



# Supplier Quality Assurance Requirements

This document replaces the contractual Quality Requirements (Exhibit-C) as communicated on December 18, 2015

## Fokker Elmo Procurement Department

### Issue 05, 1 June 2016

The latest issue to this document is the version that is available on the Fokker Elmo website:

[http://www.fokker.com/sites/default/files/media/Files/ELMO/Supplier\\_Quality\\_Assurance\\_Requirements\\_rev5.pdf](http://www.fokker.com/sites/default/files/media/Files/ELMO/Supplier_Quality_Assurance_Requirements_rev5.pdf)

Issue	Date	Changes
01	1-April-2014	Initial Release
02	11-June-2014	Change of webpage to <a href="http://www.fokker.com">www.fokker.com</a>
03	09-January-2015	4.2.4 Retention start point 7.4.1 Purchasing added information requirement 7.5.1 Changed to 3 weeks into 6 weeks, and FAI paperwork when FOKKER request FAI 8.3 Notification of Escape detailed
04	18-December-2015	1. Through the whole document the ISO9001 requirement changed to EN/AS9100 and EN/AS 9120 2. Order of precedence removed and ISO9001 requirement changed to EN/AS9100 and EN/AS 9120 4.2.2.2 Additional statement 4.2.4 Raw material records & additional statement 7.5.1 FAI requirements changed 8.5.2 Expectation detailed 12 AS 6174 added 20. Chapter Export Control added
05	1-june-2016	8.3 Notification of Escape must be communicated via form AS9131 10. Additional requirements on cleanliness of machines GOODS

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## 1. GENERAL

This document defines FOKKER's requirements with respect to quality and is applicable to the procurement of GOODS as indicated on the CONTRACT between FOKKER and SUPPLIER.

SUPPLIER shall have a Quality Management System (QMS) according the latest revision of EN/AS9100, which is registered to EN/AS9100 by an accredited 3<sup>rd</sup> party certification body. In case the suppliers origin of business is related to distribution the supplier shall have a Quality Management System (QMS) according the latest revision of EN/AS9120, SUPPLIER shall guarantee, by signing a Certificate of Conformity (CoC), that all delivered parts are manufactured under the requirements of this document.

In this document, the paragraph numbering of the latest revision of EN/AS 9100 or EN/AS9120 is used. This document only lists those paragraphs that have additional requirements, or contain explanatory text to the latest revision of EN/AS9100 or EN/AS9120.

SUPPLIER shall comply with and herewith accept applicability of the additional quality system requirements as mentioned in the latest revision of EN/AS9100 or EN/AS9120 and as stated in this document.

Upon request the SUPPLIER shall provide all records, reports, specifications, drawings, inspection, test results and other documentation in the English language.

## 2. NORMATIVE REFERENCE

For the purpose of this document, the fundamentals and vocabulary as indicated in EN/AS9100 or EN/AS 9120 is applicable.

### 3. TERMS AND DEFINITIONS

#### 3.1 Terms and Definitions

In addition to chapter 2, the following terms and definitions are used in this document

Abbreviation	Definition
EN/AS	European Standard and American Standard
“AS”	Aerospace Standard
“CFR”	Code of Federal Regulations
“CONTRACT”	Complete agreement between FOKKER and SUPPLIER, consisting of FOKKER's Order; CONTRACT; FOKKER's delivery instructions and any other documents and regulations that are listed in the ORDER as being applicable.
“CUSTOMER”	FOKKER's CUSTOMER, i.e. the manufacturer of the assembly or integrator of the Aircraft including the Owner or lessee or other user or operator of the aircraft
“DELIVERY INSTRUCTION”	FOKKER's requirements for the transportation of GOODS towards the FOKKER's facilities.
“EASA”	European Aviation Safety Agency
“ESD”	Electrostatic Discharge
“FAI”	First Article Inspection
“FOD”	Foreign Object Debris
“FOKKER”	FOKKER ELMO B.V., a company incorporated under the laws of the Netherlands, having its office address at Aviolandalaan 33, 4631 RP Hoogerheide, the Netherlands.
“GOODS”	Any items, materials, parts, components, sub-assemblies and / or services to be supplied by the SUPPLIER to FOKKER pursuant to an ORDER
“IAQG”	International Aerospace Quality Group
“NAA”	National Aviation Authority
“NAAR”	National Aviation Authority Representative
“ORDER”	Any purchase order issued by FOKKER
“SUPPLIER”	A company incorporated under the laws of <Country>, having its <registered office / principle place of business> at <Address>, <City>, <Country>

