

EUROQUARTZ LIMITED

Supplier Quality

Contract Requirements

Warning

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 Note: Check issue number against the Purchase Order before using – if in doubt ask

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1.0 Scope

- 1.1 This document details the requirements to be satisfied by the suppliers to Euroquartz Limited (hereinafter referred to as EQP and or Euroquartz). Euroquartz requires that each supplier must comply with the quality requirements set forth within this document and to maintain a Quality Management System that ensure materials, goods and services comply with all our specified requirements.
- 1.2 These contract requirements are additional to the details on our Purchase Order (which focus on product quantity, logistics, part descriptions, special references, etc.).

2.0 Purpose

- 2.1 To establish and confirm a supplier's Quality Assurance requirement for Euroquartz for organisations supplying materials, goods and services that have a direct impact on the specification and or performance of a Euroquartz product.

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4.0 Related Documents / Terminology

The following documents are internal to Euroquartz and may be available upon request:

Procedure	Number Subject
EQ-QA-02	Purchasing (for reference only)
EQ-QA-09	Selection of Suppliers (Supplier Quality Questionnaire)
EQ-QA-03	Design Control FAIR (First Article Inspection Report)
EQ-QA-05	Non Conformance Report (Complaints / Recall) (for EQP use / completion)

5.0 Approval Requirements

- 5.1 Suppliers shall as the terms so require, manufacture service, release and deliver all products in accordance with the Purchase Order and all requirements identified therein.

Euroquartz require its suppliers to be certified against AS 9100 (current issue) when contracted for Aerospace / Defence work (as this is an AS 9100 customer requirement). If a supplier's business is less than 50% Aerospace / Defence, then the supplier must be certified against ISO 9001:2015 as a minimum for product manufacture / supply. If a test and or calibration laboratory, the supplier must be ISI 17025 accredited by UKAS. Supplier's that do not comply with the above may be used by EQP, provided the supplier's Quality Management System complies with the following requirements (EQP 03-01-01) and has been formally approved by Euroquartz management. All certification awarded by be accredited by UKAS (or similar notified body under the mutual recognition agreement (MRA) for international accreditation).

- 5.2 All products shall be manufactured strictly in accordance with the purchase order (and technical specification provided). The delivery of incomplete product / shortages is not permissible unless specified on the purchase order or by written authority of EQP.
- 5.4 When the supplier is manufacturing a product on behalf of EQP, the supplier may only use Special Process Suppliers who are Euroquartz approved. A complete list of Euroquartz approved Special Process Suppliers can be supplied on request.
- 5.5 Material Stockists / Distributors / Franchised Distributor shall hold as a minimum ISO9001:2008 Certification (appropriate scope for Stockist Scheme Certification). As a minimum, items shall only be procured directly from the manufacturer or approved distributor / franchised distributor.

Note: Documentation and data supplied with the purchased item shall ensure that full traceability of the purchased item is maintained, confirming that the purchased item conforms to specification and was actually produced by the designated manufacturer (objectively).

- 5.6 In the event that a supplier has its approval against AS9100, AS9120 and / or ISO 9001 the supplier must immediately inform Euroquartz in writing stating reason / status of withdrawal.
- 5.7 Suppliers shall have a system in place to mitigate against counterfeit parts entering the supply chain and such a system is available for EQP to validate.

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6.0 General

- 6.1 Enquiries concerning the content of this document and other referenced documents, or requests for additional copies should be referred to the purchasing representative responsible for the Purchase Order within EQP.
- 6.2 The requirements of this document and of EQ/QA/09 Selection of Suppliers will be used in to provide both existing and potential suppliers with visibility of the current Quality & Standard requirements and expectations of Euroquartz contracts.
- 6.3 It is the policy of Euroquartz to manufacture and supply products and services, which result in, or contribute to, safe conditions for its customers and the end-users of such products and services. In furtherance of this policy, Suppliers shall establish controls and procedures that ensure that the attention necessary for the achievement of this objective is objectively provided throughout the production in support of their products.
- 6.4 Suppliers are required to comply in full with the contents of this document. If a supplier cannot comply with any portion of this document, then the supplier must advise Euroquartz in writing. Euroquartz will review the supplier request and advise the supplier of the results in writing. The supplier is responsible for keeping all related documentation on file at their facility. No deviation from this document is acceptable in advance of formal agreement to do so in writing from EQP. Such formal agreement must be retained by the supplier.
- 6.5 Verbal agreements are un-acceptable.
- 6.6 Suppliers shall maintain Euroquartz specifications and other Standards at the latest issue and shall review the issue status of specifications on receipt of a Purchase Order and or at least once within a six month period (particularly for repeat contracts).

