

# PO supplier quality requirements

This document provides general Kopter Group AG information and requirements for Production Organization (PO) suppliers.

Document ID/Rev	Release Date	Status
10144444/J	09. Sep 21	Item Rev Released

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# 1 Introduction

## 1.1 Scope

This document describes the supplier quality requirements.

## 1.2 Summary and purpose

The general applicable quality requirements are called out in QRSK-01 (11028268).

The present document describes the specific applicable requirements to AW 09suppliers related to the manufacturing of aircraft parts and equipment, based on EASA Part 21 requirements.

For Build-to-specification ("Build-to-spec") suppliers, this document is applicable in combination with 10167421 "DO supplier requirements".

These requirements regulate the essential aspects of the working relationship between Kopter Group AG and the supplier.

## 1.3 Applicability

This document is applicable to all Kopter "Build-to-print" and "Build-to spec" suppliers including their sub-tiers. The supplier shall sign the confirmation of reception and acceptance of Kopter supplier quality assurance requirements, through the dedicated form provided by Kopter (Supplier individual reference based on Kopter template 10170243).

The supplier can agree with Kopter SQE on any applicable specificity to his scope of activity through a compliance matrix or a quality plan that will be referred in the quality assurance requirements acceptance form.

Any questions or comments about this document shall be raised to Kopter supplier Quality Engineer at [sqe@koptergroup.com](mailto:sqe@koptergroup.com).

Exceptions  
None.

# 2 Quality Management System Requirements

The supplier's Quality Management System (QMS) shall comply with one or more of the following requirements, depending on the supplier's scope of deliverables:

- ISO 9001

The following certification is preferred:

- AS/EN9100

The supplier shall demonstrate compliance through a QMS, certified by a certification registration body.

The supplier of items and equipments or major assemblies (structural elements affecting safety-of-flight according to EASA definition) that are classified Critical (CR) or Safety Class A (see chapter 3.3) shall have at least the following certification:

- AS/EN9100

Following approvals are preferred for these suppliers:

- EASA Part 21
- FAA Part 21

In case of the loss of a certification or approval, the supplier shall inform Kopter immediately.

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## 2.1 Onsite surveillance

Kopter Group AG reserves the right to perform visits to the supplier facilities, assessments as well as audits at the supplier sites including sub-tier suppliers, to validate the integrity of Kopter Group AG products and services.

The supplier shall grant Kopter Group AG, Civil regulatory Authorities or Agency and/or customer representative's access to his facilities. In cooperation with the supplier, this right of access is extended to sub-tier suppliers.

The surveillance does not relieve the supplier of contractual responsibilities.

## 3 Production requirements

### 3.1 Kopter Group AG Purchase Order

The content of Kopter Group AG Purchase Order describes / includes technical, configurational, commercial and logistical details. Kopter Group AG purchase order includes documents of the data package and the list of the required delivery documents, called out in 11033967. The supplier shall ensure that all information contained in the purchase order and attachment is reviewed and understood. It is important in particular for the supplier to check the drawing modifications as well as any revisions of the referred documents to highlight and implement the changes. If in doubt Kopter Group AG purchasing shall be contacted for clarification.

Delivery of ITAR related parts against Kopter's purchase orders should be avoided. In case of no other option, the supplier shall inform Kopter of it's intend.

### 3.2 Design requirements for production

The purchase order includes technical data that include, but are not limited to, drawings, BOM, material specification, special processes requirements, Electronic Data's, Acceptance Test Procedure (ATP).

Kopter drawings refer to the following information (see Figure 1):


	Release Status: 1	Release Datum: 2	Unit: 3 mm	General tolerances: 4 ISO 2768-mK	Material: 5	Weight: (ref. only) 6
	Name: 7 TESTBENCH			Part Class: 8	PSL Code: 9 Part	Projection: 10
	Part type/PN/Rev: 11 P1104572/A	BEI: 12	Owning Group: 13 DataBase Administrator group	Format: 14 A3	Scale: 15	Page: 16 1/1
	<small>This Document contains confidential proprietary information. Any distribution / disclosure to third parties is strictly prohibited. This page is only valid with the release stamp on the middle right side of the page, showing Doc ID / Rev, Release Date and Release Status. © Kopter Group AG</small>					Drawing Type: General Drawing

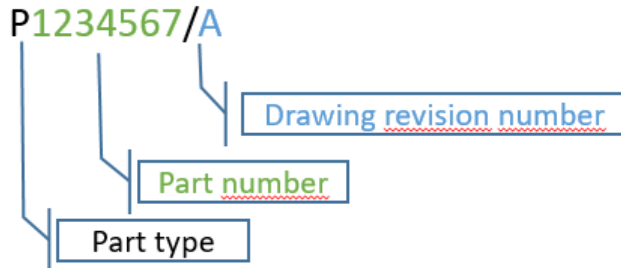
Figure 1: Kopter drawing informations

1. Kopter internal drawing release status
2. Kopter internal drawing release date
3. the unit system in which the dimensions are given on that drawing
4. the specification according to which the general tolerances are defined
5. the material specification
6. the part weight
7. the part name
8. the part class (see chapter 3.3)

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9. the PSL (Product Structure Level) code, defining if it is a single part P, a test article TA, an assembly A or a tool T.
10. the projection system
11. the Part type/PN/Rev (see Figure 2). This is made of one letter (Kopter internal part type), the part number ) and the drawing revision number (the last letter separated from the part number by a dash).

