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## 1. Document change register

Issue no.	Issue date	Change description
01	2021-05-13	First issue of document

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## 1.2 Distribution list

Suppliers of materials, products and services for the aviation industry of WPS Sp. z o.o. Sp. k. (hereinafter referred to as WPS or the company), which are required to have a quality system that meets these minimum quality requirements. WPS evaluates and selects suppliers based on their ability to meet quality requirements, and the scope and type of supplier supervision depends on the impact of the materials and / or services provided on production and sales.

## 1.3 Purpose

The purpose of the manual is to establish basic requirements for suppliers, the fulfillment of which is part of the qualification and approval process.

## 1.4 Scope

The basis for the requirements for suppliers is the AS910 standard issued by B. In the event of any conflict between the requirements of the order and the provisions of these requirements, the requirements of the order shall prevail. In order to ensure access to documentation and quality records in the scope of orders carried out by the supplier, as well as to conduct audits and verification of products and processes, WPS reserves the right to enter the supplier's company and sub-suppliers' premises and access to relevant documented information. WPS has the right to withhold supplier approval in the event of objections to the quality, timeliness of deliveries, failure to respond to recommendations or unsatisfactory supplier assessment..

## 2.1 Applicable documents

PN-EN ISO 9000: 2015 Quality management systems - basics and terminology  
 PN-EN ISO 9001: 2015 Quality management systems - requirements  
 AS 9100 ed. Quality Management Systems - requirements for organizations dealing with Aviation, Astronautics AS 9120 ed. B Quality Management Systems - requirements for distributors of aviation, space and defense equipment

The supplier is responsible for obtaining generally available standards, such as PN, BN, and for ensuring that he has all other documents necessary for the proper performance of the product or service. The supplier is responsible for compliance with the requirements contained in the order or contract. The supplier is responsible for communicating relevant requirements, including

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customer requirements, to external suppliers. The purchasing and sales department is responsible for providing the supplier with the necessary instructions and own standards as well as the specific requirements of its customers.

## 2.2 Definitions

The terms and definitions given in ISO 9001: 2015 apply.

Supplier - an organization or person that provides a product or service.

Counterfeit Material - an illegal or unauthorized copy, substitute, substitute, knowingly marked, identified and presented as original, unmodified material from the Authorized Source of Supply.

Suspect material - material the review of which (including not only visual inspections or tests) gives rise to doubts as to its authenticity.

Unauthorized source of supply - A source that does not meet the definition of an authorized source. For example: an independent distributor, a dealer without the written authorization of the original manufacturer.

## 4. Context of the organization

**4.1 Understanding the organization and its context** - no additional requirements.

**4.2 Understanding the needs and requirements of interested parties** - no additional requirements.

**4.3 Determining the scope of the Quality Management System** - no additional requirements.

### 4.4 The Quality Management System and its processes

The supplier must have a Quality Management System and meet its requirements. The requirements of the Quality Management System (AS9100, AS 9120, ISO 9001 or others) depend on the qualifications of the supplier. The level of the Quality Management System requirements for the supplier is specified in internal procedures. A supplier with a Quality Management System certificate of one of the above standards is required to submit a copy of this certificate to WPS. Additionally, the supplier is obliged to inform about:

- the fact that the certificates issued to him or her are no longer valid, and to send copies of certificates in the event of their renewal,
- finding by external auditors (certifying companies) significant non-conformities,
- an important change in the Supplier's Quality Management System,
- a change in the process affecting the quality of the product, a change in products and services, including changes related to external suppliers
- change of the place of production.

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If the Supplier does not have a certified Quality Management System or its certificate does not meet the requirements of WPS, the potential supplier must present the readiness to adapt the Quality Management System to the requirements, and the Supplier's Quality Management System is supervised by WPS until the required certificate.

**5. Leadership** - no additional requirements.

**6. Planning a Quality Management System** - no additional requirements.

**7. Support**

**7.1 Provision of resources** - no additional requirements.

**7.1.2 Human Resources**

The supplier is obliged to ensure that the persons concerned are aware of their contribution to the compliance of the product or service, their contribution to the safety of the products, the importance of ethical behavior.

