Ind. .	Date	Objet	Rédacteur Nom / Visa	Vérificateur Nom / Visa	Approbateur Nom / Visa
A	04 avr. 05	Création			
B	01 oct. 12	MAJ par rapport l'EN 9100 : 2009			
C	Mai 2014	Ajout exigences shelf life			
D	Sept 2014	Exigences légales règlementaires applicable			
E	Janv. 2015	Modification du chapitre 12.2			
F	Mars. 2017	Chapitre 7 – Produit conforme – Sécurité du produit - Comportement Ethique Chapitre 12 - Produits/Matières contrefaits			
G	Avril 2024	Mise à jour de l'instruction	CM 	KM 	KM 

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1. Purpose.

This document establishes the contractual quality requirements applicable to Tramec Aero's External Providers.

2. Scope of Application.

This quality instruction applies to all Products and Services ordered by Tramec Aero.
The term “Product” also includes Services.
The External provider is the organization supplying Tramec with a “Product”.
A Product may be designed by Tramec or result from a definition of Tramec Aero or the Customer. The term “External provider” includes the concept of “subcontractor”, “Distributor” and Manufacturer.
By return of the acknowledgement attached to this document duly completed and signed, the External provider undertakes to meet all requirements.

3. Reference documents.

EN 9100 and EN 9120, current standards.

4. General and compliance with legal requirements.

The External provider undertakes to supply Products whose quality was controlled, checked, and considered compliant with the contract/order. The external provider is responsible for the compliance of the product he delivers.

The External provider must comply with the legal and approved requirements applicable, especially, he shall insure the compliance of the European regulation REACH no. 1907/2006 concerning the Registration, Evaluation, Authorization and Restriction of Chemicals (REACH) and the RoHS Directive, current version.

The External provider undertakes to inform Tramec Aero, in writing as soon as it becomes aware of any defect likely to result in non-compliances and which might affect the Product quality, including the Products already delivered before the defect was found.

The External provider undertakes to inform Tramec Aero of any major development of its organization, production methods (change/development of processes, technologies, resources, etc.), and the changes in external recognition of the quality system (certifications, approvals, etc...).

5. Right of access and inspection.

The External provider undertakes to give Tramec Aero, Tramec Aero's Customers and Regulatory authorities (Defense, Civil Aviation, etc.) access to the production sites concerned by the order and to the records, so they can ascertain that the subcontracted Product complies with the specified requirements, without reducing the External provider's responsibility.

6. Tramec Aero's approval.

6.1 External provider.

The External providers are approved by Tramec Aero according to the following criteria:

- External recognitions of their Quality System in place (IAQG-OASIS, certifications, approvals, etc.)
- Inspection or Audit (system or process)
- Performance (Product Quality, Timeliness of work, Pricing)

At any time, Tramec Aero reserves the right to carry out audits or inspections at the External provider's premises to evaluate his ability to perform the contract.

6.2 First article review.

The review of a first article may be required, at least in the following cases, considered as likely to generate potential risk:

- production of the Product for the first time,
- major developments of the Product (dimensions, functions, interchangeability, raw material, etc.),
- changes in the production process (changes of technology, resources, manufacturing site, etc.)
- change of supply source,
- formal request from Tramec Aero (further to a requirement from the Customer for instance)

The first article review is carried out on Products manufactured in conditions representative of the mass production. It allows the Product and the production facilities to be qualified through the validation of standard parts and authorizes the External provider to mass-produce.

A complete Control Record must be attached to the first articles.

7. Quality Management System.

The External Provider is required to demonstrate the implementation and mastery of a QMS compliant with the requirements of this document, through applied and maintained documented information.

The External provider must prove the control and application of a Quality Management System complying with the requirements of this document, through written, applied and maintained instructions. It can refer to a Quality Manual.

It is recommended that the Quality System complies with the ISO 9001: applicable version.

For External providers of Products intended for Civil Aviation, a compliance with the baselines and standards in force is highly recommended: EN/AS 9100-9110-9120, PART 21G.

