QRS-01
Quality Requirements for Suppliers

Approved by: Head of Quality System R. Pias

Issue Date: June 2019 Issue: 05

CHANGES LOG

<table>
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<th>Approval Date</th>
<th>Main changes</th>
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| 01    | March 2003    | Joint document created from Agusta AQM 002 revision A and Westland Q500 issue 4. – Supersedes AQM 002 rev. / and AQ-S-055 rev. A | All       | S. Crespi
|       |               |              |                       | A. Cajelli
|       |               |              |                       | A. Gianni
|       |               |              |                       | D. Astall
|       |               |              |                       | K. Andrews
|       |               |              |                       | R. Frost
|       |               |              |                       | D. Humphries
|       |               |              |                       | S. Burnell
|       |               |              |                       | R. Sams |
| 02    | March 2005    | Various changes (as identified by the bar in the margin) agreed by WHL, Agusta and WTL | Various   | A. Cajelli
|       |               |              |                       | A. Gianni
|       |               |              |                       | S. Burnell
|       |               |              |                       | R. Frost
|       |               |              |                       | R. Newbert
|       |               |              |                       | A. Oliver |
| 03    | April 2015    | Completely re-written and re-formatted | All       | R. Pias
|       |               |              |                       | G. Aranzanu |
| 04    | June 2018     | Significantly re-written and re-formatted, all Modules
|       |               | New requirements:
|       |               | - REACh
|       |               | - Obsolescence
|       |               | - Shelf life and limited life
|       |               | Former QRS modules incorporated in main document: QRS-102; QRS-106; QRS-112; QRS-114; QRS-120; | All       | R. Pias
|       |               | 11.8
|       |               | 17
|       |               | 11.6
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**Quality Requirements for Suppliers**

**QRS-01 Issue 05**

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June 2019
1 Introduction

1.1 Leonardo S.p.a.

Starting January 1, 2016, Leonardo S.p.a. (formerly Finmeccanica S.p.a.) changed his structure from a holding company to a single company, focused on its core business of Aerospace, Defence and Security, with the goal of becoming stronger and more competitive in an increasingly complex international scenario.

Therefore, pursuant to the Notarial Deed of Partial De-merger executed on the 16th of December 2015, from the 1st of January 2016, Leonardo S.p.a. hold any and all titles to all of the production capability, the entire workforce, the assets and, save for very few, specific exceptions that are not relevant to the Supplier, liabilities and contracts generally held by AgustaWestland S.p.A.

From that date on, by operation of law Leonardo S.p.a. step in most of the rights, obligations and Contracts of AgustaWestland S.p.A., including those entered into between AgustaWestland S.p.A. and Suppliers.

Leonardo S.p.a. is organised into Divisions, also operating through subsidiaries joint ventures and participated legal entities.

Specifically, Leonardo Helicopter Division is focused on research, design, development, production, customer support & training and marketing of an extensive range of modern helicopters for commercial, public service, surveillance, and defence purposes.

1.2 Addresses

Leonardo S.p.a.
Registered Office: Piazza Monte Grappa, 4 - 00195 ROME, Italy.
VAT Identification Number: (IT) 00881841001
Company number at Rome Chamber of Commerce: 00401990585

Leonardo Helicopter Division principal places of business:

Leonardo Helicopters
Via Giovanni Agusta, 520
21017 Cascina Costa di Samarate (Varese) - Italy

Leonardo MW LTD,
a company registered in England under no. 2426132, whose registered office is at Sigma House, Christopher Martin Road, Basildon, Essex, SS14 3EL, England (hereinafter referred to as “LMW Ltd”), trading as LEONARDO HELICOPTERS with its principle place of business at Lysander Road, Yeovil, Somerset BA20 2YB - United Kingdom
1.3 Preamble

LH is one of the world’s leading helicopters manufacturers which designs, manufactures and supports Aircrafts (commercialised under the brand of AgustaWestland) and associated Articles for various Civil and Military Customers to the maximum Airworthiness safety level.

LH is committed to delivering outstanding Articles to its Customers whilst maximising value for its stakeholders.

Quality is the key fundamental that allows LH to maintain its competitiveness in the global market and consequently LH is expecting from Suppliers a supportive commitment to ensure a high Quality by maintaining an effective Aerospace Quality Management System (AQMS), the cornerstone for the continuous improvement of Articles, services and processes.

LH requires the certification of Suppliers at the highest levels.

The absence of such certifications represents additional workload, and consequently cost. LH will therefore consider this aspect in the selection of Suppliers (see Table 1).

LH will regulate the frequency of its Surveillance activity and flow down of requirements based also on the certification held by Suppliers.

THE REQUIREMENTS SET FORTH IN THIS DOCUMENT CONSTITUTE AN INTEGRAL AND SUBSTANTIAL PART OF ANY CONTRACT MADE BY AND BETWEEN SUPPLIERS AND LH AND WILL BE CALLED OUT IN ALL LH CONTRACTS AGREEMENTS AND PURCHASE ORDERS (POs).

1.4 Right of Access

LH shall have the right of access to any Supplier involved with LH Articles, included any Sub-tier Supplier.

The Supplier shall provide LH Customers (or the Customers authorised representatives) and/or Regulatory Authorities rights of access to premises where LH work is being performed. Such access shall be used to verify that the activities being
undertaken meet the requirements of the LH contracts/orders. The Supplier shall provide suitable accommodation facilities and assistance.

Suppliers shall notify LH when an LH Customer (or Customer representative) requests access to the Supplier’s facilities. In all cases, access at the Customer’s shall be arranged by LH only. LH reserves the right to accompany any Customer during a Supplier visit.

When invoked contractually, access to the supply base shall be required by the in-country Government Quality Assurance Representative in accordance with STANAG4107 [Mutual Acceptance of Government Quality Assurance and Usage of Allied Quality Assurance Publications (AQAP)].

All access and Articles acceptance requirements shall be coordinated by LH.

1.5 Customer Communication

The Supplier shall appoint a specific member of the organization management, identified as the Management Representative, who shall be the principal link between the Supplier and LH Supplier Quality Assurance and Quality Controls. This shall be on all matters affecting the quality of Articles submitted to LH.

All other communication required by a program shall be as specified and agreed by LH by the Contract and/or Quality Plan.

2 Scope

LH Quality Requirements for Suppliers are defined in this document.

The complete set of LH requirements that each Supplier commits to fulfil for providing Articles and/or Services are described in this main document (QRS-01 Quality Requirements for Suppliers) including its associated modules. For purpose of clarity the associated modules to this document are intended to be applied to the Supplier taking into account the Supplier category type and approval (see Table 1).

The entire set of documents is collectively identified as QRS-01 and represents the LH Quality Requirement for Suppliers, which can be downloaded from this link:

https://www.leonardocompany.com/it/suppliers/supplier-portal/helicopters/quality-requirements-for-suppliers

The QRS-01 main document (QRS-01 General Requirements for Suppliers) and each module shall be applied at their last level of revision. Whenever “QRS-01” is mentioned, it is intended not only the main document but also all the associated “QRS-xxx” Modules.

The QRS-01 includes a system of temporary revisions, which are also published in the webpage above.

When the QRS-01 is requested by a Purchase Order, it shall be applied, together with all the associated Modules, at their last revision. The Supplier commits to fulfil and
flow-down QRS-01 to its Sub-tier Suppliers, as applicable according to the category and type and activity of the Supplier and its approval (see Table 1).

The QRS-01 requirements are in addition (not alternative) to EN/AS/JISQ9100 series and complementary to contractual, applicable law and regulatory requirements.

The QRS-01 also contains:

- Supplier requirements for LH recognition of certification documentation issued by an accredited Certification Body (CB) in accordance with International Aerospace Quality Group (IAQG) requirements.
- LH expectation for all of its Suppliers today and in the future.

Allowance to deviate from the QRS-01 is permitted at the sole discretion of LH and will have to be agreed with LH Supplier Quality Assurance (SQA).

3 Applicability

This document is applicable to all activities allocated to all the types of Suppliers described in the following Table 1 in accordance with a LH Contract/Purchase Order and/or any other associated documentation and shall be flowed-down to all Sub-tier Suppliers involved in fulfilment of the Contract/Purchase Order.

Table 1 describes:

- the minimum certification criteria that shall be held by the Supplier
- the correlation between Statement of Approval category granted by LH and activities performed by the different type of Suppliers
- the correlation between the QRS-01 Modules and activities performed by the different type of Suppliers

The QRS-01 requirements shall apply in addition to any PO/Contract requirements; in case of conflict the latter shall prevail.