### 4. Quality Management System

#### 4.2.2.1 Quality Manual

The quality policy and objectives shall conform to the requirements of this document and shall be documented by SUPPLIER in a quality manual.

SUPPLIER shall comply with its quality manual. SUPPLIER shall upon request of FOKKER make a copy of this Quality Manual and Quality System Approvals available.

#### 4.2.2.2 Quality Systems

Within 10 days after its occurrence, the SUPPLIER shall notify FOKKER in writing of:

- 1) Any adverse change in its quality system resulting in loss of 3<sup>rd</sup> party register's certification status;
- 2) Any adverse action taken by the SUPPLIER's CUSTOMER, the Government, The National Aviation Authority;
- 3) Any significant change in the SUPPLIER's organization (Management Team, Officers)

The SUPPLIER shall also notify FOKKER, in writing, at least 90 days in advance of any sale,

relocation, or transfer of the SUPPLIERS manufacturing operations when it is related to FOKKERs business.

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 thereof. This includes correct Application of Acceptance Authority Media (Manufacturing and Quality Acceptance of work packages and operations)

The SUPPLIER shall verify, follow-up compliance to legal and regulatory requirements including, but not limited to;

- Registration, Evaluation and Authorization and restriction of Chemicals (Reach),
- Restriction of Hazardous Substances (RoHs)
- International Traffic in Arms Regulations (ITAR)
- Etc.

In case that supplier is not in (or not anymore in) compliance to the legal and regulatory requirement FOKKER shall be notified in writing within a period of 10 days.

FOKKER and her CUSTOMERs shall have the right to audit, verify and control the SUPPLIER and/or SUPPLIER's Suppliers (when applicable) 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 FOKKER or her CUSTOMERs with access to all information and facilities where work under any order is being performed.

FOKKER and her CUSTOMERs shall respect legal and regulatory requirements (e.g. ITAR) when an audit is determined. When due to the regulations an audit cannot be performed by a FOKKER or a CUSTOMER representative, FOKKER shall use a 3<sup>rd</sup> party which is authorized by FOKKER or CUSTOMER to perform the audit. Audit verification and control by FOKKER or her CUSTOMERs shall not be used as evidence of effective quality control by the SUPPLIER nor shall it preclude subsequent rejection.

#### **4.2.2.3 National Aviation Authorities (NAA)**

The SUPPLIER shall make arrangements that allow the National Aviation Authorities (NAA) and / or National Aviation Authority Representatives (NAAR) to make investigations, necessary to determine compliance of the GOODS and processes with requirements of the CONTRACT. The investigations may include; audits, enquiries, questions, discussions and explanations, monitoring, witnessing, inspections and checks.

The arrangements shall give positive assistance to the NAA and / or NAAR. The SUPPLIER shall co-operate in performing the investigation by giving full, free and unconditional access to the SUPPLIERS relevant information and facilities and the SUPPLIER shall implement at SUPPLIER expense and forthwith any recommendations given by the NAA and / or NAAR.

SUPPLIERS failure to implement NAA or NAAR recommendations within the agreed timescale, constitutes a material default which allows FOKKER to terminate the CONTRACT.

#### **4.2.3 Control of Documents**

Corrections to and release of instructions, documents and records shall be recorded, dated and shall follow a written authorization process.

#### **4.2.4 Control of Records**

SUPPLIER shall retain Quality Assurance and Quality Control records like, but not limited to; manufacturing data, drawings (engineering, tooling) and maintain a system with the ability to recall these records at FOKKERs request. This records includes all records related to raw

material (e.g. test reports, material analysis, material composition, grade verification), Also the SUPPLIER shall retain its Export License.

