

Quality Requirements for Suppliers

Publisher: infodas GmbH | Rhonstr. 2 | 50765 Cologne

Version Status: 28.04.2025

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1 General information

1.1 Foreword

These "Quality Requirements for Suppliers" apply to production material supplied by the Contractor, services of the "extended workbench" and for development services.

The currently valid version of the supplier quality requirements is available on the supplier's website: <https://www.infodas.com/en/>

1.2 Code of Conduct

INFODAS GmbH has been part of the Airbus Group since 2024 and, like the Airbus parent company, expects all its suppliers to commit to responsible business practices and sustainable development. No matter where they are located, each supplier shall conduct business in accordance with Airbus' Code of Conduct for Suppliers. Suppliers are also expected to pass on these principles within their own supply chain and to work beyond legal requirements to assume social and environmental responsibility and to act ethically. Our joint commitment is crucial for our success, for compliance with applicable laws and for the sustainable future of our industry.

The current version of the Supplier Code of Conduct is available on the website:

[Be an Airbus supplier | Airbus](#)

1.3 Validity Ranking

This document applies to all locations of INFODAS Gesellschaft für Systementwicklung und Informationsverarbeitung mbH. In the event of conflicting requirements between this and other documents, the latter shall apply in the following descending order of precedence, unless otherwise contractually agreed:

- Product-related documents, which include:
 - Order
 - Delivery specification
 - Specification
 - Drawing
 - Material specification
- Statement of Work (SOW)
- Quality Requirements for Suppliers

2 Quality Requirements

2.1 Quality Management System of the Contractor

The Contractor shall, at a minimum, have, operate and maintain a certified quality management system in accordance with ISO 9001, as amended from time to time.

The Contractor's quality management system certificate must be issued by a certification company supervised by a national accreditation body.

In the event that his quality management system certificate is suspended or has expired, the Contractor undertakes to inform the Principal of this within 14 days. After renewal of his quality management system certificate, the Contractor shall promptly and without being requested upload the certificate to the Principal's supplier portal or send a copy to the responsible purchaser of the Principal.

If required by contract, the Contractor shall observe and comply with NATO standards AQAP 2110 and 2210.

2.2 Subcontractor

If the Contractor awards contracts to Subcontractors, he shall ensure that the requirements of this document are also complied with by the Subcontractor. In the case of non-certified Subcontractors, the Contractor shall ensure quality based on his system responsibility.

If official quality testing is required in the order, the requirements of NATO standard AQAP 2110 applicable to this shall be observed and also forwarded to Subcontractors.

2.3 Quality Audit

The Contractor shall allow the Principal to determine by means of audits whether his quality processes and quality assurance measures meet the requirements of the Principal. In exceptional cases, the Principal also reserves the right to audit Subcontractors. The Contractor shall grant the Principal and – to the extent necessary – his customers access to all operating sites, testing facilities, warehouses and adjacent areas, as well as inspection of documents relevant to quality. In this context, necessary and reasonable restrictions by the Contractor to safeguard his trade secrets are accepted. The Principal shall inform the Contractor of the result of these audits. If, in the perspective of the Principal, measures are necessary, the Contractor undertakes to draw up an action plan, to implement it in due time, and to inform the Principal thereof. The Principal reserves the right to verify the measures introduced by the Contractor on site as part of a post-audit.

2.4 Document Verification

Upon receipt of the order, the Contractor shall check all documents and data provided by the Principal for their completeness, validity and applicability, thereby ensuring that any further use of documents and data that have become invalid is excluded. Missing or contradictory information must be made known to the Principal without delay. The Contractor must ensure that documents and data are respected by all concerned parties, in accordance with this procedure, all Subcontractors must also be included.

2.5 Manufacturability Analysis

While reviewing a request from the Principal, the Contractor shall, upon receipt of all technical documents, such as specifications, drawings, parts lists and CAD data, review the feasibility based on a manufacturability analysis. The manufacturability analysis shall include the following aspects:

- Manufacturability and testability of the product, taking into account the intended manufacturing processes or production and test equipment
- Suitability of parts and materials used in the product
- Prevention, detection and removal of foreign bodies
- Handling, packaging and preservation

The Contractor shall inform the Principal without delay of any defects and risks identified in the process, as well as of any opportunities for improvement.