3.1 QRS Modules – General Descriptions

Here is a general description of the QRS modules of Table 1

3.1.1 Digital Manufacturing – DMFG (QRS-100)

Requirements for Suppliers using Digital Design data as input, to Manufacture and certify Articles

3.1.2 First Article Inspection (QRS-101)

Requirements for First Article Inspection
3.1.3 Subcontracted parts and GSE, Stockists of Raw Material, Distributors of Parts (QRS-103)

Requirements for Supplier category and Articles specified above

3.1.4 Special Processes (QRS-104)

Supplier Requirements for qualification, requalification, qualification renewal, control and application of Special Processes

3.1.5 Management of LH Equipments and Tools (QRS-105)

Requirements for management of equipment and tools owned by LH in use by Suppliers

3.1.6 Non-Conforming Articles including Concessions, Deviation Permits, Scrap Parts, Escapes/Quality Alerts, Service Bulletins (QRS-107)

Requirements and Procedures to manage any Non-conforming Articles, before the delivery, after delivery and in service

3.1.7 Supplier Quality Plans (QRS-108)

Supplier Quality Plans (Requirements, preparation, approval, contents)

3.1.8 DO-PO Arrangements (QRS-110)

Instructions for Agreement between Suppliers approved as Production Organisation and LH Design Organisation, to certify the supplied Articles (EASA Form 1)

3.1.9 Requirements for Design & Development Suppliers (QRS-115)

Procedure for LH Suppliers for Design and Development (all systems)

3.1.10 Software Development, Quality Requirements (QRS-116)

Procedure for LH Suppliers for Design and Development (specific requirements for Software)

3.1.11 Complex Electronic Hardware, Quality Requirements (QRS-117)

Procedure for LH Suppliers for Design and Development (specific requirements for Complex Hardware)

3.1.12 Requirements for Laboratories and Manufacturers of Non-Airborne Equipment for LH Engineering (QRS-118)

3.1.13 Maintenance / Operating Manuals (QRS-122)

Requirements for Suppliers to specify how to provide Instructions for Continuous Airworthiness and information for operation of their components
<table>
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**QRS Modules**

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*Table 1*
4 Effective date

Issue date

5 Ownership

LH Supplier Quality Assurance (SQA)

6 Acronyms, definitions and abbreviations

6.1 Acronyms and abbreviations

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<tr>
<td>LH</td>
<td>Leonardo Helicopters</td>
</tr>
<tr>
<td>LOP</td>
<td>Life Of Product</td>
</tr>
<tr>
<td>MIR</td>
<td>Manufacturing Inspection Report</td>
</tr>
<tr>
<td>MAOS</td>
<td>Maintenance Approved Organization Scheme (UK MoD)</td>
</tr>
<tr>
<td>MO</td>
<td>Maintenance Organization</td>
</tr>
<tr>
<td>MOD</td>
<td>Ministry of Defence</td>
</tr>
<tr>
<td>NAA</td>
<td>National Airworthiness Authority</td>
</tr>
<tr>
<td>NCR</td>
<td>Non Conformity Report</td>
</tr>
<tr>
<td>NDA</td>
<td>Non-Disclosure Agreement</td>
</tr>
<tr>
<td>OEM</td>
<td>Original Equipment Manufacturer</td>
</tr>
<tr>
<td>OQD</td>
<td>On Quality Delivery</td>
</tr>
<tr>
<td>OTD</td>
<td>On Time Delivery</td>
</tr>
</tbody>
</table>
PMA Parts Manufacturer Approval
P/N Part Number
PO Purchase Order
POA Production Organisation Approval
QMS Quality Management System
QN Quality Notification
RFVA Request For Variation Approval
SCI Software Configuration Index
SQA Supplier Quality Assurance
STC Supplemental Type Certificate
SW Software
TC Type Certificate
TCH Type Certificate Holder
TSD Technical Specification for Delivery (also STF – Specifica)
TSO Technical Standard Order
VDD Version Description Document

6.2 Definitions

For the purposes of this document, the following definitions shall apply.

**Agreement:** any agreement including but not limited to Design Manufacturing Agreement, Long Term Agreement, Framework Agreement, Service Centre Agreement, Repair Centre Agreement, entered into by LH with a Supplier for the provision of Articles.

**Article(s):** raw material, process, tool, gauge, equipment, detail part, sub-assembly, assembly, avionics equipment, software, CAD/CAM/CATIA media (including Digital Data Definition), documentation, aircraft, airborne/non-airborne equipment and service that may be provided.

**Batch Number:** unique number allocated to a definite quantity of items produced to the same design at one time, under conditions that are considered uniform.

**Buyer:** any person that issues a Purchase Order on behalf of LH.

**Catalogue Part/Article:** proprietary part specified in the Manufacturer’s own publication which contains sufficient technical data for the user to select and confirm that the part/Article satisfies the design intent and end user application.

**Commercial Off the Shelf (COTS):** Article made and available for sale, lease, or license to the general public.

**Contract:** any Purchase Order issued by the Buyer and accepted by the Supplier, independently of the format (paper or electronic), for the provision of Articles, and/or services.

**Control Plan for Deliveries:** A document defining the control operations (such as inspections, measurements, tests) that shall be performed under LH direct responsibility during the production process and/or at the receipt of material.
Counterfeit Article: an unauthorized copy, imitation, substitute or modified Article which is knowingly misrepresented as a specified genuine Article of a non-original or authorized manufacturer/provider.

Critical Part: those Articles (e.g. functions, parts, software, characteristics, processes) having significant effect on the provision and use of the products and services; including safety, performance, form, fit, function, producibility, service of life, etc.; that require specific actions to ensure they are adequately managed.

Examples of critical items include safety critical items, fracture critical items, mission critical items, key characteristics, etc. Critical parts are classified for each product line as per specific LH document. Critical Parts include Vital Parts and Flight Safety Parts. With regards to safety, a critical part is a part, the failure of which could have a catastrophic effect upon the rotorcraft, and for which critical characteristics have been identified which must be controlled to ensure the required level of integrity.

Design Organisation: Organisation designing products or changes to products.

Life of Product: Lifetime until the retirement of the product type.

Maintenance Organisation: Those organisations maintaining aircraft or aircraft products.

Product: aircraft, aircraft engine, or propeller.

Production Organisation: Those organisations producing products or changes to products.

Qualified Part: Article for which the ability to fulfil specified requirements is demonstrated by documentation.

Record: Document or data that provide objective evidence of activities performed or results achieved.

Serial Number: unique number or alpha-numeric code that is one of a series, used to provide identification of an Article to enable traceability.

Standard Part: part manufactured in complete compliance with a Government or an established industry specification.

Supplier: company (according to the different types and categories) that provides an Article or a service.

The Suppliers Categories granted per LH per Statement of Approval are listed below:

Agent: LH Supplier that represents a manufacturer and/or stockist (distributor) and arranges for their Article to be distributed.

For these Suppliers (Agents) only a Scope of Approval (and not a Statement of Approval) will be issued.

Laboratory: LH Supplier that is used as an external testing laboratory.
**Maintenance:** LH Supplier (and/or the Design Responsible Company’s) that repairs/maintains/overhauls Articles.

**Manufacturer (also known as Vendor):**
LH Supplier that:
- Designs and manufactures Article for which they provide a specialist design, development, validation against LH requirement specifications or Source Control Drawings.
  
  **Remark:** suppliers performing these activities are also identified by the Regulatory Agencies as *Subcontractors of the Design Organisations (Subcontractors of Design and Development activities)*
  
- Designs and manufactures Article for which they hold the proprietary rights (E/TSO, COTS, STC, PMA, TC Holder)
- Manufactures raw materials (metallic and non-metallic)

**Offload:** LH Supplier that performs/completes single phases of a manufacturing plan originally prepared for LH departments or as part of a planned LH manufacturing process.

**Remark:** the Supplier may be requested to operate according with a LH work instruction or to perform activity according to their own instructions/techniques (e.g. NDT/Special Processes), as directed by LH and according with the approvals granted by LH.

**Stockist/Distributor:** LH Supplier that stores and re-sells a manufacturers’ Article and manages its supply chain for the quality aspect.

**Service Provider:** LH Supplier that provides services that contribute to aspects of airworthiness which can include: Testing, calibration and measurement services, Engineering consultancy, Manufacturing engineering processes (e.g. machine tool programming), Technical publications, Training, Logistics and distribution

**Subcontractor:**
LH Supplier that:
Manufactures, tests and/or processes Article to drawings, 3D models, standards and/or process specifications for which they are not design responsible. The design requirements are provided by LH when LH is directly responsible for the design, or when LH have been granted manufacturing rights by another design responsible Organisation (e.g. Bell, Boeing, Airbus Helicopters, etc.).