The SUPPLIERS shall assure that its Suppliers maintain quality assurance / manufacturing / inspection records, that contain evidence of completion of all production and inspection/verification operations and these records are also available at FOKKERs request. Unless indicated otherwise for each order, the quality record and export license retention period shall be ten (10) years following date of shipment to FOKKER. In the event of termination of the CONTRACT, this section shall survive.

Electronic imaging/microfilming of records in lieu of storing actual inspection records is permissible. All electronic records shall be controlled, retained, and retrievable per the same requirements identified for hard copy records. For electronic records that are transferred from computer files, the storage media shall be capable of maintaining the data integrity for the full retention period.

The release of a CoC as referred to in the DELIVERY INSTRUCTIONS, shall be seen as SUPPLIER's express warranty that the GOODS involved:

- Conforms upon delivery to the applicable specification, drawing(s) and all other requirements set forth in the CONTRACT and the related Purchase Order,
- That all test and/or inspections required for such release have been completed successfully. FOKKER shall be released from his obligation if any.

#### **4.2.5 Electronic signature**

Note: This paragraph is not part of the EN/AS9100 or EN/AS9120.

The SUPPLIER is entitled to issue Certificates of Conformance, with an electronic signature to FOKKER, provided that the following requirements are met:

1. The SUPPLIER's system, which generates electronic signatures, shall ensure that only authorized personnel can initiate and issue Certificates of Conformance.
2. Traceability to the person that has placed the electronic signature shall be ensured.
3. The Certificates of Conformity shall indicate that it has been electronically authorized and shall quote the name of the "authorized person". An electronic representation of the person's signature may also be shown, but is not mandatory.
4. Transmission to FOKKER shall be via "paper copies" in the conventional manner; electronic transmission is allowed only when prior authorization has been obtained from FOKKER.
5. FOKKER reserves the right to require Certificates of Conformity carrying an authorizing signature where this is a requirement of the CUSTOMER of FOKKER.

SUPPLIER accepts full liability for the authenticity of the electronic signature.

## **6. Resource Management**

### **6.1 Provision of Resources**

- The SUPPLIER shall implement a process to manage its internal and external capacities which include, but are not limited to: Comparison between the available Capacity and Forecast to determine future expansions or increases.
- Planning of the required capacity

### **6.4.3 Infrastructure**

The SUPPLIER shall take all necessary measures to prevent miss-use of the GOODS covered by the CONTRACT by securing its facility(ies) and storage areas.

## **7. Product Realization**

### **7.1.3 Configuration Management**

The SUPPLIER shall check (airworthiness) data such as drawings, specifications and other technical information relevant to the GOODS and its production processes, with the Order.

This check shall be performed prior to commencement of the production and / or start of a process to identify differences between the actual configuration and the agreed configuration, including identification of the product status with respect to monitoring and measurement requirements.

Where no specific revision of (or deviation to) the specification is mentioned on the order, the GOODS shall comply with the latest revision of the specification as mentioned on the order.

### **7.4.2 Purchasing Information**

The SUPPLIER shall notify FOKKER in case of a change in:

- SUPPLIERS Ownership
- Manufacturing location (Plant relocation), FOKKER need to be informed 3 months upfront.

The SUPPLIER shall provide right of access by FOKKER, FOKKERS CUSTOMER, and regulatory authorities to the applicable areas of all facilities, at any level of the supply chain, involved in the ORDER and all applicable records.

FOKKER and her CUSTOMERS shall respect legal and regulatory requirements (e.g. ITAR) when a visit is determined. When due to the regulations a visit cannot be performed by a FOKKER or a CUSTOMER representative, FOKKER shall use a 3<sup>rd</sup> party which is authorized by FOKKER or CUSTOMER to perform the visit.