Note: when the part number is requested, for example on the part labelling, the letter corresponding to the part type shall not be mentioned.



**Figure 2: Drawing Part Type, Part number and drawing revision explanation**

12. BEI (Breakdown Element identifier): identifies which system (first two digits) and subsystem (third digit) the part belongs to according to S1000D standards. Up to six digits can be given. The last three are then assigned according to kopter's internal processes.
13. Kopter engineering team owning Group
14. Drawing format
15. Drawing scale
16. Drawing page numbering

Kopter Part Numbering system has been revised in 2021. The Part Numbers, previously made of 7 digits, are now made of 12 mandatory characters ("A" to "L" in Table 1). 3 additional characters are possible for customization purposes ("M" to "O" in Table 1). In Table 1, the following abbreviations are used: "N" for "Number"; "L" for "Letter".

12 Characters "design certification relevant"								3 Characters "Non-design certification-relevant"		
A	B	C D	E	F	G	H I J	K L	M	N	O
Product ID	Responsible ID	System Identification	Sub-System ID	Sub-Sub-System ID	Type ID	Equipment <sup>1</sup> ID	Dash Number <sup>2</sup>	Customization/Manufacturing ID		
N	L	NN	N	N	L	NNN <sup>3</sup>	NN	L	N	N

**Table 1: General Numbering Structure**

The first character ("Product ID") is "G" for AW09 parts.

The second character ("Responsible ID") is "S" for Kopter organization in charge of the Design.

Example of a part number as per Table 1: 9S2816A01751.

The supplier has to demonstrate that Kopter design requirements are taken into account into the supplier's manufacturing data.

<sup>1</sup> In this context, the name 'Equipment' is generic for any kind of item subject to this part numbering system.

<sup>2</sup> The Dash Number is composed by the second part of the Type ID (Position 'K') and the Configuration ID (Position 'L')

<sup>3</sup> Exception is software items: letters are allowed in the Part ID.

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### 3.3 Part Classification

The part classification is mentioned on kopter drawing.

The baselines for the safety classification are the severity classifications of the helicopter and systems failure conditions. The safety classification of the functional failures resulting from the identified failure modes drives the safety classification of the parts.

The following table shows this relationship and definitions of the kopter safety classification and part classification.

**Table 2: part classification**

Safety Classification				Corresponding KOPTER Part Class Definition	Part Classification
FC/Effect criticality from Safety Assessment on H/C, crew and occupants	Safety Class	IDAL <sup>4</sup> (CEH/SW) or EME Level			Structural/mechanical parts / equipment
CAT	Catastrophic	A	N/A	<b>Critical Parts</b> , are those parts a failure of which results in either an accident or inhibits to continue a safe flight or landing <b>AND</b> for which at least a critical characteristics (e.g. fatigue, life limits, manufacturing, design) has been identified which must be controlled to ensure the required level of integrity. E.g. EASA CS27§602 and FAA FAR27§602.	<b>CR (CRITICAL PARTS)</b> <i>SERIALISED</i>
		A		<b>Primary Parts</b> , are parts for which a failure, malfunction, or total lack of it endangers continued safe flight including serious damage to the aircraft and injury to the occupants or ground support personnel and/or leads to a forced landing ("land immediately") which must be initiated by the crew. Note: This group comprises also Parts which have been recognised Safety Critical, but for which no critical characteristics have been identified. These parts belong therefore to Safety Class A, but can result in final Part Classification P	<b>P (PRIMARY PARTS)</b>
HAZ	Hazardous	B	B		
MAJ	Major	C	C	<b>Secondary Parts</b> whose failures have a minor effect upon the rotorcraft but also those whose integrity is significant (i.e. major) to the safety of the aircraft and the failure of which would result in an unplanned landing of the aircraft ("land as soon as possible" and "[...] practicable") because of reduced margin of safety.	<b>S (Secondary Parts – Not Significant)</b>
MIN	Minor	(D)	D		
NSE	No Safety Effect	(E)	E	Parts whose failures have no safety effect upon the rotorcraft	NC (No Classification)

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### 3.4 Configuration Management

The supplier shall demonstrate a configuration management process according to ISO 10007 (or equivalent) to manage the changes of all applicable documents / data's.

<sup>4</sup> Applicable for equipment containing complex electronic hardware/software. Safety classification can be even a result of specific EME required level and possible effects in case of failure to meet the proper "assessed EME compliance".