**Remarks:**
- Subcontractors can procure raw materials only from LH approved sources, unless otherwise authorized
- Forging and Casting Suppliers are typically included in this category.

**Traceable parts:** Those parts for which a full traceability to the source is required.

*For general definitions, please refer to ISO 9000 and to specific LH documents where applicable.*
7 Means of Understanding

The use of shall, should, must, will and may within this document and within all the other modules/procedures shall observe the following rules:

- the word shall in the text denotes a mandatory requirement: deviations from such a requirement is not permissible without formal Agreement,
- the word should in the text denotes a recommendation or advice on implementing such a requirement of the document; such recommendations or advice is expected to be followed unless good reasons are stated for not doing so,
- the word must in the text is used for legislative or regulatory requirements and shall be complied with,
- the word will in the text denotes a provision or service or an intention in connection with a requirement contained in this document,
- the word may in the text denote a permissible practice or action; it does not express a requirement contained in this document.

These means of understanding are applicable in the entirety of this document and all the other associated QRS-XXX Modules.

8 Resources

8.1 General

The Supplier shall determine and provide resources needed for the establishment, implementation, maintenance and continual improvement of the QMS. The Supplier shall consider:

- The capabilities of, and constraints on, existing internal resources;
- What needs to be obtained from external providers

8.2 People

The Supplier shall determine and provide the persons necessary for the effective implementation of its quality management system and for the operation and control of its processes.

8.3 Infrastructure

The Supplier shall determine, provide, and maintain the infrastructure necessary for the operation of its processes and to achieve conformity of products and services.

Infrastructure can include:

- buildings and associated utilities;
- equipment, including hardware and software;
- transportation resources;
• information and communication technology.

8.4 Environment

The Supplier shall determine, provide, and maintain the environment necessary for the operation of its processes and to achieve conformity of products and services.

9 Supplier Selection, Approval, Responsibility and Control

9.1 Selection

9.1.1 Quality Management System and Aerospace Approval

All the Suppliers shall have a Quality Management System compliant with Table 1 as applicable for their Statement of Approval category. When applicable, the QMS shall be certified by a Certification Body accredited by IAQG Industry Controlled Other Party (ICOP) Aerospace Sector Certification Scheme operating in accordance with EN/AS/SJAC 9104-001, “Requirements for Aerospace Quality Management System Certification/Registrations Programs”.

9100 series certification shall be registered in the IAQG OASIS Database and the Supplier shall grant to LH the access, upon request, to assessment results data contained within the IAQG On-Line Aerospace Supplier Information System (OASIS). ISO9001 certification and results of ISO9001 assessments shall be provided on request.

The Supplier shall ensure to:

• maintain objective evidence on file at its facility, in accordance with the quality record retention requirement contractually specified; of the certification which includes:
  ▪ the accredited AQMS certificate(s) of registration.
  ▪ the audit reports, including all information pertaining to the audit results in accordance with the applicable certification/registration scheme.
  ▪ copies of all CB finding(s), objective evidence of acceptance of corrective action, and closure of the finding(s).
• notify LH in writing when its certification is suspended or withdrawn or the accredited status of the CB utilised has been withdrawn

LH reserves the right to:

• Make final determination regarding compliance to LH requirements.
• Change LH approval status of Supplier based on its contract compliance.
• Terminate Supplier’s LH approval status, regardless of previous or current recognition and regardless of Seller’s certification status.
• Conduct assessment of Supplier Quality Management System and issue of any LH identified quality system findings.
LH reserves the right to accept Suppliers who do not meet the minimum requirements in Table 1 in exceptional circumstances only.

In this case:

- LH reserves the right to conduct a full or partial assessment, on a case by case basis, of the Supplier’s Quality Management System.
- Supplier shall issue, at its own expense, a Quality Plan to cover the delta between the certification it holds and the QRS-01 requirements, to be submitted for approval to LH SQA.
- Supplier shall ensure the Sub-tier Supplier’s Quality Management System is satisfactory by performing a risk assessment/audit.

LH Article requirements shall be defined in the Contract/PO, this document and any other documents referred to in the Contract/PO.

Depending on Supplier Approval Held, all the requirements of this document shall apply and may be checked and monitored for compliance by LH.

LH reserves the right to perform both pre-qualification and post-qualification surveys/audits of supplier facility for the purpose of determining capability and compliance with LH Quality Assurance requirements.

9.1.2 Airworthiness Regulation Approval

Production

Suppliers, especially for critical parts and equipment, are expected to have a Production Organization system in accordance with one of the following:

- EASA Part 21G
- PMA
- CCAR 561
- Military Airworthiness Approval
- Equivalent recognized (e.g. bi-lateral agreement with NAA)

Remark: Suppliers working on new military programs for Italian MoD shall obtain the EMAR 21 G certification for production.

Compliance shall be demonstrated and provided to LH by means of an official approval issued by the relevant Regulatory Body. Arrangements shall be implemented between LH (TC holder) and interested Suppliers.

Deviation from the above requirements shall be considered in an exceptional base and will be dealt with on a case by case base.

Suppliers of Vital Parts shall be approved by LH to WHPS700.

Maintenance
OEM and other Suppliers performing maintenance activities shall have a Maintenance Organization system approval in accordance with one (of more) of the following:

- EASA Part 145
- FAA CFR 14 Part 145
- FAA CFR 14 Part 43
- CCAR 573
- Equivalent recognized (e.g. bi-lateral agreement with NAA)
- MAOS

The Scope of the Approval shall be applicable to the maintenance activity the OEM and other suppliers are contracted to perform at the specified location.

Remark: Suppliers working on military programs for Italian MoD shall obtain the EMAR 145 certification. Where the OEM or Suppliers holds an EASA Part 145 and/or an FAA CFR 14 Part 145, the OEM or the Supplier shall apply also for the Canadian CAR 573.

Compliance shall be demonstrated and provided to LH by means of an official approval.

When requested by LH, the OEM or Supplier shall be requested to have a dual/triple release certification capability (FAA/EASA Part 145/TCAA).

9.2 Approval

9.2.1 Supplier Prequalification and qualification

For suppliers directly contracted to LH, the Supplier prequalification and qualification process has the aim to evaluate, verify and monitor the ethical, legal, economic and financial reliability of Suppliers, together with the evaluation of their technical, organizational, managerial skill and their dependency by LH.

In addition, for suppliers directly contracted to LH, the qualification process of the Leonardo Helicopters Division ensures compliance with the requirements relating to the environment, health and safety (including requirements by applicable laws).

Whether directly contracted or engaged as a sub-tier, if the supply has an airworthiness impact, the Supplier shall pass the SQA qualification process.

To start the prequalification process, the potential directly contracted supplier shall register itself through the Leonardo Website. The potential Supplier must review and agree to the Leonardo Ethic Code, Organizational Model 231, Leonardo Anti-Corruption Code, Privacy Policy, Terms and Conditions on the use of the Leonardo Procurement Portal.

Suppliers will be notified the outcome of the pre-qualification and qualification process.
9.2.2 Supplier SQA Approval

LH approval process may include

- A potential supplier questionnaire
- When deemed necessary, an on-site assessment and any follow up actions
- A certificate /letter and an addition to the LH approved Supplier database
- Ongoing performance monitors and reviews

On-site meeting and product/process related audits.

9.2.3 Supplier Classification per LH Statement of Approval

LH classifies its Suppliers into different specific categories. This helps to maintain records that relate to the Supplier base and target the specific requirements to those Suppliers that LH need to use.

The class of approval of a supplier can be as follow (for details see “Definitions”):

- Manufacturer
- Subcontractor
- Offload
- Stockist/Distributor
- Maintenance
- Agent
- Laboratory
- Service Provider

Once a Supplier is approved by LH, approval is considered valid unless a Supplier:

- Fails to act in accordance with their Scope of Approval
- Fails to achieve a satisfactory performance level
- Does not receive a PO for 4 years or, in the case of a Sub-tier, has not worked with LH Articles for 4 years.

9.2.4 Suppliers Approved by a Civil Authority

Suppliers manufacturing, overhauling and repairing articles, components or subassemblies in accordance with TC or STC holder and having a civil authority approval (EASA Part 21G, EASA Part 145, CFR 14 Part 21, PMA, CFR 14 Part 145, CCAR 561, CCAR 571, etc.) are operating under the supervision of their NAA and they shall assure that all their activities are recorded in their Capability List/limitation records.

Through the issuing of appropriate Agreements with LH (e.g., DO-PO Arrangements, PMA’s, etc.) they shall deliver any part included in civil programs with an airworthiness tag (EASA Form 1, FAA TAG 8130-3, etc.).
9.3 Responsibility

9.3.1 Contract Review

During Contract Review, the Supplier shall check their Scope of Approval, issued by LH, to ensure it is correct for the Contract/Purchase Order. Any misalignment between the received PO and the current Statement of Approval shall be notified to LH SQA and LH Procurement.