### **7.4.3 Verification of Purchased GOODS**

When a SUPPLIER is a Delegated Source, FOKKER's Quality Assurance authorizes the SUPPLIER's Delegated Source Control Representative (DSCR) to release GOODS for shipment directly to FOKKER, FOKKERS Subcontractors or CUSTOMERS, the SUPPLIER agrees to understand and work according the Delegated Source Control as defined and agreed on in a separate mutual agreement.

### **7.5.1 First Article Inspection**

When and where required as per the provisions of AS/EN9100, SUPPLIER and/or SUPPLIER's Suppliers (as applicable) shall carry out a First Article Inspection (FAI) on all new or changed GOODS and/or processes. The FAI shall be in accordance with AS/EN9102, Aerospace First Article Inspection Requirement. In case of FOKKER owned drawings and/or specifications FOKKER, FOKKER's CUSTOMER or its representative and the applicable airworthiness authorization (or its delegate) shall have the right to witness the FAI in situations where Form Fit and Function (FFF) can be influenced. SUPPLIER shall, in this situation, inform FOKKER six (6) weeks in advance when and where the FAI shall take place.

In case of product and/or process changes to GOODS that are qualified according to international standards (e.g. MIL, EN, etc.) which will lead to a (potential) decreased FFF-performance of the GOODS, despite the GOODS are still in accordance to the qualifying specification, FOKKER must receive a notification six (6) weeks in advance when and where the FAI shall take place.

In case of product and/or process changes to GOODS that are qualified according to proprietary SUPPLIER specification and qualification which will lead to a (potential) decreased FFF-performance of the GOODS, despite the GOODS are still in accordance to the qualifying specification, FOKKER must receive a notification six (6) weeks in advance when and where the FAI shall take place.

Acceptance of a FAI by FOKKER, or any absence of FOKKER to witness a FAI, shall not affect any obligation or liability of SUPPLIER pursuant to the requirements of the Purchase Order, including those specified in these Quality Requirements.

In the following cases the SUPPLIER shall perform a full or a partial FAI;

- A change in the design affecting fit, form or function of the GOODS
- A change in manufacturing source(s), process(es), inspection method(s), location of manufacture, tooling or materials, that can potentially affect fit, form or function
- A change in numerical control program or translation to another media that can potentially affect fit, form or function.
- A natural or man-made event, which may adversely affect the manufacturing process.
- A lapse in GOODS for two (2) years or as specified by the CUSTOMER
- A change of supplier for GOODS, non-equivalent materials, or services
- GOODS and process changes related to components of the production GOODS manufactured internally or manufactured by suppliers.

FOKKER accepts FAIs performed by the SUPPLIER for FOKKERs CUSTOMERs.

If FOKKER request a FAI via the ORDER, the FAI report shall be, unless otherwise stated on the ORDER, accompany the GOODS as a deliverable item.

## **7.6 Control of monitoring and measuring devices**

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

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

## **8. Measurement, Analysis and Improvement**

### **8.2.4 Monitoring and Measurement of GOODS**

SUPPLIER shall perform, verify, monitor and control the correct implementation of any of its 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.

Acceptance of the GOODS by FOKKER shall not relieve SUPPLIER of his obligation to deliver GOODS conforming to the applicable requirements nor does it preclude subsequent rejection of the GOODS by FOKKER Buyer.

Audit, verification and control by FOKKER shall not be used as evidence of effective quality control by SUPPLIER, nor shall it preclude subsequent rejection.

### **8.3 Control of Nonconforming GOODS**

Any product released by a supplier or sub-tier supplier that is subsequently determined as to be nonconforming shall be handled as a Product Quality Escape. Data related to the description of a nonconformity shall be in accordance with SAE AS9131.



Notification must occur within two (2) business days of knowing all the above information. However, if the condition is possible safety of flight, submit all available information immediately.

SUPPLIER shall not use dispositions like “Use As Is” or “Repair” for nonconforming deliverable GOODS, unless specifically authorized in writing by FOKKER.

Product dispositioned “Scrap” shall be conspicuously and permanently marked, or positively controlled, until physically rendered unusable.