External Providers tasked with maintenance and/or repair of products related to Civil Aviation must possess accreditation under PART or FAR 145.

For External providers of Products intended for Armament, a compliance with the AQAP baselines and standards in force is highly recommended.

The External provider must supply a compliant product and/or service, to contribute to the safety of the product and to have an ethical behaviour in its services.

8. Acceptance of the purchase order.

During the acceptance of the purchase order, the External provider must ensure that it has the capability to fulfill all requirements and must evaluate the related risks. It is responsible for ensuring that it has all documents required to perform the order in compliance with the order terms.

An Order Acknowledgement (OA) must be returned within 2 days following the receipt of the order by the External provider.
Any reservations the External provider may have will be indicated on the OA.

For the order acceptance, the External provider states that it can perform it in compliance with the quality, time, and price terms. Hence, it must have the resources to control its supplies, subcontracting and manufacturing.

Obsolescence/Evolution/Equivalence:
In the case of a product proposed as a replacement by the External Provider, He must provide the specification and/or detailed technical datasheet of the proposed replacement product for approval by Tramec Aero.

Tolerance on quantity:

The External provider must observe the quantities indicated in the Tramec Aero order, no tolerance on quantities.
Tramec Aero reserves the right to refuse the quantities in excess which were not subject to a prior agreement.

9. Design.

This section applies to designers of specific Products only (excluding standard Products).
The External provider must draw up written procedures and keep them up to date to control and check the Product design according to the specified requirements.

10. Risk management.

The external provider must get a Risk management approach. For each material, he must identify the technical, organizational, financial, calendar risks and he must implement a process of risks management.

11. Configuration Management.

The External provider must give Tramec Aero prior notice when it modifies or develops a process or a Product when this development affects any characteristic of this Product (raw materials included).

The first article review validates the new configuration further to major developments of the Product and/or manufacturing process.

The External provider can apply a modification only after receiving written approval from Tramec Aero.

It must include the changes, including Product identification changes, in its industrial record and ensure the traceability.

12. Purchasing, Supplying, Subcontracting.

The External Provider must ensure compliance with specified requirements and with legal and regulatory requirements. They must establish an assessment and monitoring of their External Providers to ensure control. Tramec Aero reserves the right to request the list of External Providers involved in the purchase, procurement, and subcontracting of the ordered product.

The External Provider must take appropriate measures to prevent the purchase and procurement of counterfeit products and materials.

12.1 Direct Supplies by External Provider.

The External Provider must control the quality of its supplies. It must be able to provide compliance declarations from its resellers, manufacturers, and providers, along with full traceability.

12.2 Supplies provided by Tramec Aero.

Upon receipt of the supplies provided by Tramec Aero, the External provider shall:

- Ensure that supplies were provided in good condition (transport risk),
- Conduct a quantitative control,
- Protect the supplies against incorrect use and assignment.
- In case of defect, it must immediately inform Tramec Aero.

The External Provider undertakes to use only the supplies provided by Tramec Aero.
In the event of damage or loss caused by the External Provider, they undertake to refund the value of the supply.

12.3 Subcontracting.

Tramec Aero may provide the External Provider with any documents related to manufacturing instructions. This measure is intended to produce the product by the External Provider, but in no way does it diminish the External Provider's responsibility regarding the final quality of the product.
The External Provider must manage and distribute the documents and data to their own External Providers.

The External Provider is responsible for the quality, compliance, and traceability of their supply when subcontracted, as well as for the products and raw materials purchased from their own External Providers.

13. Production.

13.1 Manufacturing and control records.

The External Provider must establish a manufacturing and control file that ensures the conformity of the product at each stage of its production. The documents in this file must

reference the product designation, its identification (reference, serial number, and/or batch number, etc.), and the indexed reference documents including drawing.

13.2 Manufacturing and control personal.

The External provider must ensure that the manufacturing and control operations are carried out by the qualified personnel.