It is responsibility of the Supplier to check regularly the LH Website (at least once a month or before acceptance of any Purchase Order) to ensure they are using the latest issue of LH published standards, specifications and documentations.

9.3.2 Changes affecting LH approval

A Supplier shall send timely written notification to LH SQA in case of changes that can affect the approvals granted by LH, such as (but not limited to):

- **Organization**
  - Relocation to new premises
  - Change in the industrial organisation (partnership, Suppliers, design work sharing)
  - Change in the parts of the organisation that contribute directly to the airworthiness or environmental protection.

- **Responsibilities**
  - Change of the Accountable Manager, General Manager, Quality Manager and any other management staff (e.g.: Program/Project Manager, Manufacturing Manager, Technical Director).
  - New distribution of responsibilities affecting airworthiness or environmental protection
  - For organisations designing minor changes to type design or minor repairs to Articles

- **Procedures** (ref. QRS-115). Change to the procedures related to:
  - the classification of changes and repairs as ‘major’ or ‘minor’
  - the treatment of major changes and major repairs
  - the approval of the design of minor changes and minor repairs
  - continued airworthiness
  - the configuration control, when airworthiness or environmental protection is affected
  - the acceptability of design tasks undertaken by partners or sub-contractors

- **Resources**
  - Substantial reduction in number and/or experience of staff

- **Policy changes** which affect their conditions of approval

- **Change in the conditions of approval** given by National, International Bodies and/or Regulatory Authorities.

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The notifications of the changes shall be done prior to their implementation by means of the following mailbox:

AWSupplierQualityAssurance.AW@leonardocompany.com

The submitted changes will be assessed by LH to evaluate their impact on the approval status of the Supplier.

9.3.3 Supplier Commitment

Suppliers shall produce and deliver safe and reliable Articles that meet the Purchase Order/Contract and Agreement requirements.

Suppliers shall inform LH for any non-conforming Article in accordance with QRS-107 (including Quality Alerts and Service Bulletins).

Continuous improvement initiatives shall be applied covering Manufacturing, Business and Relationship Management.

LH may accept non-conforming Article(s) in exceptional circumstances only with permission from Quality Control Department.

Except for repair orders, Supplier shall ensure that all Articles and Parts are unused.

Procedures shall exist for the Repair and Overhaul of Articles.

Supplier shall ensure that Government or Operator surplus Article(s) are not supplied without a written SQA Scope of Approval by LH.

9.4 Prevention of Counterfeit Articles

The Supplier shall plan, implement, and control processes, appropriate to the organization and the product, for the prevention of counterfeit or suspect counterfeit part/Article use and their inclusion in product(s) delivered to LH.

Counterfeit Article prevention processes shall consider:

- training of appropriate persons in the awareness and prevention of counterfeit parts/Articles;
- application of a parts/Articles obsolescence monitoring program;
- controls for acquiring externally provided product from original or authorized manufacturers, authorized distributors, or other approved sources;
- requirements for assuring traceability of parts/Articles and components to their original or authorized manufacturers;
- verification and test methodologies to detect counterfeit parts/Articles;
- monitoring of counterfeit parts/Articles reporting from external sources;
- quarantine and reporting of suspect or detected counterfeit parts/Articles.
- post-delivery support to LH through dedicated Quality Alerts and management of delivered parts/Articles.
The implementation of IAQG-SCMH - Counterfeit Part Prevention is recommended

9.5 Control

9.5.1 Surveillance

Suppliers will be subject to periodical audits that can be performed by LH and other parties involved (e.g. NAA, MOD, customers, etc.).

LH reserves the rights to outsource specific surveillance activities to a Third Party Organization that will be legally bound to LH through a Non-Disclosure Agreement (NDA). In the event LH outsources the surveillance activities, a written communication will be submitted in advance to the audited Supplier.

The Supplier will be notified by LH before the performance of audit activities.

The duration of the audit (LH, NAA, MOD, customers, etc.) is established by LH in accordance with the specific needs and it will be at least one day.

9.5.2 Non-conformities management and Problem Solving techniques

Where a Non Conformity Report (NCR) is raised (see Annex QRS-01_F01) as a result of an audit finding, the following non-conformance categories and timescales are used:

<table>
<thead>
<tr>
<th>Category of the Finding</th>
<th>Finding</th>
<th>Root Cause</th>
<th>Corrective/Preventive Action Definition</th>
<th>Corrective/Preventive Action Closure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1</td>
<td>Evident and objective non-conformity with respect to the requirements of the applicable standards and/or procedures that will have a potential impact on a safety and/or contractual requirement; corrective and containment action shall always be required.</td>
<td>Maximum 3 calendar days</td>
<td>Maximum 3 calendar days</td>
<td>Maximum 15 calendar days</td>
</tr>
<tr>
<td>Level 2</td>
<td>Evident and objective non-conformity with respect to the requirements of the applicable standards and/or procedures that is not classified as Level 1; corrective and containment action shall always be required.</td>
<td>Maximum 21 calendar days</td>
<td>Maximum 21 calendar days</td>
<td>Maximum 75 calendar days</td>
</tr>
<tr>
<td>Level 3</td>
<td>Isolated non-conformity with respect to the requirements of the applicable standards and/or procedures that is not classified in the preceding Levels; only containment action shall be required.</td>
<td>Maximum 21 calendar days</td>
<td>Maximum 21 calendar days</td>
<td>N/A</td>
</tr>
<tr>
<td>Preventive Action Only</td>
<td>Event that indicates a possible failure of the AQMS and that can be subject to future NC; preventive action shall always be required.</td>
<td>N/A</td>
<td>N/A</td>
<td>Maximum 75 calendar days</td>
</tr>
</tbody>
</table>

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The use of **Problem Solving techniques** is strongly encouraged. The “5 why” method is the standard proposed for identification of root causes, and other supplemental methods should be considered, or a combination of them as requested, depending on nature, extension and severity of the problem itself. Examples are: 8D; fishbone (Ishikawa) charts; Pareto charts; lean 6 sigma tools.

The combined use of **Risk Assessment techniques** and, more in general, a **Risk Based approach** is also recommended, especially for high levels of complexity.

Note 1: Supplier is encouraged to introduce human factor courses for his personnel and consider human factors in their procedures in order to minimize findings that may be generated by human errors.

Note 2: A number of Level 2 non-conformances against one requirement (e.g. similar non-conformances associated to different sites or different departments / functions / processes within a single site) can represent a total breakdown of the systems and can be considered a Level 1 non-conformance.

Note 3: in case the root cause analysis for a Level 3 request for corrective action demonstrates a lack in the system, a corrective action is requested.

In case of a Level 1 non-conformance, the Supplier **shall** provide LH SQA a technical report identifying, through structured root cause analysis, all causes that have or may have generated or contributed to the undesirable condition, situation, non-conformance or failure, then select the most critical ones that require to be addressed.

**Regardless the level of non-conformance issued, in case of significant non-conformances having an impact on the LH production in terms of quality and OTD, LH will issue a feedback in the IAQG-OASIS against the CB of the Supplier and, for information, to the Supplier concerned.**

**LH SQA will** ensure that the appropriate course of actions is implemented.

Actions to be considered:

- Suspension of the delivery to LH;
- Suspension or Withdrawal of the LH Supplier Approval;
- Reduced timescales for Supplier response to NCR issued by LH;
- Containment action;
- Corrective action;
- Preventive action.

**Where a Supplier does not respond to the request for corrective action in the planned times, an “escalation process” will be initiated by LH SQA which will include the issue of a feedback in the IAQG-OASIS against the CB of the Supplier and, for information, to the Supplier concerned.**

Requests to extend corrective action response times, will be supported by evidence, which will be evaluated by the auditor in charge.
9.5.3 Escalation

It is a supplier responsibility to monitor timing for the definition and implementation of request for corrective action.

Where a Supplier does not respond to the request for corrective action in the planned times, and "escalation process" will be initiated from Leonardo Helicopters to the Supplier Top Management directly and/or through OASIS feedback or Supplier National Aviation Authority and may lead to contractual consequences.

9.5.4 Suspension of LH Approval

If surveillance audit corrective action and other actions taken to address risks do not solve a persistent critical situation such as:

- production process that does not guarantee repetitiveness (realization of conforming parts constantly in time);
- manufactured parts not traceable
- incorrect measurements made
- increase of defects on LH critical parts before delivery to the Customer
- repetitive reports from Customers of defects on critical parts / non-critical parts

LH may suspend the approval granted to the interested Supplier.