7.0 Business Quality Improvement Objectives

- 7.1 All suppliers are expected to have plans to achieve Business (Quality) improvements as part of their continuous improvement programme.
- 7.2 Euroquartz is dedicated to continuous improvement in the Quality and integrity of its services and to the satisfaction of its customer requirements and expectations. Supplier's contribution to this approach through the quality and reliability of their products and services is a prerequisite.
- 7.3 Each supplier shall demonstrate continuous improvement based on pro-active loss-prevention, root cause analysis and effective timely corrective action.

8.0 Organisation

- 8.1 Any change to the management representative responsible for Quality Management System and / or Inspection within the supplier's organisation (or group ownership) shall be communicated to EQP. Changes to premises shall be notified sufficiently in advance to EQP.

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9.0 Purchase Order / Documentation Issue Control

- 9.1 Purchase Order amendments shall be subject to review by Euroquartz prior to acceptance. The review shall ensure that copies of all processes and specifications quoted within a Purchase Orders are available, and that, where a supplier is unable to carry out any operations, approved sub-contractors may be identified.
- 9.2 Where a supplier has more than one site, every site used to produce product for shipment direct to Euroquartz must have Euroquartz approval (by completion of QCD009.)
- 9.3 Euroquartz, its customer, or any regulatory body shall be afforded the right of entry to verify at source and / or upon receipt that purchased product conforms in all respects to specified requirements. This action shall not absolve the supplier of the responsibility for the quality of the delivered product nor preclude its subsequent rejection should other quality issues arise at a later date / time.
- 9.4 Where the use of a sub-contractor is permitted, the identification and selection shall form a part of the initial contract review. Suppliers may consider / use a sub-contractor suitable given the following circumstances: *The sub-contractor is currently approved by EQP.*
- 9.5 Suppliers are responsible for ensuring the flow down of applicable sections of QCD106 and related specifications to second tier suppliers.
- 9.6 Suppliers must reference QCD106 on all Purchase Orders issued in support of activity for Euroquartz (referring their suppliers to the Euroquartz web-site for latest version documentation).

10.0 Procurement of Components

- 10.1 Failure of components can have major effects on airworthiness, safety, reliability, operational integrity – with related cost impact. All parts are therefore termed “controlled” and should be treated as such (bonding requirements may be appropriate and / or necessary).
- 10.2 Any component, which is sourced, and has the manufacturer identified on the Bill of Material (BOM) may only be purchased from that supplier or their approved agent. Suppliers must not source parts from non-approved sources (original manufacturing suppliers only).
- 10.3 Where a Supplier wishes to change the source of a component, the Supplier shall request permission to make the change from EQP.

NOTE: Identification of a supplier on a controlled BOM does not automatically approve them for use. It is the supplier's responsibility to check that any sub-contractor is correctly approved prior to use (objective evidence for audit purposes is required).

- 10.4 **Counterfeit part mitigation** procedures should be in place to prevent counterfeit compromising the reliability and integrity of Euroquartz product.
- 10.5 **Product safety** – Suppliers shall comply with the following requirements....
- i) Assessments will be made by the supplier prior to contract acceptance with regards to product safety.
 - ii) Euroquartz expect all suppliers to apply due diligence with regard to all product safety aspects of the parts supplied.
 - iii) Euroquartz will highlight any safety critical issues relating to the products and services being requested at the time of enquiry.

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11.0 Control of Non-Conforming Material

11.1 The supplier shall have no discretionary power to deviate from the specification requirements as detailed with Purchase Order (and supporting documentation). Concessions will only be accepted on receipt from the Supplier of a full "root cause analysis" report detailing the issues and evidence of preventative action. Parts subject to concession must not be delivered to Euroquartz until Euroquartz approves a concession.

Note: Concessions are normally only issued to Suppliers when a product is non-conforming, and the non-conformance does not affecting fit, form or functionality.

11.2 No rework shall be permitted on identified non-conforming product without written approval from EQP. Manufacturing records shall clearly record the operation and the results achieved, should re-working under a concession be approved.

11.3 Where the supplier has any reason to suspect non-conformance of any delivered product, then the supplier must immediately notify EQP.

