

AIRBUS

SUPPLIER QUALITY REQUIREMENTS MANUAL



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1. Purpose/Scope

The purpose of this document is to define the general requirements for suppliers to Airbus Helicopters North America (AHNA = Airbus Helicopters, Inc. (AHI) and Airbus Helicopters Canada (AHCA). AHNA must ensure that all suppliers used are capable of supplying products and services safe for operation and to the customer. AHNA must also ensure that the suppliers design, produce, deliver and maintain products in compliance with the design data, in a condition for safe operation and that all products/services are delivered with the required documentation.

This document is applicable to all suppliers who provide aeronautical products/services. It is imperative that AHI's or AHCA's acceptance of the products/services shall in no way affect the liability of the supplier for any non-apparent discrepancies discovered after delivery.

The supplier shall ensure that AHI/AHCA's requirements stated herein are analyzed, fulfilled, and flowed down internally and to its sub-tier suppliers as relevant.

The Supplier is responsible for evaluating, selecting and monitoring its sub-tier Suppliers, including Special Processes and provide AHI/AHCA with an Approved Supplier List (for the scope of supply) upon request.

The Supplier is limited to one level of subcontracting for the contracted item (see exceptions under paragraph 4.4.1-8)

Compliance to this Document is a pre-requisite for approval as a supplier of AHI or AHCA for any scope of aeronautical supply or service. Note: The process for approval as a supplier of AHI or AHCA is not outlined in this document.

Note: As a general rule, any deviations to the stated requirements must be identified by the supplier and approved by AHI or AHCA, in writing.

Deviations to the requirements shall be submitted to the respective AHI or AHCA procurement Point-of-Contact for approval and shall contain the following information:

- (1) requirement identification,
- (2) description of deviation,
- (3) reason for deviation,
- (4) alternate means of compliance to the requirements
- (5) Suppliers name, date and signature.

Note: an example for a Deviation Letter is shown in **Appendix D**

Note: some requirements are only applicable for new contracts or development contract and cannot be generally applied to legacy supply items. Such paragraphs are identified by (*) within this document.

1-1 Right of Access:

The supplier shall grant AHI/AHCA, its customers and regulatory authorities access to the facilities where production, maintenance or servicing activities are performed. This right of access is applicable to all sub-tier suppliers and should be flowed down to them formally and acknowledged. The supplier shall assist in the performance of any required surveillance, audits, assessments or investigations. AHI/AHCA will respect the confidentiality of proprietary information and comply with all safety and export rules during this surveillance.

1-2 Work on 14 CFR Part 91 & 121 Operated Aircraft (and components)

Suppliers that perform safety sensitive functions (defined in 14 CFR Part 121, Appendix I and J) for AHI are required to participate in an FAA Approved Drug and Alcohol Testing program. This requirement includes any subcontractors utilized by Suppliers and their subcontractors.

2. Normative References / Abbreviations**2-1 Document Structure**

This document is structured to follow the paragraphs and content found in the AS9100 series requirements or applicable equivalents, i.e. EN/JISQ 9100/9110/9120. AS9100 will be used throughout this document to indicate the applicable standard. All requirements stated in this document should be considered as **additional or complimentary** to those stated in the applicable AS9100 series document.

Note: sections not listed have no requirements over and above AS9100.

This core document states requirements that are applicable to all types of suppliers to AHI or AHCA.

Appendix A to this document details the additional Airbus Helicopters Group or AHI/AHCA requirements based on the type of products/services provided.

Note:

In case of conflict between this core document and the requirements found in the relevant Appendix, the respective portion of the Appendix prevails.

In case of conflict between any part of this document and a Commercial Contract, the content of the Contract prevails.

**SUPPLIER QUALITY
REQUIREMENTS MANUAL****2-2 Abbreviations**

AH	Airbus Helicopters France
AHCA	Airbus Helicopters Canada
AHD	Airbus Helicopters Deutschland GmbH
AHE	Airbus Helicopters Spain
AHNA	Airbus Helicopters North America
AHI	Airbus Helicopters, Inc. (USA)
AHMQ	Airbus Helicopters Queretaro (Mexico)
AHG	Airbus Helicopters Group
APQP	Advanced Product Quality Planning
ARC	Authorized Release Certificate
ATP	Acceptance Test Procedure
ATR	Acceptance Test Report
AQAP	Allied Quality Assurance Publication
CA	Constituent Assembly
C/A	Contracting Agency / Contractor
CAQ	Civil Aviation Qualification
CAIR	Constituent Assembly Inspection Report
CMM	Component Maintenance Manual
CofC	Certificate of Conformity
COTS	Commercial Off The Shelves
CRM	Component Repair Manual
DAL	Design / Development Assurance Level (EP 04-06)
DAOS	Design approved Organization Scheme
DAS	Design Assurance System
DCMA	Defense Contract Management Agency
DDP	Declaration of Design Performance
DFMEA	Design Failure Mode and Effect Analysis
DGA	Direction Générale de l'Armement (French Military Authority)
DMR	Drawing Modification Request
DO	Design Organization (e.g. ODA under FAA)
DOA	Design Organization Approval
DRL	Data Requirement List
DVL	Data Validity List (List of Required Documents & data, referred in SOW)
EASA	European Aviation Safety Agency
ECPF	Equipment Change Proposal Form
ETS	Equipment Test Specification
ETSO	European Technical Standard Order
FAA	Federal Aviation Administration
FAI	First Article Inspection
FOD	Foreign Object Damage
FOd	Foreign Object debris
GQA	Government Quality Assurance
H/C	Helicopter
IAQG	International Aerospace Quality Group
ICU	Identification Conditioning Unit
IETP	Interactive Electronic Technical Publications

**SUPPLIER QUALITY
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IG	Industrial Goods
IPC	Illustrated Parts Catalogue
ISM	Independent System Monitoring
ITAR	International Traffic in Arms Regulations
LMP	Laboratory Materials & Processes (Airbus Helicopters')
LRU	Line Replace-able Unit
MAOS	Maintenance Approved Organization Scheme
MDAS	Maintenance Data Approval Sheet
ML3	Maintenance Level 3
MOA	Maintenance Organization Approval
MRB	Material Review Board
NATO	North Atlantic Treaty Organization
NCAGE	NATO Commercial-And-Government-Entity-Code
NQAA	National Quality Assurance Authority
NFF	No Failure Found
NQAR	National Quality Assurance Representative
ODA	Organization Designation Authorization
OEM	Original Equipment Manufacturer
P/N	Part Number
PAH	Production Approval Holder (FAA)
PFMEA	Process Failure Mode and Effect Analysis
PMA	Parts Manufacturer Approval (FAA)
PO	Production Organization
POA	Production Organization Approval
Pri-NADCAP	Performance Review Institute / National Aerospace & Defense Contractors Accreditation Program (SAE)
P/O	Purchase Order
QAP	Quality Assurance Plan
QMS	Quality Management System
QN	Quality Notification
R/O	Repair and Overhaul
RAR	Repair Approval Request
RDAS	Repair Design Approval Sheet
R&R	Repeatability and Reproducibility
SAR	Search and Rescue
SCMH	Supply Chain Management Handbook, free of access system of tools proposed at IAQG website
SCQM	Supply Chain Quality Manager
SDR	System Design Responsibility
SOW	Statement of Work
SP	Special Process
SPV	Special Process Validation
SQIP	Supplier Quality Improvement Program
SQM	Supplier Quality Manager
SQN	Service Quality Notification
SRU	Shop Replace-able Unit
SRI	Shop Replace-able Item

STC	Supplemental Type Certificate Subs. Airbus Helicopters subsidiary companies (for products under Airbus Helicopters DOA, POA or MOA)
STL	Specification Technique de Livraison
TCCA	Transport Canada
TBO	Time between Overhaul
TC	Type Certificate
TSO	Technical Standard Order (see ETSO)

3. Definitions/ Supplier Classification and Type of Supply

3-1 Definitions

The word “**SHALL**” denotes a mandatory requirement.

The word “**SHOULD**” denotes a recommendation or advice on implementing requirements. Such recommendations are expected to be followed unless good reasons exist for not doing so.

The word “**MUST**” is used for legislative or regulatory requirements (e.g. Health and Safety) and **shall** be complied with.

The word “**MAY**” denotes a permissible practice or action. It does not express a requirement of this document.

Manufacturing date: The manufacturing date is the latest date in manufacturing process, at latest the date of the part release, it appears as the same on equipment parts labelling, and on packaging identification and on all delivery documents (when manufacturing date is requested: Log cards & CofC).