The Supplier shall submit a detailed plan of improvement actions and provide evidence of its implementation and effectiveness.

The suspension period is defined by LH on a case by case basis.

9.5.5 Withdrawal of LH Approval

Approved Suppliers without any LH Contracts / Purchase Orders in the last four consecutive years will have their approval withdrawn and shall be therefore considered as new Supplier in case of new business activities with LH. Other circumstances eligible for a possible LH approval withdrawal are (not limited to):

- Persistent poor quality and delivery performance;
- Conscious disregard of the LH requirements expressed in this document or deviation without prior agreement with LH;
- Fraudulent or harmful behaviour towards LH;
- Loss of third Other Party accreditation, MoD certification, NAA certification upon which the LH approval was based;
- Lack of ethical or safety conscious behaviour by the Supplier;
- Any particular behaviour that is considered inconsistent with LH policy expressed in this document and in LH rules.
10 Purchasing

10.1 Purchasing Process, flow-down to Sub-tiers and Control

The Supplier is responsible for all Sub-Tier Suppliers activities related to the Article they produce for LH. A Quality Plan shall be provided when required according with QRS-108.

LH requirements shall be flown-down to, understood and implemented by Sub-tier Suppliers prior to commencing any work. The LH Supplier shall monitor the correct implementation of such requirements by its Suppliers.

LH reserves the right to witness audits performed by Suppliers at Sub-tier premises.

10.2 Purchasing of Raw Materials per Supplier Classification

Manufacturers can:

• procure raw material and parts/components from their approved suppliers.

Subcontractors shall:

• Procure parts/components and raw material from either:
  ▪ Approved LH Stockist/Distributor for raw materials (Stockist/Distributor and original manufacturer of the raw material shall be both approved)
  ▪ Approved LH Manufacturer of raw material
  ▪ Approved LH Stockist/Distributors for international or industry standard parts
  ▪ Approved suppliers as defined into LH standards
• Use only LH approved Suppliers for all the offload activities to be carried out unless otherwise agreed and identified in a Quality Plan/Side Agreement Letter.

Note: alternative or equivalent parts shall not be sourced without prior formal LH approval. When LH is not the Design Authority for the Article (such as COTS, TSO, STC, TCH, etc.), the Design Authority approved Suppliers shall be used.

See QRS-103 for additional details.

Stockist/Distributors shall:

• Only purchase raw material from LH approved suppliers, when full traceability can be demonstrated back to an LH approved manufacturer.
• Ensure the Article is checked against the specifications on receipt and records are kept.
• Ensure alternative parts are not delivered without prior written approval from LH
• Ensure the OEM’s CoC or Airworthiness Certificate is attached and referred to into the Stockist CoC

Requirements for Suppliers of GSE:
• Raw Material shall be as required by drawing, and may be procured from commercial sources. A CoC is required.
• Alternative materials are only permitted when defined by LH documentation and pre-authorized by the applicable Material Laboratory
• Procure standard parts, adhesives and fasteners from sources approved by the Supplier and shall be supported with a CoC.
• Proof load testing of GSE is to be completed by companies approved to National and International Standards for the applicable testing. A “Certificate of Test and Examination” in accordance with Governments statutes shall be supplied to certify each Article.

For Suppliers of consumable material for the plants and laboratory, no specific approval will be performed by SQA.

11 Production and Service Provision

11.1 Production Documentation

Each work instruction document (e.g. traveller, batch card, planning, and operation list) is to be kept with the Article at all times.

The document shall have, at least, provision for:

• A unique batch number (where applicable), part number, Article description and quantity
• Drawing number, issue/version/revision
• Manufacturing/process layout issue/revision status
• List of individual operations
• Authorised inspection stamp/signature, quantity accepted and rejected and date, at each operation
• Evidence that the material used is in accordance with the drawing(s)
• Inspection operations prior to, and after subcontracted operations
• The material specification, identity (i.e. cast number, heat number or unique identity traceable to the release note number)
• Operations for temporary protection, to be defined at interim stages and for transit to and from Sub-tier Suppliers

Note: LH shall approve alternative materials prior to starting manufacture (ref. QRS-108).

and when applicable:

• Class/category of Article e.g. Vital Part, Category F, Flight Safety Part, Critical Part, class 1 etc.
• Article serial number(s)
• Critical operations and Special Processes, which shall be highlighted
• The specification reference, applicable to each LH approved special process.
• Process specifications which invoke other specifications, have individual operations for each specification requirement which is defined
• Split batches with traceability to and from the original document maintaining the same issue/revision status
• Non-conformance details e.g. concession, production permit, scrap, and rework note numbers
• Tooling and/or software revision status.

11.2 Control of Production Process Changes

For Subcontractors only, LH shall approve proposed amendments to Critical Part master manufacturing plans and instructions.

In general, Supplier amendments to work instructions shall be accomplished by Supplier authorised personnel only.

Hand-made amendment shall be made by a single line through the original text using permanent ink. A stamp, signature (or electronic equivalent) and date shall be placed adjacent to an amendment.

Correction fluid shall not be used.

11.3 Control of Service Operations

Where the civil repair/overhaul contract is for a release to service, the Supplier shall have Part 145 or equivalent certification approval with the correct scope to include the Article, as defined by the applicable Capability List.

11.4 Identification and Traceability

All Articles are to be identified and traceable in accordance with the Design Requirements or as agreed with LH. The traceability system employed shall reduce the probability of the need to conduct a full Article recall in the event of Article non-compliance. This shall take into consideration the following:

• Traceability of the sub assembly parts/components (including raw material)
• Manufacturing methods, techniques and processes
• Criticality, safety and reliability data
• Complexity of design and processes employed
• Maturity and historic performance of the design/Article.
11.4.1 Acceptance Authority Media / Stamp Control

When acceptance authority media are used (e.g., stamps, electronic signatures, passwords), the organisation shall establish controls for the media. Manufacturing and Inspection stamps issued to authorised holders shall be recorded with specimen signatures of the holder, and a definition of the Scope of Approval for which the stamp is to be used.

If a stamp is withdrawn for any reason, it shall not be re-issued for at least six months and the reason for withdrawal shall be documented.

If a stamp is lost, this will require the withdrawal of the remainder of a set of stamps bearing the same identity, for at least one year.

An illegible stamp shall be replaced.

11.4.2 Serial Numbers

Serial Numbers shall be allocated and remain unchanged from the earliest, defined operation, throughout the life of the Article.

Suppliers shall ensure the assigned S/N is unique for each P/N and no duplication of S/N can occur.

Subcontractors producing serialized Articles will allocate (unless otherwise specified by LH) a serial number that shall consist of 3 alpha and at least 4 numeric characters in order to guarantee identification and traceability of the Articles. LH takes right to assign alpha characters that will be communicated through a dedicated field in the Supplier “Statement of Approval”.

For Boeing design authority Articles, the Supplier allocated 4 digit number is prefixed by the Boeing ASIS number.

11.4.3 Part marking

Suppliers shall ensure marking is always visible, also after painting, as indicated in LH drawings (see also QRS-115).

PMA approval code shall be identified on every portion of a PMA Article (e.g. subassemblies, component parts, or replacement Articles).

11.4.4 Bag and Tag

When Articles do not require individual identification, they shall be ‘bagged and tagged’ as follows:

- Identification and traceability shall be maintained during storage and dispatch
- Identify the packaging for a standard Article (e.g. rivets, washers etc.) with at least the manufacturer/supplier name, part number, and description, quantity and inspection stamp.

11.4.5 Non-Metallic Material

Ensure non-metallic raw material shall be identified with:
11.4.6 Metallic Material

Metallic raw material shall be identified in accordance with the requirements of the relevant specification (heat/lot/melt number as applicable), with the manufacturers identification permanently marked on the material as follows:

- All lengths of a metal bar are permanently marked
- Small diameter metal bar (e.g. wire) is identified by batch, using a metal tag or label
- Sheet material is marked in lengthwise rows, recurring at intervals not greater than one metre, with one central row and two side rows, spaced equal distance from the centre line to the edge of the sheet.

11.4.7 Identification and Control of Articles not yet Qualified

Articles not yet Qualified must be identified and controlled to maintain Airworthiness standards. Therefore, a Supplier shall not release an Article not yet Qualified to LH without receiving authorisation from LH and correctly identifying the Article prior to despatch.

The Supplier shall declare on the delivery documentation the not yet Qualified status of the parts.

See QRS-115 or specific program requirements

11.4.8 Safety Hazard and Prohibited material

A Supplier shall provide clear identification, instruction for usage, control, training and disposal in accordance with National and International standards if an Article is a safety hazard (e.g. Beryllium copper, lithium batteries etc.). Material Safety data sheets shall be provided for chemical products.

