



**QUALITY REQUIREMENTS  
FOR SUPPLIERS,  
SUBCONTRACTORS &  
DISTRIBUTORS**

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**QUALITY  
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AND DISTRIBUTORS**



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## 1 ABBREVIATIONS AND DEFINITIONS

a) C of C

Certificate of Conformance

b) DAv

Denel Aviation (SOC) Ltd.

c) PPS

Process Planning Sheet

d) Product

A term used for all raw materials, parts, assemblies, consumables or services used in the design, manufacture or maintenance of deliverables.

e) RFQ

Request for Quotation

f) SOC

State Owned Company

g) ISO

International Organization for Standardization



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## h) Supplier

An organisation that supplies product(s).

- Aircraft Supplier

An organisation that supplies product(s) for use on an aircraft.

- Subcontractor

An organisation that performs a process or function to convert components or materials into a product or sub-assembly according to Dav instructions and guidelines. Material and/or components and/or drawings used by this supplier in the conversion process (if applicable) are supplied to them by Denel Aviation.

- Distributor

An organisation that acts as an agent for an original equipment manufacturer or group of manufacturers or suppliers.

- Non-Aircraft Supplier

An organisation that supplies product(s) not for use on aircraft, for example office supplies.

## i) Third Party Certification Body

The organisation accredited to perform third party audits and certify a company as conforming to a certain standard.



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j) Certificate of Conformance (C of C)

A legal document provided by the supplier that states their compliance to all applicable drawings, specifications, and purchase order requirements throughout product realization.

k) Risk Management

Risk Management is the process of identifying potential negative events, assessing the likelihood of their occurrence, heading off these events before they occur or reducing the probability they will occur and making contingency plans to mitigate the consequences if they do occur.

l) Deviation Report / Concession

Permission to use or release a product that does not conform to the specified requirements.



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## 2 DOCUMENTATION

- a) EN/AS 9100 Quality Management System Aerospace Requirements
- b) ISO 9001 Quality Management Systems Requirements
- c) ISO 17025 General Requirements for the Competence of Testing and Calibration Laboratories



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## 3 PURPOSE

The purpose of this document is to define the quality requirements applicable to all DAV's approved subcontractors, aircraft suppliers and distributors.

## 4 SCOPE

This document regulates the quality requirements of all services and/or products manufactured for DAV.

This document is contractually binding and is available on the DAV Website.

When a subcontractor, aircraft supplier or distributor accepts a purchase order, the entity agrees to comply with all the requirements stated in this document. Any deviations shall be approved in advance in writing by both parties. These requirements are in addition to the specific requirements given in the purchase orders.

The supplier shall supply the contact details of a person responsible for quality who can be contacted by DAV's quality representatives for the communication of quality related issues.

NOTE:

Supplier approval communication will be to and from the DAV Procurement Department only.

## 5 GENERAL

The subcontractor, aircraft supplier or distributor shall send timely, written notification to DAV when:

- a) Change of company details occurred, e.g. addresses, senior management, product and/or processes.
- b) Changes to the supplier's subcontractors and/or suppliers.



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- c) Any changes are made to the company policy which might affect their conditions of approval.
- d) There is a change in the conditions of approval given by national, international and/or regulatory authorities.

Approval of a subcontractor, aircraft supplier or distributor's quality management system shall not relieve the subcontractor, aircraft supplier or distributor of their responsibility to supply products conforming to the requirements of DAV purchase orders/contracts and/or agreements. DAV approval is valid until further notice or unless a subcontractor, aircraft supplier or distributor:

- a) Fails to supply products within their scope of approval and capability.
- b) Fails to achieve a satisfactory performance level.

## 6 SUPPLIER PERFORMANCE MONITORING

The performance of all DAV subcontractors, aircraft suppliers and distributors will be monitored. The monitoring will consist of:

- a) Operational risk
  - On-time delivery
  - Resource & equipment management
  - Location
- b) Scope of approval
- c) Financial risk
  - Business continuity





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- Reference / experience
- d) Compliance risk
  - Accreditation type

## 7 CONTROL OF DOCUMENTS AND RECORDS

The supplier shall implement an appropriate document control process in order to ensure that all documents necessary for order achievement are in receipt, the correct revision status as per order is available at point of use, and that obsolete revisions are withdrawn.

All DAV's documentation and records shall be stored in secure facilities such as access controlled fire proof rooms, safes, steel cupboards, steel drawers, etc.

All documentation shall be made available to DAV and its customers in support of audit/investigation activities.