13.3 Special processes.

Special processes (surface treatment, heat treatment, composite manufacturing, welding, etc.) must be qualified according to an External Provider's procedure. The latter must, upon request, provide Tramec Aero with any document that demonstrates this qualification.

In the case of specific Customer or Regulatory requirements, Tramec Aero will specify this in its orders and the External Provider must comply with them.

13.4 Tooling.

The External provider must ensure that the tooling is identified and periodically checked and guarantee the Product compliance. The records of these checks must be kept.

Tramec Aero molding and tooling:
They are entrusted to External Providers and are exclusively reserved for the manufacturing of parts intended for Tramec Aero. These consigned materials remain the property of Tramec Aero and must be returned if they are no longer in use.
The External Provider holding these materials is obligated to ensure their maintenance and keep them in perfect working condition.
If Tramec Aero and the External Provider terminate their collaboration, all entrusted materials must be returned to Tramec Aero's premises within 8 days.

13.5 Technical Drawing.

The External Provider must identify, verify, protect, and safeguard the technical drawings provided by Tramec Aero to ensure compliant production of the product.

14. Controls and Tests.

Before each delivery, the External Provider must verify and ensure the product's compliance.
They must keep written records for inspection and testing operations to verify that Tramec Aero's specified requirements for the product are met. This includes inspections upon receipt, during production, and prior to shipment of the final product.
The External Provider must ensure that the inspection and testing equipment used for Tramec Aero products are identified, verified, and periodically calibrated, and that their records are maintained.

Inspection and testing operations must be performed by qualified personnel.

15. Non-Complying product control.

15.1 non-compliances before shipping.

The External Provider must identify and isolate any non-conforming product upon detection. If the provider believes the product is acceptable as is, he must make a request of exemption from Tramec Aero and obtain written approval before proceeding with shipment. The declaration of conformity must mention the detected anomaly and the written approval from Tramec Aero.

15.2 Non-Conformity Detected After Delivery.

Any anomaly detected by Tramec Aero upon receipt will result in a claim with the opening of a non-conformity report. Beyond immediate curative actions, the External Provider must communicate to Tramec Aero the causes and any corrective/preventive actions taken to prevent the non-conformity from recurring.

When non-conformities or risks of non-conformities are detected by the External Provider after delivery, they must immediately inform Tramec Aero in writing and specify the measures to be taken for the return of the affected product.
The costs of non-conformities, any necessary rework, and transportation costs will be borne by the External Provide.

16. Accompanying documents.

Each delivery must be accompanied by a delivery note mentioning the following elements:

- The identification number of the delivery note
- The shipping date
- The number of packages
- The Tramec Aero order number
- The reference of the delivered product
- The quantity of the delivered product
- A serial number or batch number
- The manufacturing date of the product
- The expiration date of the product, if applicable

Each delivery must be accompanied by a declaration of conformity, preferably according to the NFL00015 standard, and any documents mentioned in the Tramec Aero order.

17. Packaging/Packing, Shelf life, Transport.

17.1 Packaging and packing

The packaging and packing used by the External Provider shall be appropriate to the nature of the product, and any labels or markings must be visible and accessible.

The External Provider must identify the product with:

- Product reference
- Quantity
- Serial number or batch number
- Manufacturing date
- Expiration date, if applicable.

17.2 Shelf Life

Concerning products with lifespan, the external provider undertakes to supply us products whose shelf life is not less than 80%.

17.3 Transport

Unless otherwise specified in the order, the External provider is responsible for its supply until the time it is delivered ex quay to the company of destination. It must choose the carrier carefully to guarantee the quality and delivery lead time.

18. Lead Time.

The External provider undertakes to meet the contractual lead time.
In the event of a problem resulting in the non-compliance of contractual lead times, the External provider shall inform Tramec Aero as soon as the delay risk is known and specify as soon as possible the origin of the problem and the new negotiated lead times.

In the event of late penalties applied by Tramec Aero's Customer, these will be passed on to the External Provider.