# VIBA Aerospace & Defense supplier Quality requirements.

## Purpose

The purpose of this document is to define the Quality requirements for Suppliers of VIBA.
These requirements are applicable in their entirety to Services and Products allocated to an VIBA Supplier as well as to those attributed to the Suppliers and sub-tier Suppliers. Acceptance of products is contingent upon compliance with these requirements. Any exceptions to the requirements must be coordinated with VIBA Quality concurrence.

## VIBA Quality Policy for Suppliers

The Supplier shall comply with the following requirements:

1 Certification of the Quality Management System

The Supplier's Quality Management System (QMS) must comply with the requirements of PRI Nadcap accreditation, ISO 9001:2008, AS/EN9100, AS/EN9110 or AS/EN9120 depending on the activity.
Also, Advisory Circular 00-56 is an acceptable accreditation for distributors/brokers.

To demonstrate compliance, the Supplier shall have a QMS certified by a certification registration body accredited by IAQG or equivalent. AS9100 series certifications which are registered in OASIS shall be valid (see www.sae.org/iaqg and www.iaqg.org/oasis).
The Supplier's QMS must also comply with VIBA's requirements which mirror the details noted in ISO 9001:2008, AS/EN9100, AS/EN9110 or AS/EN9120.

A Quality Plan will be implemented for the manufacturing, repair and overhaul of products and accepted by VIBA and the Supplier, if necessary and requested by VIBA.

2 Airworthiness Regulations Compliance

Suppliers of safety critical, important parts and equipment or "major assemblies" (structural elements that affect safety-of-flight) shall have a Quality System complying with one of the following:

- Federal Aviation Administration (FAA) standard i.e. 14 CFR Part 21 (PC, PMA, or TSO), or
- European Aviation Safety Agency (EASA) standard i.e. PART 21 G, (POA with PO/DO,
- ETSO), or
- Recognized equivalent by the FAA (e.g. bi-lateral agreement with NAA), or equivalent

Note: Parts produced by Suppliers that are PAH approved under the CAA / NAA of country of manufacture is considered accepted under this document without further showing.

Original Equipment Manufacturers (OEM) and other Suppliers providing maintenance activities shall have either a Maintenance Organization Approval (MOA) complaint with NAA or a certificated Repair Station approval compliant with Federal Aviation Administration (FAA) standard 14 CFR Part 145.

3 Special Process Accreditation

Special Processes called out in the TC/STC Holder's approved design data will be compliant to PRI Nadcap accreditation requirements or shall be validated per TC/STC holder requirements and procedures. Additional requirements may be requested by the TC/STC Holders.

4 Deployment of IAQG Standards

VIBA may impose the following IAQG standards depending on the scope of activity:

- 9102 First Article Inspection – (request will be made at the time of RFQ, so enough time is
- given to perform/acquire the document)
- 9103 Variation Management of Key Characteristics
- 9131 Non Conformance Documentation
- 9134 Supply Chain Risk Management Guideline

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5 Sub-Tier Suppliers

Suppliers with an approved or VIBA accepted QMS shall evaluate and select their sub-tier Suppliers based on their ability to supply products or services in accordance with VIBA's requirements. The Supplier is responsible for evaluating, selecting and monitoring its sub-tier Suppliers, including Special Processes (SP's) and provide VIBA with an Approved Supplier List (ASL) upon request. The Supplier is limited to one level of subcontracting for the contracted item.
Note: Suppliers that perform safety sensitive functions (defined in14 CFR Part 120, Sec 120.105 and Sec 120.215) for VIBA are required to participate in an FAA Approved Drug and Alcohol Testing program. This requirement includes any subcontractors utilized by Suppliers and their subcontractors.

6 Supplier Approval and Products/Supplier Qualification

Certified Quality Management Systems, PRI Nadcap special process accreditation or CAA / NAA Production or Maintenance approval are prerequisites for any contract award and execution. In addition, the Supplier shall comply with customer requirements depending on the program.