All data stored electronically shall be secured, regularly backed up and audited to verify the integrity of the data. All suppliers shall have a disaster recovery procedure that is defined, documented, implemented and regularly audited for compliance.

In the event of insolvency or voluntary closure all pertinent records shall be returned to DAV.

Records relating to the products delivered to DAV must be kept for a period of at least ten (10) years.

## 8 PURCHASE ORDER / CONTRACT REVIEW

During purchase order / contract review, the subcontractor, aircraft supplier or distributor shall check it's capability of fulfilling all the requirements requested and shall evaluate the associated risks. The subcontractor, aircraft supplier or distributor shall ensure that it has all documents required for executing the order in accordance with the conditions of the order. It is suppliers' responsibility to request any additional information considered necessary.



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The acknowledgement of receipt for each order shall be returned to the respective Buyer at DAv within 7 days of its receipt by the supplier; dated and signed by an authorised person. Any reservations that the subcontractor, aircraft supplier or distributor may have, shall be noted on the acknowledgement of receipt. Beyond this deadline, the order is considered to be accepted and its execution shall be performed under the conditions defined.

By accepting the order, the subcontractor, aircraft supplier or distributor declares itself capable of fulfilling the order in compliance with quality, lead-times and price. The subcontractor, aircraft supplier or distributor shall therefore have the means to verify its supplies, subcontracting and manufacture.

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## QUALITY AUDIT

DAv shall have the right of access to the premises of any subcontractor, aircraft supplier and distributor involved with DAv work. Provided reasonable notice is given, the subcontractor, aircraft supplier and distributor shall provide DAv customers or the customer's authorized representatives and/or regulatory authorities' right of access to premises where DAv work is being performed.

Such access shall be used to verify that the quality assurance and process activities being undertaken meet the DAv quality management system and contract/order requirements.

The subcontractor, aircraft supplier or distributors will regularly and periodically perform internal quality audits. Quality audits and other quality surveillance measures carried out shall include its subcontractors' and sub-suppliers' sites that are part of the contract.

The subcontractor, aircraft supplier or distributor will conduct ad-hoc quality audits and perform corrective actions in case of important or repeated deviations.

When non-conformances are raised against the subcontractor, aircraft supplier or distributor, a Corrective Action Request (CAR) will be forwarded and the subcontractor, aircraft supplier or distributors will be required to respond as follows:



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- a) In the case of a major non-conformance, the subcontractor, aircraft supplier or distributors has 7 working days to close the CAR. When the CAR cannot be closed within 7 working days an action plan should be submitted within 5 working days to effectively close the CAR by the specified time agreed by all parties involved.
- b) Immediate action must be taken to contain the situation for both major & minor non-conformances.
- c) In the case of a minor non-conformance, the subcontractor, aircraft supplier or distributors has 20 working days to close the CAR. When the CAR cannot be closed within 20 working days an action plan; should be submitted within 15 working days to effectively close the CAR by the specified time agreed by all parties involved.

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## INSPECTION

Each subcontractor, aircraft supplier or distributor is responsible for ensuring the quality of the products they source from their suppliers. The subcontractor, aircraft supplier or distributors shall implement an inspection concept in order to comply with agreed targets and specifications.

Upon receipt, DAv shall inspect the subcontractor, aircraft supplier or distributor's products for compliance with quantity and identification as well as for any visible damages.

Any product defects detected in the ordinary course of business will be reported by DAv to the supplier without delay. To that extent, the subcontractor, aircraft supplier or distributors hereby expressly waives any rights it may have in respect of obligating DAv to perform inspection on any incoming goods.

All subcontractors, aircraft suppliers and distributors shall inform DAv as soon as possible in writing of any discrepancy that may result in a non-compliance that may affect product quality, including those already delivered before the problem was detected.



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All subcontractors, aircraft suppliers and distributors will be required to obtain approval from DAv for nonconforming product disposition.

In the event of defective deliveries, the subcontractor, aircraft supplier or distributor shall take remedial actions immediately (replacement deliveries, rework, etc.).

Unless otherwise specified, all materials or services supplied must be supplied against DAv's latest revision/issue documentation and requirements. When in doubt, please contact the DAv Procurement Department.

## 11 CONTROL OF PRODUCTION PROCESS CHANGES

The subcontractor, aircraft supplier or distributor shall identify and obtain written authorization from the DAv Planning Department before any changes are made that may have an effect on:

- a) Inter-changeability, interfaces, re-identification of the items being supplied.
- b) Current agreement, schedule and cost.
- c) Changes in manufacturing, test and inspection methods.
- d) Use of different machines and methods other than the ones already qualified.
- e) When delivery dates won't be met.