The supplier shall demonstrate that the organization is able to identify the applied configuration, including (if applicable) but not limited to:

- Kopter part number and revision
- TDP references and revision
- CAD / 2D drawing references and revision
- CAD / 3D data/models references and revision
- Electronical datas
- Shop aid drawings
- Work instruction reference and revision
- Specifications reference and revision
- Manufacturing equipments and tools
- ...

### 3.5 Resources

The supplier shall demonstrate that all required resources (capability and capacity) are readily available to meet the purchase order requirements and forecasts. The resources shall include, but are not limited to:

- Facilities
- Tools and equipment
- Manpower (knowledge, competence, authorization/approvals)
- Material
- Methods

The supplier shall include sub-tier suppliers in the resource management. This includes managing obsolescence issues as described into the Supplier Framework Agreement (SFA).

### 3.6 Inspection and test

The supplier shall demonstrate that its inspection and test processes provide accurate and reproducible, results according to design data.

The supplier shall demonstrate that its inspection, measurement and test equipment are providing accurate and reproducible outcome.

Test and inspection tools shall be calibrated and traceable according to ISO 17025 standard requirements (or equivalent).

The supplier shall demonstrate that Kopter Group AG inspection and test equipments are timely maintained and calibrated (if applicable).

The supplier shall demonstrate that dimensional inspection equipment have a maximum resolution of 10% of the dimension tolerance value (tolerance according to the drawing).

### 3.7 Maintenance of production and inspection means

As required for all product specific tooling, the suppliers shall demonstrate that a preventive maintenance program is established. E.g. cleaning, inspection, repair, storage, small refurbishment.

A listing of Kopter Group AG owned toolings shall be available and provided upon request. The supplier shall demonstrate the proper Kopter part number identification as well as the configuration management of the toolings and manufacturing equipments.

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### 3.8 Manufacturing and inspection plan

The supplier shall demonstrate an appropriate manufacturing and inspection plan, including all the external activities.

Parts class **CR** (or Safety class A) manufacturing and inspection process shall be frozen as from the production of the first article.

The manufacturing and inspection plan is composed of the following information:

- Manufacturing and inspection process flow/sequence,
- Special processes
- Work instruction reference for each step,
- External and subcontracted activities,
- Machines, special equipment, tooling and fixtures used for production,
- Test and inspection equipment,
- Other equipment used for releasing the part.

The supplier shall demonstrate his ability to manage and validate any production changes. For Part Class **CR**, **P** and **S** parts, the impact of planned changes in the manufacturing and inspection plan shall be submitted to Kopter for approval before implementation as described in chapter 7. A delta FAI shall be performed if required by Kopter.

### 3.9 Foreign object debris (FOD)

The supplier shall demonstrate his ability to maintain a system enabling FOD prevention and detection according to aviation industry standard and applicable to the scope of products supplied. Delivered products shall be free of foreign debris (i.e., loose fasteners, wire clippings, metal shavings, loose solder, etc.) or left tooling.

The supplier shall demonstrate to have a tool control procedure in place (FOD prevention) including a recall procedure related to calibrated tools.

### 3.10 Special Processes

***This chapter only applies to non-Leonardo qualified special processes (i.e. Kopter special process specification). For Leonardo Helicopter qualified suppliers, see QRSK-01 requirements (11028268).***

A special process is a production process for which the results can only be verified by subsequent monitoring and, consequently, for which deficiencies only become apparent after the product is in service. E.g. welding, heat treatment, NDT, composite manufacturing, are special processes. Many other processes could fall under the special process definition, as defined above.

The special processes including outsourced activities involved in Kopter products shall be listed and communicated by the supplier to Kopter SQE for record.

The supplier shall demonstrate the reliability of the special processes handling, in particular for the following arrangements as applicable:

- **Personnel**
  - Definition of the level of competence required for the personnel to validate the process
  - Initial and recurrent training and qualification requirements of personnel involved in the special process.

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- Maintenance of training and qualification records.
- **Equipment**
  - Definition of tools and equipment required for the process, including calibration and maintenance requirements.
  - Tools and equipment validation and record of validation results.
  - Maintenance of the validation records.
- **Use of specific methods and procedures**
  - Use of specific methods and procedures that may be required
  - Implementation of Kopter process requirements into production documents if applicable.
- **Approval of the processes**
  - Identification of the Key Process Indicators (KPI) or key process parameters.
  - Approval criteria and approval process definition.
  - Record and maintenance of the approval results.
- **Process control**
  - Definition of the appropriate process control intervals to ensure conformity of the product.
  - Record and maintenance of process control results.
- **Qualification**
  - Existence of a special processes qualification procedure.
  - Definition of the approval criteria, including the validation of the personal skills, the equipment and the specific methods and procedures.
  - Approval of the detailed qualification plan and report before the start of the first production.

Special Processes called out in Kopter's approved design data have to be compliant to the technical specification requirements.