Any product or packaging delivered to LH shall be compliant in terms of hazardous material or substances forbidden by supplier Country laws and European Community as per:

- Regulation (CE) n. 850/2004 on persistent organic pollutants ("POP")
- Regulation (CE) n. 1005/2009 on substances that deplete the ozone layer.
- European Directives Nos. 2002/95/EC and 2011/65/EU (hereinafter referred to as RoHS): Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment

11.5 Packaging and Preservation of Article

Aeronautical Articles shall be segregated from commercial Articles. This includes the storage of software, software libraries and archives.

All items shall be preserved, packed and shipped according to the Purchase Order requirements or, if not specified, to the best commercial rules.

The type of packaging shall be defined by the Supplier taking into due consideration: environmental and shipping stresses that can affect parts during shipping, transportation and warehouse handling. Internal packaging and conditioning should be adequate to ensure the proper storage life for the parts. In the case of a sealed package, the external marking shall indicate all the data related to the part (identification, shelf life, curing date etc).

Do not use materials that can cause deterioration/corrosion during storage and/or delivery to LH and/or their customers. Reference shall be made to the applicable LH standard for approved preservation of Article methods and products.

In the case of fragile parts (extremely shock sensible), packaging shall be adequate to prevent damages.

In certain cases an agreed label should be put onto the intermediate package to highlight that the inner item should be treated with due care.

In the case that the component is a fragile part, where possible, the accessory should not be installed onto the final equipment. The accessory can be shipped in a dedicated separate package. If the packaging contains shelf life parts, the package shall report packaging date and shelf life.

Articles that are (or contain) ESD or operate at high voltage shall be clearly marked accordingly and packaged in accordance with National and International specifications.

Exposed pipe ends, electrical connectors, coaxial cable and exposed openings are to be sealed externally, where possible, to prevent contamination.

Plugs, caps or other devices shall remain intact when removed e.g. not made from aluminium be easily identifiable. Ensure not to be damaged if brought into contact with fluids.

Devices containing magnets (such as magnetic pick-up, chip detectors, etc.) shall indicate on the packaging a notice indicating the presence of magnets.
Rotating lubricated with grease Articles shall have an indication on the packaging that includes a periodic operation during the entire shelf life. Rubber hose assemblies shall be delivered within one year of any compression joint assembly.

The Supplier shall maintain a stock rotation system to ensure that completed Articles being delivered are less than five years from manufacturing date unless otherwise specified by the shelf life or justified by Supplier controls to ensure conformity.

11.5.1 Shipments of Equipment and Appliances

Shipments of equipment and parts shall be strictly in accordance with the provisions stated in the Contract and the following should be considered (starting from the delivered product to the external shipping box):

- Identification of the part shall be according to the applicable drawing
- All electrical connectors shall be protected by proper caps; in the case of ESD items approved caps shall be used
- All ports, vents, etc. shall be protected by relevant covers which shall be designed to prevent inclusion during installation Packaging
- Tubes should have proper caps. Caps will be shaped to avoid inclusion during fitting or installation
- An internal package should be used to protect parts from FOD
- A label should be placed onto the internal package with, as a minimum, the following information:
  - AW Part Number
  - Description
  - Serial Number (if applicable)
- If any accessories are delivered with the part, filling material should be used in such a way to avoid loss of small items in the bulk of the protective material.
- Shipping container shall be protected on the inside from any damage which can be caused due to the opening of the container itself
- Documentation, as required by the Purchase Order, shall be placed inside an envelope which shall be clearly marked (e.g. “Do Not Destroy – Quality Documentation Inside”)
- The envelope shall be placed inside the most exterior shipping container in the most visible position when opening a properly standing shipping container. Do not place the Quality related documents on the outside of the shipping container.
- Unless any parts require dismounting from their assembly all resulting crates shall be clearly marked with a common reference to the assembly Part Number, a description of the sub-part inside, the crate reference, the total number of crates.
- Each item inside the crates shall be clearly tagged with the following minimum information:
11.5.2 Multi Item Delivery

If the Supplier consolidates several different Purchase Orders inside one shipping container the following should be considered:
- Each item shall be singularly packaged to allow single item storage
- On the exterior of the individual package the following information shall be marked, as a minimum:
  - LH Part Number
  - Description
  - Serial Number (if applicable)
- Shipping container shall be constructed aggregating all items belonging to one Part Number inside one intermediate package.
- Intermediate packaging shall have the following minimum information clearly marked on the outside:
  - AW Part Number
  - Quantity
  - List of all Serial Numbers (if applicable)
- Do not mix multiple items of different Part Numbers
- All the quality documentation pertaining to all the delivered parts shall be gathered in one envelope or document container. Documents inside the envelope should be aggregated per Part Number and clearly marked (e.g. “Do Not Destroy – Quality Documentation Inside”)
- The envelope shall be placed inside the most exterior shipping container in the most visible position when opening a properly standing shipping container
- Do not place the Quality related documents on the outside of the shipping container.

Without affecting the delivery dates as set out in the Contract, the Supplier may use all reasonable endeavours to consolidate shipments to minimize the cost of delivery.

11.5.3 Kit Packaging

For the purpose of this instruction a Kit is an ordered aggregation of items which may be individual parts or collection of items (this can be a multilevel aggregation of Part Number’s – Top level relates to the Kit Part Number).

Packaging for Kits shall maintain the ordered multilevel aggregation of Part Number’s;

Intermediate packaging shall collect all the packages relevant to next lower level Part Number’s and so forth.
Kit packaging shall allow storage and handling of all parts belonging to a kit as a single packaged item.

11.5.4 Kit Identification

On the outside of the single kit a suitable label shall be placed.

- The label shall contain as a minimum the following information:
  - Company Name
  - AW KIT Part Number
  - KIT Description
  - Kit Serial Number (if applicable)
  - Technical Specification for Delivery Revision (if applicable)
  - MIR number (if applicable)

- The label must be placed in a prominent position in respect of kit package shape

- The label should be printed with size/colour such to be easily readable

- On the outside of intermediate packaging the following minimum information shall be presented on the label:
  - AW item Part Number (in most prominent character)
  - Wording as “Part of “
  - Kit Part Number (in less prominent character)
  - Kit Serial Number (if applicable)

11.5.5 Kit Documentations

When a Kit configuration is presented in an agreed LH Technical Specification for Delivery (TSD) refer to the section of the TSD for documentation requirements.

In the case of the Kit configuration presented in agreed Supplier documents, the kit will be accompanied by the following minimum documents:

- Kit certificates, per Purchase Order Quality Requirements
- List of first level Kit Part Number’s
- List of Missing Parts (for complete deliveries state “none”)
- List of Serialized Parts (if applicable)
- List of applicable Concessions (in case state “none”)

If the parts are supplied with relevant “Component Log Card”, retain the item Log Card together with the part (i.e. do not collect all the Log Cards together with the Kit documentation).

The above documents shall be placed in a suitable envelope or binder.

For single kit deliveries, documents shall be placed inside the kit shipping package in a prominent position.
For multiple Kit deliveries collect all documentation in one envelope or binder which should be put in a prominent position inside the shipping container.

11.5.6 Packaging safety, reuse and recycling

Packaging must comply with safety requirements of supplier country laws and European Community laws:

- European Agreement concerning the International Carriage of Dangerous Goods by Road.

Packaging shall pursue maximum reuse and recycling of materials when dismissed through the appropriate design of material, materials combination and fastening methods (for example avoiding pasting fillers packaging to cardboard or wood).

- Proper packaging can be designed following the European Community specific technical standard:
- EN 13428 Requirements specific to manufacturing and composition - Prevention by source reduction.
- EN 13429 Reuse.
- EN 13430 Requirements for packaging recoverable by material recycling.

11.6 Shelf Life and Limited Life Articles

Articles shall be supplied, according to INCOTERM specified on the contract, with at least 90% of the specified shelf life/calendar life unless otherwise specified in the applicable material specification/engineering requirements or otherwise agreed.

Transition Plan: in order for the Supplier to use existing stock and plan for the new 90% requirement, a shelf life of 75% will be accepted up to 30 April 2020.

Limited life materials shall be identified and controlled so that ‘out-of-life’ materials are not used.

11.7 Control of Monitoring and Measurement equipment

The Supplier shall determine the monitoring and measurement to be undertaken and the monitoring and measuring equipment needed to provide evidence of conformity of Article to determined requirements.

Traceability of calibration to Official National or International recognised standards instruments shall always be ensured.

The Supplier shall also maintain a register of the monitoring and measuring equipment and define the process employed for their calibration/verification including
details of equipment type, unique identification, location, frequency of checks, check method and acceptance criteria.