For Elastomers it shall be replaced by the Cure date. For items subject to life or shelf life limitations, the initial validity limit date shall start from this same date. Regardless of any operations performed on the product, this date remains the same throughout the life of the product. The dates should be formatted as “month/year” or DD MMM YYYY (month spelled out with first three letters in English).

3-2 Supplier Classification

Some suppliers may simultaneously provide products/services as a “Manufacturer”, “Sub-Contractor” or “Maintenance Organization”. These suppliers are responsible to follow the specific requirements shown in **Appendix A**, based on the activity performed for AHNA. Suppliers with multiple locations and a single quality management system (shared Quality Manual), are subject to separation by AHNA for the purposes of audits, assessments or performance data.

3-2.1 Manufacturers:

- **Equipment Manufacturers (Build to Spec)**

Responsible, in accordance with an AHG specification or with an in-house specification, for development and/or production, of equipment items, sub-systems, assemblies, subassemblies, or part blanks.

- **Standard Parts Manufacturers**

Responsible, in accordance a standard (e.g. MIL, DIN, EN, NF, ISO, ASN, NSA suppliers standards approved by AHG) for manufacturing of parts. Standard parts are: Ready to install Parts, manufactured in complete compliance with an established industry, (Airbus Helicopters- and/or Airbus-internal standard specification), Agency, competent authority or other Government specification which includes design, manufacturing, test and acceptance criteria, and uniform identification requirements. The specification is including all information necessary to produce and verify conformity of the part. It **should** be published so that any party **may** manufacture the part.

- **Material Suppliers (Raw & Consumable)**

Raw material is the basic material from which a product is manufactured or made. It requires further work to make it into a component part of the aircraft.

Consumable material is any material which is only used once, such as lubricants, cements, compounds, paints, chemicals dyes and sealants, etc.

- **Software Suppliers**

Software suppliers will follow the requirements applicable to Equipment Manufacturers.

- **Commercial Parts (COTS)**

The term “commercial parts” refers to parts that are not designed or manufactured specifically for aviation use. (Refer to FAA Advisory Circular AC-No: 21-45).

- **Manufacturer of Ground Support Equipment**

Manufacturers who provide non-flying equipment to an AHG or in-house specification (test benches, tooling, simulators, etc.).

3-2.2 Subcontractors (Build to Print)

Responsible, in accordance with AHI's definition file, for the manufacture, repair/overhaul of parts or assemblies. (**Manufacturing tasks may be called “Build to Print”**)

- **Extended Workbench**

Responsible for manufacturing, servicing and/or repair/overhaul of products/materials in accordance with production/manufacturing files provided by AHI or AHCA under their PAH/POA responsibility. Note: In certain cases such suppliers can obtain authority to release part on behalf of AHI or AHCA.

- **Repair and Overhaul, Maintenance Organizations**

Responsible for the repair/overhaul of parts and products in service (used), in accordance with Original Equipment Manufacturers, Contracting Agency or AHI/AHCA file.

- **Subcontractors for Ground Support Equipment**
Responsible for the manufacturing, repair or overhaul of ground support equipment in accordance with an AHI/AHCA definition file.
- **Design and Build Supplier**
Design and Build Supplier is a “Build to Print” supplier with additional Design Sub-Contracting activity. AHI/AHCA subcontracts the development to a supplier but is, and remains, owner of the design and will approve all design.

3-2.3 Service Provider

- Responsible in accordance with a service definition, for providing a service to AHNA. This includes Suppliers who handle services relating to aeronautical products and/or End Users satisfaction: Calibration, Supply Chain Services, Logistic, Engineering, Intellectual Services, Tech Pub, Training, Tech Assistance, IT/IS, etc.

3-2.4 Distributor

- Responsible, for purchase, storage, splitting of lots and sale of products without affecting product conformance.

3-2.5 Broker

- A type of distributor who has no recurring business with entities where the products are purchased. Brokers are not allowed to split lots. Brokers can be used for “last-time” buys in case of obsolescence of materials.

3-2.6 PMA/STC Provider

- Suppliers with an FAA (or equivalent) production approval who provides PMA parts or STC kits to AHI/AHCA (or the AH Group).

3-3 Type of Supply

3-3.1 Standard Parts

- Standard parts are those for which all the requirements necessary to demonstrate conformity (design, manufacturing, inspection data and marking) are in the public domain and published or established as part of an officially recognized standard.

3-3.2 Raw Material and Consumables

- Both raw materials and consumables must conform to an industry or public standard.

3-3.3 Design Parts/Build to Print

- Design Parts (Build to Print) are those which are produced to a design definition held by an AHG entity.

3-3.4 Aeronautical Equipment/Build to Specification

- These Parts are those specified by the an Airbus Helicopters Group Design Organizations (or program related DO partner companies) according to special demands/contracts.

3-3.5 COTS

- COTS means: “Commercial Off-The-Shelf”. It is an equipment item from a manufacturer whose Specification has been developed by the manufacture, but whose specification has been accepted, as is, by the AHG Design Organization.

Note: The Manufacturer is considered the Design Organization for COTS when they hold approvals under TSO/ETSO or FAA/EASA agreed equivalent. Airbus Helicopters Inc. remains responsible as the Design Authority for all other COTS, like any other Equipment. AHI is responsible for the integration all types of COTS equipment.

A Commercial off–the-Shelf (COTS) item is one that is sold, leased, or licensed to the general public; supported and evolved by the vendor who retains the “Intellectual Property (IP) rights”; available in multiple, identical copies; and used without modification. All the necessary records (design information, drawings and test reports, including inspection records for the product tested...) shall be held by the supplier in accordance with AHI specifications.

3-6.6 Loadable Software/Build to Specification

- This is software that is installed in an aircraft and used in operating or controlling that aircraft. For embedded software, the part number shall be a combination of hardware/software configuration. Loadable software will be identified by a part number on the software container/packaging.

3-6.7 Constituent Assembly

- This is Complex sub-assembly, with an end to end responsibility of the Supplier, fully tested by the Supplier and compliant to a dedicated test specification and associated control plan, whose compliance are not jeopardized by any added component nor disassembly performed after its delivery. CA will be storable.

3-6.8 Commercial Parts

- **General:** Items not originally intended or designed for airborne application. A repair on this equipment is not possible/allowed. Only a replacement by a new “spare part” is allowed.
- **Mission Equipment:** Equipment devices not originally intended for airborne application, of which performance is essential or helpful for the performance of the mission. Mission equipment is neither used nor intended to be used in operating or controlling an aircraft.
- **Industry Parts:** An Industry Part is a design part originally created to be used for a non-aeronautical industry according to a definition not fully shared with Airbus Helicopters Inc. Design Organization. It was selected (& released) to be used in an Aircraft fulfilling a

dedicated function for the Aircraft on a system level. Examples: (automotive) brakes, fans, gas-pressurized springs, windshield wipers and pumps.

Industry Parts may be 'used or intended to be used in operating or controlling an aircraft in flight'. This is not the case for Mission Equipment or Industrial Goods.

- **Industrial Goods:** Industrial Goods are parts not specified according to public/or company standards (e.g. "catalogue parts", e.g. screw, nut, connector, rivet, some fasteners, seals & bearings ...).

3.5 Special Requirements

3.5-1 Design versus Airworthiness Approval (TC/STC/TSO)

As the holder of multiple STC's, AHI/AHCA are responsible to the FAA/TCCA for the design of articles and any changes thereto.

Suppliers conducting design activity on behalf of AHI/AHCA may be the "Design Owner" but remain considered as "Design Subcontractors" by the FAA/TCCA and other authorities.

Some Manufacturers certify their design with Design Authorities by holding Type Certificates (e.g. Engines Manufacturers), Supplemental Type Certificates (STC), Parts Manufacturer Approvals (PMA) or Technical Standard Orders (TSO)/European Technical Standard Order (ETSO) or European Part Approvals (EPA). In these cases, the suppliers are required to provide design data to Airbus Helicopters to allow for demonstration that the whole H/C design complies with the applicable certification basis.

Note: Design activities are not only performed during the Development phase but also during Production and "In Service" (maintenance/repair activities) phases (to address changes or deviations to the approved Design data).