### **8.5.2 Supplier Corrective Action Report**

If FOKKER has found nonconforming GOODS, FOKKER may request further investigation of the problem/root cause and the determined corrective/preventive actions to prevent reoccurrence. For this reason FOKKER shall send a Supplier Corrective Action Report (SCAR). SUPPLIER shall fill in the SCAR within 10 working days and return to FOKKER:

- Step 1 and 2 (Containment)
  - o 2 working days after communication date
- Step 3 ( Root Causes / Verification of Root Causes )
  - o 2 working days after communication date OR after receiving date of samples needed for a detailed root cause analysis.
- Step 4 (Correction)
  - o 5 working days after communication date
- Step 5 and 6 (Corrective Action(s) / Preventive Action(s)
  - o 10 working days after communication date

NOTE: for step direction on the template, see appendix 1.

The SCAR template, as presented in Appendix 1, should be used when a SUPPLIER template is unavailable. When the SUPPLIER uses a SUPPLIER template, the template shall contain the same minimum demands as requested on FOKKER’s SCAR template. FOKKER reserves the right to decline a presented SCAR and request a re-make or improvement of the SCAR if the minimum conditions are not met.

A SCAR shall contain as a minimum:

- 1) Definition of the nonconformity (supplied by FE)
- 2) Containment Action(s) (incl. batch information)
  - SUPPLIERS are expected to implement an effective containment action to isolate non-conforming GOODS at the SUPPLIER and its CUSTOMERS..
  - Implement temporary actions to eliminate non-conformities are released (eg. 100% inspection).
  - SUPPLIERS are expected to verify and notify FOKKER about any further affected GOODS with the reported non-conformance (other than reported by FOKKER). The definition also includes GOODS that are similar in nature or processed through the same processes that caused the reported non-conformance. If such GOODS are discovered the Purchase Order and Order line information pertaining to the related GOODS must be reported within 48 hours of notification. The reporting should not be limited to the FOKKER facility that notifies the non-conformance, but all the FOKKER facilities should be included.
  - As a common practice known as a “3D”, suppliers are encouraged to present the containment activities within 48 hours of the notification of the defect.
  - SUPPLIERS are also expected to present the result of the containment action :
    - Quantity of rejected/reworked GOODS in relation to the quarantined GOODS (e.g. Work in progress (WIP), Stock etc.)
    - Description of the containment actions taken and the responsible person, describing who and what is being done to prevent further reaching of the

non-conforming GOODS to FOKKER. (i.e. %100 sorting, visual inspection, gage check etc..)

- 3) Root-cause investigation of the non-conformance
  - By definition “root cause” is *“The original event(s), action(s), and/or condition(s) generating (directly or in cascade) an actual or potential undesirable condition, situation, nonconformity or failure”*.
  - Based on the definition above, root cause statements that only are:
    - A repetition of the problem statement.
    - Describing only a situation that indirectly contributes to the reported problem, in other words when taken on its own, would not cause the problem but merely increases the risk of the reported condition reaching further stages. Widely known as “contributing causes”
    - Human factors without explaining and analyzing the underlying reason for human error;
    - That do not refer to an inherent error with the pertaining process but describes the immediate reason that leads to the reported issue, which when eliminated, will not prevent the reported condition from recurring. Widely known as “direct cause”

will be dismissed as a “root cause” by FOKKER , and a re-make of the root cause analysis which may entail a re-make of the complete SCAR will be requested by FOKKER SQE.