**Required documents**

Unless otherwise specified by PO/contract, a supplier must provide adequate certification of conformance for all materials and processes specified on the purchase order or contract, for each shipment. Where available, these may be submitted electronically to coc@viba.nl

Suppliers are responsible for all PO terms and conformity characteristics per the PO/contract accepted, i.e., for tier 1 (direct) suppliers delivering a product which includes sub-contracted or special processes, all such processes must be indicated on the direct supplier's certificate of conformance.

When required by contract, components procured from a supplier holding an applicable Airworthiness Approval from their local regulatory authority, those components are to be supplied with the applicable Airworthiness Tag/Certification (i.e., EASA Form1 or 8130). This is particularly important for proprietary parts that may not be readily inspected/tested on receipt.

In case the Supplier is approved by the National Aviation Authority (NAA), the Supplier shall deliver the Goods with an Authorized Release Certificate / Airworthiness Approval Tag (i.e. FAA Form 8130-3 or EASA Form 1).

Upon VIBA's request the Supplier shall provide satisfactory proof of Approval by the National Aviation Authority (NAA) as indicated above.

For parts not accompanied by an Airworthiness Tag, supplier shall accompany each batch of a product with a Certificate of Conformity (CoC): A written statement, signed and dated by an authorized representative, certifying that items or services provided are in accordance with specified requirements, and stating that the manufacturer has objective evidence of compliance to applicable specifications on file, traceable to the material/equipment supplied and available for review upon request.

Each Certificate of Conformity (COC) shall be based on objective evidence (a.o. measuring and / or test reports), demonstrating and stating full compliance with the requirements of the Contract.

The PO may call for Full Test Report provisioning. In any case, Supplier will assure that full test report documentation is available within 48 hours after request.

The original COC must be packed and supplied together with the Goods and it shall always indicate the Supplier's name and the corresponding lot number.

On the CoC, the following items are mandatory to be listed:

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1: Document clearly stipulating “Certificate of Conformity”
2: Supplier’s Name
3: Supplier’s Physical Address
4: Customer’s Name
5: Certificate number (unique per PO)
6: Customer PO and Line Item Number
7: Part Number
8: Part number reference information, (e.g. the customer part number is different from the Supplier’s part number.)
9: Part Name (as identified on the print)
10: Part Revision Level
11: Quantity of Parts Shipped
12: Lot / batch number per part number and its quantity from that lot.
13: total produced amount per batch.
14: If batch has a shelf-life, Shelf life information / expiration dates
15: If applicable, serial numbers
16: CoC written statement
17: Date, Name and Signature of Authorized Representative

If the job was processed using a Nadcap accredited process, the supplier shall include a statement indicating the job was processed per their Nadcap accreditation, and shall include their accreditation number and expiration date.

Hazardous material must be supplied with a Material Safety Data Sheet (MSDS) for each shipment.

**Export control**
If applicable, Supplier acknowledges that Goods or parts thereof may be subject to export control regulations, including U.S. export control regulations, and that diversion to export control regulations are prohibited. Supplier certifies that it shall comply with all applicable export control regulations including requirements for registration, licensing, authorization and any restrictions thereto.

Supplier undertake to assist VIBA in obtaining any required authorization or export license. If the Goods or parts thereof are subject to one or more export control regulations, Supplier shall:
- Advise VIBA of the export control classification number, and
- Obtain export licenses to ensure timely delivery of the Goods to VIBA, and
- Advise VIBA of any restriction or proviso’s by providing a copy of export licenses and/or amendments thereto.

Any technical data authorized for export, re-export or transfer to VIBA shall be marked with the export control classification number and its corresponding authorization reference.

**Rights of Access**
The supplier shall provide VIBA, an VIBA customer, or a specified third party (customer/regulatory agency), right of access to the facility and all records related to product ordered by VIBA or one of its suppliers.

VIBA reserves the right for VIBA, an VIBA customer, or a specified third party (customer/regulatory agency), to perform an audit or inspection at the supplier’s facility. Such verification shall not be used as evidence of effective control of quality. This verification does not absolve the supplier of the responsibility to provide acceptable product, and does not preclude any subsequent rejection by VIBA or its customer.

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**Sub-Tier Selection/Control & Contract Requirement Flow-down to Sub-Tier Suppliers**
VIBA reserves the right to specify or approve sub-tier suppliers contracted by its suppliers for work performed on VIBA material. This includes but is not limited to special process, materials testing services, distributors, and other subcontractors.