3.5-2 Airworthiness Regulations Compliance (*):

Design & Airworthiness Subcontracting:

The Design Airworthiness regulations applicable to AHG include requirements on the way "to account for the acceptability and the assurance of compliance of the parts/appliances" designed by external entities. This means that 14 CFR Part 21, EASA Part 21J, and equivalent military or Civil regulations requirements, apply to both AHG and its Design Suppliers contracted for the authoring of Design and/or Airworthiness deliverables. To be able to meet and demonstrate the compliance to this requirement, AHG implements with the design some DO-DO arrangements or DOA compliance table or PAQ so as to check that the supplier system and procedures are equivalent to those of AHG.

Therefore design suppliers can be requested to implement such agreements and validate them when requested by AHG.

4. Context of the Organization

4.4 Quality Management Systems and its Processes

4.4.1-1 Certification Requirements

a) The Supplier shall have and maintain a Quality Management System (QMS) compliant with IAQG (EN/AS/JISQ) 9100 series certified by a Certification Body (CB) accredited through IAQG.

- Depending on scope of activities, 9100 series means: 9100 (Aviation, Space and Defense Organizations), 9110 (Aviation Maintenance Organizations) and 9120 (Aviation, Space and Defense Distributors).
- Note: Only certifications registered in Online Aerospace Supplier Information System (OASIS) are valid (refer to www.sae.org/iaqg and www.iaqg.org/oasis).
- For some specific types of Products and low-safety risk related Product or Service Suppliers, another QMS standard, e.g. ISO 9001, may be acceptable if formally agreed by AHI/AHCA.

ISO 9001 is required, as a minimum for:

- Manufacturers of Ground Equipment (unless Ground Equipment contributes to final functional test for flight).
- Manufacturer of standard parts, "Commercial parts" or "Raw material".
- Service Providers

b) The Suppliers QMS shall take into account 14 CFR Part 21 requirements (or equivalent NAA/military regulations) when cascaded from AHI or TCCA Chapter 561 when cascaded by AHCA

c) The Supplier shall provide AHI and AHCA with copies of all its certificates/approvals obtained, the associated scope/capability lists and the names of the organizations who granted them, upon request.

d) For IAQG (EN/AS/JISQ) 9100 series certification, the Supplier shall:

- (1) Grant access to AHI/AHCA to all private data available in OASIS database containing detailed certification related information,
- (2) Provide AHI/AHCA. with any information about the content of the OASIS report and all private data available in OASIS, upon request. When the OASIS report or associated "Non-Conformities" are not in English, it is the responsibility of the Supplier to translate and submit the necessary information in English.

e) The Supplier shall inform AHI/AHCA in case of suspension, withdrawal or expiration of its QMS certification. (see section 6)

f) The Supplier shall notify AHI/AHCA. of any major change to the QMS (e.g. scope change). (see section 6)

4.4.1-2 Independent Test Facility Accreditation:

The Supplier shall ensure its independent test facilities are accredited in accordance with ISO 17025 by a Certification Body.

4.4.1-3 Suppliers delivering to TIGER & NH90 Programs:

Suppliers delivering items specifically dedicated to European Military or Governmental Programs must also comply with the requirements of AQAP2310/AQAP-2110 depending on activity.

For deliveries to European Governmental Contracts, Certification to AQAP 2310 is requested. NATO supplements of AQAP 2110 shall be included in Suppliers audit plans. Audit results shall be available upon request to the local NQAR.

Note: prEN9137 is a guideline for compliance with the AQAP series requirements.

4.4.1-4 Environment, Health and Safety processes for management of legal requirements:

If contractually defined, the suppliers Environmental Management System (EMS) shall comply with the requirements of ISO14001.

The Supplier shall:

(a) Have a process to identify applicable laws and regulations in connection with Environment, Health and Safety and integrate associated requirements.

(b) Obtain and make available to Airbus Helicopters, Inc. (upon request):

(1) All authorizations required to perform its activities,

(2) Latest relevant inspection follow-up letters from authorities,

(3) All information related to Environmental, Health and Safety matters to enable management of the life-cycle of the Product (including waste management) in accordance with applicable laws/regulations/requirements of governmental bodies/authorities.

4.4.1-5 ISO TR 14062: Environmental management — integrating environmental aspects into product design and development (*):

For all new designs ISO TR 14062 must be integrated in the product design.

Failure to comply with this standard will require formal approval from Airbus Helicopters, Inc. Strategic Procurement.

4.4.1-6 PAH/POA requirement:

Suppliers of Critical or Important parts or “Major Assemblies” (Structural elements that contribute significantly to carrying flight and ground loads whose failure due to fatigue could

result in a catastrophic failure of the rotorcraft) must be an FAA approved Production Approval Holder (PAH) or EASA or TCCA equivalent.

4.4.1-7 PMA Assist Process:

AHI will follow the guidance found in FAA Order 8120.22 if a PMA assist letter is requested by one of its suppliers.

4.4.1-8 Maintenance Providers:

Suppliers performing maintenance on “in service” components must hold a maintenance approval by the governing authority (FAA, EASA, TCCA, etc.), in addition to the required AS9100/9110 approval. In the absence of such approval, the maintenance provider will be required to perform the required maintenance under the direct supervision of AHI/AHCA. If all features can be inspected upon receipt at AHI/AHCA, the inspections can take place at AHI/AHCA’s site upon successful completion of the repairs/maintenance.

Note: for Major Overhaul Activity on critical parts/components AHG approval as an authorized AH Service Center is necessary. In such case, any subcontracting of work must be approved by AHI/AHCA.

4.4.1-9 Direct Delivery:

In cases where suppliers are requested to deliver products directly to AHI/AHCA’s customers, end users or operators, they are required to ensure that all regulatory and contractual requirements are met.

4.4.1-10 Rules for safety and confidentiality:

The supplier **must** comply with the rules for safety and confidentiality in accordance with the AHI/AHCA General Terms and Conditions and Non-Disclosure Agreements.

5. Leadership

The Supplier is required to inform AHI/AHCA about any changes to their Top Management (see also section 6).

6. Planning

6.3 Planning of Changes:

6.3-1 Industrial Change Management:

The Supplier shall have a documented process to manage industrial changes.

Note: This includes evaluation of the importance of the changes based on risk analysis and subsequent need to communicate to AHI/AHCA.

6.3-2 Major Industrial Change – General

The supplier shall notify AHI/AHCA of any Major industrial changes to include (prior to implementation):

- Top level organization or personnel change at key positions (including Quality function),
- Change in ownership,
- Change in the parts of the organization that contribute directly to the airworthiness or environmental protection,
- Loss of any external Approvals, Accreditations or Authorizations,
- Transfer of work (outsourcing of manufacturing previously done “in-house”),
- New manufacturing processes (including changes due to process obsolescence),
- Plant reorganization,
- Enterprise Resource Planning (ERP) change,
- Change in manufacturing locations.

The required notification shall include:

- Product Identification,
- Change description,
- Reason for change,
- Risk identification and mitigating actions,
- Schedule.

7 Support:

7.1 Resources

7.1.3 Interchangeability Tools

When the Supplier uses interchangeability tools, locally produced or provided by AHI/AHCA controlling contractual interfaces of the components in helicopters, the supplier shall check the tools for wear and general condition, and recondition them if necessary, under the cover of applicable commercial agreements.

7.1.4 Environment for the Operation of Processes

Upon specific request from AHI, the supplier **may** have to fulfil the requirements of ISO 8995 “Lighting of indoor work places”.

7.1.5.2 Measurement Traceability - Calibration

The calibration system **shall** meet the requirements specified in ISO-10012 and AS/EN9100 or equivalent International Standard. For European military programs, the requirements of AQAP-2310 are applicable.

7.2 Competence

7.2-1 Competence & Qualification Management

The Supplier must have a system to identify, select, train and maintain competences and qualifications of its human resources for all the tasks in the scope of its contract with Airbus Helicopters, Inc.

The Supplier must make available for AHI/AHCA evidence of appropriate skills and of initial and recurrent training & tests as required in Standards & Regulations (AS/EN9100, Part/ FAR 145, EASA Part 21 and equivalent regulations) in particular human factors training.

The Supplier must ensure that the AHI/AHCA requirements are known by its staff as long as the Supplier is involved in contractual activity for AHI/AHCA. The supplier must identify the activities (including special processes) with direct effect on the quality and conformity of the product. These activities will only be executed by formally qualified personnel.

7.2-2 Manufacturing/Handling of Build-to-Print Critical Parts

Personnel involved in the manufacturing, handling or management of critical Build-to-Print parts (engineers, operators, inspectors, etc.) must receive training related to these activities in accordance with the applicable Airbus Helicopters guidance as defined on the design data (e.g. ER070 04-06, EI 04-06-01, EI075 04-006 as applicable).