  - Analysis tools like e.q. “5-Why” , “Fishbone (Ishikawa), “Is-Is Not” or “Pareto” methodology should be used.
  - Verify if proper root cause is determined (nonconformity can be created and stopped on fixed moments).
- 4) Correction Action(s)
  - Remedy the GOODS to the requirements (eg. Rework) if possible.
- 5) Corrective Action(s)
  - Each root cause, contributing cause listed should have a pertaining corrective action, assuring the mitigation / elimination of the reported root causes. Root causes that are not addressed with a corrective action will be a reason to decline the SCAR by FOKKER SQE.
  - Each corrective action should have a defined “responsible”, who is accountable for the completion of the action.
  - Each Corrective action should have a “target date”, defining when the action is aimed to be finished.
  - Verification of effectiveness corrective action.
  - Objective evidences proving the completion and effectiveness of the actions should be provided to FOKKER SQE. These might be and not limited to, training records, pictures or video of the changes applied to the process ( if applicable), updated instructions, procedures etc...
- 6) Preventive Action(s)
  - Corrective actions that are demonstrated to be affective must be investigated if they are applicable to other (similar) process or GOODS family. Where found applicable the actions should be reflected to all other applicable processes or GOODS family that is supplied to FOKKER.
  - For all the actions defined above , objectives evidences such as but not limited to ; pictures, video, updated procedures etc should be provide to FOKKER SQE .
- 7) Verification of action. So determine that the actions taken have brought the right effect. This can be done to follow-/audit for example 3 consecutives lot etc.

- 8) Sign off report/Approval from FOKKER's representative (Supplier Quality Engineer, SQE).
  - Only if SCAR is approved after evaluation by FOKKER SQE, the SCAR can be closed. An approved SCAR should have all stages completed and all related evidence (e.g.: documents: test reports, instructions, samples and/or audit reports on system/process evaluation) must be provided to support the closure evaluation.

For a proper root cause analysis also the instruction from IAQG can be used. The approach is described in chapter 9.2 in the Supply Chain Management Handbook.

<http://www.sae.org/iaqg/handbook/scmhtermsfuse.htm>

## 10. Foreign Object Debris (FOD)

Note: This paragraph is in addition to EN/AS9100.

During manufacturing and assembly processes there is a risk that foreign objects influence the performance of the GOODS. This influence can be created by the fact that GOODS are contaminated. Contamination of GOODS supplied to FOKKER is not acceptable.

SUPPLIER shall maintain a FOD prevention program. SUPPLIER's FOD prevention program shall include the review of design and manufacturing processes to identify and eliminate foreign object entrapment areas and paths through which foreign objects can migrate. SUPPLIER shall ensure work is accomplished in a manner preventing foreign objects or material in deliverable Items. SUPPLIER shall maintain work areas and control tools, parts and materials in a manner sufficient to preclude the risk of FOD incidents. SUPPLIER shall document and investigate each FOD incident and ensure elimination of the root cause of each such incident. Use of NAS 412 standard for guidance is recommended.

For further guidance material on FOD can also be used as defined by the IAQG can be used. The approach is described in chapter 3.4 in the Supply Chain Management Handbook.

<http://www.sae.org/iaqg/handbook/scmhtermsfuse.htm>

The manufacturing process shall ensure that GOODS as purchased must meet appropriate cleanliness requirements as a quality attribute. In particular, machining lubricants, metal debris, and Polydimethylsiloxane (PDMS) are problematic. Exact limits are not published, however only low levels, as would be expected after sonic solvent cleaning may be considered acceptable."

## 11. Electrostatic Discharge (ESD) Protection

Note: This paragraph is in addition to EN/AS9100.

When applicable the SUPPLIER shall document and implement an ESD Control Program in accordance with ANSI/J-STD-001, ESD Association Standard for the development of an Electrostatic Discharge Control Program for Protection of Electrical and Electronic Parts, Assemblies and Equipment (Excluding Electrically Initiated Explosive Devices).

Parts shall be properly packaged and identified as required in ANSI/J-STD-001. All GOODS shall be placed in conductive or static-dissipative packages, tubes, carriers, conductive bags, etc. for shipment. The packaging shall be clearly labeled to indicate that it contains electrostatic sensitive goods. Electrical parts that may be used or shipped in conjunction with ESD sensitive parts shall be treated as ESD sensitive.

## 12. Counterfeit Parts

Note: This paragraph is in addition to EN/AS9100.

When a SUPPLIER delivers in relation to the ORDER an Electrical, Electronic or Electromechanical parts (components designed and built to perform specific functions, and are not subject to disassembly without destruction or impairment of design use) the SUPPLIER shall have a process in place according to AS 5553 & AS6174.

