Program or contract, unless if specific process is required by the

Customer,

b) once it identifies an obsolescence issue related to a product or manufacturing process, notify, in written form within 72 hours, the Customer by indicating the impact on orders and deliveries, and support the Customer to mitigate the obsolescence issue.

PM-024 [§ 8.4.3k] – Requirements Management

The Supplier shall:

a) ensure that the Customer requirements are fulfilled through its documented processes, methods, and tools,

b) when the application of some Customer's processes, methods, and tools is specified:

- either apply these customer's processes, methods, and tools,
- or obtain approval to use its own processes, methods, and tools if the Supplier is able to demonstrate, at any time, full compliance to the Customer requirements,

c) when full compliance or equivalence cannot be demonstrated, ensure that the deviations are requested and approved by the Customer using the Customer's process,

d) ensure that the deviations to Customer requirements are recorded in a document mutually agreed on with the Customer,

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e) notify the Customer of any product information considered proprietary. In this case, the Supplier shall provide sufficient evidence of compliance to the Customer's requirements.

PM-025 [§ 8.5.1] – KPI: Supply Chain Performance and Measurement

The Supplier shall:

a) calculate its own delivery performance indicators in line with the definitions provided by or agreed with the Customer,

b) if requested, provide the Customer with the results of its delivery performance indicators,

c) perform a gap analysis between its own delivery performance indicators and those calculated by the Customer and provide the Customer, if requested, with any evidence and justification of gaps,

d) if requested, calculate its own capacity performance indicators correlated with delivery performances and provide the result to the Customer,

e) participate in regular Supply Chain Review meetings, if organized by the Customer, to assess the capacity, capacity risk, and delivery performances and review associated actions.

*Remark: The Supplier can consult the **SCMH 7.11** Key Performance Indicators KPI Metrics and Definitions guidance for support.*

PM-026 [§ 8.5.1] – KPI: Quality Performance and Measurement

The Supplier shall:

a) calculate its own quality performance indicators in line with the definitions provided by or agreed with the Customer,

b) if requested, provide the Customer with the results of its quality performance indicators,

c) perform a gap analysis between its own quality performance indicators and those calculated by the Customer and provide the Customer, if requested, with any evidence and justification of gaps,

d) participate in regular Quality Review meetings, if organized by the Customer, to assess the quality performances at or after delivery and review associated actions.

PM-027 [§ 8.5.4] – Foreign Object Damage (FOD) / Debris (FOd) Prevention

The Supplier shall have a Foreign Object Damage (**FOD**) / Debris (**FOd**) prevention process in line with the **IAQG 9146** standard.

Note: This process shall cover all stages of the Product's lifecycle (including design, tooling specifications, manufacturing, assembly, testing, inspection, maintenance, packaging, shipping, receiving, and delivery receipt), per contractual requirements. Note: Packaging shall be considered as

- *the process of wrapping products with special material,*
- *and the process of placing the items that have already been wrapped into larger containers for shipping.*

Note: Foreign Object Damage/Debris are considered as a nonconformity and shall be managed adequately.

*Remark: The Supplier can consult the **SCMH 3.4.2** Foreign Object Damage (FOD) Prevention Program guidance for support.*

PM-028 [§ 8.7.1] – Quality: Nonconformity Management

The Supplier shall, in case of a confirmed nonconformity impacting the Customer:

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a) alert the Customer immediately,

b) implement and follow up on the actions (containment to prevention),

c) monitor the realization, efficiency, and closure of these actions,

d) resolve it within a timeframe compatible with requirements specified by the Customer.

PM-029 8.7.1 Problem Solving Methodology

The Supplier shall:

a) use the **IAQG 9136** standard to manage and analyze significant and recurrent issues to contain them, identify their root causes, prevent their recurrence, and to avoid the same issue on other similar products and services,

b) implement the methodology in above-mentioned cases and inform the Customer about results in line with the Customer's criteria and timeframes (these shall vary depending on the nature, the complexity, and the impact of the issue).

Note: Recurrent issues can be: Product or Service quality escapes, late production or deliveries, process deviations, documentation issues, late or incorrect design, etc.

Remark: The Supplier can consult the **SCMH 7.4.2** Root Causes Analysis and Problem Solving *guidance for support.*

7.2 DESIGN & DEVELOP

DD-001 [§ 8.1] – Key Characteristics (KCs) Management

The Supplier shall:

a) identify, provide, and cascade to the Customer the Critical Items (**CI**s) and Key Characteristics (**KC**s) in line with the **IAQG 9103** Standard,

b) manage their evolution.

Remark: The Supplier can consult the **SCMH 3.1** Managing Product and Process Variation *guidance for support.*

DD-002 [§ 8.1] – Operability Maturity

The Supplier shall:

a) have in place an organization ensuring the Operational activities and associated deliverables,

b) provide an Operability plan (including Maintainability and Replaceability),

c) provide evidence that lessons learned from Operational activities, operability test campaigns, and experience from in-service products have been considered during the design and development of its Product,

d) as a general rule, design parts that do not require special Ground Support Equipment (**GSE**) or tools for servicing/maintenance/overhaul. If not possible, the Supplier shall ensure interfaces between the parts and associated **GSE** and tools are properly defined.

DD-003 [§ 8.3.1] – Authority and Signatories Management

The Supplier shall:

a) define and maintain an Authority and Signatories Management System.

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b) consider at least the perimeter from their Head of Design down to internal or external signatories in the Authority and Signatories Management System

c) get Customer agreement for the Authority and Signatories Management System.