AHI Only: Suppliers may have delegated inspection authority under the AHI Production Approval Holder Manual (e.g. for PMA). The delegated inspectors will act solely on behalf of AHI while performing these functions and receive the same original and recurrent training required by authorized PMA inspectors employed by AHI. A roster of delegated inspectors for PMA parts is maintained by the AHI Quality Assurance Department.

7.2-3 Human Resources

The supplier shall demonstrate that:

- there are sufficient numbers of experienced personnel in all technical departments,
- all personnel are given appropriate authority to discharge their responsibilities and these, together with the available resources are adequate to enable the staff to achieve the objectives for product certification.
- Design Change or MRB Authorization can only be granted by the respective Type Design Holder Organization. For Supplier personnel to apply for this Authorization, a "Statement of qualification and experience" shall be made available to the respective AHG entity. Note: Additional training by the respective AHG Design Organization may be necessary.

7.4 Communication - Quality Manager

The Supplier shall appoint a designated "Quality Manager" responsible for:

- management of the quality aspects of the Project, and of the delivered Product or Service, for the lifecycle of the Contract,
- Interface with AHI/AHCA regarding all quality topics.

7.5 Documented Information

7.5.3 Control of Documented Information

Documented information cited in this document or on an AHI/AHCA contract or purchase order will be provided to the suppliers by the AHI/AHCA Purchasing or Quality Assurance departments, on request.

The supplier must procure, from the various publishers, documents that are protected by US copyright laws (EN, ISO, etc.). AHG is not able to provide these documents.

7.5.3-1 DO-DO Arrangement (*):

If a DO-DO Arrangement is required, it should be conforming to the template provided by Airbus Helicopters (F020 300 or F020 294/295) and shall be co-signed by both Heads of the Design Organization of Airbus Helicopters and of the Suppliers Design Organization. Note: this only applies for supplier under Airbus Helicopters Type Design.

7.5.3-2 DO-PO Arrangement:

If a DO-PO Arrangement is requested by a manufacturing supplier, it should be conforming to the template provided by AHG (F020 007) and shall be co-signed by the Airbus Helicopters DO-PO Coordinator and by the Suppliers Purchasing Organization Representative.

7.5.3-3 PMA Assist Arrangement:

If a PMA assist is requested by the supplier and approved by AHG, the processes detailed in Title 14 CFR Part 21, Subpart K and FAA Order 8120.22, Chapter 4, Section 2 will be followed. AHI/AHCA may restrict the sale of any item produced under a "License Agreement" PMA to AHG entities. Any restrictions will be detailed on the PMA Assist letter provided to the supplier.

7.5.3-4 Quality Assurance Plans

If AHI/AHCA determine that a Quality Assurance Plan is required, it will be in compliance with ISO 10005 and/or the Airbus Group guidelines (G030 026) and shall be accepted by AHI/AHCA prior to supply of product.

7.5.3-5 Configuration Management

The supplier shall have a written process to manage product configuration and product changes. When changes to the product are considered, the supplier shall take into account the impact on time, cost, quality, performance, risk and opportunities, both internally and for sup-tier suppliers.

7.5.3-6 Control of Documents

Acceptance of purchase orders or contracts by the supplier indicates the acceptance of this and any other documented requirements cited herein. Deviations to the applicable requirements shall be agreed, in writing, by both parties.

7.5.3.-7 Control of Records

The Supplier shall establish an archiving system for quality-related records.

The required records must be archived in a fire-resistant, weather-proof and theft-proof area.

The Suppliers record keeping system must ensure a minimum retention period of TEN (10) YEARS for all Quality/Production records. Additional retention requirements, e.g. for critical parts, are defined in the AHG document ER070 16-01.

The archiving system must ensure all records can be made available to AHI/AHCA at any time, even in the case of a commercial business termination or bankruptcy.

Provisions for destruction of restricted records (e.g. ITAR) must be defined in the supplier process instructions.

8. Operations

8.1 Operational Planning and Control

8.1-1 Foreign Object Debris (FOD) prevention

The Supplier shall comply with Aerospace Standard AS/EN9146 or NAS412 or other equivalent international standard and have a foreign object prevention process to guarantee FOD free Products are delivered to AHI/AHCA, its suppliers or customers.

Note: This process must cover all stages of the Product's life, from design, tooling specifications, manufacturing and assembly, testing, inspection, maintenance, packaging, shipping and receiving to delivery.

The Supplier shall have a process to document, analyze, and launch adequate corrective actions in case FOD is detected during FOD inspection (e.g. zone closure, final inspection) or at a further stage of the production or maintenance process.

8.1.3 Product Safety

The supplier will implement all precautions to ensure any supply delivered to AHI/AHCA is compliant with the precautionary measured defined per safety classification of the supply.

8.1.3-1 Compliance with Safety classification

1) Parts Safety classification:

The safety classes are "Critical Part / Important Part/ Structural Part/ Non-Structural Part". Due to historical reasons there are different means to express the safety class. See below a table of equivalent terminology:

The Supplier shall comply with Airbus Helicopters applicable document requirements for part safety classification

- EP 04-06 -Structural Components Safety Classification
- ER070 04-06 (AH/AHE) - Quality control of helicopter parts by suppliers and license holders according to their safety class

- EI 04-06-01 (AHD) - Handling of parts according to their classification of safety and depending on the class and program additional procedures have to be applied: For AIRBUS (“planes”) parts under AHD DO&PO the EI075 04-006 is applicable.
- For parts to attention to Subsidiaries, depending on AH or AHD TC holder, refer to above,
- For items to deliver to AHE or Subsidiaries, refer to above considering whether AH or AHD is TC Holder.

DPF 04-06 (until 2000)	QDN 000N804E01 QDN 000A0823E01 (NH 90)	EP 04-06 (from 2000 to June 2014)	H175 HP020 0005		EP 04-06 (since July 2014)	AHD specificities
			Partner parts	AH		
VITAL part	Class 1a	CRITICAL	1	CR (Critical)	CRITICAL (CR)	See EI 04-06-01 for H/C & EI075 04-006 for “Airbus Doors” parts under AHD DO & PO
class 1	Class 1b	Important Secondary	2	IM (Important)	Important (IM)	
class 2	class 2		3	SE (Secondary)	Structural Part (ST)	
class 3	class 3				Non-Structural Part (NS)	

2) Equipment Safety classification: this is defined in the SOW or Specification of the Equipment

3) For European Governmental Programs (Tiger/NH90): Critical parts management per QD S000N0822E01.

4) Safety critical parts designed/produced by AHI/AHCA will be identified as such on the design data (drawings, reports, etc.).

8.1.4 Prevention of Counterfeit Parts

The Supplier shall not deliver counterfeit, suspected unapproved and / or stolen parts to any AHG entity. The Supplier shall procure components only from the original manufacturers or the original manufacturer’s franchised distributor.

For electronic components, the Supplier shall comply with the provisions of aerospace standard AS 5553 and shall be registered with the ERAI (Electronic Retailers Association International) <http://www.era.com>. The Supplier shall inform Airbus Helicopters of any recurrent defect(s) discovered on electronic components used in Items delivered to AHI/AHCA even if such defect occurs in items delivered to other Customers.

Product identified as counterfeit shall not be returned to the external provider and shall be controlled and disposed of as scrap.

For AHI, the supplier shall also follow Counterfeit parts the program PURCHASING/06-19 (posted on AHI website)

8.2 Requirements for Products and Services

8.2.2 Determining the Requirements for Products and Services

For European military products and European Governmental Programs AQAP 2110, 2210 and 2310 are applicable.

8.3 Design and Development of Products and Services

8.3.2 Design and Development Planning

8.3.2-1 Safety Classification

Airbus Helicopters design documents for components are categorized in safety classes. The classification of structural parts must be done in accordance with EP 04-06 requirements and to SOW for Equipment.