The supplier shall demonstrate the qualification of any special processes for production. This applies to Kopter design and non-Kopter design items.

The above special process management and qualification is audited by Kopter SQE and included in Kopter supplier approval scope.

Kopter SQE and experts reserve the rights to require and supervise additional special process qualification activities with the supplier, as but not limited to Kopter specified special processes, NDT processes, special processes related to critical parts. Kopter SQE assisted by a Kopter technical expert (such as M&P or NDT expert) will supervise the process qualification activities such as:

- Special processes requirements sharing with the supplier
- Acceptance and implementation of the process requirements in the supplier organization
- Approval of the supplier manufacturing procedures
- Supplier special process audit
- Qualification Tests
- Formalisation of the special process qualification within Kopter supplier approval list.

### 3.11 First Article Inspection

See QRSK-01 requirements (11028268).

### 3.12 Quality requirements for final release

Aviation authorities requires that the item is conform to the released/approved design data.

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The supplier shall determine that parts are complete and conform to the released/approved design data and are in a condition for safe operation before issuing a statement of conformity or an EASA Form 1 / FAA 8130-3.

Note: an example of a statement of conformity according to EASA Part 21 requirements is provided in Appendix 1 and can be used by Kopter suppliers.

## 4 Quality Notification – Non conformance

For any deviation from the approved design data detected during any stage in the manufacturing process, the supplier shall demonstrate the existence and implementation of a process of non-conformance management. This shall include the decision making whether to scrap or rework the part or to address a request for decision to Kopter, as well as proactive root cause analysis and corrective to mitigate the deviation and recurrence on further items.

The supplier shall demonstrate:

- that rework procedures are managed according to the approved design data and qualified and/or approved manufacturing processes;
- or that the affected part is identified/marked and segregated, if the rework to released / approved design data is not possible.

In the case the supplier needs a Kopter decision on the non-conform item, the supplier uses Kopter **Quality Notification form** (10158716) to document the deviation and send it to Kopter Product Quality Team at [productquality@koptergroup.com](mailto:productquality@koptergroup.com). The following rules shall be applied:

- One QN per serial number (if serialized part). Several deviations possible.
- Alternatively, one QN for several part numbers with several serial numbers if they are concerned by the same deviation(s). Note: Kopter will take only one decision per QN. In case of at least one rejected part, the whole QN will be rejected. In case of doubt, it is recommended to open one QN per part.

Kopter Product Quality will review the request and answer either with a Concession (for “Use-as-is” or “Repair” disposition), a Design Query Disposition (for a disposition related to a change of Design Data) or with the rejection of the QN.

E-Mail based request or release without Quality Notification form is not accepted and processed by Kopter.

The supplier shall not send the item to Kopter before having received the formal decision from Kopter (e.g. Concession).

For parts with a QN, when the supplier wants to send these to Kopter, the suppliers must request and Authorization to Ship (ATS) from Product Quality, to [productquality@koptergroup.com](mailto:productquality@koptergroup.com)

## 5 Supplier Quality Notification

Kopter Product Quality raises a supplier Quality Notification (QN) if a non-conformity attributed to the supplier responsibility is detected on delivered items. This QN is forwarded to the supplier Quality for root cause analysis and corrective action implementation.

Feedback is expected to be received within 10 Working Days to Product Quality, to [productquality@koptergroup.com](mailto:productquality@koptergroup.com).

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Supplier report shall use the 8D methodology.

If the investigation takes more than 10 working days, the supplier shall demonstrate that he is able to communicate the status of the investigation, including an estimated closing date.

## 6 Supplier Design Change request

If the supplier has a temporary or long-term issue or needs additional information related to design data (drawing, Kopter manufacturing process specifications, etc), the detailed description shall be forwarded to Kopter Product Quality ([productquality@koptergroup.com](mailto:productquality@koptergroup.com)) using the form "Supplier Design Change Request" (11003564).

No change to the applicable design data shall be implemented on production parts before the agreement in writing of Kopter Design Organization, including the organization of the approval activities.

## 7 Supplier Production Change request

Any changes to an approved procedure and any changes of the production process after a First Article inspection (as but not limited to a change in a production stage, an equipment, a plant location, a sub-tiers, a special process) shall be documented and communicated to Kopter Product Quality through the form "Supplier Production Change Request" (11003563) and sent to [productquality@koptergroup.com](mailto:productquality@koptergroup.com).

No change affecting the part conformity to the applicable design data is allowed to the supplier before Kopter approval.

Approval disposition as, but not limited to, a qualification extension, delta FAI or a further audit, shall be discussed and agreed with Kopter Group AG.

## 8 Competence, Training and Awareness

The supplier shall demonstrate that Kopter Group AG requirements are included into its own production documentation. Any questions or uncertainty shall be clarified with Kopter Group AG in order to avoid any misunderstanding for the item manufacturing and supply.

The supplier shall demonstrate that the related involved employees are instructed and trained according to meet the requirements and procedures.

The supplier shall demonstrate that prevention of human factors is taken into account within the organization.

## 9 Sub-tier supplier

### 9.1 Scope of approval

The supplier shall demonstrate the management of sub-tier suppliers (KPI such as approval, surveillance and performance measures) including Kopter Group AG requirements as defined in this document. Preservation and handling of Kopter Design Data shall be included.

### 9.2 Subcontracted special process

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***This chapter only applies to non-Leonardo qualified special processes (i.e. Kopter special process specification). For Leonardo Helicopter qualified suppliers, see QRSK-01 requirements.***

The supplier shall demonstrate the outsourced special process management including qualification and/or audits reports. Additional evidences, witnessing, audits can be requested by Kopter Group AG.

## 10 Notification of Escapes (NoE) and recall process

The supplier shall demonstrate a recall process in case of identification or awareness of a suspect product/service escaped from the supplier's facility and delivered to Kopter Group AG. The supplier shall be able to notify Kopter Group AG within 24 hours.

The writing notification shall be addressed to Kopter Group AG SQE [sqe@koptergroup.com](mailto:sqe@koptergroup.com), and Product Quality [productquality@koptergroup.com](mailto:productquality@koptergroup.com) with an official written letter.

The notification shall contain the following information:

- (a) Supplier Name
- (b) Purchase Order number(s)
- (c) Affected part number(s)
- (d) Description of the escape, including attachment of test/inspection data (if applicable)
- (e) Quantity of parts and date of the delivery
- (f) Date of Manufacture
- (g) Traceability information (serial number, heat lot number, batch number, etc.)
- (h) Containment action

The supplier shall demonstrate his ability to perform a full investigation of the escape and submit the report to Kopter Group AG no later than within 5 working days. The report shall include root cause, non-detection cause and corrective action submittal.

## 11 Traceability and marking

### 11.1 Traceability

The supplier shall demonstrate the traceability of the products that includes at least the following:

- Identification of products according to the applicable approved design data documents or drawings (e.g. part number, modification, serial number if required and additional requirements as noted on Kopter Group AG purchase order).
- Identification of articles shipped to Kopter Group AG against the purchase order.
- Continuous record keeping, which allows uniform cross-referencing of manufacturing documentation and articles.
- Traceability of all used lots of material, parts, inspection means and tooling.

### 11.2 Marking

The supplier shall demonstrate the part marking process according to Kopter design data. There might be additional Kopter requirements in regards to the serial number system.

## 12 Preservation of the product

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For all parts, the supplier shall demonstrate his ability to deliver the item with an appropriate packaging to preserve the item from damage during transport and storage. The packaging shall take into account (but not only) the following criteria, if applicable:

- Preservation of the surface finish from any deterioration or damages (handling, storage or corrosion...)
- All the electrical, hydraulic and fuel connections shall be appropriate closed or protected (damage, FOD, environmental conditions...)
- Moisture and temperature sensitive level:  
For moisture sensitive items, handling, storage and packaging shall provide sufficient protection against deterioration, e.g. corrosion, water soaking in composite, foam (cut surface). Data measurement for humidity and temperature must be applied when defined.
- Electro-static Discharge (ESD) Sensitive parts:  
ESD sensitive parts, including replacement assemblies, shall be physically identified by label or permanent marking. The delivered items shall be packaged for ESD protection and appropriately marked. Individual packages and shipping containers shall be identified as containing ESD sensitive material.
- Shelf life:  
Materials with a defined shelf life such as but not limited to adhesives, sealants, O-Rings, paints, avionics equipment, etc. shall have the shelf life expiration date identified either on the individual container and in the certificates. Kopter Group AG requires a minimum shelf life of 80% remaining when arriving at Goods In department. However, should there be no material available within 80% shelf life (ATA 300) Kopter Group AG purchasing shall be contacted using the quality notification form (see chapter 4) for shorter shelf life.

### 13 Suspected unapproved parts (SUP) and prevention of conflict materials

The supplier shall demonstrate that only parts/articles in compliance with the approved design data are delivered to Kopter Group AG.

The supplier's shall demonstrate that the supply chain and supplier's production process preserves the item traceability back to raw material and OEM, including approved special processes, testing/inspection to ensure their authenticity .

To be provided one or more of the following:

- the OEM's original Authorized Release Certificate or Inspection Certificate EN 10204 3.1 for the article;
- sufficient records providing unbroken supply chain traceability to the OEM;
- tests and inspection records demonstrating the article's conformity/authenticity.

Counterfeit articles/SUP's delivered or furnished to Kopter Group AG are deemed as non-conform. If the supplier becomes aware or suspects that it has furnished counterfeit articles/SUP's to Kopter Group AG, the supplier shall promptly notify Kopter Group AG using NoE process at supplier's expense, such counterfeit articles/SUP's with articles in conformity with approved design data. The supplier shall be liable for costs related to the replacement of counterfeit articles/SUP's and any testing or validation necessary by the installation of approved articles after counterfeit articles/SUP's have been replaced. The remedies contained in this section are in addition to any remedies Kopter Group AG may have at law, equity, or under other provisions.