Suppliers shall flow down to its sub-tier contractors, all relevant quality requirements imposed by this manual and other contractual documents, including government-regulatory and Defense requirements.

**Special Process Suppliers**
Regardless of tier, all suppliers shall use only VIBA Aerospace-approved special process suppliers, unless otherwise specified by contract. Any supplier may request that a sub-contractor be added to an VIBA facility's ASL through the appropriate VIBA supply chain contact, however, such sources may not be used prior to receipt of documented VIBA Quality approval. Actual costs of approval for a new sub-contractor may be the responsibility of the requestor.

For the processes listed below, all special process suppliers must be Nadcap accredited unless specifically exempted by contract terms exhibiting a VIBA Supplier Quality approval:
- Non-Destructive Testing
- Heat Treating
- Welding
- Chemical Processing
- Coatings
- Material Testing Labs

**First Article Production Approval**
First Articles shall be performed by the supplier in accordance with AS/EN9102.

The designated quantity of components, randomly selected from a significant production run, must be produced utilizing production tooling, processing and cycle times. This approval includes dimensional and performance requirements and, in some cases, may also include specific visual and functional approvals.

**Material Identification**
The supplier is required to establish a documented system for the control and traceability of all materials. The inspection and test status of all materials should be easily identifiable by the system, and documentation should include a description of any applicable containment areas and/or devices. Parts or products removed from the normal process flow must be positively segregated and clearly marked per AS/EN9100 requirements.

**Sampling**
The supplier may use reduced-frequency (sampling) inspection plans only when historical records indicate that a reduction in inspection can be achieved without jeopardizing the level of quality. The supplier shall employ sampling inspection in accordance with ANSI/ASQ Z1.4-2008: Sampling Procedures and Tables for Inspection by Attributes or customer required standards.

Sampling may not be used to justify the existence of known defectives or discrepancies in a lot.

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**Document Management**
The supplier shall maintain quality records in sufficient detail to establish evidence that any sampling was representative, the required tests and verifications were properly performed, and that only material meeting specified requirements have been accepted for production and delivery to VIBA. These records shall be available for review by VIBA or an VIBA authorized representative, as required. Copies of individual records shall be furnished to VIBA upon request.

**Records**
The supplier must retain adequate quality system records, not limited to all advanced quality planning documents, process guidelines, laboratory test instructions, gauge/test equipment verification and calibration and performance test methods.

In addition, the supplier must retain quality performance records, not limited to control charts, FAI, inspection and test results.

At a minimum, the supplier must retain the records for the periods indicated herein and make them available for review as required:
- Quality system records (control charts, inspection and test records, audit records) - 10 calendar years
- Quality performance records (production part approvals, purchase orders and amendments, tooling records) - one calendar year after part production is discontinued.

For some programs, the above records must be retained for longer than 10 years (The supplier will be notified via PO/contract when this is a requirement).

The supplier agrees to transmit to VIBA, those records kept in support of VIBA work, in event that the supplier discontinues business operations.

**Changes**
Direct material suppliers are required to obtain documentation of VIBA approval prior to implementing any change. This requirement includes direct material suppliers, including distributors.
Applicable ‘changes’ include but are not limited to:
- Approved production processes
- Materials
- NDT and special processing
- Change of sub-tier suppliers for raw materials, purchased components or services
- Change to test/inspection sequencing or methods
- For bulk material suppliers: Alternative source of raw material from new or existing suppliers
- For distributors: Alternative sources of component parts other than those previously qualified

The continuous improvement philosophy encourages process improvements. However, prior to any modification to a process being implemented, the supplier must complete all verifications and tests necessary (including preliminary capability studies) to ensure that a new process continues to yield components that meet specifications. First article requirements per AS/EN9102 always apply.

**Management Responsibility**
Within 10 Days after its occurrence, the Supplier shall notify VIBA in writing of:
(1) Any adverse change in its quality system resulting in loss of 3rd party registrar’s certification status;
(2) Any adverse action taken by the Supplier’s customer, the Government, the Federal Aviation Agency (FAA), or the Civil Aviation Agency (CAA);

(3) Any change in the Supplier's quality organization, process or procedures that affect conformity verification of the Goods or any part thereof.