8.3.2-2 Advanced Product Quality Planning – APQP (*)

When specified by AHI/AHCA the Supplier shall deploy APQP for each Major change (design or process development) of Build-to-Spec, Build-to-Print and Design & Build products. APQP shall be deployed according AS/EN9145, with the following requested elements/deliverables:

- Quality Plan Timing
- Bill of Material (only for “Build-to-Spec” or “Design and Build”)
- DFMEA and Design Key Characteristics (only for “Build-to-Spec” or “Design and Build”)
- PFMEA and Process Key Characteristics
- Process Flow Chart
- Measurement System Analysis (MSA), incl. MSA plan (minimum Gauge R&R)
- Control Plan
- Production Part Approval Process and First Article Inspection
- Process Stability and Capability

Quality Plan Timing shall be built according to milestones defined by AHI/AHCA. Deliverables shall be provided to AHI/AHCA according the milestone plan, or on request. The Supplier shall give full support to AHI/AHCA for deliverables maturity assessment. The Supplier shall proactively report the progress of their activities/deliverables to AHI/AHCA including early warnings in case of potential risk identification.

Note: additional information is available in IAQG SCM §7.2 (IAQG Website <https://www.sae.org>)

8.3.2-3 Equipment Test Specification (ETS)

If required by the Contract, the Supplier shall provide an “Equipment Test Specification” (ETS) for the electric, electronic and/or optronic equipment. The ETS shall be written in accordance with the following:

- DO-160 – “Environmental Conditions and Test Procedures for Airborne Equipment”

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<https://www.airbus.com/us/en.html>

- QDX042UI001E08A - "Environment Qualification Requirements for Equipment Installed on Airbus Helicopter"
- SPX240AV001E99 – "Helicopter Electrical Networks Characteristics and Equipment Requirements"
- EP 04-01 - "Equipment Management"

The ETS shall be approved by Engineering and will be part of the certification records that the future TC or STC holder has to provide to the certification authorities. The Engineering Test Report (ETR) should show the actual results of the qualification testing. If the Supplier has an exception, it must be coordinated with AHI Strategic Purchasing and have AHI Quality concurrence.

8.4 Control of Externally Provided Processes, Products and Services

8.4.1 General

8.4.1-1 Counterfeit Parts and Risks

The Supplier must take appropriate and formalized measures to prevent the purchase of suspected unapproved parts. The supplier must flow down the requirement for a Counterfeit Parts Program into the supply chain.

The Supplier shall implement a Supply Chain Risk Management process that contains also prevention of counterfeit parts risk (e.g. EN9134 IAQG Standard may be used to build such a program)

8.4.1-2 Suppliers of Raw Material, Chemicals and Standard Parts

The supplier must inform AHI/AHCA of any change in the material, formula or ingredients. This would include any change that would affect the Safety Data Sheets.

8.4.3 Information for External Providers

8.4.3-1 Distributors

If the supplier utilizes distributors, they must flow down the applicable requirements of this document. Any purchases from brokers must be formally accepted by AHI/AHCA.

8.5 Production and Service Provision

8.5.1 Control of Production and Service Provision

The supplier will include the requirements of this document in their internal surveillance program (e.g. Internal Audit).

8.5.1-1 Manufacturing and Inspection Documentation

The manufacturing and inspection documents are a set of data/documents which enable the supply, production, assembly and testing of an Item.

AHG requires a detailed manufacturing and inspection dossier containing:

- operations sequences
- list of all mandatory tooling used,
- drawings including revision level,
- routings, operating instructions referring to norms or requirements
- Manufacturing bill of material (MBOM),
- Control Plans (as applicable)
- In case of Build-to-Specification items: Acceptance Test Procedures.

The manufacturing and Inspection documents shall be sufficient to ensure the produced product conforms to the type design.

8.5.1.2 Validation and Control of Special Processes

8.5.1.2-1 Special Processes

AHG's policy is that all eligible Special Processes recognized by AHI, AHCA, Airbus Helicopters or AIRBUS **will** be conducted under PRI NADCAP accreditation.

If the supplier is involved in one of the PRI Nadcap families of Special Processes (see PRI Nadcap families in www.sae.org), the supplier **shall** obtain and maintain the PRI Nadcap accreditation.

In case of Built-to-Print subcontracting additional requirement set forth by the Type Design Holder may apply. E.g. for any subcontracting under AH/AHD Type Design special processes must, in addition to PRI NADCAP, also be qualified as identified in EI021 HS5011.

8.5.1.3 Production Process Verification

8.5.1.3-1 First Article Inspection

A First Article Inspection is required:

- for any production start,
- for any Design Definition change,
- for any change of manufacturing processes (production or assembly process evolution or change of production site),
- after any interruption of production activity for 2 years or longer.

If the report of a First Article Inspection (FAI) is required, the acceptance process for the First Article shall be based on AS/EN9102.

For items shared with other customers (COTS or Industry Parts or Industrial Goods or Standard Parts), such a report may be not required if the supplier attests that production has been maintained for other customers for the last two years.

8.5.2 Identification and Traceability

The Supplier shall ensure, as applicable to the Product:

- adequate industrial means for downward and upward traceability (e.g. batch, time-series):

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- manufacturing operator/operation traceability,
- operation/means traceability,
- components and materials in relation to the delivered Product (date code, batch No., serial No.).
- adequate methodology used to serialize parts ensuring uniqueness of serial number or batch number when this is requested by Airbus Helicopters, Inc.
- that the serial number for a finished Product is not identical to the serial number of the semi-finished Product/Blank used for the manufacturing of this Product.
- A recording system providing an on-going cross-reference between the manufactured items and the working documents. For Critical Parts or Important Parts (see EP 04-06), it must be possible to link the manufacturing file with the material batch.
- When no specification is provided by Airbus Helicopters, Inc. to define means, methods and depth of the traceability, the Supplier shall define these elements based on the results of non-conformity and risk analysis.
- The Supplier shall ensure the traceability of any changes and non-quality events on the different elements of the Product.

Note: The documents pertaining to identification and traceability must be maintained/archived in accordance with the established required retention period related to the product being produced.

Splitting of the manufacturing files:

- Traceability during manufacturing between the initial file and the new manufacturing files(s) must be ensured.
- In order to maintain the traceability of the items during division/consolidation, all those items without a serial number must come from a single batch.

8.5.2-1 Units of measure:

- The Supplier shall use International System for Units of measure for all data provided unless otherwise specified by AHI/AHCA.

8.5.3 Property Belonging to Customers or External Providers

Upon receipt, the Suppliers **shall** visually inspect the material and perform an administrative check of the accompanying documents.

8.5.4 Preservation of Product

For all deliveries, the AHG Logistics Conditions document, ER150 09-003, applies to specific item traceability, identification, packing and storage requirements. .

- For the delivery documentation,
- For the preservation and packaging methods,
- For marking on the parcels/packages,
- For delivery lead times.

Note: After repair, rework or re-validation, the supplier will remove any AHG rejection tags affixed to the product.

8.5.4-1 Foreign object prevention during manufacturing, inspection and delivery:

The Supplier shall ensure that no alien substance, debris or article resulting from manufacturing and inspection processes have been left in or on a Product, so that the delivered Product remains foreign object and substance free throughout all manufacturing and inspection stages.

Note: This includes prevention of low or high temperature-related emissions and degradations originating from any components, including the material itself and its surface treatments, likely to impact the air quality on board.

8.5.4-2 Product Integrity during Delivery Operations

The Supplier shall define and continuously improve the conditions of delivery operations to guarantee the Product integrity and quality including Foreign Object debris or Damage (FOD) prevention.

Note: Delivery operations include order picking, labelling, handling, storage, packaging, preservation, shelf-life management and shipping.

8.5.4-3 Marking-Identification - General Requirements

- Critical parts shall be marked permanently and legibly with a part number and a serial number
- The marking requirements are mandatory in the drawings for all parts, assemblies or partial assemblies.
- The marking method defined in the design data corresponds to the maximum alteration level that a part can sustain without its operation being altered.
- The process used shall permit easy identification after the protection and assembly steps.
- Any change of marking's mode must be submitted for approval.
- The markings required during manufacturing (e.g. temporary marking for inter-operation traceability) may not remain on finished parts.
- It is strictly forbidden to assign a serial number already assigned for the same part number.
- The items shall be marked permanently with an inspection stamp unless otherwise instructed in the technical specification.

8.5.4-4 Delivery Documentation

All supplies shall be delivered with the documents stated on the Purchase Order/Contract to include:

- Delivery Note (see ER 150 09-003 for definitions)
- Certificate of Conformity (mandatory)
- Authorized Release Certificate (if required)
- First Article Inspection Report (if required)
- Log Card (if required))
- Acceptance Test Report (mandatory for all "build to spec" items and NH90/Tiger orders)
- Burn Certs (if required)
- User Guides (if required)
- Concessions (if any)

- Completed QN (if provided for rework/revalidation)
- Shop Report (for maintenance activities)

8.5.4-5 Products delivered included in DO/PO & PMA Assist arrangements:

Products delivered by suppliers covered by their POA or under PMA* and included in the DO/PO for Airbus Helicopters or AHI/AHCA arrangements (PMA Assist letter for FAA), shall be supplied with Authorized Release Certificate (FAA Form 8130-3 or equivalent).