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The supplier bears responsibility for procuring articles in conformity with approved design data or items from its subcontractors and shall ensure that such subcontractors comply with these requirements.

## 14 Records keeping

The supplier is responsible to keep records of the documentation as following:

- Data which supports conformity of a product, part, or appliance shall be kept for not less than **three years** from the issue date of the related Statement of Conformity or Authorised Release Certificate. As for example (but not limited to):
  - complete inspection records by serial number and data covering the processes and tests to which material and parts are subjected
  - Record of reported part non conformities in production.
- Data considered essential for continuing airworthiness shall be kept **throughout the operational life** of the product, part or appliance. As for example but not limited to:
  - Technical data file that includes the type design drawings, specifications, reports on tests prescribed by this part, and the original type inspection report and amendments to that report,
  - The data, including amendments, required to be submitted with the original application for each production certificate
  - A record of any rebuilding and alteration performed by the manufacturer on products manufactured.

## 15 Business continuity / Disaster management

Aviation industry is based on long-term business relation. The supplier shall demonstrate a business continuity and disaster analysis to avoid any kind of un-predicted issues, shortfall of deliveries and more.

For any natural, political or any root causes, the supplier shall demonstrate that the risk is anticipated and treated with the adequate procedure / action to avoid any negative impact to Kopter Group AG business relation.

Change of ownership or key persons shall be communicated to Kopter as soon as they are identified.

## 16 Disposal of sensitive and proprietary data

The supplier shall demonstrate his ability of properly disposing documents of all kind (e.g. approved data and supplier manufacturing data) to preclude any accidental or intentional re-use by the supplier or by third parties. If the supplier is unable to guarantee permanent disposal of sensitive and proprietary data, Kopter Group AG procurement shall be contacted for further action.

## 17 Delivery documentation

Delivery documentation shall be provided for each product/component as per the requirements stated on the Purchase order, Kopter Delivery documentation requirements (11033967).

The minimum requirement is the statement of conformity.

Note: an example of a statement of conformity according to EASA Part 21 requirements is provided in Appendix 1 and can be used by Kopter suppliers.

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The documents shall be provided in English.

The supplier shall ensure that the documents, hardware and services delivered to Kopter Group AG correspond to each other.

All the delivery paper documents shall be included with the parts inside the packaging. The paper documents shall not be stapled together.

Only shipping documents shall be applied on the outside of the packaging for customs. Some particular documents as certificate of origin shall be provided to the forwarder on the proper way, if applicable.

## 18 Hazardous substances

Kopter Group AG is requesting with each delivery of hazardous substance a safety data sheet supplied together with each delivered items / material.

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## 19 Document information

### 19.1 Definitions/ Abbreviations

**Table 3: Definitions**

Definition	Meaning
Instructed	To teach someone how to do something using examples, pictures/icons etc.
Trained	Having been prepared for a particular job or activity, by learning skills, getting qualification based on an approved syllabus specifying the training objectives and enabling objectives required to be satisfied by a training course.
Qualified	Capable of performing or carrying out functions through training and specific professional experience.
Authorized	Capable of performing or carrying out functions through training and specific professional experience.
Verification	Confirming that the special process meets the standards of the supplier and that it covers all the aspects highlighted in Kopter requirements.
Validation	Confirming that the developed special process meets the requirements of Kopter Group AG approved or released data.
Recurrent training	Repetitive training at specific intervals to refresh employee knowledge of Kopter Group AG requirements, programs, and regulatory requirements. Alternatively as indicator new tools and equipment, materials, and new methods, techniques, and practices may be imparted to existing employees through recurrent training.

**Table 4: Abbreviations**

Abbreviation	Meaning
ATA	Air Transport Association
ATP	Acceptance Test Procedure
BEI	Breakdown Element identifier
CEH	Complex Equipment Hardware
DAL	Development Assurance Level
DO	Design Organization
EASA	European Aviation Safety Agency
EME	Electro-Magnetic Environment
ESD	Electro-Static Discharge
FAA	Federal Aviation Administration
FAI	First Article Inspection
FAIR	First Article Inspection Report
FC	Failure condition
FOD	Foreign Object Debris
H/C	Helicopter
IAQG	International Aerospace Quality Group
IDAL	Item DAL
ITAR	International Traffic in Arms Regulation
NADCAP	National Aerospace and Defense Contractors Accreditation Program
NDT	Non Destructive Testing
NoE	Notice of Escape