DD-004 8.3.1 Design Risk Analysis

The Supplier shall perform a Design Risk Analysis (**DRA**), which shall:

a) apply the Design Failure Mode and Effects Analysis (**DFMEA**) methodology in accordance with the **IAQG 9145** standard,

b) provide the results of its **DFMEA** to the Customer upon request,

c) review and keep its **DFMEA** up to date at all times,

d) ensure the Outputs of **DRA** are inputs of the manufacturing risks analysis,

e) if requested by the Customer, contribute to a **DFMEA** initiated by the Customer by providing appropriate information,

f) implement design and installation precautionary measures (e.g., failsafe fixations, mistake proofing solutions, additional protections, local reinforcements) to minimize the hazard to the Customer Product, where:

- the Customer declares a particular risk applicable to the Product identified during development, concept, study phase, or during the detailed design phase in case of major modification,
- the Supplier identifies any potential risk that might affect the Customer Product.

Remark: The Supplier can consult the **SCMH 2.8** Design Risk Analysis *guidance for support.*

DD-005 [§ 8.3.1] – Design Safety Risk Analysis

The Supplier shall perform Design Safety Risk Analysis, which shall include:

a) justifications, provided to the Customer as required, allowing to demonstrate compliance with relevant safety requirements,

b) Zonal Safety Analysis (**ZSA**) on its Product according to **ARP4761** Guidelines for

Conducting the Safety Assessment Process on Civil Aircraft, Systems, and Equipment,

c) support Zonal Safety Analysis (**ZSA**) reviews organized by the Customer by;

i. delivering all data necessary to perform the **ZSA** reviews,

ii. allowing for the verification of the application in the design and installation activities of:

- the basic standards according to the functional specification,
- the safety/reliability installation requirements (e.g., segregation of routings requirements) from Functional Hazard Assessment (**FHA**) and Preliminary System Safety/Reliability Assessment (**PSSA**), • the installation rules derived from the lessons learned.

d) actions and compliance with the requirements coming from **ZSA** reviews performed on its Product or established by the Customer,

e) justification subject to Customer approval in case of deviation to such installation rules/requirements allowing to demonstrate compliance with associated airworthiness requirements.

Remark: The Supplier can consult the **SCMH 2.8** Design Risk Analysis *guidance for support.*

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DD-006 8.3.1 Technical Standard Order (TSO) Authorization

When eligible and if requested by the Customer, the Supplier shall apply for and obtain the relevant Technical Standard Order (**TSO**) authorization from the relevant Authority and provide corresponding evidence to the Customer.

When relevant, this **TSO** shall include

a) the approval of in-service repairs processes,

b) and allowable damages.

DD-007 [§ 8.3.1] – Type Certificate

The Supplier shall implement a documented process, accepted by the Customer, to support:

a) compliance demonstration to applicable certification basis and environmental protection requirements,

b) changes to Type Certificate and repairs by the state of registry (National Aviation Authorities of the Customer Owner or operator or both.)

DD-008 [§ 8.3.1] – Design Assurance

The Supplier shall:

a) have and maintain a Procedural Management System that supports the Customer's compliance demonstration with the relevant regulation from the Authorities [**FAA**, **EASA**, etc.] applicable to the Approved Design Organizations,

b) provide and maintain all along the contract duration [when authorized by the Customer to nominate and manage Design Organization Approval (**DOA**) signatories] a Design Organization Interface Document (**DOID**),

c) nominate, communicate to the Customer, and manage changes of, a Design Assurance Coordinator (**DAC**) undertaking the role and responsibilities defined in the Design Organization Interface Document (**DOID**) and who is independent of the design and airworthiness functions relevant for the contract,

d) provide the Customer, for acceptance and implementation, a Design Assurance surveillance plan and issue an annual report documenting its monitoring.

DD-010 [§ 8.3.1] – Coordination between Design and Production/Maintenance Organizations

The Supplier shall:

a) document and implement a process to control, secure, and monitor the timely transfer of up-to-date applicable Design data and evidence of approved Design data to Production or Maintenance Organizations,

b) assess and classify deviations from the applicable Design Data that have been identified by the Production or Maintenance organizations and approve these deviations when the appropriate rights have been granted,

c) if requested, provide support to the Customer for the management of Special Instructions (**SI**) in accordance with applicable rules.

*Reminder: Deviation gives permission to depart from the originally specified requirements of a product or service prior to its realization. Note to entry: A deviation permit is generally given for a limited quantity of products and services or a period of time and for a specific use (**ISO 9000**).*

DD-011 [§ 8.3.1] – Weight Properties Data Management

The Supplier shall:

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a) comply with the guaranteed maximum weight of the Product and options, taking into account all parameters impacting the weight (e.g., surface protection and machining tolerances),

b) support the definition or update of this guaranteed maximum weight by providing a justification document listing the changes to the requirements impacting the weight of the Product,

c) record this guaranteed maximum weight in the Design Data Set.

DD-012 [§ 8.3.2] – Technical Qualification Preparation

The Supplier shall, before qualification is launched:

a) provide sufficient evidence (e.g., drawings, reports, documents, test reports) to support validation, in line with the Customer target specifications or Standards,

b) produce or contribute to the generation of a Qualification Plan (**QP**) by providing the Customer with a detailed list of activities, deliverables, and schedules regularly updated,

Note: This list shall contain but is not restricted to:

- *Qualification schedule,*
- *Prototype development steps,*
- *Environment, Health, and Safety (EHS) assessment,* • *External laboratory tests.*

c) manufacture and deliver prototypes required by the Customer.