Parts produced under the supplier's approval (TSO/ETSO/TC/STC) must be accompanied with the Authorized Release Certificate in case of export.

* POA/PMA in this paragraph means:

- an FAA, EASA or Military Production Organization Approval
- a supplier's FAA Parts Manufacturing Approval
- any equivalent agreed by EASA or TCCA
- products listed in the supplier's capability list of its DO/PO arrangements with Airbus Helicopters or its PMA Assist Letter or equivalent agreed by the applicable Airworthiness Authority like FAA, EASA, TCCA etc.

If the above release document mentions the AHI/AHCA purchase order number in block 5, this release document can be accepted as Certificate of Conformity (CofC) for deliveries with a single item. For deliveries with multiple parts, traceability records need a Certificate of Conformity (CofC).

8.5.4-6 Log Cards

The supplier of aircraft equipment or parts is by responsible for supplying completed Log Cards for equipment when it is explicitly required by the contract or PO. The Log Cards will be handled by the suppliers, upon delivery or repair, according to this document

8.5.4-7 Operations on the product (with Log Card)

In case of any operation on the product (rework, revalidation, retrofit, etc.) the supplier **will** update the Log Card accompanying the returned equipment. The Suppliers needs to document the maintenance and inspection operations performed in order to ensure the continued airworthiness of the product during repair and operation.

The creation of a Log Card helps in identifying this equipment by defining its current condition and tracing its history by recording the different operations that were carried out from the origin (from manufacture or overhaul) to scrapping.

The following rules apply whenever orders are being placed for new equipment, for reworks, for repairs or for overhauls on equipment that require a Log Card:

- All operations carried out on the equipment by the Suppliers shall be entered on the Log Card.
- The Supplier shall never separate the Log Card from the equipment to which it is attached.
- Any log Card drawn up by a Supplier for a " Customer Supply" (in accordance with the definition given in the applicable documentation) must be forwarded to the end user.

Applicable reference documents and Form templates to be followed by the supplier:

- For European Governmental Programs: Tiger: T000M0986 E05, NH90: QD S000N0812E01.
- For commercialized Programs: EI 16-04 “Log Card Processing” & applicable Form template: F16-04.

8.5.4-8 Certificate of Conformity (CofC)

In the absence of specific alternatives in the contract, the Suppliers Declaration (Certificate) of Conformity **will** follow ISO/IEC 17050-1 & 2 (Conformity Assessment- Supplier’s declaration of conformity).

The suppliers’ certificate of conformity will include the following information (as applicable):

Requested Data	Applicability
CofC Number	All products
Supplier name and address	All products
Issue Date	All products
AHI Name and address	All products
AHI Purchase Order number	All products
List of items with AHI part numbers	All products
Serial Number or Batch/file/cast number	All products (S/N Mandatory for critical parts)
Applicable drawing issue	Sub-contracted items
Any supplements to the drawing (DMR, ACI, STL, ECO, etc.)	Sub-contracted items
Description	All products
Quantity and unit of measure	All products
Inspection Stamp	All products
Commercial invoice number (if any)	All products
Name & signature of the approving authority (GQA countersign)	When requested for Governmental Programs
Manufacturing Date or Revalidation date (if any)	If limited shelf-life only
Cure date	Elastomers only
Elastomer longevity group (or class) (a)	as required
The nature making up the core of the pipe (a)	as required
The nature of the duct equipment (a)	as required
The nominal pressure (a)	as required
PVE number (if any)	Sub-contracted items
PVL number (if any)	Sub-contracted items
Test reports (ATR, PVRI number)	as required
DA number – Request for approval (if any)	Sub-contracted items
Concession Number (if any)/Temporary Deviation (if any)	All products
Quality Notification number (if any)	All products

SUPPLIER QUALITY REQUIREMENTS MANUAL

Aircraft RIC file (if any) reference	as required
FAIR file reference (for 1 st article)	All relevant product according to IAQG 9102
List of components (for kits)	Kits
UN number + MSDS (Dangerous Goods (if any)	as required
For assemblies, presence of the manufacturing file or the list of materials used (quantity by batch and/or serial number detailed by manufactured quantities) – if CAIR is not requested. (a)	Sub-contracted items – Build to Print or Design and Build contract
Presence of critical part information per ER070 04 06 with process layout reference number X issue X	If presence of critical part
Foreign export license number (in case of applicable extra-territorial export regulations (b)	as required
Prototype model: specific text:	Equipment – Prototype model
Precisions for equipment after “bringing into conformity” or after “restoring the storage validity.	Equipment
Blanks under qualification: specific text	Blanks under qualification
FAI status specific text	Sub-contracted items – Build to Print (for items deliverable to AH only)
Processing number	Electrical harnesses

Notes:

- (a) Depending on characteristics and specificities of parts delivered and/or depending on specific AHG requirements.
- (b) Example of US regulation: ITAR.

If the enclosed Authorized Release Certificate actually mentions the Purchase Order number in block 5, it can be accepted as the Attestation/Declaration/ Certificate of Conformity (CofC).

8.5.4-9 Authorized Release Certificate (ARC)

An Authorized Release Certificate 8130-3 or equivalent as authorized by the applicable Airworthiness Authorities such as: FAA (FAA 8130-3), EASA (EASA Form 1), Transport Canada (TCCA Form 1), etc. shall be issued if the supply is eligible.

Note: The Supplier is responsible to issue an 8130-3 on any article eligible for an 8130-3 if the article is exported, e.g. into an EASA Country.

Note: If the enclosed Authorized Release Certificate references the Purchase Order number in block 5, it can be accepted as the Certificate of Conformity (CofC).

8.5.5 Post Delivery Activity

Any article delivered by a supplier with a production approval (DO-PO, PO-PO, PMA, TSO, ETSO, etc.) that is found defective at receipt, initial installation or during ground/flight testing (prior to aircraft certification) must be returned with an Authorized Release Certificate (8130-3, EASA Form 1 or equivalent) approved under their Production Approval (e.g. 14 CFR Part 21).

Note: These components should be treated as an escape from the suppliers manufacturing quality system and the forms must be signed on the left side of the form.

Any maintenance or repair activities required on a component or aircraft that has already been delivered to the operator or final customer shall be performed under an approved maintenance organizations authorization (14 CFR Part 145, EASA Part 145, etc.).

8.5.5-1 Notice of Escape or Disclosure:

If a Supplier or sub-tier Supplier delivers a "safety-of-flight" issue on a product, they must disclose to AHI/AHCA within 24 hours of detection. Suppliers must inform AHI/AHCA of the result of any tests performed as well as Corrective Actions taken and a completion date. Suppliers must update AHI/AHCA on the progress of the Corrective Actions upon AHI/AHCA request.

When the Supplier identifies or becomes aware of a suspect product/service that has escaped from the Supplier's facility, the Supplier shall notify AHI/AHCA within (5) working days. The Notification shall be in writing, addressed to AHI/AHCA, on the Supplier's own letterhead.

The notification shall, at a minimum, contain the following information:

- (a) Supplier Name
- (b) AHG Supplier Code number (if applicable)
- (c) Description of the defect
- (d) Affected part number(s)
- (e) P.O. number(s)
- (f) Quantities and Dates delivered
- (g) Date of Manufacture
- (h) Traceability information (serial number, heat lot number, batch number, etc.
- (i) Attachment of test/inspection data.
- (j) Information regarding rejection and containment
- (k) Root cause and corrective action or completion date for submittal.

AHI/AHCA may require additional detailed information to support internal investigations and/or customer requests.

Notifications of escape shall be sent via e-mail to the

**Vice President, Quality Assurance:
john.shurtleff@airbus.com**

8.5.6 Control of Changes

See section 6 of this document

9. Performance Evaluation

9.1 Monitoring, Measurement, Analysis and Evaluation

The Supplier shall be able to provide AHI/AHCA data related to customer satisfaction, On-time-Delivery, technical and administrative Non-conformities, detailed corrective & preventive actions and, if necessary, specific action plans. The Supplier will participate in any meeting requested for the purpose of improving their performance.