The Supplier shall establish processes to ensure that monitoring and measurement can be carried out and are carried out in a manner that is consistent with the monitoring and measurement requirements.

The Supplier shall ensure that environmental conditions are suitable for the calibration, inspection, measurement and testing being carried out.

Those Suppliers that are not ISO/IEC17025 certified laboratories and do not hold a Part 21 Subpart G approval for LH shall have a dedicated procedure describing:

- Competences, skills and training of personnel in charge to perform calibration of instruments
- Duties and responsibilities of the laboratory
- Environmental and working conditions
- The measures, range, uncertainty and confidence subject to calibration and the list of instruments to be calibrated
- The list of primary standards used for reference
- The machines used to check and calibrate the instruments
- The procedure for calibration and for completion of the applicable technical documentation
- Management of not conform calibration
- Layout and contents of the documentation raised (reports/statements of calibration, etc.) to confirm the calibration of instruments.
- They should ensure direct calibration of their instruments used to inspect conformity of the parts to official recognised standards instruments

LH recognises that suppliers who hold accreditation under Part 21 Subpart G or 17025, which includes calibration, already operate to approved calibration procedures.

11.8 REACh regulation and Environmental Aspects

Any product or packaging delivered to LH should be free of any Substances of Very High Concern (SVHC) listed in the “Candidate List” issued by European Community Chemical Agency (ECHA) as per the European Community Regulation (EC) n. 1907/2006 (REACh) (from now “Reach”).

For each supplied P/N, material or modification thereof, the supplier shall provide to LH alternately:

- The declaration requested by art. 33 of Reach including not less than: SVHC name, the ratio weight/Weight (w/W) in percentage and information for the safe use of the part /subpart that contains the SVHC.
- The declaration that the part does not contain SVHC substances or that each SVHC contained is below 0,1 % w/W.
The declarations above, completed with all the information required using the form QRS-01_F02 and signed at proper management level, shall be sent once for each P/N, through a supplier’s letterhead signed by a supplier authorized representative, to the mailbox:

reach.declaration.mailbox@leonardocompany.com

In the same letter the supplier shall declare:

- to know the Reach regulation and to be compliant with it.
- to be authorised, in accordance with Reach, to continue to supply the P/Ns containing or manufactured using a SVHC listed in the annex XIV of Reach, if the relevant Sunset Date is expired.

These declarations shall be provided for all the P/Ns supplied since July 2014, and subsequently before the delivery of each new P/N.

11.8.1 Additional Country environmental laws

Any activities performed by the supplier to produce a LH part must be done in respect of the supplier own country environmental laws.

12 Control of Records

In this paragraph the requirements are outlined for the retention, storage, retrieval and disposal of records whether in hard copy, optical or electronic media. This paragraph shall be applied by the Supplier with reference to those documents which are needed to prove the conformity of the products to the quality technical document.

12.1 Records to be retained

QRS-01_Appendix 1 identifies the following:

- types of record to be controlled
- applicable paragraph of the standard/regulation where each type of record is required
- examples of records for each type; the examples are not exhaustive and therefore they act as a guide only
- minimum retention period required for each type of record, unless differently stated by more restrictive contractual requirements

12.2 Responsibilities

The Supplier shall define the responsible for the control of records and shall specify in a procedure the local controls required for records.

These controls shall include requirements for:

- maintenance,
• identification,
• storage,
• protection,
• archival,
• retrieval,
• retention period,
• disposal of records and inclusion of all records within the scope of a disaster recovery plan.

Consideration shall be given to records to support any change in the status of the organisation responsible for the record(s) (e.g. termination of operation, bankrupt, takeover, transfer of ownership, joint venture). Appropriate contingencies shall be put in place to maintain access to, and integrity of, such records.

12.3 General Requirements

For audit purposes, records shall be retrievable within a 24-hour period, unless a longer period is justified.

Where records are held on electronic media, consideration of the retention times and accessibility of the records should take into account the rate of degradation of electronic media and the availability of the devices and software needed to access the records.

Computer back up discs shall be stored in a different location from that containing the working discs, in an environment that ensures they remain in good condition.

Where the records are stored on electronic media, the Supplier shall ensure that a periodical back up is prepared and kept up to date and the computer programs used have characteristics of protection and not alterability of the contained information.

Where the company is the controlling authority, a master copy of, and record of all changes to, superseded documentation shall be retained for the required period by the Issuing Authority.

12.4 Maintenance

Records shall be maintained so that:

• they are identified and readily retrievable,
• they are legible and any deterioration or damage is kept to a minimum,
• they are permanent and safeguarded against loss, fire, flood etc.
• the appropriate security arrangements are in force to prevent theft, negligence, malicious or fraudulent use of the contents or their corruption.

Any hand written amendments to a record shall be made as follows:
1. Cross out the original text with a single line (ensuring that the original text is still visible for comparison),
2. Write in the amendment,
3. Sign/stamp and date the amendment.

Records shall not be changed using correction fluid.

12.5 Archiving

The records to be archived can be in the form of any electronic or hard copy documentation.

Removal of records from the archive shall be formally controlled.

Archived records shall:

1. Be retrievable for reporting or investigations,
2. Have a clearly defined location that provides a suitable environment to prevent damage and deterioration,
3. Be the responsibility of the owner or Department/Functional Manager,
4. Be accessible to personnel with the appropriate authorities to access the records.

Where physical access to a record is needed:
1. The access shall be allowed by the record responsible only to authorized personnel or
2. A duplicate copy of the record shall be made by the record responsible.

Archiving may only be effectively considered on an individual document basis. There will be a point at which access to records will become significantly less frequent e.g. changing from daily/weekly to annually or less frequent.

Where archiving is required/necessary for specific documents this point should be assessed for each document type and an archiving plan developed and documented within a procedure. This plan, when implemented, could realise benefits of freeing resources such as:

1. Server disk space,
2. Office floor space, or

providing a reduction in access or search time with respect to review of the remaining "live" documents.

Records shall be stored according to documented environment ensuring that they are readily retrievable (covered by the 24 hours retrieval period) and providing for secure and controlled access (covered by relevant section of §12.4 above).
12.6 Record Retention

Records shall be kept for the time specified in the contract or agreed quality plan. Where the contract or quality plan does not specify a retention time, records shall be kept for minimum periods as stated in QRS-01_Appendix 1.

Where a date such as “until end of contract” has been stated this shall be increased by the stipulated period, in QRS-01_Appendix 1, from the cessation of the contract to make sure that there is adequate support for potential issues that may arise.

Where a date such as “life of the product” has been stated this shall be increased by the stipulated period, in QRS-01_Appendix 1, from the cessation of the product life, to make sure that there is adequate support for potential issues that may arise.

12.7 Disposal of records

At the end of the stipulated retention period, the archived records shall be assessed to determine if it requires re-archiving or alternatively disposal.

Prior to record disposal consideration shall be given to any:

- contractual requirements,
- quality plan requirements,
- regulatory requirements, including Authority requirements,
- statutory requirements,
- security classification requirements.

Due regard shall be given to the security classification of when determining the method of disposal (e.g. incineration, shredding). Where records are transferred to another medium, e.g. scanned, then the need to retain the original document shall be formally assessed prior to a decision to destroy the original being taken.

13 Delivery Documentation

13.1 Certificate of Conformity (CoC)

In order to declare the conformity of each part delivered to LH, a CoC shall be provided at each delivery.

Each CoC shall have a unique identification and shall have a statement, signed (ink and/or electronically) by an authorized Supplier person, declaring that the delivered Article complies to purchase order and technical data requirements (including P/N and drawing revision, QRS requirements, etc.)

The CoC shall include:

- Name and address of the Supplier
- LH Purchase Order number and line item number
• P/N and description (as defined in the PO)
• Quantity
• Drawing issue (revision) and, when applicable, unincorporated drawing change
document reference

And, when applicable:

• Serial Number(s) / Batch Number(s)
• TSD Reference
• The number of the DDP
• A statement if the Article is not-airworthy (e.g. qualification pending, open
  concession, etc.)
• Weight of the Article
• FAI reference (see QRS-101)
• The material heat treatment condition
• Reference to LH approval to deliver an Article that is incomplete

The following documentation shall be attached to the CoC, when applicable or
requested by Purchase Order:

• Copies of any Agreement made with LH to deviate from the PO requirements
• Test results, report, MIR, log cards, spring rate, proof load certificate, software
description document, hardness and conductivity measurements,
• Part list for a kit. The list shall identify any approved alternative to specified
  Article
• LH Deviation Permit/Concession
• In case of Offload suppliers, copy of the original LH work order
• Cure date/Shell life/expiring date and specification for non-metallic product
• FAI
• Raw material, Special Process and NDT sources

*Note: Articles shall have a residual life according with paragraph 11.6. Rubber hose
assemblies shall have less than one year from the installation on any compressed
joint assembly.*

*Note: The Supplier shall ensure that the accompanying documents for the product
are present at delivery as specified in the PO/Contract and are placed as to avoid
unintentional removal during shipment.*

*Note: the CoC of the parts delivered with the limitation “Ground/Rig use only”, or in
any other case where the item is considered “not Airworthy” shall be over stamped
with “Not For Flight”*

*Note: In case of Stockist or Distributor Suppliers, the items always have to be
delivered with the CoC of the Stockist or Distributor (declaring the conformity to the
Purchase Order) plus the CoC or EASA Form 1 or Tag FAA 8130-3 or -9 or national equivalent document or military reassurance certification of the manufacturer of the item.