DD-015 [§ 8.3.4] – Key Design Milestones and Associated Deliverables

The Supplier shall:

a) ensure the completion of the Design Data Work Package for the relevant Design Reviews (**DR**s), with no critical missing element, issue, or discrepancy,

b) for each review, ensure availability of all necessary documentation and material associated to support the Design Review (**DR**),

c) provide the Customer with the source data required in the Technical Data Requirements List (**TDRL**).

*Note: **TDRL** is the document that details all the source data (with associated delivery milestones and acceptance criteria) to prepare its Technical Data contractual deliverables.*

DD-016 [§ 8.3.4] – Verification and Validation (V&V) Plan

The Supplier shall:

a) provide a detailed Verification and Validation (**V&V**) plan including a **V&V** matrix to demonstrate that deliverables conform to Customer requirements as defined,

b) update its **V&V** plan and matrix throughout the life of the Project,

c) justify any Nonconformity to the Customer,

d) provide, if requested by the Customer, an analysis and/or test report(s) to justify design solutions,

e) assess the feasibility of the proposed design,

f) document and commit that the proposed design can be manufactured, assembled, tested, packaged, and delivered in sufficient quantity on schedule.

DD-017 [§ 8.3.4] – Product Qualification Test Program (QTP)

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The Supplier shall:

a) provide formally released in-house standards/specifications or Design Data Set requested to complete Customer qualification activities,

b) produce or contribute to the generation of the Qualification Test Program (**QTP**) to verify by analysis/test as applicable that the Product/process complies with technical requirements and Standards,

c) if requested, comply with the Customer approved Qualification Test Program (**QTP**),

d) if requested, ensure that all qualification samples are tested with a qualified couple (Test Method / Test Facilities) referenced in the relevant Customer's database, *Note: This includes:*

- *preparation of these samples and performance of the tests,*
- *captive laboratories in a Supplier site or independent laboratories or facilities.*

e) inform the Customer of any new Special Process or test created for the development,

f) deliver qualification samples/coupons for in-house or independent control tests in line with the **QTP**,

Note: Samples/coupons must be equivalent to serial production units.

g) ensure that functional tests performed on standard parts, specified items, and blanks are in line with the **QTP** and representative of the Final Product installation,

h) inform the Customer of the progress of qualification testing at Key Milestones of the

QTP or, when specifically required by the Customer,

i) in case of any qualification anomaly, failure, or improper test;

- stop the tests,
- immediately report to the Customer,
- not repeat or resume tests until root cause and appropriate corrective actions are identified and accepted by the Customer.

DD-020 [§ 8.3.5] – Design Data & Development File

The Supplier shall:

a) produce, as specified by the Customer, a Design Data Set (Design records) for all Elementary Parts, Equipped Parts, Specified Items, Blanks, and Assembly/Installation operations from the Work Package (**WP**), including the following elements:

- drawings and 3D models/Digital Product Definition,
- additional instructions, in the form of written notes, including Key Characteristics (**KC**s),
- complete set of elements required (e.g. in a Bill of Materials (**BoM**)),
- description of the nature and location of the changes done (e.g., Engineering Change Note),
- classification allowing to determine the quality inspection requirement level to be performed,
- traceability requirement level to be ensured during manufacturing, assembly/installation, and operations (e.g., identification of the required traceability at Part Number (**P/N**) level, criticality of the part and serialization needs),
- design requirements for parts life, maintenance intervals, and replacement of spare parts.

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b) ensure the conformity (e.g., findings from design risk analysis), the configuration, and the integration of the concerned element to enable the development of production data for repeatable manufacturing, assembly, and installation operations, by including all the relevant information in the Design Data Set.

DD-021 [§ 8.3.5] – Manufacturer Test Report (MTR) for Qualification

The Supplier shall provide a Manufacturer Test Report (**MTR**) documenting the results of all qualification testing or analysis, containing at least:

a) verification of compliance with the Qualification Test Program (**QTP**),

b) evidence that tests have been performed according to the **QTP**,

c) deviations approved by the Customer and justification where applicable,

d) details of test coupon and sample preparation to freeze qualification standards,

e) test results including any failures, root causes, and corrective actions with evidence of Customer approval for resumed or repeated tests,

f) test facilities, set-up, means of calibration, and test dates,

g) risk analysis, if preliminary qualification is requested by the Customer.

*Note: The data requested here are those of the manufacturer of the material used, produced by an external provider of rank 2, 3, or lower. The Supplier shall transmit to its Customer the **MTR** of its external providers of rank N-x (it may also be required to complete it), and, if the rank itself is the producer, it transmits its own data.*

DD-022 [§ 8.3.5] – First Part Qualification, Material & Processes Allowable and Test Coupons

When relevant or specified by the Customer, the Supplier shall provide:

a) First Part Qualification (**FPQ**) elements, in line with Customer development milestones:
- Project Plan (including main qualification activities, deliverables, and target dates),
- Test Program for final validation by the Customer,
- Manufacturer Test Report,
- Test Report for final validation by the Customer.

b) information needed (in line with approved analysis methods from the Customer) to define Material & Processes (**M&P**) allowable,

c) coupon test elements:
- standard coupon test needed to generate **M&P** allowable and submit them to the Customer for approval,
- information required (including a list of activities and schedules) allowing the Customer to define and update the coupon test plan,
- coupon test report (including analysis of results in accordance with the test definition approved by the Customer).