11.4 Scrapped (or non-conforming) components must be physically damaged beyond repair prior to actual disposal (to prevent mixing with conforming product of the same / similar type / model). The Euroquartz management representatives (or their customer) may require a report from the Supplier and / or witness by inspection and of process of damage and / or disposal.

12.0 Rejections after Delivery

12.1 The Supplier shall be notified of non-conforming supplies found after delivery. Euroquartz will contact the supplier and issue an NCR against the parts prior to return.

12.2 Following receipt of an NRC notification the Supplier shall take immediate containment action. The action shall include 100% inspection of all supplier stock or work in progress. This containment action shall be taken within 48 hours of notification from EQP. The supplier shall provide within 14 days an investigation into the root cause of the problem and provide corrective action to prevent recurrence. The findings, corrective action and effective date shall be reported to EQP.

13.0 Supplier Monitoring

13.1 All Suppliers shall monitor the quality and delivery performance of product delivered to EQP. In addition each supplier's quality and delivery performance is continually monitored by EQP. Suppliers whose performance does not achieve and maintain an acceptable level shall be formally notified of their supplier status and may be required to implement improvement actions accordingly. Failure to improve or respond positively to a Euroquartz NCR will result in the withdrawal of supplier approval by EQP.

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14.0 Records & Archives

- 14.1 All (Quality Management System) records held by Suppliers shall be legible and identifiable to the product involved. Records shall be stored and maintained in such a way that they are readily retrievable in facilities that provide a suitable environment to minimise deterioration or damage and to prevent loss. Records shall be available for evaluation by Euroquartz staff until such time as Euroquartz authorise disposal in writing.
- 14.2 Documentation and records applicable to Euroquartz shall not be amended with correction fluid. A single linked line shall delete any revisions and/or correction of errors and will be accompanied by an initial and date.
- 14.3 Should a supplier cease trading with EQP, quality records shall still be maintained until disposal is authorised by EQP. If the supplier ceases trading completely, or is unable to maintain the records, Euroquartz must be informed so that alternate arrangements can be made to store the records.
- 14.4 All records shall be retained by the Supplier INDEFINATELY unless otherwise agreed with EQP.

15.0 Certificate of Conformance

A Certificate of Conformity (C of C), which shall include sufficient information to enable it to be correlated to the supplies and must accompany supplies submitted / provided to EQP. Certificates and supporting documentation will be identified by Purchase Order / Contract number and shall include the following information:

The Certificate shall include a statement of conformity individually signed by an authorised signatory of the Supplier and shall be as stated below or similar, subject to agreement by EQP.

*We (name of the supplier) hereby confirm that the whole of the supplies detailed hereon have been manufactured, inspected and tested and conform in all technical and integrity respects with the requirements of the contract order / specification.
(signed by: authorised ** person from the Supplier)*

Note: ** The Supplier shall be able to demonstrate to the satisfaction of Euroquartz that the nominated authorized signatory has controlled usage of the authority (with the technical competence demonstrated by qualification and experience supported by validated CV claims).

Where the Supplier utilises an automated system for generation and / or authorisation of certificates / records, then those systems shall be subject to robust management and security controls approved by Euroquartz to protect the integrity of the certification process.

The Supplier shall ensure completion of all requirements of the purchase order prior to delivery including all processes. Deliveries of goods that do not fulfil the purchase order requirements will not be accepted. The Supplier is responsible for providing a C of C that confirms that the products, processes, and/or services furnished meet the requirements for lot, of each shipment, of the Euroquartz Purchase Order. The C of C must have at a minimum the following:

- a) Consignees name and address
- b) Consignors name and address
- c) Reference number and date of the certificate
- d) Description and quantity of supplies
- e) Related specification or drawing numbers and issue (as appropriate)
- f) Identification marks and serial numbers (as appropriate)
- g) Manufacturing lot no. or traceability reference (works order / batch number)
- h) Any limitations/Shelf Life Expiry dates (as appropriate)

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i) Signature(s) of ** approval (for inspection / release)

When the purchase order and / or applicable documents does not specify a method of packaging and Preservation, it is the supplier's responsibility to assure that product is preserved and packed using methods and materials that will assure that it arrives damage free to EQP.

15.1 **Preservation:** All ESD sensitive components or Devices must be preserved by the supplier using appropriate ESD packaging materials, and stored under conditions recommend by the manufacturer.