2.6 First Article Inspection

The Contractor shall conduct a first article inspection (FAI) on parts of the first delivery order. Following provisions shall apply for the first article inspection report:

Case 1, first article inspection, to be included in the delivery:

The Principal requests a first article inspection report from the Contractor with the order. The Contractor carries out the first article inspection in accordance with EN 9102 and inserts the first article inspection report in the first article delivery.

Case 2, first article inspection, supplier internal:

The order does not contain a requirement for the delivery of a first article inspection report. The Contractor carries out the first article inspection on his own responsibility and documents it in a first article inspection report. The supplier's own forms are allowed for this purpose. The Principal has the right to request the Contractor to issue the first article inspection report.

From an interruption period of production of 24 months, the Contractor has to carry out a repeated first inspection. In this regard, aforementioned provisions of this section shall apply

(Case 1 / Case 2).

The Principal reserves the right to accompany the first article inspection at the Contractor's place of business. The Contractor shall assure the provision of timely information regarding the date.

Commercial off the Shelf (COTS) units, standard components, design samples and experimental samples are exempt from the obligation of being subject to a first article inspection, unless otherwise contractually agreed between the Principal and the Contractor.

2.7 Software Products

The Contractor for software shall translate the system requirements of the system specification into a software specification and shall demonstrate conformity to it. Software development must be carried out according to standardized methods. The Contractor shall support software audits and shall provide the Principal with insight into both constructive and analytical software quality management.

The Contractor undertakes to maintain and uphold a software configuration management system as the technical and organizational administration of all software artifacts with unique version and revision history management.

Furthermore, the Contractor shall ensure that these requirements are passed on to and complied with by his Subcontractors.

2.8 Marking, Identification and Traceability of the Delivery Items

The Contractor must ensure the traceability of material, as well as data and results from manufacturing and testing processes of the products supplied by him, by establishing and applying a suitable process. Serial numbers, batch codes, date codes, etc., can be used for traceability.

For electronic components (parts or assemblies), traceability to the original manufacturer must be ensured.

If material with a limited period of use is utilized, the Contractor shall apply an appropriate procedure for monitoring such material.

Quality records shall be retained for at least 10 years, unless otherwise agreed.

2.9 Monitoring of Measuring and Test Equipment

The Contractor shall maintain an inventory of measuring and test equipment that includes the type of measuring equipment, its unique marking, location, calibration or verification method, frequency of calibration, and acceptance criteria.

Calibration of the test equipment is performed periodically and must be carried out under suitable environmental conditions.

2.10 Production Process

Before the start of series production, the Contractor shall ensure that:

- a. The employees assigned to the production of the delivery item attain and maintain the required qualification,
- b. Manufacturing processes and equipment are suitable for the intended use,
- c. The manufacturing processes deliver continuously stable results,
- d. The manufacturing processes and the equipment required for them are approved,
- e. The manufacturing equipment is subject to adequate maintenance and regular inspection,
- f. No entry of foreign bodies can occur during and after production,
- g. Suitable means of transport for internal transport are available and in use.

The Contractor shall document the following as specified for the delivery item:

- h. Operations from material deliveries to shipment, including all manufacturing and inspection steps (including subassemblies, if applicable) in a process flow diagram,
- i. Checks and tests in a control plan following EN 9145, which shall contain at least the following information:
 - Contractor's name/location designation
 - Part number(s)
 - Part name/description
 - Status of technical changes (e.g., revision level)
 - Process name/description of the operation
 - Work step/number of the process step
 - Special features/key characteristics relevant to the product or process
 - Specification/tolerance of the product or process
 - Evaluation method/measurement method
 - Amount of samples and frequency of sampling
 - Control procedures
 - Records
- j. Process steps that require specially qualified personnel.