An SED review (Supplier Evaluation and Development) may be held to manage the technical & administrative rejection rate data and actions in progress.

9.2 Internal Audit

The Supplier **shall** make available to AHI/AHCA its internal quality audits relating to the products within the scope of the contract or PO, and the associated procedures.

Suppliers with PMA inspection delegation shall include audit segments related to the proper execution of those delegations and training of the delegated inspectors.

10. Improvement

10.2 Nonconformity and Corrective Action - Deviation to the approved Design

The Supplier shall implement a system compliant to AS/EN9131 IAQG Standard (Non-Conformance documentation).

In the case of non-conforming products detected by the Supplier prior to delivery, the Supplier **shall** send an application for concession to AHI/AHCA.

Note: for supplies under AH/AHD Type Design, the process per ER070 13-06 shall be followed.

Note: Shipment with open Concession is not permitted unless otherwise approved in writing by AHI/AHCA.

10.2.1 Occurrences and Incidents:

An incident shall be understood as an unusual component, equipment, part, appliance, or system failure, malfunctioning, damage, anomaly, or discrepancy having or likely to have a negative impact on the operation of the product.

All the discrepancies highlighted during the procurement / manufacturing / assembly / internal maintenance phases, in accordance with the following guideline **shall** be logged as an incident: Discrepancy affecting a critical part (classification as per EP 04-06) discovered outside the normal inspection plan or after the completion of the relevant phase.

OR

Anomaly discovered outside the normal inspection plan **AND** liable to affect already operating H/C or parts (detected by chance or by non-dedicated means)

OR

If the capability of detection through the normal inspection plan is assessed as not robust enough and already delivered H/C or parts could be affected.

SUPPLIER QUALITY REQUIREMENTS MANUAL

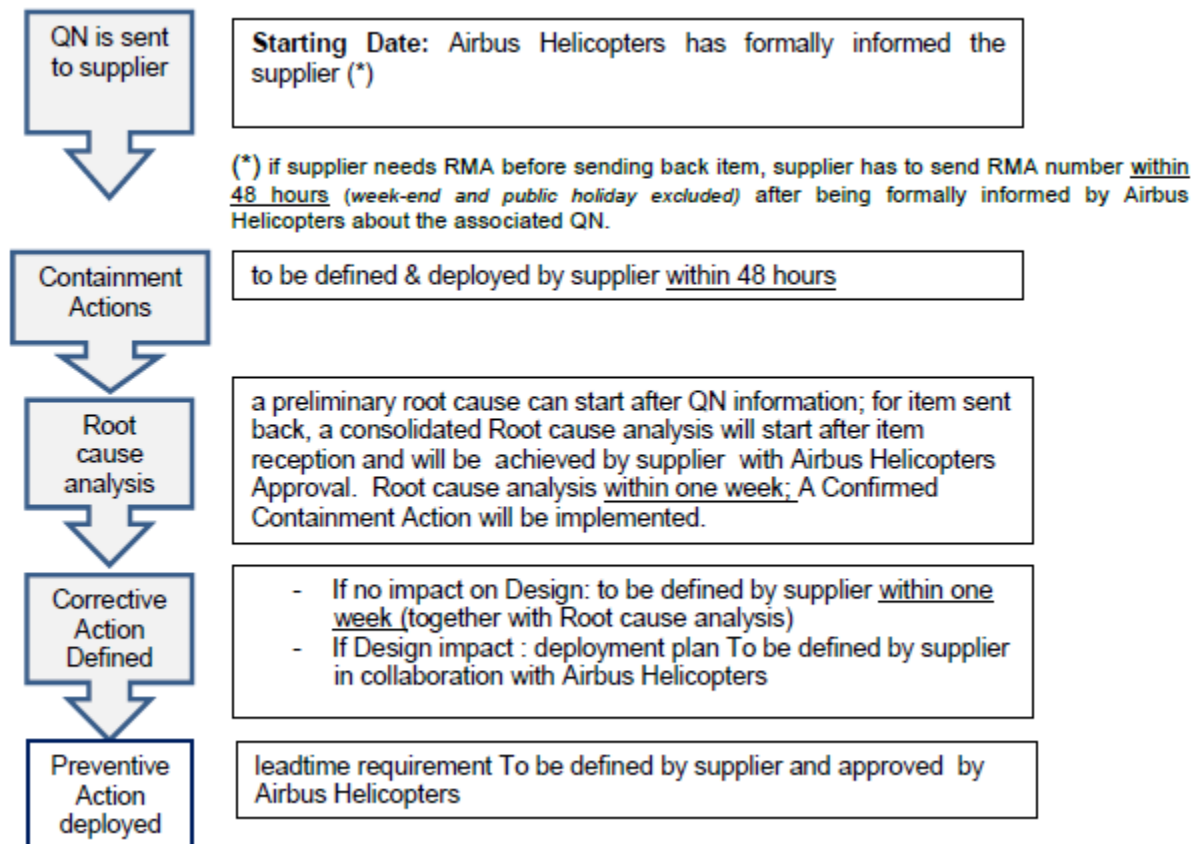
For all the incidents (see criteria above) detected by the Supplier after the products delivery, the Supplier **shall** inform AH/ AHCA quality focal points and operational procurement as well as other customers, within **48 hours**.

Note: Suppliers with PAH approval shall inform the FAA per 14 CFR Part 21.3.

In case of non-conformities detected by AHG on already delivered products or services, a Quality Notification (QN) is usually sent to the Supplier. This QN **shall** initiate the necessary steps in accordance and shall start the Root Cause and Corrective Action (RCCA) process at the supplier. A RCCA Report shall be submitted by the supplier within 30 days of receiving the QN.

For so-called “administrative QN”, the item is not usually sent back to the supplier, nevertheless for these issues a RCCA is also required to prevent re-occurrence.

The below process shall be adhered to when dealing with QNs:



When the Supplier determines that they have installed a non-conforming Product into an upper level Constituent Assembly and/or has delivered a non-conforming Constituent Assembly to AH/ AHCA the Supplier shall rework the Product upon request.

For **Major Incident Notification**, AHI/AHCA will send a formal letter to the supplier and inform them that it is an Unsafe Major Incident Notification. To ensure and continuously improve the safety of our fleet and final customers satisfaction, it is necessary that the supplier puts in place actions to identify the root cause of the event (such as theoretical analysis, production records, etc.) and define appropriate corrective measures within a reasonable timeframe. Appropriate measures could be either to secure the helicopter fleets affected (protective measures), or to address the issue (corrective measures). **The suppliers plan must include milestones and the estimated date of completion.**

10.2.1-1 Minor typographical errors:

For isolated incidents of missing or incorrect documentation (typographical errors), AHI/AHCA may decide to remove the suppliers' association to the QN generated. This action would remove any negative impact on the suppliers On-Target Quality rating.

10.2.1-2 Non-conforming product acceptance

AHI/AHCA reserves the right to refuse any non-conforming product and any product after significant amounts of non-conformities are detected.

The Supplier **will** regularly analyze the processes and individual product non-conformities (either "Administrative" or "Technical"), recurrent & eventual delays in delivery and **should** be able to report the results of its analysis, upon request. This analysis **will** include root cause analysis, Pareto, preventive & correctives actions, plans utilizing methods stated in AS/EN9136. Reports **should** be available quarterly, upon request.

If the supplier wishes to request a concession for delivery of non-conforming product, it will be requested on Form F070-001.

10.2.1-3 Non-conformities discovered after delivery of products/services

In some specific cases of non-conformities discovered after supplier's delivery, a formal common technical investigation conducted at the supplier's facility **may** be required.

Such a request **will** be specifically given to the supplier, it **will** be confirmed on the QN, if any, and the parts **will** be sent back, sealed with specific instructions.

Unsealing the returned product and subsequent investigations can only be conducted by the suppliers with formal authorization.

The investigation plan will include a description of the resources needed, descriptions of the anticipated inspections to be performed, proposed agenda and schedule. The supplier will make available all necessary tools, equipment, environment and resources to facilitate the investigation.

For investigations linked to airworthiness or prototypes, the supplier **will** have to make available all needed resources with no notice.

The supplier **will** diligently accomplish all subsequent required containment, mitigation, corrective, preventive or design change actions in case of responsibility of the supplier is for the non-conformity.

10.2.1-4 Analysis of data:

The Supplier will set up indicators for measuring the quality level and the on-time delivery of the products the supplier delivers to AHI/AHCA. The results shall be made available to AHI/AHCA upon request.