15.2 **Packaging:** The method of packaging must:

- Prevent damage or deterioration in transit
- Permit safe handling
- Assure that all necessary warnings are completely visible
- Assure the shipping address, supplier name, qty, and part number are visible.
- Assure that the packing list, quality documents, and other important information is enclosed, or securely fastened.

15.3 **First Article Inspection Report (FAIR)**

When a FAIR is required with the goods to demonstrate compliance with all the procurement Specifications detailed in the design package the following must apply: First Article Inspection Reports shall be in accordance with AS9102 and Euroquartz procedure EQ/QA/03

A copy of the FAIR shall be supplied with the product unless otherwise stated. The supplier shall retain the FAIR as a quality record and they shall not be disposed of without the written permission of EQP. This shall not absolve the supplier of the responsibility for the quality of the delivered product nor preclude its subsequent rejection should other quality issues arise.

15.4 **Euroquartz right of access**

Any person authorised by EQP, including the Customer or Regulatory Authority, shall not be Unreasonably refused permission by the supplier to enter any works, warehouse or sub-tier suppliers premises for the purpose of :-

A: surveillance or inspection of any tools or materials procured or used for the manufacture of the goods or process of manufacture on the completed goods themselves before dispatch.

B: Post delivery to assist investigation of historical production/delivery data

15.5 **Business continuity planning**

Euroquartz advises each supplier to have a written business continuity plan to cover disaster recovery and the responsibilities and actions to be taken in the event of an emergency that may affect deliveries to Euroquartz that will bring the supplier on line in the shortest possible time.

15.6 **Change Control**

Uncontrolled change within the supply chain is the major cause of deficiency escapes into EQP. It is crucial therefore that all change, no matter how trivial it may appear, is assessed for potential risk and then subject to mitigating actions and control.

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Changes can occur in three ways:

- 1) Change to the manufacturing location, either within a supplier or between suppliers.
- 2) Changes to Components.
- 3) Changes within the company's stores department, Storage and dispatch method, including machines, people etc.

The control mechanism for these is as follows.

- 1) Changes to the manufacturing location shall be notified to EQP.
- 2) Changes in components shall be raised with the buyer responsible for the purchase order. The buyer shall take the appropriate action within Euroquartz and inform the Customer. The supplier must not progress with any changes to the component without written agreement from EQP.

3) Changes within the Company's stores department shall be controlled as follows

-All changes to components storage location shall be subject to a documented risk review prior to being carried out.

-Staff changes within the company's stores department must be fully trained and supervised until level of competence is assessed and approved as competent.

-Changes to the Stock control computer system, must be documented, risk assessed, audited and checked after changes for example, New operational software is introduced or updated.

All documentation relating to point 3 must be kept indefinitely and made available to Euroquartz on request in writing with reasonable notice following an NCR with relation to supply quality problems.

15.7 Traceability

All parts shall be clearly traceable back to the original manufacturer of the parts. Where the supplier has purchased a component or assembly, they shall have a copy of the original manufacturer's certificate of conformance.

All components and assemblies shall be traceable to the original material identification. The traceability system must facilitate the rapid identification of any part delivered and suspected of being defective. Containment action must be implemented immediately to protect the customer on any defects found that affect quality of the product. All records in relation to Euroquartz must be kept indefinitely and shall be made available to Euroquartz upon request.

15.8 Special process requirements (Ref. section 19.0 of this document for requirements)

Any special process supplier must be AS9100 or ISO9001 approved or meet the requirements outlined in section 19 of this document. The supplier performing the special process must certify that all applicable requirements have been met.

15.9 Manufacturing & Process Control

Adequate, clean well-maintained facilities shall be provided to enable products to be consistently

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produced in accordance with the requirements of the Euroquartz order.
Suppliers shall establish a procedure detailing the general workmanship practices for the prevention of Foreign Object Damage.

Suppliers must not omit any part of any specification except when defined on the purchase order or covered by a non-conforming report authorised by EQP.

Suppliers providing Shelf life items shall ensure they are correctly labelled with shelf life expiry and suitably packaged. No shelf life items within 6 months of expiry with the exclusion of Solder Paste shall be accepted by EQP. Suppliers are expected to establish procedures for identifying adequate statistical techniques for determining process capability of key characteristics, especially when these are identified on the documentation. Such techniques shall demonstrate management ownership and responsibility and be based on recognised industry models.

Where the supplier uses a sample inspection plan as a means of product acceptance, the plan shall be predicated on industry recognised models, statistically valid and shall preclude the acceptance of known non-conforming product. Documented procedures and records to demonstrate this shall be available.