*Note: Any alternative analysis method and associated **M&P** allowable must be approved by the Customer prior to its usage in the design activities.*

DD-024 [§ 8.5.4] – Identification and Marking

The Supplier shall have, maintain, and implement a process recognized by the Customer for identification and marking of its delivered products (both tangible and intangible):

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a) identification data shall include at least the following (as defined in applicable Design Data):
   - Name, trademark, or symbol identifying the manufacturer,
   - Part Number (P/N),
   - Serial Number (S/N) for identified parts (critical, etc.),
   - Technical Standard Order (**TSO**) number related to their local Authority, if requested.

b) marking shall be permanent and legible.

7.3 MAKE

M-001 [§ 8.1] – Backorder Management

The Supplier shall demonstrate the effectiveness of its backorder management methodology, including how delays and shortages are monitored and managed to anticipate and mitigate risks (delays and potential adverse effects) for the Customer.

M-002 [§ 8.1.4] – Scrap Management

The Supplier shall manage products declared as unsalvageable in line with the **IAQG 9147** Standard to ensure their traceability and that they cannot:

- be used for final product manufacturing,
- reappear or be sold at a later date on the spare parts market.

*Remark: The Supplier can consult the **SCMH 3.13** Unsalvageable Items Management guidance for support.*

M-003 [§ 8.2.1] – Industrial Change

The Supplier shall:

a) perform an operational risk analysis for any industrial change,

b) inform the Customer as soon as possible prior to any industrial change

c) provide the Customer a Change Notification (CN) with at least the following information:
   - impacted product(s) identification,
   - change description,
   - reason for change,
   - point of embodiment (application rank),
   - risk identification (including possible impact on Quality and Delivery) and mitigation status,
   - associated schedule.

d) wait for the acknowledge receipt from the Customer before implementing any major industrial change

e) obtain a written agreement from the Customer before implementing any major industrial change,

   Note: The definition of "major changes" shall be mutually agreed during the contractual negotiations

f) perform a Last Article Inspection (LAI), if requested by the Customer,

g) manage the industrial change according to risk analysis and Customer instructions, if any.

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*Note: Industrial change scope must cover Production and Services [Customer Support (**CS**), Spare Parts delivery and Maintenance, Repair & Overhaul (**MRO**)] and could be, as per the risk analysis:*

- *plant location (including "Transfer of Work") or layout,*
- *transportation mode,*
- *top-level organization and personnel at key positions,*
- *process (manufacturing, assembly, tests, inspection; in-/ outsourcing),*
- *change in Enterprise Resource Planning (**ERP**),*
- *production means (machines, tools),*
- *suppliers (including subcontractors), • other changes related to supply chain topics.*

M-004 [§ 8.3.2] – Industrial Breakdown Structure

The Supplier shall establish its Industrial Breakdown Structure (**IBS**).

M-005 [§ 8.3.4] – Non-Destructive Testing

The Supplier performing Non-Destructive Testing (**NDT**) activities, including **NDT** Service providers, shall ensure that each **NDT** work instruction or technical sheet approval has been subject to an on-site assessment by an **NDT** Level 3 certified in the relevant method.

M-006 [§ 8.4] – Production Planning and Capacity Management

The Supplier shall:

a) define its Production Management Policy and Production Management System,

b) have a process to manage the production planning and capacity activities including the following three levels:
   - strategic level (long-term)
   - tactical level (medium-term)
   - operational level strategic

c) describe how the data accuracy (e.g., Bill of Materials (BoM), inventory) is ensured throughout the process.

M-007 [§ 8.5.1] – Qualified Articles (Internal and Outsourced)

The Supplier shall:

a) ensure that its products, including sub-assemblies, elementary parts, and materials, are manufactured and inspected in accordance with industrial processes that are qualified according to the Supplier's internal rules, or by the Customer,

b) ensure that these internal rules are compliant with the Customer industrial qualification requirements when they are specified.

Note: Industrial processes include Special Processes, Non-destructive Testing, and Test methods.

M-008 [§ 8.5.1.2] – Special Process (SP), Non-Destructive Testing (NDT) and Test Method (TM) Management

The Supplier shall:

a) provide and maintain
   - the list of **SP**, **NDT,** and **TM** that are needed to manufacture the Product
   - as well as their qualification status
   - and its associated accreditation or the associated accredited sub-Supplier with its accreditation,

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b) provide the Qualification Plan (**QP**), including a detailed qualification schedule for all **SP**, **NDT,** and **TM** that are needed to manufacture the Product.

*Note: This includes all **SP/NDT/TM** standards referenced inside the main process instructions/process specifications, including external provider activities.*

M-009 [§ 8.5.4] – Inventory Management

The Supplier shall demonstrate the effectiveness of its inventory management (including work in progress), in particular:

a) rules for determining Long Lead items, safety stocks, or Lead Time margin (criteria for Product selection and safety solutions),

b) rules for physical inventory (e.g., cycle counting with 'ABC' classification, annual),

c) method to control and guarantee inventory accuracy (e.g., incoming inspection, stocktaking),

d) implementation of First In First Out (**FIFO**) methodology when relevant,

e) selection and deployment of relevant logistic solutions,

f) bottleneck management,

g) KPI to monitor inventory.

M-010 [§ 8.7.1] – Design Issues Management

The Supplier, upon detecting a Nonconformity originated or suspected to be caused by a design issue (e.g., incorrect or unclear design), shall:

a) ensure proper feedback or escalation to the Customer,

b) implement and validate the design change and provide feedback on improvement.