## 12 IDENTIFICATION AND TRACEABILITY

The subcontractor, aircraft supplier or distributor shall ensure the traceability of the products supplied to DAv. All products are to be identified and traceable.

A traceability system shall be employed to reduce the probability of the need to conduct a full product recall in the event of product non-compliance. This shall take into consideration the following:



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- a) Traceability of the subassembly parts/components (including raw material).
- b) Manufacturing methods, machines, measuring instruments, techniques and processes.
- c) Criticality, safety and reliability data.
- d) Complexity of design and processes employed.
- e) Maturity and historic performance of the design/product.

Batch and serial numbers and any other identification allocated by DAV for DAV supplied materials and parts shall be maintained. DAV purchase order numbers and any new batch numbers generated by the subcontractor, aircraft supplier or distributor shall be recorded on the subcontractor, aircraft supplier or distributor's C of C which shall accompany all deliveries to DAV.

The inspection and test status of items and equipment used shall be maintained throughout production and installation to ensure that only items which have passed inspection and/or testing at previous stages of operation proceed for further work operations. Personnel responsible for first off, in process and final inspection and testing shall be qualified and authorised to perform this function.

## 13 CUSTOMER PROPERTY

Materials and supplies provided by DAV shall only be used in fulfilment of the DAV contract/order for which they were supplied.

Prior to use, all equipment and tools provided by DAV shall be inspected by the subcontractor, aircraft supplier or distributor for completeness, freedom from damage and evidence of inspection.

The subcontractor, aircraft supplier or distributor shall maintain a list identifying the location, serial numbers and calibration status of all equipment and tools used during the manufacturing and/or servicing of DAV products. The list shall be available for auditing purposes.



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## 14 PACKAGING / SHIPPING

The subcontractor, aircraft supplier or distributor shall ensure that parts/materials supplied to DAV are packaged and identified during all stages of transportation.

Special crates, boxes and containers shall be used when any movement of material takes place between one location and another and cleanliness of components is of extreme importance.

Subcontractors, aircraft suppliers or distributors shall select the correct size of transit/storage container for the item to be packed in. An item wrapped in bubble polyethylene laminate should not be jammed into the transit/storage container.

## 15 DELIVERY

All DAV materials and supplies must be released and conveyed using the correct form of release document, e.g. a certificate of conformity or release certificate.

Each release certificate shall bear a unique serial number and contain details of the supplies including any limitations or qualifications, applicable concessions & deviations, shortages and outstanding work.

## 16 QUARANTINE AREA

A separate restricted, access controlled quarantine area or cupboard shall be available and used to temporary store all non-conforming items. The area shall also have a quarantine register which contain the following information:

- a) The date the item was placed in quarantine.
- b) The reason the item was place in quarantine.
- c) Action(s) to be taken.

Evidence of the reason for release e.g. concession, query note, etc. shall be available for auditing purposes. The subcontractor, aircraft



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supplier or distributor shall appoint a person who takes full responsibility for the quarantine area.

## 17 CONTROL OF MONITORING AND MEASURING DEVICES

A list containing the description, serial number, location and calibration status and due date for all measuring and test equipment shall be available for auditing purposes.

The subcontractor, aircraft supplier or distributor's measuring and test equipment shall be calibrated by an ISO17025 accredited laboratory who has been accredited to perform calibration/verification for the specific equipment or tool. No measuring instruments of which the calibration date has expired may be used to verify the conformance of DAv products.

Serial numbers of all measuring equipment used to verify compliance of DAv products shall be recorded in the subcontractor, aircraft supplier or distributor inspection documentation.

## 18 CONTROL OF NON-CONFORMING PRODUCT

All subcontractors, aircraft suppliers or distributors shall agree to deliver only products for which quality has been controlled, verified and considered compliant with the order/contract and related specifications. The subcontractor, aircraft supplier and/or distributor will be responsible for the conformity of its delivery and its supplies.

All subcontractors, aircraft suppliers or distributors shall inform DAv as soon as possible in writing of any discrepancy that may result in a non-compliance that may affect product quality and safety, including those already delivered before the problem was detected.

The subcontractor, aircraft supplier or distributor must take corrective and preventive actions to prevent the re-occurrence of similar non-conforming conditions.