Examples of electrical parts include resistors, capacitors, inductors, transformers, and connectors. Electronic parts include active devices, such as monolithic microcircuits, hybrid microcircuits, diodes, and transistors. Electromechanical parts are devices that have electrical inputs with mechanical outputs, or mechanical inputs with electrical outputs, or combinations of each. Examples of electromechanical parts are motors, synchs, servos, and some relays

## 13. GOODS used for Soldering

Note: This paragraph is in addition to EN/AS9100.

GOODS used for soldering shall be delivered in relation to the requirements stated in the CONTRACT. This means in principle GOODS shall contain Lead until the CONTRACT requested specification determines the component shall be free of Lead.

In case the SUPPLIER prefers to deliver Lead-free GOODS a written approval from FOKKER has to be given prior to delivery. In case lead-free GOODS are delivered (after written approval) the GOODS and the packaging shall clearly identify that it contains lead-free GOODS.

## 14. Obsolescence Notification

Note: This paragraph is in addition to EN/AS9100.

The SUPPLIER shall be responsible for managing obsolescence over the entire period of the CONTRACT, and notwithstanding any obsolescence issues or problems, the SUPPLIER remains responsible for meeting all performance and other requirements of the CONTRACT. This obsolescence management responsibility includes an ongoing review and identification of actual and potential obsolescence issues, including but not limited to obsolescence of components, assemblies, sub-assemblies, piece parts, and material (hereafter referred to for purposes of this section only as "parts and/or material").

The SUPPLIER is responsible for obtaining a replacement if and when any parts and/or material become obsolete. This includes, but are not limited to the investigating of part availability, interchangeability and substitutability, locating part replacement, drawing changes, etc. Any configuration changes due to obsolescence shall be approved via the FAI process as described under paragraph 7.5.1.1. The SUPPLIER shall provide FOKKER with an obsolescence status report at least two (2) years upfront obsolescence shall be effective.

## 15. FOKKER owned specification/drawing

Note: This paragraph is in addition to EN/AS9100.

If FOKKER order GOODS which are referring to a FOKKER owned specification or drawing all changes to the GOODS like, but not limited to processes, materials, suppliers, product inspections, product release instructions, shall be communicated with FOKKER. An approval for the change is mandatory to secure a possible negative impact on the additional FOKKER requirements.

FOKKER owned specifications or drawings can be based on international standards e.g. MIL-DTL-38999 but are designed for the purpose of meeting additional qualification requirements.

## 16. Subcontracting

Note: This paragraph is in addition to EN/AS9100.

In case the ORDER refers to GOODS which shall be manufactured according a FOKKER drawing the use of SUPPLIERS SUPPLIER is only allowed with FOKKER's written permission.

## 17. Business Continuity Plan

Note: This paragraph is in addition to EN/AS9100.

The SUPPLIER shall have a process for managing the risk of interruption which lead to partial or total unavailability of the essential activities at the SUPPLIER. The process shall secure a certain continuity of the essential processes and systems after an interruption and a description how the SUPPLIER shall return to normal operation in the shortest possible time.

## 18. Shelf-Life material

Note: This paragraph is in addition to EN/AS9100.

When the GOODS ordered are considered as GOODS which have a shelf-life, FOKKER shall only accept the GOODS when 2/3 of the shelf-life is remaining during the release for shipment of the GOODS. In case of expiring with a short period the receipt at FOKKER shall take into account the transport lead-time needed.

## 19. Program Specific Requirements

Note: This paragraph is in addition to EN/AS9100.

Note: A program is related to specific FOKKERs CUSTOMER requirements.