M-011 [§ 8.7.1] – Nonconformities Management

The Supplier shall:

a) collect and analyze all manufacturing Nonconformities, identify any possible adverse trends, and assess their impact on the final Product quality,

b) collect, record, and trace all Nonconformities (e.g., originated from in-house manufacturing, or Supplier, identified at Customer's site) in an integrated or linked database,

c) establish the correlation between Nonconformities found during industrialization (Set of activities aiming to ensure that a product will be producible, to demonstrate this producibility in conformance with requirements and to prepare the serial production), production, tests, and post-delivery (Product, in-service, and maintenance), and assess their overall impact on the Customer and final Product,

d) present to the Customer during dedicated Supplier quality reviews an overall status of all Nonconformities including Root Cause Analysis (**RCA**) results and corrective/preventive actions implemented to prevent recurrence.

*Remark: The supplier can consult **IAQG 9131** and **IAQG 9136** Standards and **SCMH 3.3** Control of Nonconforming Outputs guidance for support.*

M-012 [§ 8.5.2] – Traceability Management

The Supplier shall:

a) for downward and upward traceability, ensure that adequate industrial means (e.g.,

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Batch, Time-series, Serial Number) are used,

b) for serialization traceability, if requested by the Customer, use adequate methodologies to serialize parts ensuring uniqueness of Serial Number or homogeneity of Batch Number,

c) trace any changes, including process changes and non-quality events on the different elements of the Product,

d) label the Product in line with the Customer traceability requirements (e.g., yellow tag or auto-ID device, such as barcodes or **RFID**) or both.

7.4 BUY

B-001 [§ 8.1] – Transfer of Work

The Supplier shall:

a) provide the Customer with a 'Transfer Notification' form duly filled in accordance with the Customer's requirements prior to the launch of any Transfer of Work,

b) create and maintain a detailed Transfer of Work Project plan and Risk register.

*Remark: The Supplier can consult the **SCMH 7.1** Work Transfer Management guidance for support.*

B-002 [§ 8.4.1] – Supplier Mapping

The Supplier shall create, maintain, and provide the Customer with its external suppliers' breakdowns, showing the end-to-end organization (all tiers) of its supply base as relevant to the activity.

B-003 [§ 8.4.1] – Authorized Constituents

The Supplier shall:

a) only procure items for integration in its products from Distributors authorized by the Original Equipment Manufacturer (**OEM**) and certified according to the **IAQG 9120** Standard, unless specifically authorized by the Customer.

b) ensure that constituents delivered to the Customer are only procured from manufacturing sources that are authorized by the Original Equipment Manufacturer (**OEM**).

c) ensure that products delivered by Distributors are delivered with the required delivery documentation.

B-004 [§ 8.4.2] –Supplier Monitoring

The Supplier shall:

a) describe its processes in terms of external provider monitoring for Quality and Delivery,

b) provide definition and content of its supplier performance metrics with associated objectives,

c) provide, if requested by the Customer, results of its supplier metrics regarding performance versus objectives.

B-005 [§ 8.4.2] – Incoming Inspection

The Supplier shall ensure that incoming products conform with the Customer requirements (e.g., applicable Design Data).

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Note: This includes incoming inspection of products delivered by the Customer or another Customer Organization to the Supplier for integration into its product, and encompasses:

- *verification of delivery and conformity documentation,*
- *visual or technical or both incoming inspection,*
- *testing (including documented sampling methodology) as appropriate and as specified in applicable requirements,*
- *management of Nonconformities possibly detected during the incoming inspection.*

B-006 [§ 8.4.2] – Nadcap as Mean of Surveillance

The Supplier using Nadcap as a means of surveillance of its external providers shall:

a) verify that the scope of the external provider's accreditation covers outsourced processes,

b) verify that the external providers Nadcap accreditations are recognized by the Customer,

c) have access to all audit reports and findings of its external providers,

d) receives information on Nadcap advisories and suspension or loss of Nadcap accreditations related to its external providers,

e) determine additional surveillance activities required to guarantee the final conformity of the Product,

f) justify its decisions to the Customer, if requested,

g) provide the Customer, if requested, with copies of its external providers' Nadcap accreditations.

B-007 [§ 8.4.3] – Capacity Verification

Based on the Customers' forecast, the Supplier shall ensure that production demand is well communicated to its external providers and understood, accepted, and integrated by them.

7.5 DELIVER

D-001 [§ 8.1] – On-time Delivery Management

The Supplier shall ensure on-time delivery according to the expected delivery date and in case of delay:

a) identify potential trouble affecting the Customer,

b) collect internal and external delays in an integrated or linked database,

c) notify the Customer immediately of any known or anticipated delay in the delivery of any product or service stating:
   - Purchase order number and item code
   - Part Number (P/N), Part Name and Serial Number (S/N) if relevant
   - Anticipated period of delay

d) analyze the delays, identify and manage their root causes,

e) record and correlate the root causes, set up corrective and preventive actions, and measure their effectiveness,

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f) agree with the Customer on a new delivery date.

D-002 [§ 8.3.4.1] – Product Qualification: Acceptance Test Procedure and Report, or Equivalent

The Supplier shall:

a) issue and submit to the Customer for review, within a mutually agreed timeframe prior to the beginning of the tests, its Acceptance Test Procedure (**ATP**) or equivalent describing the tests required to show compliance of the Product to its technical definition (e.g., details of the test contents and specific conditions, test equipment required, applicable values, and tolerances),

b) inform the Customer and re-submit for review in case of any change to the **ATP** or equivalent,

c) perform the acceptance tests,

d) document the test results in the Acceptance Test Report (**ATR**) or equivalent in accordance with its Acceptance Test Procedure (**ATP**) or equivalent.

*Note: The **ATP** or equivalent is applicable for new, reworked, or modified Products.*

D-003 [§ 8.4] – Purchasing: Control of the Outsourcing Activities

When Out Located Work and Outstanding Work is performed on an already delivered Product either at Customer premises or any other delivery location defined by the Customer (including in another Customer Organization's site), the Supplier shall:

a) comply with general and specific requirements and rules related to 'In Situ Activity' of the location (e.g. environment, health and safety, access rights, forbidden Products and substances, **FOD** prevention, specific tools, Special Instructions (**SI**) management), including the release of activities and/or Product,

b) ensure sufficient qualification and appropriate skills of its personnel, including personal safety equipment to perform the requested work,

c) only replace parts removed from Product or Customer Assembly with parts that are new or reworked and conform to applicable configuration,

d) ensure that the consumables used are only those specified in applicable drawings or manufacturing instructions,

e) ensure defective parts are managed according to the Customer's Nonconformity requirements or are definitely removed from production flow if they are declared unsalvageable.

When work for Outstanding Work is not performed by the Supplier and delegated to Customer or to another Customer facility, it is necessary to comply with specific Customer requirements, including use of dedicated templates and final attestation.

Note:

- *Out Located Work: Work performed on a Product: by the original manufacturer or its sub-contractor, after its release and transfer to the control of another manufacturer and before Entry into Service.*
- *Outstanding Work: Work performed on a Product out of serial condition after its release and transfer to the control of another manufacturer and before Entry Into-Service.*

D-004 [§ 8.5.2] – Product: Serial Number Configuration and Traceability

The Supplier shall provide the Customer with information enabling the identification of any constituent subject to serialization requirements, even if integrated into an assembly.

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*Note: This includes the identification of serial numbers (**S/N**) of constituents integrated in the assembly, or several identical Part Numbers (**P/N**) integrated at different locations.*

D-005 [§ 8.5.4] – Product Handling: Protective Devices

The Supplier shall ensure that, when protective devices (e.g., covers, caps) are fitted, and temporary installations are used, they comply with the following requirements as relevant to the Product:

a) the Product cannot be operated or installed without removing protective devices, and such devices are temporarily fitted with features to ensure that the operator removes them before operation or installation (e.g., a red flag).

b) these protective devices are designed to prevent damage or malfunction of the Product.

c) if requested, the traceability of these protective devices and temporary installations shall be ensured.

D-006 [§ 8.6] – Conformity Certificates

The Supplier shall:

a) release the Product with an Authorized Release Certificate (**ARC**) acceptable to the

Customer (e.g., **EASA** Form 1, **FAA** 8130-3, **TCCA** Form One, **JCAB** Form 18, **CAC** ACC038, etc.), if it holds a Production Organization Agreement (**POA** or equivalent) and exercises, as per the capability list,

*Note 1: This implies having verified that the released Product is in conformity with approved Design Data and is in condition for safe operations. However, when conformity with approved Design Data cannot be attested (e.g., prototype pending certification, some modifications not yet approved), only conformity with non-approved Design Data can be attested in the **ARC** in line with applicable regulations.*

*Note 2: When the Supplier delivers production parts under **PMA** regulation, the Supplier shall ensure that the customer has signed the appropriate PMA assist letter and that the ARC refers to it.*

b) when its Production Organization Approval (**POA**) or equivalent has not been granted yet, or when the Customer's Product is not yet included in the Supplier's **POA** capability list at the start of deliveries:

- request temporary authorization from the Customer to release the Product with a Certificate of Conformity (**CofC**) instead of an **ARC**,
- inform the Customer when the situation has evolved and confirm that the Product will be released with an **ARC** from now on.

c) in other cases:

- release all the Products with a Certificate of Conformity (**CofC**).

Note: This implies having verified that the released Product is in conformity with applicable Design Data.

- ensure that the **CofC** is written in English (or is bilingual) and contains at least the following information:
  1. **CofC** number,
  2. Supplier name and address of the manufacturing site, and **CAGE** code if relevant,
  3. Customer order number,
  4. Part Number (**P/N**) and Product designation, and Serial number or batch number if relevant,
  5. quantity and unit as relevant,
  6. reference number to an original **CofC** (or equivalent) from **OEM** where applicable,
  7. description and status of work performed, where applicable,

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8. conformity details or remarks (e.g., reference to non-conformities affecting the Product if any, expiry date, life limitation, and any other conformity elements as requested by the Customer),
9. following statement of conformity (or equivalent wording): "*It is hereby certified that apart from the deviations, concessions, or waivers noted in "Conformity Details", the product(s) / service(s) detailed above has (have) been manufactured / maintained / reworked / performed / inspected / tested and conform to applicable specifications, drawings, and purchase order and contract requirements.*",
10. authorized signature and name (function also recommended) or individual, unambiguous, and traceable signatory code, and date.

Remark: The Supplier can consult the IAQG 9163 Standard.