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Abbreviation	Meaning
OEM	Original Equipment Manufacturer
PN or P/N	Part Number
PO	Production Organization
PSL	Product Structure Level
QMS	Quality Management System
QN	Quality Notification
SDS	Safety Data Sheet
SFA	Supplier Framework Agreement
SQE	Supplier Quality Engineer
SUP	Suspected Unapproved Parts
SW	Software
TC	Type Certificate
TCH	Type Certificate Holder
TDP	Technical Data Package
TSO	Technical Standard Order

## 19.2 References

### 19.2.1

#### Kopter Documents

Reference description	Reference identifier	Name / Description
10020232 (Supplier individual reference)	N/A	Supplier Framework Agreement (Kopter Group AG)
Supplier individual reference (10170243)	N/A	Supplier quality requirements acceptance
10167421	N/A	DO supplier requirements
10158716	N/A	Supplier Quality Notification
11003563	N/A	Supplier Production Change Request
11003564	N/A	Supplier Design Change Request
10053225	N/A	Supplier FAIR Management
11028268	N/A	Quality requirements for AW09 suppliers
11033967	N/A	Kopter Delivery documentation requirements

#### External Documents

Reference description	Reference identifier	Name / Description
AS/EN9100	N/A	Quality Management Systems – Requirements for Aviation, Space and Defense Organizations
AS/EN9101	N/A	Quality Management Systems – Audits Requirements for Aviation, Space and Defense organizations
AS/EN9102	N/A	Aerospace series - Quality Systems – First Article inspection requirements

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Reference description	Reference identifier	Name / Description
AS/EN9110	N/A	Quality Management Systems - Requirements for Aviation Maintenance Organizations
AS/EN9120	N/A	Quality Management Systems - Requirements for Aviation, Space and Defense Distributors
EASA Part 21	N/A	Airworthiness and environmental certification - Certification of aircraft and related products, parts and appliances, and of design and production organization
ISO 10007	N/A	Quality management systems – Guidelines for configuration management
ISO 17025	N/A	General requirements for the competence of testing and calibration laboratories
EN10204	N/A	Metallic products – type of inspection documents

### 19.3 Appendices

Appendix	Identifier	Name / Description
1	N/A	Example of statement of conformity

### 19.4 Revisions

Revision	Comment	Rev. Date	Name
A	Initial setup		M. Heer
B	Complete revision Inserted new brand logo in header; replaced “Marengo Swisshelicopter” by “Kopter Group” and “MSH” by “Kopter”		M. Heer C. Irgan
C	Part Safety Classes replaced by Part Classes		M. Heer
D	§4: Forms “Request to Design Organization” (10158716) and “Request for Concession” (10158717) are replaced by “Request for Disposition” (10158716 – renamed and updated) §3.2: Addition of part criticality Additional chapters: - 3.8 Foreign Object Debris (FOD) - 4 request for disposition - 7.2 Subcontracted special processes Minor format and wording changes without additional requirements.		A. Colomar M. Heer

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E	<p>The following chapters have been reviewed or added:</p> <ul style="list-style-type: none"> <li>- 1.1.2</li> <li>- 1.1.3</li> <li>- 2</li> <li>- 3.3</li> <li>- 3.4</li> <li>- 3.7</li> <li>- 3.10</li> <li>- 3.11</li> <li>- 3.12</li> <li>- 4</li> <li>- 5</li> <li>- 6</li> <li>- 7</li> <li>- 16</li> <li>- 18.2</li> </ul>		A. Colomar
F	<ul style="list-style-type: none"> <li>- Styling</li> <li>- Chapter 1.1.3: precision about the acceptance of the quality requirements</li> <li>- Chapter 3.10: Nadcap restriction removed</li> <li>- Chapter 3.10: explanation of Kopter special process qualification added</li> <li>- Chapter 3.11: reformulation of the process release through FAI and delta FAI process after a production change.</li> <li>- Chapter 7: the sentence "No change affecting the part conformity to the applicable design data is allowed before Kopter approval. " has been added</li> <li>- Chapter 7: reference to delta FAI is removed from this chapter (referred in chapter 3.11)</li> </ul>		C. Heffinck A. Colomar
G	<p>General document lay up updated according to Kopter document template 10042198/E.</p> <p>Chapter 3.1: WebPortal is replaced by JIRA portal.</p> <p>Add chapter 14: "record keeping"</p>	10.07.2019	A. Daguenet
H	<p>Chapter 3.10: "Re-validation" reformulated to "process control"</p> <p>Chapter 3.2: Addition of the information related to Kopter drawing information.</p> <p>Chapter 4: reformulation of the first paragraph without referring to "repair" in order to avoid any confusion on the decision making ("repair" should be always agreed and traced through a concession).</p>	20.01.2020	A. Daguenet
I	<p>Chapter 3.11: Sentence added related to the FAI required for CR and P parts class with special processes during Prototype Phase.</p>	02.07.2020	S. De Blasio