On each individual ORDER line a project code is referenced by 3 capital letters. For each individual Program specific requirements are applicable in addition to this document. For the requirements please find the latest revision on the Fokker Elmo website:

<http://www.fokker.com/sites/default/files/media/Files/ELMO/Supplier%20Quality%20Assurance%20Requirements%20-%20Appendix%20Program%20Specific%20Requirements%20rev%204.pdf>

## 20. Export Control

SUPPLIER shall, where applicable, comply with all applicable U.S. export control laws and economic sanctions laws and regulations, specifically including but not limited to the International Traffic in Arms Regulations (ITAR), 22 C.F.R. 120 et seq.; the Export Administration Regulations, 15 C.F.R. 730-774; and the Foreign Assets Control Regulations, 31 C.F.R. 500-598 (collectively, "Trade Control Laws"). Without limiting the foregoing, SUPPLIER shall not transfer any export controlled item, technical data, technology, or service, including transfers to foreign persons employed by or associated with, or under contract to SUPPLIERS lower tier suppliers, unless authorized in advance by an export license (such as Technical Assistance Agreement (TAA) or Manufacturing License Agreement (MLA), license exception or license exemption, collectively, "Export Authorization"), as required.

If SUPPLIER is engaged in the business of exporting manufacturing (whether exporting or not) or brokering defense articles or furnishing defense services, SUPPLIER represents that it is and will continue to be registered with the Directorate of Defense Trade Controls, as required by the ITAR, and it maintains an effective export/import compliance program in accordance with the ITAR.

## 21. Required Documents

Note: This paragraph is in addition to EN/AS9100

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 ORDER. On FOKKER's request, applicable objective evidence shall be available to FOKKER within 48 hours after becoming available to the SUPPLIER.

The original CoC shall be packed and supplied together with the GOODS and it shall always indicate the requirements as mentioned in the DELIVERY INSTRUCTIONS, e.g. SUPPLIER's name, corresponding lot number, country of manufacturing.

Depending on the SUPPLIER's status and Quality System certification, different types of certificates are required.

	AS / EN 9100	AS / EN 9120
Manufacturer owned specification	COC	-----
Manufacturer materials used to build a (semi) final component	COC + Test report	-----
Subcontractor	COC	-----
Subcontractor Special Processes	COC + Test report	-----
Distributor Standard parts	COC + COC OEM*	COC + COC OEM*
Distributor Raw material	COC + COC OEM* + Test report	COC + Test report
Agent	COC + COC OEM*	-----

# Appendix 1: Template SCAR

## SCAR (Supplier Corrective Action Request)

**FOKKER**  
ELMO

Print Date: dd-dd-mm-yyyy

SCAR NXXXXX

### Objective

The purpose of this document is to assure that suppliers of Fokker Elmo perform a Root Cause and Corrective Action Analysis, and to prevent future nonconforming deliveries on product(s) rejected by Fokker Elmo for which the supplier is held accountable.

### General data

Part Name	Owner
Part Number	Supplier

### Detailed problem definition / Facts / Pictures

1

### Batches

Lot Number	Count	Reject	S/N or Date Code	Purchase Order	Item Number
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### Team

(List the team members with: Name, Department, Phone, Email)

### Containment

(List the result of performed containment action)

Target Date: Print Date + 2 working days

	Total Inspected	Reject	Rework	Date performed
In transit :				
Warehouse :				
Work in progress :				
Despatch area :				2
Sub tiers :				
Other :				

### Root Causes

A detailed description of the identified root causes and the analysis (Ishikawa, 5-Why's, Is/Is not, etc.) which have resulted to this determination.

### Verification of Root Causes

How is determined from the potential root causes that the real root cause was found. Could the failure be reproduced?

3

Print Date: Day name-day-month-year

SCAR NXXXXX

**Correction**

Target Date: Print Date + 5 working days

Action to eliminate a detected nonconformity (ISO9000:2005)

Action	Responsible	Target Date	Completed

4

**Corrective Action(s)**

Target Date: Print Date + 10 working days

Action to eliminate the cause of a detected nonconformity or other undesirable situation (ISO9000:2005)

Action	Responsible	Target Date	Completed

5

**Preventive Action(s)**

Target Date: Print Date + 10 working days

Action to eliminate the cause of a potential nonconformity or other undesirable potential situation (ISO9000:2005)

Action	Responsible	Target Date	Completed

6

**Verification Action(s)**

Action	Responsible	Target Date	Completed

7

Name :  
 Title :  
 Signature :  
 Date :

8

Notes: