



PROCEDURE
Quality requirements for external service providers

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Object

This document describes the general quality requirements of Atelier Fraipont with regard to their external providers.

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Relevant functions

- Purchasing Manager

Definitions and abbreviations

QMS: Quality Management System

Reference documents

- EN 9100
- **PRO-ACH-01-01** - Purchases of goods and services

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1. General obligations

Atelier Fraipont external service providers are responsible for the quality of the goods and services they deliver. Atelier Fraipont expects some involvement from its suppliers in order to guarantee and maintain the requirements levels in order to meet customer demand.

By accepting an order or a requirement from Atelier Fraipont, each external service provider undertakes to comply with the clauses set out in this document. Any deviation from the application of this document must be preceded by a written agreement between the external service provider and Atelier Fraipont.

The supplier undertakes to report in writing to Atelier Fraipont, as soon as it becomes aware of it, all the elements or anomalies likely to call into question the conformity of the goods and services to be delivered or already delivered.

2. Monitoring of the external service provider

The representatives of Atelier Fraipont, possibly accompanied by representatives of their Client, can carry out audits or monitoring actions at the supplier's premises at any time in order to verify the following:

- The conditions of an order execution.
- The measures put in place following the corrective/curative actions requested.
- The conformity of the quality system with respect to the requirements set out by Atelier Fraipont.

Atelier Fraipont reserves the right to verify at the supplier's premises that the good/service ordered complies with the specified requirements.

3. Quality system

The concerned suppliers must set up a consistent quality system taking into account the requirements of this document.

This system must cover all functions involved in Atelier Fraipont's purchase order.

4. Purchase data

The purchase data comprise the documents provided by Atelier Fraipont that are necessary for the realisation of the good/service in accordance with the purchase order.

Depending on the case, these documents, called to order, can be:

- Applicable quality requirements
- Technical definition plans and related documents (SPA, SPC,...)
- Control reports, certificates of conformity, etc.

The supplier must ensure the presence and consistency (especially in terms of indices) of the documents referred to in the order. Any anomaly must be reported to Atelier Fraipont before execution of the order.

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5. Process control

a. Staff qualification

The external service provider must ensure the competence of their personnel when it comes to the execution of the tasks entrusted to them.

b. Production control

In order to ensure the conformity of the good/service with defined purchasing data and, in particular, to guarantee the verification of all-important characteristics, a control system must be implemented by the external service provider at all stages of production. (From supply to shipment).

Thus, the supplier must define (if necessary, in collaboration with Atelier Fraipont) the controls and tests at the various stages of production, using appropriate means.

At the request of Atelier Fraipont, records of these checks may be requested (results, means used, operators, identification of non-conformities).

6. Non-conformities

a. Management of non-conformities

The external service provider is required to report to Atelier Fraipont any non-conformity/anomaly likely to affect the quality and/or delivery time.

Any deviation from the defined purchasing data must be reported in writing to Atelier Fraipont. The service provider implicated in a complaint (problem detected during production or problem encountered with the end customer) must:

- Deal with the complaint within one week for goods under contract (with payment of return transport costs and exchange with non-compliant goods).
- Communicate a corrective action plan within two weeks of receiving the complaint.

b. Imputation of non-quality costs

Atelier Fraipont reserves the right to ask the supplier responsible for a non-conformity, compensation taking into account several possible points (material cost, repair cost, claim cost, etc.). This request is linked to several parameters concerning non-compliance (criticality, recurrence, impact on end customers, etc.).

7. Logistics

The supplier must provide for handling and storage methods of the material preventing its damage or deterioration during different stages of production but also when it is awaiting use or delivery.

The supplier must ensure that all the packaging means (primary packaging, secondary packaging, tertiary packaging) used have sufficient integrity to withstand handling during transport, handling and subsequent storage under normal environmental conditions.

The supplier must ensure that the material is shipped with the accompanying documents defined and that all arrangements are made for their preservation during transport. As far as the reception is concerned, the supplier must also ensure the conformity of wrapping/packaging and notify Atelier Fraipont of any anomaly.

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8. Documentation

The delivered good must be accompanied by a delivery slip including:

- Atelier Fraipont order number
- Atelier Fraipont item code(s)
- Supplier's item code (if applicable)
- The number of packages and the number of items
- The name of the supplier
- The delivery note number (unique and legible number)

Possibly any other documentation (e.g., certificate of conformity, inspection report, etc.) as specified in the purchase order.

9. Counterfeiting

Counterfeiting is "an unauthorized copy, imitation, substitution or modified part (e.g., material, part, component), knowingly presented as being a specified original part from a designer or authorized manufacturer".

This counterfeiting may include, for example, false marking or labelling identifications, inaccurate classes, false serial numbers, false date codes, falsified documentation, falsified performance characteristics, etc.

If specified, we require our suppliers to ensure the traceability of parts and components up to the original manufacturer.

Suppliers are required to inform us of any anomalies observed with them or their service providers in relation to counterfeiting, so that we can block these parts as quickly as possible in our facilities and thus prevent their delivery and the use of counterfeit parts.

We reserve the right to quarantine any part from our suppliers suspected of being counterfeit.

NOTE: Acceptance of our order implies that this document has been read and approved by the external service provider.

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