The Supplier shall also notify VIBA, in writing, at least 90 days in advance of any sale, relocation, or transfer of the Supplier's manufacturing operations as well as for:

- General organization or significant QA organization changes
- Distribution of production among their plants
- Distribution of production among their Suppliers
- Organization of their quality control
- Procedures for ensuring product conformity
- Changes to QMS that affect ability to comply with AS/EN9100

The Supplier shall check, verify and control the correct implementation of any of his tasks, actions, processes and operations required to manufacture the Goods in conformity with the requirements of the Contract and shall assume the complete responsibility therefore. VIBA shall have the right to audit, verify and control the Supplier with regard to any quality aspect; however, this shall not reduce or limit any obligation or liability of Supplier. For this purpose, the Supplier shall take adequate measures to provide VIBA with access to all information and facilities where work under any Order is being performed.

Audit verification and control by VIBA shall not be used as evidence of effective quality control by the Supplier nor shall it preclude subsequent rejection.

**Environmental requirements**

Supplier shall implement an environmental management system to manage the environmental issues related to its activities. Where applicable, Supplier shall give necessary information for restricted substances as per REACH regulation.

**Document Review**

VIBA Aerospace will review this manual annually in order to review customer & regulatory compliance opportunities, integrate suggested changes, and ensure overall continuous improvement in its content & application.

**Packaging and Preservation**

The Seller shall package and ship Contract Products in accordance with PO requirements. In the absence of specific shipping requirements, materials shall be packaged in accordance with accepted commercial packaging standards. Materials shall be packaged and preserved to prevent damage in shipment or introduction of FOD. Boxes, crates, and other shipping containers will be of sufficient strength to prevent breakage in transit.

Unless otherwise specified, packaging of screws, bolts, nuts, washers, and standard fasteners is limited to quantities of no greater than 100 per package and packaging of rivets is limited to 500 per package unless otherwise specified by VIBA.

While Supplier is responsible to assure delivery to VIBA in factory-new condition, in no circumstance the packaging of one cardboard box for fasteners will be more than 10kg.

The Seller shall provide adequate inspection control of the preservation, packaging, and shipping process to assure all products are complete and all required documentation has been provided.

Shipments must equal exact amounts ordered unless otherwise agreed upon in writing by Buyer. Invoices shall be honored and paid for only those quantities indicated on the Order or otherwise authorized in writing by Buyer.

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**Foreign Object Damage (FOD)**
The Supplier shall maintain a system enabling FOD prevention and detection according to the industry standard and applicable to the scope of products supplied. Delivered products shall be free of foreign material (i.e., loose fasteners, wire clippings, metal shavings, loose solder, etc.).

**Counterfeit Articles**
The Supplier shall implement an appropriate strategy to ensure that articles delivered to VIBA are not counterfeit. The Supplier's strategy shall include, but is not limited to, the direct procurement of articles from OEMs or authorized Suppliers, conducting approved testing or inspection to ensure their authenticity, and, when articles are to be procured from non-authorized Suppliers, obtaining from such non-authorized Suppliers appropriate certificates of conformance that provide one or more of the following:

- the OEM's original certificate of conformance for the article;
- sufficient records providing unbroken supply chain traceability to the OEM; or
- tests and inspection records demonstrating the article's authenticity.

Counterfeit articles delivered or furnished to VIBA are deemed nonconforming. If the Supplier becomes aware or suspects that it has furnished counterfeit articles to VIBA, the Supplier shall promptly notify VIBA and replace, at Supplier's expense, such counterfeit articles with OEM or buyer-approved conforming articles. The Supplier shall be liable for costs related to the replacement of counterfeit articles and any testing or validation necessitated by the installation of authentic articles after counterfeit articles have been replaced. The remedies contained in this section are in addition to any remedies VIBA may have at law, equity, or under other provisions.

The Supplier bears responsibility for procuring authentic articles or items from its subcontractors and shall ensure that such subcontractors comply with these requirements.

**Submitting recommendations**
Recommendations should be submitted to:
Vincent van Weeren, Weeren@viba.nl

**Revision History**
June 26th 2016, initial release.