**7.1.3 Infrastructure** - no additional requirements.

**7.1.4 Work environment** - no additional requirements.

**7.1.5 Supervision of control and measurement equipment**

Periodic checking / calibration of control and measurement equipment (SKP) and production equipment owned by WPS and located at the supplier's can be performed by the supplier, based on previous arrangements in this topic with WPS. If the supplier cannot check / calibrate it, the SKP / tooling must be returned immediately after the validation / calibration period has expired. The supplier is responsible for creating a system ensuring periodic inspection of the control and measurement equipment owned by the supplier.

**7.2 Competence** - no additional requirements.

**7.3 Awareness** - no additional requirements.

**7.4 Communication** - no additional requirements.

**7.5 Documented information:** Supplier should have appropriate procedures to ensure proper and effective control of all documentation and records, including computer software involved in the fulfillment of WPS orders, including procedures to ensure formal recall of media containing outdated or incomplete computer data. The supplier is obliged to keep (properly identify and supervise) and archive technical and quality documentation related to the implementation of orders and contracts for WPS for 10 years (unless otherwise agreed) Records prepared by the supplier in connection with the performance of the contract and orders, including those relating to personnel, are to be made available to representatives of WPS, their clients or the relevant supervisory authority and may not be destroyed after a specified period of time without the consent of WPS.

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## 8. Operational activities

8.1 Planning and supervision of operational activities In the case of new launches, the supplier is obliged to:

- Checking the completeness and validity of the documentation, i.e. drawing, standards, technical conditions necessary to perform the contract,
- Analysis of technical documentation in terms of execution possibilities.
- Development of production technology taking into account the appropriate capabilities of special processes lines, instrumentation, tools, measuring means and the frequency of measurements.

**8.1.1 Risk management** - no additional requirements.

**8.1.2 Configuration Management** - No Additional Requirements.

**8.1.4 Prevention of the use of counterfeit parts** - no additional requirements.

### 8.2 Requirements for Products and Services.

All correspondence and documentation regarding the contract or order being performed should be available in the language agreed with WPS. The supplier is committed to preventing and minimizing the use of counterfeit, unapproved, counterfeit or out-of-date materials to fulfill the customer's order.

#### 8.2.1 Communication with the client.

In the event of inaccuracies in the order, please contact the person at the email address indicated on the order.

**8.2.2 Determining the requirements related to the product** - no additional requirements.

**8.2.3 Review of requirements relating to the product** - no additional requirements

**8.3 Design and Development** - no Additional Requirements.

**8.3. Design and development of products and services** - no additional requirements.

#### 8.4. Supervision over processes, products and services provided from outside:

The outsourcing of processes (e.g. special processes) from a supplier to a sub-supplier may only be made in an approved source after prior agreement with the purchasing department of WPS. In special cases, the supplier will be informed by the order about additional requirements regarding:

- processes, products and services to be delivered,
- approval (of products, services, methods, processes, devices and equipment, admission rules (releasing products and services), competences - required qualifications),
- cooperation (interaction) of external suppliers with WPS,
- supervision and monitoring of the effects of external suppliers used by WPS,
- activities related to the verification and validation planned at the supplier,
- design and development control, special requirements, critical items, key characteristics,
- tests, control and verification (including the production process),

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- using statistical techniques for product qualification,
- the need to implement a QMS,
- notifications about non-compliant processes, products or services and obtaining approval as to their disposal,
- preventing the use of counterfeit parts,
- notifications about changes in processes, products or services, including changes to external suppliers and production locations (prior written consent is required),
- passing the relevant requirements down to external suppliers,
- providing samples for testing,
- reserve documented information, including retention periods and requirements for its disposal,
- access rights to all areas and devices related to the execution of orders and access to all documented information at every level of the supply chain
- ensuring that persons participating in the execution of the contract are aware of their contribution to product compliance, its safety and the importance of ethical behavior.