All parts supplied to Euroquartz shall be identified in accordance with the requirements of EQP. Suppliers shall maintain records to identify the materials used and the manufacturing and processing history of each batch of parts supplied to EQP. A lot number that enables all associated records to be retrieved shall identify each batch.

15.10 Inspection Reports

The supplier is required to maintain and provide upon request all inspection records. The records must be at a minimum based on an established/recognized sampling plan.

16.0 Source Inspection

16.1 Source Inspection will be used by Euroquartz to help develop a new supplier, or a supplier that is having quality issues. Source inspection at a supplier's site will be imposed by a letter issued from Euroquartz to the supplier. In the event Euroquartz imposes source inspection, only Euroquartz can remove or waive source inspection.

17.0 Concessions / Permits

17.1 If a supplier's quality system discovers a non-conformance to the Euroquartz Purchase Order, the supplier can submit a request for a concession to the Euroquartz Buyer.
The supplier can use the table below to determine when a concession is needed.

Option	Euroquartz Approval/Concession Required
*Rework the non-conformance prior to shipment	No
Scrap and re-place	No
Request to use the product as is	*Yes
Request to repair the non-conformance	*Yes

Requests to use as is, or repair a non-conformance, must be processed using the suppliers own concession request form and signed by EQP.

*Rework must return the part to full compliance and specification.

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Note: The supplier is not authorised to dispatch items requiring concession until he has been informed of the applicable Concession Number and the supplier has a copy of the approved concession. This Concession Number must appear on his Certificate of Conformity, each time a delivery is made from the batch that has been approved under Concession.

18.0 Corrective Actions

- 18.1 If Euroquartz performs a supplier audit and finds a non-conformance a request for corrective action will be issued to the supplier. Corrective actions for issues found during an audit will be documented. Before an audit will be closed out all open audit CARs must be answered by the supplier and accepted by EQP.

19.0 Special Process Suppliers

- 19.1 Euroquartz uses AS9100 or ISO 9001 approved special process suppliers. In addition to AS9100 & ISO 9001 approval the special process supplier must demonstrate the ability to satisfy all applicable requirements. Failure to satisfy any requirement will prevent Euroquartz from using that supplier.

- 19.2 Euroquartz considers the following to be special processes:

- Case Machining
- Anodizing / Other / Plating
- Welding / Soldering / Brazing
- Conformal Coating
- Non-destructive testing (NDT)
- Military Screening

20. ETHICAL BEHAVIOUR

Euroquartz complies with the current UK Modern Anti-Slavery act 2015 and International legislation relating to Human Trafficking.

We require all suppliers to conform to this legislation; suppliers who do not will be struck off the Euroquartz approved supplier register.

The following activity is in breach of the Euroquartz Terms of Supply

- 1: It is the responsibility of all suppliers to ensure that their personnel are aware
- Of the quality requirements communicated by Euroquartz
 - Perform their duties ethically in order to comply with these requirements. This includes full confidentiality in respect to any technical or application information supplied by Euroquartz in order to process their orders
 - Their contribution to product or service conformity
 - Their contribution to product safety
 - The importance of ethical behaviour.
- 2: Engaging in any form of Human Trafficking or forced labour is strictly against the Euroquartz Terms of Supply and suppliers will be struck of the approved supplier list if they are found to be engaging in such activity.

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- 3: The withholding of worker identity cards and immigration documents is strictly forbidden.
- 4: The procurement of commercial sex acts is forbidden.
- 5: Provision **must** be made to ensure return transportation for all migrant workers that have been brought onto the country to specifically work for the supplier.
- 6: Any housing or accommodation provided for workers **must comply** with the local Health and Safety standards.
- 7: Migrant workers will be given the right to cancel their employment without financial penalty.
- 8: Euroquartz will not tolerate the abuse of any workers within the supplier's facilities.
- 9: All suppliers are expected to be able to demonstrate that they are behaving and conducting business in a decent and ethical manner

21. Distribution (appropriate access of this document)

Internal - Euroquartz (purchasing)

External - All Euroquartz suppliers, supplying against:

Defence / Aerospace and related contracts (as identified by EQP)

Euroquartz Customers (on request)

Auditors from Certification Bodies (on request)

Acknowledgement of Receipt and acceptance

Please complete and return this form to Euroquartz Ltd.

Supplier	
Signature	
Name	
Position	
Date	

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