The supplier shall be able to supply Airbus Helicopters with a periodic assessment of any non-conformity detected on AHI/AHCA products by its internal inspections. This analysis should be based on 5M, 8D or equivalent methodology tools and cover Sub tier suppliers (including raw material & semi-finished products) performance.

Such analysis will be applied as possible to evaluate any eventual or actual delays in delivery.

10.3 Continual Improvement

The Supplier shall have a process to effectively manage continuous improvement including:

- (a) continuous improvement scope and objectives (target setting),
 - (b) continuous improvement organization and structure,
 - (c) identification of improvement opportunities,
 - (d) follow-up of punctual and continuous improvement actions,
 - (e) definition of metrics,
 - (f) identification and records of lessons learned.
 - (g) preventive action plans based on observed risks
- AHI/AHCA reserve the right to request a SQIP (Supply Chain & Quality Improvement Program) if necessary.

10.3-1 Preventive actions

The evaluation of the need of action based on human factors to prevent occurrence of non-conformities must be conducted for maintenance activity performed for AHI/AHCA.

The supplier will provide a process risk analysis for any given product delivered to AHG, upon request.

The supplier will perform a Human Factors analysis as a preventive action tool. At a minimum, this analysis will focus on First Article Inspections. This analysis will follow IAQG SCM §3.6 tools, unless it can be demonstrated that the supplier is utilizing a more appropriate approach. The supplier will share the results of the Processes Risks Analysis, conducted in accordance with AS/EN9100 requirements, upon request.

Appendix A

The following table describes additional requirements based on the types supply provided to AH/AHCA.

Note: Multiple annexes may be applicable to a single supplier that supplies different types of materials/services.

Note: In case of conflict between core document and appendixes the content of appendixes prevails.

Appendixes refer to those found in Airbus Helicopters document ER070 06-01, Revision G, unless otherwise specified.

Table A-1

Type of Supply	Domestic Use of Supply by AHI	Export of Supply to AH/AHD or AHCA
Equipment Manufacturers	ER070 06-01, Appendix A	ER070 06-01, Appendix A
Subcontractors (Extended Workbench)	Appendix B of this document	ER070 06-01, Appendix B
Engine Manufacturers	ER070 06-01, Appendix C	ER070 06-01, Appendix C
Maintenance Organizations	ER070 06-01, Appendix D	ER070 06-01, Appendix D
Distributors	ER070 06-01, Appendix E	ER070 06-01, Appendix E
Brokers	ER070 06-01, Appendix F	ER070 06-01, Appendix F
Tools and Ground support Equipment	N/A – no additional requirements	ER070 06-01, Appendix G
Eligible and Approved Pri- NADCAP Special Processes	ER070 06-01, Appendix K – See Note 1	ER070 06-01, Appendix K
Commercial Parts, Standard Parts and Raw Materials	ER070 06-01, Appendix L	ER070 06-01, Appendix L
PMA Parts/STC Kits	Appendix C of this document	Appendix C of this document
Helicopter Completion Suppliers	Appendix E of this document	N/A

Note 1 – Only applicable to suppliers to the AHI MS Production Certificate (PC) and for AH/AHD Type Design Built-to-Print contracts

Appendix B

Additional Requirements for AHI Subcontractors (Extended Workbench)

4.4 Quality Management System and its Processes

These requirements are for Suppliers that have documentation approved by the TC or STC holder, that may manufacture, overhaul or repair devices, components, sub-assemblies or parts not approved by a civil authority.

These Suppliers work under the responsibility of AHI. AHI may approve the Supplier's technical documents, production plans and inspection instructions as necessary.

The manufactured products or the tests/services performed (with provided production plans) can only receive airworthiness approval from AHI. If features can be inspected after delivery to AHI, the inspections can take place at AHI's site upon successful completion of the First Article Inspection (FAI).

8.4.2 Type and Extent of Control

The Supplier's product/services may be subject to AHI's acceptance inspection at the Supplier's facility. Any effort of this nature may have expenses imposed to the Supplier. The Supplier will accomplish their internal final acceptance prior to notifying the AHI Buyer.

8.5.1 Control of Production and Service Provision

For products produced in support of the Production Certificate under the TC approval, the Supplier is responsible for maintaining the same standard in serial production that was frozen at the FAI. AHI must be informed if the approved process is changed and an approval for the new process must be obtained. AHI, or the TC holder, must approve all subcontracting and special processes. As a general rule, special processes must be performed by subcontractors with an approval under pri-NADCAP and AH/AHD approval if performed to TC design.

AHI will monitor serial production by means of routine audits. The audit frequency depends on the following:

- Type of product
- Production process
- Third-party monitoring results
- Quality of delivery

8.5.2 Identification and Traceability

Parts manufactured to AHI or AH Group Engineering drawings will be marked with the part number, drawing revision level and Purchase order or work order number for traceability. Suppliers with formal inspection delegation for PMA will mark eligible parts with "AHI FAA/PMA" as required by Title 14 CFR, Part 45.15.

Appendix C

Additional Requirements for Suppliers of STC Kits

4.4 Quality Management System and its Processes

STC Kit suppliers for the AHI Production Certificate shall sign a License Agreement with AHI to allow STC data to be integrated in the PAH process.

8.3.6 Design and Development Changes

Suppliers who provide STC kits to AHI for sale or incorporation into customer aircraft must provide notification of changes to their design that might affect form, fit, function, maintainability or reliability.

STC Suppliers to the AHI Mississippi Production Certificate Final Assembly Lines agree to provide AHI a license agreement permitting the addition of the suppliers STC to the AHI Production Limitation Record and installation of the product during production.

8.5.4 Delivery Documentation

In addition to the document listed in the core section of this procedure, the supply shall also delivery the following documents with every STC Kits:

- Approved installation data including Master Drawing List
- STC package including Permission for Installation (if delivered under the Repair Station)

8.5.5 Post Delivery Activities

If an STC holder is required to make notification of failures, malfunctions or defects to the FAA in accordance with Title 14, CFR Part 21.3, they must also notify AHI within 48 hours. Note: This only applies if the affected parts/kits have been delivered to AHI.

Prior to the issuance of Service Bulletins related to products installed on Airbus Helicopters model aircraft, the STC providers will provide AHI with the proposed bulletin for review.

STC Kit providers must provide information pertaining to continued airworthiness for all STC products delivered to AHI. Subsequent revisions to those documents must also be provided.

Appendix D**Request for Approval of Deviation from General Supplier Quality Requirement**

Request for deviation of General Supplier Quality Requirements **QA/06-02-F04 Revision G**
by:

*SUPPLIER
ADDRESS
CITY, ZIP-CODE, STATE
COUNTRY*

The below table lists the deviation of the requirements and the alternate means of compliance or mitigation plan:

Requirement Identification	Description of Deviation	Reason for Deviation	Alternate Means of Compliance

This request was submitted by:

*SUPPLIER
Representative of Supplier
Signature / Date*

Acceptance:

*AHNA
AHNA Supply Chain Quality Manager
Signature / Date*

Appendix E

Aircraft Completion Suppliers

4.4.1-1 Certification Requirements

The Supplier shall have and maintain a Quality Management System (QMS) compliant with IAQG (EN/AS/JISQ) 9110.

8.5 Production and Service Provision

8.5.1.1 Aircraft Completion

Aircraft completions by Suppliers shall be administered through the supplier contract referenced on the PO. Suppliers are responsible for return-to-service of the completed aircraft in accordance with FAA Regulation 43.9 as applicable, or equivalent TCCA requirement. FAA or TCCA Airworthiness Directives and mandatory Service Bulletins must be identified and agreed upon by AHI/AHCA prior to the return-to-service of the individual aircraft. The Supplier is responsible for compliance to the purchase order and FAA or TCCA regulation for each alteration performed.

8.5.1.2 Validation and Control of Special Processes

8.5.1.2-1 Painting of Aircraft

The Supplier shall accomplish the aircraft painting as specified in the AHI/AHCA Purchase order. Industry standards as well as Airbus Helicopters defined Maintenance Standards will be utilized at the paint supplier facility. Compliance to AHI/AHCA purchase order for proper paint mixture and color scheme by the Supplier is required.

Supplier shall identify the paint color specification (recipe) in the return to service documentation.

8.6 Release of Products and Services

As part of the release to service of the aircraft, the supplier must comply with procedure ENGINEERING/10-01 and provide form ENGINEERING/10-01-F01 for approval.