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J	<p>Chapter 1.2: reference to 10167421 and QRSK-01 as applicable documents.</p> <p>Chapter 3.1: Jira portal is not anymore mentioned.</p> <p>Chapter 3.3: sentence about “P parts with special process” is removed.</p> <p>Chapter 3.5: Methods is added.</p> <p>Chapter 3.6: calibration plan is not anymore to be sent to Kopter SQE.</p> <p>Chapter 3.8: manufacturing and inspection plan is not anymore to be sent to Kopter SQE</p> <p>Chapter 3.10: recognition of LH qualified special processes</p> <p>Chapter 3.11: refers to QRSK-01 requirements</p> <p>Chapter 4: reference to ATS added</p> <p>Chapter 6 and 7: change of point of contact into <a href="mailto:productquality@koptergroup.com">productquality@koptergroup.com</a></p> <p>Chapter 9.2: not applicable to LH qualified special processes</p> <p>Chapter 10: Kopter point of contact updated</p> <p>Chapter 17: reference to 11033967 added and requirements reformulated accordingly.</p> <p>Table 2 updated</p>	08.09.2021	A. Daguenet
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APPENDIX 1: Example of statement of conformity

1. <b>STATEMENT OF CONFORMITY</b>			2. FORM TRACKING NUMBER	
3. ORGANISATION NAME AND ADDRESS  Supplier Address			4. KOPTER PURCHASE ORDER	
5. ITEM	6. DESCRIPTION	7. PART NUMBER	8. QTY	9. SERIAL NUMBER
10. REMARKS				
11A CERTIFIES THAT THE ITEMS IDENTIFIED ABOVE WERE MANUFACTURED IN CONFORMITY TO KOPTER DESIGN DATA SPECIFIED IN BLOCK 10				
11B. NAME SUPPLIER INSPECTOR		11C. DATE (DD MMM YYYY)	THIS STATEMENT DOES NOT CONSTITUTE AUTHORITY TO INSTALL THE ITEM(S) AN APPROPRIATE KOPTER STATEMENT OF CONFORMITY OR EASA FORM 1 MUST BE ISSUED BY AN AUTHORISED KOPTER INSPECTOR/CERTIFYING STAFF	
11D AUTHORISED SIGNATURE		11E. SUPPLIER INSPECTOR IDENTIFICATION NUMBER/STAMP		

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## Instructions for the use of the Statement of Conformity

The purpose of the statement is to declare the conformity of parts and appliances (items) to applicable kopter design data. Correlation must be established between the statement and the item(s). The originator must retain a statement in a form that allows verification of the original data.

### General format

All printing must be clear and legible to permit easy reading

The certificate may either be pre-printed or computer generated but in either case the printing of lines and characters must be clear and legible and in accordance with the defined format.

The certificate should be in English

The details to be entered on the certificate may be either machine/computer printed or hand-written using block letters and must permit easy reading.

Do not use or limit the use of abbreviations to a minimum, to aid clarity.

### Completion of the Statement by the Originator

- |           |   |
|-----------|---|
| Block 1   | Statement of Conformity header  |
| Block 2   | Form Tracking Number: Enter the unique number established by the numbering system/procedure of the organisation identified in block 3; this may include alpha/numeric characters.   |
| Block 3   | Organisation (supplier) Name and Address: Enter the full name and address of the organisation releasing the item(s) covered by this statement. Logos etc. of the organisation are permitted if they can be contained within the block.  |
| Block 4   | Purchase: To facilitate customer traceability of the item(s), enter the kopter purchase order reference number.   |
| Block 5   | 1) Item: Enter line item numbers when there is more than one line item. This block permits easy cross-referencing to the Remarks in block 10.   |
| Block 6   | 2) Description: Enter the name or description of the item. Use the given term in the kopter purchase order  |
| Block 7   | 3) Part Number: Enter the part number as it appears on the kopter purchase order  |
| Block 8   | 4) Quantity: State the quantity of items  |
| Block 9   | 5) Serial Number: If the item is required to be identified with a serial number, enter it here. If there is no serial number required/identified on the item, enter 'N/A'.  |
| Block 10  | 6) Remarks: Describe the work, either directly or by reference to supporting documentation/data, necessary for kopter to determine the conformity status of item(s) in relation to the work being certified. Each statement must clearly identify which item(s) in block 5 it relates to. If there is no statement, state 'None'. |
| Block 11b | 7) Name Supplier Inspector: Enter the name of the person signing block 11d in a legible form.   |
| Block 11c | Date: Enter the date on which block 13b is signed, the date must be in the format dd = 2 digit day, mmm = first 3 letters of the month, yyyy = 4 digit year.  |

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- Block 11d
- Authorized Signature : This space shall be completed with the signature of the authorised supplier inspector person. Only persons specifically authorised by the supplier and identified to and accepted by kopter are permitted to sign this block.
- Block 11e
- Supplier Inspector Identification Number/Stamp: This space shall be completed with the signature of the authorised person. Only persons specifically authorised under the rules and policies of the competent authority are permitted to sign this block. To aid recognition, a unique number identifying the authorised person may be added.

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