If the Contractor himself is not the manufacturer of the delivery item, he shall ensure compliance with the above-mentioned requirements by means of suitable monitoring of the processes at the Subcontractor's place of business.

2.11 Suspected Unapproved Parts

To ensure that no suspected unapproved parts (SUPs), components and other parts as well as software or software licenses are delivered, the Contractor shall apply appropriate procedures and measures. At least the following measures shall be taken by the contractor:

- Procurement from the original manufacturer or authorized supplier
- Application of testing methods and inspection to detect SUPs
- Training and instruction of personnel regarding the recognition and avoidance of SUPs
- Tracking reports from external sources on SUPs/providers of such parts

In addition, the Contractor must ensure that his Subcontractors also use appropriate procedures and measures to detect and prevent the distribution of SUPs. The regulations to prevent the delivery of counterfeit components shall also apply to parts that the Contractor installs in bigger assemblies and delivers to the Principal.

3 Supply Chain Requirements

3.1 Obsolescence

The Contractor shall implement and use a process for the prediction, early detection and elimination of obsolescences. In particular, the Contractor shall query his Subcontractors about obsolescence status at suitable intervals, but at least every six months. In the event of discontinuations or changes to components notified by the manufacturer, the Principal's Purchasing Department shall be informed immediately with the manufacturer's letter of discontinuation.

3.2 Deliveries, Packaging and Shipment

Handling, packaging and preservation of the delivery item must be carried out in such a way that quality reductions due to environmental influences during transport and storage are excluded. This also includes the entry of foreign bodies. The packaging is part of the delivery item and is therefore also included in the quality assessment. General or individual packaging specifications must be observed. IF requested by the Principal, the Contractor shall propose the packaging for approval by the Principal. Notwithstanding this, the Contractor remains responsible for the suitability of the packaging.

3.3 Deliveries with Deviations, 8D Process

If the Principal detects defects in a delivery item, he shall notify the Contractor thereof by means of a complaint report. The Contractor will then immediately take immediate action and determine whether the current production, the stored goods or previous deliveries are also affected. In this case, the tracing must identify the delivery item or at least the production lots concerned. The Contractor must also check whether other material numbers may be affected by the error image. The Contractor shall perform a structured error cause analysis using suitable methods, such as Ishikawa or 5 Why, to identify both the cause for the occurrence and the non-discovery of the error. Corrective actions must be taken and documented for the affected part numbers before the next delivery.

If requested by the customer, the Contractor creates an 8D report.

3.4 Information regarding Changes

The Contractor undertakes, prior to:

- a. Change of a Subcontractor
- b. Relocation of production sites
- c. Modification of test methods/equipment
- d. Relocation/transfer of production facilities at the site
- e. Change in manufacturing processes, procedures and materials (also at the Subcontractor's places of business)
- f. Partial or complete relocation of work/production parts to Subcontractors

to obtain approval from the Principal and to coordinate and implement with the Principal the necessary quality measures, including risk mitigation.

In the cases mentioned above, at least a partial or complete new first article inspection must be carried out in accordance with EN 9102.

The Contractor must notify the Principal of any change in packaging or transport. Furthermore, the Contractor must notify any significant changes to the Enterprise Resources Planning System (ERP system), as well as any changes regarding the shareholders or the management.

4 Further information

4.1 Supplier Evaluation

The Principal performs supplier evaluations to assess the suppliers' deliveries or services rendered. The supplier evaluation is composed of the Contractor's measurable qualitative performance (quality indicator) and its measurable logistical performance (delivery deadline indicator) as well as of other criteria, the so-called "soft facts" (quality performance, support/technology/innovation, purchasing/logistics and flexibility/service). The overall result of the supplier evaluation is calculated from these two key figures and the additional criteria mentioned above ("soft facts").

In the event that planned results in the supplier evaluation (in particular, the quality indicator and the indicator that is true to delivery dates) are not achieved, the Contractor shall be informed accordingly. For this purpose, the evaluation results are sent by e-mail to the supplier's central contacts. If the failure to achieve planned results is caused by a Subcontractor's performance, the Contractor shall define an action plan with his Subcontractor and implement it.