D-007 [§ 8.6] – Conformity: CofC for Raw Material (Metallic or Composite)

The Raw Material Supplier shall supply or make available to the Customer:

a) Certificate of Conformity (**CofC**) for each delivery, according to **IAQG 9163** or equivalent Standard and other certificates as required in the Purchase Order

*Note: This Certificate of Conformity shall be completed by **EN 10204** dispositions.*

b) Raw Material report (e.g. test results from the Supplier or from an external provider)

c) First Article Inspection (**FAI**) or equivalent, where applicable

*Remark: The Supplier can consult the **SCMH 5.2** Certificate of Conformity (CofC) guidance for support.*

D-008 [§ 8.6] – Conformity: CofC Established by Distributors/Stockists

According to the **IAQG 9120** Standard, the Distributor/Stockist Supplier shall attach to each delivery, whether a standard delivery or split product:

a) the Supplier's Certificate of Conformity (**CofC**) attesting to the conformity of the delivery with the order,

b) a copy of the **CofC** of the original Manufacturer attesting to the conformity of the products packed in the delivery,

c) a copy of the inspection, test, and reports of the original Manufacturer, when requested by the Customer.

*Remark: The Supplier can consult the IAQG 9163 Standard **and SCMH 5.2** Certificate of Conformity (CofC) guidance for support.*

D-009 [§ 8.6] – Conditions for Release of Returned Products

When a Product delivered to the Customer is returned to the Supplier and then inserted again into the Customer Production System, the Supplier shall ensure that the following conditions are satisfied:

a) when the Product is modified, rectified, or newly reworked in another facility other than the one where the part was produced, ensure that this facility has been accepted by the Customer,

b) the originating Supplier shall send parts to a Sub-tier supplier only when the originating Supplier has full control of the contracted Sub-tier supplier and the customer has formally agreed to this.

D-010 [§ 8.6] – Certificates for Release of Returned Products

When the Supplier delivers again a Product to the Customer after rework or repair, a new release certificate, and associated documents shall be issued using the same type of documents as the previous ones and shall:

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a) be in line with requirements as specified in the Purchase Order,

b) indicate that the Product re-delivered to the Customer is the one that has been removed from and returned to the Customer production line,

c) state that it has never been flown or operated on an in-service Product since it was returned from the Customer.

D-011 [§ 8.6] – Mass Properties Compliance

The Supplier shall ensure the compliance of its products at delivery regarding mass properties through measurement in line with Customer weight, center of gravity and inertia measuring rules, and records of results shall be kept.

Note: This applies to products in development and in serial phase.

D-012 [§ 8.6] – Product Integrity, Quality, Packaging, and Identification

The Supplier shall:

a) define and continuously improve:

- the management of delivery activities to guarantee Product integrity and quality in accordance with Customer requirements
- the packaging specifications and solutions (including protection and packaging when relevant) to guarantee convenient, safe, robust, and cost-efficient delivery of products

b) ensure that the packaging's identification on the Delivery Note matches the packaging's physical identification.

Note 1: Packaging shall be considered as:

- *the process of wrapping products with special material,*
- *and the process of placing the items that have already been wrapped into larger containers for shipping.*

*Note 2: Delivery activities include labeling, handling, storage, packaging, picking, preparation, preservation of the Product [including prevention of Foreign Object Debris and Damage (**FOD**)], shelf-life management, traceability, and shipping.*

D-013 [§ 8.6] – Transport: Flows Ownership

The Supplier shall define, manage, and improve General Cargo transport flows.

Note 1: Improvements to transport flows specifically refer to service-level transport and loading optimization.

Reminder: The Supplier shall:

- *transport and deliver products with release and shipping documents in accordance with regulations and Customer requirements,*
- *comply with International Air Transport Association (**IATA**) or Audited Data Route (**ADR**) regulations for dangerous goods related to spare parts packaging and identification.*

Note 2: Packaging shall be considered as

- *the process of wrapping products with special material,*
- *and the process of placing the items that have already been wrapped into larger containers for shipping.*

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D-014 [§ 8.6] – Transport: Real-Time Tracking

The Supplier shall:

a) ensure all transport flows are traced with visibility for all involved parties by using **IT** tools as agreed with the Customer,

b) ensure synchronization of physical and information flows in due time,

c) track and trace Logistics & Transport media and assets.

D-015 [§ 8.7.1] – Quality: Nonconformity Management and Alert After Delivery

The Supplier shall:

a) ensure the Customer is immediately informed when a delivered product has been subsequently identified, or is suspected to be, defective (i.e.: Product Quality Escape), potentially impacting at least: safety level, quality level, technical performance or industrial performance,

b) notify the Customer of any Product Quality Escape (**QE**) in accordance with the

IAQG 9131 standard,

c) support investigation with the Customer Design Organization to identify those Product Quality Escapes that could lead to an unsafe condition and provide assistance in dealing with any continuing operation of the Customer product.

*Remark: The Supplier can consult the **SCMH 3.3** Control of Nonconforming Outputs guidance for support.*

D-016 [§ 8.7.1] – Quality: Concession Management Prior to Delivery

The Supplier shall ensure that:

a) all concession requests (refer to the **IAQG 9131** Standard) are approved by the

Customer prior to delivery of the Product,

b) nonconforming products covered by a concession are marked according to the Customer's requirements.

Note: The Supplier must make its best effort to avoid concession, and the Customer can reserve the right to reject the concession.

Remark: The Supplier can consult the SCMH 3.3 Control of Nonconforming Outputs guidance for support.

D-017 [§ 8.7.1] – Quality: Concession Management After Delivery The Supplier shall:

a) in the case of a Quality Escape (QE) identified by the Customer (a nonconformity identified by the Customer on a product (or service) already delivered to the Customer), record and assess the Nonconformity in accordance with the **IAQG 9131** Standard, and propose solutions (e.g., reject, scrap, or rework Product). and, if requested by the Customer, raise a concession request in line with Customer requirements and planning,

Note: In some cases and when agreed between the Customer and the Supplier, the concession request shall be issued and managed by the Customer on behalf of the Supplier.

b) *When the nonconforming item is the product or a component/part of the product delivered to the Customer, help identify the location of the nonconforming product if requested by the Customer*

*Remark: The Supplier can consult the **SCMH 3.3** Control of Nonconforming Outputs guidance for support.*

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7.6 CUSTOMER SUPPORT

CS-001 [§ 4.4] – Maintenance Organization QMS Certification

The Supplier shall have a Maintenance Organization **QMS** certified according to the **IAQG 9110** Standard.

CS-002 [§ 4.4] – Support Organization: Clients Support

The Supplier shall have an organization and implement processes acceptable to the Customer to support the Customer and its clients during Product operations until the end of Product life.

CS-003 [§ 7.1.2] – Trained and Qualified Resources for On-site Repair Support

Before providing a workforce for an on-site component/part inspection or repair, the Supplier shall demonstrate that this workforce has adequate competencies and qualifications.

CS-004 [§ 8.1] – Support Organization: Contact Matrix

The Supplier shall:

a) provide to the Customer, before Critical Design Review (**CDR**), the details of its Support Organization including an organization chart (names, telephone, email addresses, etc.) of the individuals responsible for particular functions,

b) provide regular updates of its Support Organization,

c) notify the Customer in case of any change to the Support Organization,

d) provide to the Customer, the nominated Quality and the Customer Relations representatives' names and contact information for regular working hours,

e) provide to the Customer, the nominated Quality and the Customer Relations representatives' names and contact information outside normal working hours.

CS-005 [§ 8.1] – Investigation and Correction of In-Service Issues and Retrofits

The Supplier shall:

a) include logistics support representatives ensuring the timely availability of products at the location specified by the Customer,

b) where modifications, repairs, and tests are performed, ensure that personnel are qualified and approved to

i. carry out relevant work,

ii. raise and approve documentation (including release certificate as requested by the Customer, work report, and test report).

CS-006 [§ 8.5.1] – Capability Retention for Out-of-Production Parts

The Supplier shall maintain its capability to provide support for all configurations of the Product within the contract scope and in accordance with Customer's applicable documents.

CS-007 [§ 8.5.1] – Maintenance and Spare Part Management

The Supplier shall provide, on request, prices and lead-times on maintenance activities and spare parts at single-part level.

CS-008 [§ 8.5.1.2] – Non-Destructive Testing/Inspection Procedures

The Supplier shall ensure that non-destructive testing/inspection procedures are available at any time.

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CS-009 [§ 8.5.3] – Ground Support Equipment (GSE) and Tools for Client Maintenance

The Supplier shall define all Ground Support Equipment (**GSE**) and Tools necessary for the Customers scheduled and unscheduled maintenance of its product(s), this shall cover the following items:

- Removal and installation of Line Replaceable Unit (**LRU**) type constituents
- Adjustment
- Storage
- Transport
- Troubleshooting • Modification
- Servicing repairs

CS-010 [§ 8.5.5] – Resources and Documents for Repair

The Supplier shall support the Customer as a technical advisor (Technical Assistance for Repair) by providing the following deliverables as required by the Customer:

a) engineering definition of the repair scheme

b) embodiment of repair instructions

c) performance requirements for repair support

CS-011 [§ 8.5.5] – Repair Tools and Test Benches

The Supplier shall design and manufacture repair tools and test benches upon Customer request and in line with Customer requirements and approval.

CS-012 [§ 8.5.5] – Technical Data for Repair, Spare Parts and Maintenance

The Supplier shall provide to the Customer (and maintain them up to date throughout the life of the Product):

- the supporting Technical Data (**TD**)
- the associated justification dossiers for any repair (including repair principles), spare parts, and maintenance (including removal/installation and inspection/check)
- the progress of their availability according to the Delivery Plan, on a regular basis

Note: These Technical Data must include associated limitations necessary to operate, maintain, service, troubleshoot, repair, and overhaul each product, either on or off the Product, and the sources.

CS-013 [§ 8.5.5] – Service Bulletin

The Supplier shall:

a) provide all the source data required by the Customer to produce Service Bulletins (**SB**) for the requested modification.

b) supply the Definition File related to the modification and the associated justification or certification documents according to the Customer's requirements.

c) produce revisions to source data to reflect all retrofit solutions and provide them to the Customer.

d) define, for an Inspection Service Bulletin (**ISB**), the inspection procedure to be applied subsequently to an anomaly detected in-service or during tests and get the agreement of the Customer.

CS-014 [§ 8.6] – Documentation and Communication for the First Delivery

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The Supplier shall prior to the first delivery of the Product, agree with the Customer and its forwarding agent(s) on shipping procedure(s), related documentation and communication, and the lead-time for sending them.

CS-015 [§ 9.1] – Performance Metrics (CS & MRO)

The Supplier shall:

a) establish metrics used to monitor its Customer Support and Maintenance, Repair & Overhaul (**MRO**) activities, including those specified by the Customer,

b) set targets for each metric consistent with contractual performance targets and ensure they are achieved,

c) provide results to the Customer, if requested.

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