Third party suppliers are assessed annually. The timeliness and quality of delivered products / services are assessed. Depending on the results of the supplier assessment, they are divided into 4 categories: A, B, C, D. The supplier can obtain the following status:

- approved supplier (A, B) - meets the requirements for the ordered product
- conditionally approved supplier (C) - partially meets the requirements, failure to meet some of the requirements does not affect the final quality of the product
- supplier not approved (D) - does not meet the requirements or does not take the required corrective actions within the prescribed period or a significant deterioration in the quality of deliveries has been found.

Inactive supplier (N) - no cooperation with a given supplier for a period longer than 5 years. Supplier evaluation forms are stored in the purchasing cell.

**8.5 Production and service delivery** - no additional requirements.

**8.5.1.1 Supervision of production equipment, tools and programs** - no additional requirements.

**8.5.1.2 Validation and control of special processes.**

**8.5.1.3 Validation of production and service processes** - no additional requirements.

**8.5.2 Identification and traceability.**

The supplier is responsible for the correct recording and identification of products in accordance with the commencement of the process until the moment of shipment.

**8.5.3 Customer Property.**

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The supplier is obliged to use the entrusted material in accordance with the intended purpose for the implementation of a specific order. The entrusted material should be identified by the supplier and appropriately marked in a way that makes it possible to distinguish it from the materials of the supplier and other customers, both in the production process and in storage. The supplier is obliged to make and send an inventory of the entrusted material, which is in stock and in production, at least once a year and at the request of the WPS client. Note: WPS has the right to check the material entrusted to the supplier at any time during the working day and make a physical inventory confirming the inventory sheet.

#### 8.5.4 Protection of the product.

The supplier should secure and pack the delivered product in accordance with the requirements of the order, technical conditions or standards.

- The product should be protected against corrosion (if maintenance is applicable) for the period of storage.
- The products must be packed in such a way that they do not cause mutual damage to each other during the performance of special processes at every stage of the process, storage and transport.
- It must be ensured that the material used for packing does not cause contamination on the parts.
- The packaging used should be adapted to the weight and size of the packed products.

#### 8.5.5. Post-delivery activities.

The supplier is obliged to cooperate in the event of detecting a non-conforming product and issuing a complaint by WPS or its client.

#### 8.5.6 Control of changes

The supplier of products for which it is required is obliged to attach a certificate of compliance (the so-called Certificate of Conformity, CofC) and other quality documents, if required.

#### 8.6. Release of products and services:

All products delivered to WPS must have a quality document specified in the order or contract, signed by the person responsible on the part of the supplier, confirming the compliance of the delivered products with all the requirements of the order or contract.

The data on the documents must contain the levels of issue (revision) of the documents according to which the products were released. The document should contain, as a minimum, the following information:

- name, address and code of the supplier (as ordered),
- part number, description, change (revision) number, quantity, serial number, batch number,

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- order or contract number,
- all information regarding deviations, non-conformities, approvals, etc.,
- information about the limitation of the service life of parts,
- declaration of compliance with the requirements of the order or contract,
- all other data specified in the technical requirements or the order or contract,
- signature of an authorized representative of the supplier,
- certificates for products, materials (if applicable)

### 8.7 Supervision over a non-conforming product.

If the supplier finds any non-conformities on the products during the service, he is obliged to send an electronic version of the completed form "Notification of non-conformities by the Supplier" (Form No. 1 / IP-11) to the WPS Purchasing Department by e-mail.

The form should contain a description of non-conformities, the reason for their occurrence and the corrective actions taken. The form should be sent to WPS within 7 (unless otherwise agreed) days of finding non-compliance. Then, WPS will issue a written instruction to accept, repair or reject the product. Accepted non-conforming product should be marked with a tag, sticker or appropriate marking at the request of WPS and delivered with a quality certificate. The supplier may not scrap material that is owned by WPS and has been missing due to material defects or other defects until the complaint is completed.

The WPS trader will inform the supplier about the end of the complaint procedure. Upon written request, the supplier is obliged to return the scrapped material, which is the property of WPS.