Note: in case of re-certification, the reference to the previous CoC shall be written in the new CoC. The new CoC must have new tracking number, new issue date and reason of new issuance. When a new certificate is issued to correct error(s) the following statement must be entered in the CoC: “This certificate corrects the error(s) of the certificate [enter original tracking number] dated [enter original issuance date].”

13.2 Airworthiness Certification (EASA Form 1 / FAA Form 8130-3 / TCCA Form 1)

In case the Purchase Order requires the issue of an airworthiness certificate, the supplier shall take all the necessary steps to be able to comply with the order requirements by inserting the Article into its capability list and obtaining the required certification.

Note: If a repair order requests an Airworthiness Certificate under TCCA/FAA and the supplier is not yet TCCA/FAA Certified as Repair Station, it shall start the process to achieve the TCCA/FAA Certification as soon as possible, informing SQA about the plan to reach it.

Note: Ensure the Part Number as defined in the PO is recorder on the Airworthiness Certification.

13.3 Delivery Documentation for Complex Systems

When a Supplier is responsible for the design/construction of a complex system and also manufactures some “deliverable” sub-components, the delivery of such complete system/s (shipset) should be accompanied with a Manufacturing Inspection Report (MIR) - see form QRS-01_F03, to be completed with the following instruction:

- List of critical/serialized parts and semi-finished material (forging/casting, etc.) which are a part of the assembly with indication of the relevant First Article Inspection (FAI) status (see QRS-101 for details).
- List of additional or missing changes/modifications as regards to what required by the concerned Procurement Specification or by the Source Control Drawing for supplies.
  
  Note: in case of unsuccessful introduction or application in advance of the change, supplier shall declare the possible “delta” in addition or diminution.
- List of Concessions issued with the relevant status, concerning the assembly under examination.
- List of the items missing from the list of the eventual incomplete operations.
- List of the incomplete operations
- List of the eventual added documents (authorization of drawing changes, malfunction notes, etc.)
- List of parts/assemblies built using design documentation still in development (not final)
NOTE: if a component is supplied separately from its assembly, this information shall be written both in the “incomplete operations” or in the loose item list and if not supplied should be mentioned in the missing list.

13.4 Manufacturing Inspection Report

When an assembly or a kit is ordered with a TSD or equivalent document (issued by LH Manufacturing Engineering) a MIR shall be delivered with the assembly, describing its compliance with the TSD and identifying the configuration status. Manufacturing Inspection Report (MIR) - see QRS-01_F03, shall be completed.

13.5 Software Delivery

Before the delivery of a SW, approval activities shall be performed.

Three cases are defined for the delivery:

- **Stand-alone SW**
  
  It shall be delivered on a suitable media (USB Key or CD) with the following documentation:
  
  - CoC
  - Airworthiness Certification
  - VDD
  - ATR (if applicable)
  - DDP
  - Number of the approved Concessions/Deviation Permits

- **SW embedded with LH P/N**
  
  It shall be delivered embedded in the system with the documentation described in paragraph 13.3:
  
  - CoC
  - DDP
  - SCI/VDD
  - ATR

  Only for the first system, the SW shall be delivered also on a separated media (USB Key, CD-ROM) and with the documentation described in the previous case (Stand Alone SW).

- **SW embedded without LH P/N**
  
  It shall be delivered embedded in the system with the documentation described in paragraph 13.3.
13.6 Log Card

Log Card shall be prepared by Supplies if requested, and shall be delivered with the Articles. Suppliers shall update the Log Card in case of retrofits or inspections executed by its personnel.

The Log Card shall be prepared using the QRS-01_F04 form.

13.7 Acceptance Test Report

When the Supplier has to perform an ATP, it shall prepare and attach to the delivery documentation an ATR containing ATP results and any comment/observation after ATP execution, unless otherwise agreed.

14 Control Plans for Deliveries

14.1 Activation Criteria and Notification

For supplied equipment items, assemblies, standard parts developed LH and Offloads, LH can decide to define a “Control Plan for Deliveries” when there is reason to believe that the ability of the supplier to meet the required quality level is at risk.

Situations at risk can be one or more of the following:

- The supplier/sub-tier supplier has no QMS aligned with QRS-01 requirements.
- Significant non-conformities to the Supplier QMS have been raised by LH.
- Defectiveness level of previous/current deliveries, detected at the incoming/installation inspection or in service, deemed unacceptable in relation to the impact on the production process and/or on the Customer satisfaction.

When LH deems it necessary to activate a “Control Plan for Deliveries", a notification is sent by Procurement to the Supplier.

The LH Quality Control of the relevant plant, supported by LH SQA (if requested) is in charge to issue, forward to the Supplier, handle and check the "Control Plan for Deliveries".

14.2 Implementation

The “Control Plan for Deliveries" implies that the activities might be performed fully at the Supplier’s, partially at the supplier’s and partially in LH’s, or fully in LH, in accordance with the instructions provided by LH Quality Control.

The completion with positive result of all the operations required is a necessary but not sufficient condition for the delivery acceptance.

Any modification and termination of the Control Plan will be communicated by LH Quality Control.
14.3 Supplier Fulfilment Record

The evidence of the fulfilment with a positive result of the activities requested by the “Control Plan for Deliveries” shall be provided by the Supplier referring to the Plan identification, on the Certificate of Conformity or applicable certificate.

15 Processes governed by LH Specifications and deviations (RFVA)

Suppliers performing Processes governed by LH Engineering Process Specifications (AWPS, WHPS, STA etc.) shall ensure conformity to the applicable specifications, and process control.
Supplier personnel assigned to those processes shall be trained, shall demonstrate competence and shall be approved for the assigned tasks. The Supplier shall assure conformance of equipment, process control testing, methods and materials to fully comply with the process specification requirements.

It is responsibility of the Supplier to check that the specifications are applied at the latest level of revision, unless otherwise specified, and timely implement any updates.

Deviations to the applicable process specifications can only be accepted if approved by LH Engineering through Request For Variation Approval (RFVA) before to be implemented.

Any request for deviation shall be submitted by the Supplier to the reference LH Quality Control through a QRS-01_F05 form completed in English with a detailed justification, test reports and other documentation needed to support the request. The assessment of the RFVA (performed by LH Engineering) could result in approval (full approval or with limitations) or rejection.

These processes are subject to Quality Control acceptance and subject to LH SQA surveillance.

For Special Processes, the QRS-104 shall be applied.

16 Program Additional Requirements

Specific requirements to be met for some LH some programs are listed in QRS-01_Appendix 2, applicable to Articles delivered per identified aircraft type.

The supplier shall, where applicable, comply with the applicable Documents detailed in QRS-01_Appendix 2 at the last applicable revision.

In the case of conflict between QRS-01 and the document listed in QRS-01_Appendix 2, the latter take precedence.

17 Obsolescence

SUPPLIERS SHALL ENSURE THAT PRO-ACTIVE OBSOLESCENCE MANAGEMENT IS IMPLEMENTED, CONTROLLED AND MONITORED WITHIN THE
LIFECYCLE OF THE PRODUCT. THIS SHALL BE AN INTEGRAL AND SUBSTANTIAL PART OF THE DESIGN, DEVELOPMENT, MANUFACTURING, PRODUCTION AND PRODUCT SUPPORT PROCESSES RELATING TO THE ARTICLE.

18 Reference Documents

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**Applicable Documents**

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**19 Annexes, Appendices and Forms**

- QRS-01_Appendix 1 – Record Retention Table
- QRS-01_Appendix 2 – Additional Program Requirements
- QRS-01_F01 – Non Conformity Report (NCR) form
- QRS-01_F02 – REACH Declaration form
- QRS-01_F03 – Manufacturing Inspection Report form
- QRS-01_F04 – Log Card Form
- QRS-01_F05 – Request For Variation Approval form