Complaints:

-if the WPS in the delivery detects a non-compliance that has not been previously declared, the supplier will receive an e-mail information from the Purchasing Department on the Form No. 2 / IP-11/1 Notification of non-compliance to the Supplier.

Such non-compliance requires analysis and taking actions in accordance with the procedures in force at the Supplier's, including checking the inventory for quarantine for products with non-compliance, determining and removing the causes of non-compliance and not finding them at the supplier, introducing corrective actions and assessing their effectiveness. If a complaint is submitted by WPS, the supplier is obliged to consider it within 14 days (unless otherwise agreed). Procedure in the event of delivery of a non-conforming product: Products inconsistent with the order, the contract cannot be delivered, unless WPS agrees to such delivery in writing. In the event of consent to deliver a non-conforming product, non-conforming characteristics of the products and their serial numbers must be clearly marked and included in the supplier's quality document delivered with the product. The consent to deliver a non-conforming product is the basis for price negotiations and does not release the supplier from liability for the delivered

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product. In case of non-compliance found by WPS on delivered products, WPS will send a Complaint to the supplier in the form of an e-mail. The supplier has 30 working days to consider the complaint (according to the Agreement with 3M).

The complaint may contain 2 types of instructions:

- return to the supplier of non-compliant products in order to replace them with compliant ones
- the supplier has up to 60 calendar days from receiving the complaint to send a new, compliant product. All costs related to returning non-conforming products are covered by the supplier,
- invoice correction - up to 3 days after considering the complaint The supplier is obliged to analyze the non-compliance, provide WPS with a written report on the conducted test together with the conclusions, and develop a remedial plan. The method of dealing with a non-conforming product will be individually determined by WPS, irrespective of the above requirements. Procedure in the case of detection of suspicious or falsified material: In case of suspicion of possible penetration of suspect or falsified material into the supply chain, the supplier should notify WPS as soon as possible.

Supplier will provide:

- Information necessary to determine the size of the problem,
- Identification of potentially affected materials (parts, components),
- Monitoring of counterfeit parts,
- Quarantine and report suspicious or detected counterfeit parts. In the event that counterfeit material is detected in WPS, the supplier bears full legal and compensation liability related to the detection and removal of counterfeit material from WPS.

## 9. Assessment of the effects of action.

### 9.1 Monitoring and measurement.

The supplier is obliged to plan and implement the processes of monitoring, measurement, analysis and improvement necessary, among others, to demonstrate product compliance. The supplier is obliged to monitor and measure its properties at appropriate stages of the product implementation process in order to check whether the requirements for the product have been met - according to the requirements of the order or contract. The supplier should plan, implement and control processes, appropriate to the organization and the product, to prevent counterfeit or suspected counterfeit parts and their use in the product by:

- training relevant persons to raise awareness and prevent counterfeit parts;
- supervision of external suppliers;

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- checking the purchase of products supplied externally from original or authorized manufacturers, authorized distributors or other approved sources;
- taking into account the requirements to ensure traceability of parts and components according to their original or authorized manufacturers;
- including verification and testing methodologies in the process to detect counterfeit parts.

**9.1.2 Customer satisfaction** - no additional requirements.

**9.1.3 Data analysis** - no additional requirements.

**9.2 Internal audit** - no additional requirements.

**9.3 Management review** - no additional requirements

**10 Improvement.**

**10.2 Corrective actions** - no additional requirements

Any non-compliance found by WPS on the supplier's products or documents must be confirmed within 3 days and analyzed by him within 30 calendar days (unless otherwise agreed), and a report from the analysis prepared and delivered to WPS containing:

- immediate corrective action,
- description of the cause,
- description of the corrective action to remove the causes,
- corrective action implementation plan.

**10.3 Continuous improvement** - no additional requirements.

**11. Additional requirements for suppliers** are the requirements of the aviation standard AS9100 - Quality Management Systems - requirements for organizations dealing with Aviation, Astronautics

**12. List of forms**

Form No. 1 / IP-11/1 - Notification of non-compliance from the Supplier

Form No. 2 / IP-11/1- Notification of non-compliance to the Supplier.