# Generic Supply-Chain and Quality Requirements for Suppliers

***PURPOSE:***

This Directive defines **the "Generic Supply-Chain & Quality Requirements" that shall be applied by the Suppliers and their lower tiers.**

Please be aware that beside this Generic Supply-Chain & Quality Requirements other Quality Requirements may exist and shall apply, too, like Product/Program/Project related Quality Requirements.

In case of conflict the Product/Program/Project related Quality Requirements are taking precedence over the conflicting Generic Supply-Chain & Quality Requirements.
Non conflicting Generic Supply-Chain & Quality Requirements shall still be applied.

Within this document the term "Customer" or "Purchaser" is used for "Airbus Defence & Space"

***SCOPE:***

Airbus Defence and Space :

Military Aircraft : applicable
Space Systems: applicable (see §1)
CIS : applicable
UAS : applicable

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# 1 Introduction

## 1.1 Purpose

This document represents the set of Generic Supply-Chain & Quality Requirements that shall apply by all Suppliers for business with Airbus Defence and Space.

**Therefore this document shall be referenced as applicable within (frame) contracts / purchase orders or other contractual documents.**

To get the evidence for the status of compliance to the requirements the attachment of this document (referenced as .A01) shall be taken, filled out and signed by Supplier. The filled out and signed document shall be handled as compliance to the Generic Supply-Chain & Quality Requirements (GSCQR).

## 1.2 Applicability

For Space System :

- §2.3 always applies,
- Others paragraphs are optional for “flying hardware only“: if PSM/CM decision is to not apply, PA/QA program requirements shall apply.

Fully applicable for MiA, CiS and UAS, full scope of procurements

# 2 Requirements

## 2.1 Quality Requirements

| **2.1.01 Applicable documents** | |
|---|---|
| **QAA Req.No.** | **Requirements** |
| GQ-1-01-01 | The attachment TT.GOV.D070.A01 **issue 3** of this document shall be used for provision of compliance to this "Generic Supply-Chain & Quality Requirements" document and maintained. |

| **2.1.02 Referenced documents** | |
|---|---|
| **QAA Req.No.** | **Requirements** |
| | see chapter 4 |

| **2.1.03 Interested Parties (link with IAQG-9100 §4.2)** | |
|---|---|
| **QAA Req.No.** | **Requirements** |
| | N/A |

| **2.1.04 Quality Management System and its processes (link with IAQG-9100 §4.4)** | |
|---|---|
| **QAA Req.No.** | **Requirements** |
| GQ-1-04-24 | QMS certification (ASR. 0.0005.02)<br>The Supplier shall have and maintain a Quality Management System (QMS) compliant with IAQG (EN/AS/JISQ) 9100 series certified by a Certification Body (CB) accredited through IAQG Industry Controlled Other Party (ICOP) scheme.<br><br>Notes:<br>(1) Depending on scope of activities, 9100 series means: 9100 (Aviation, Space and Defense Organizations), 9110 (Aviation Maintenance Organizations) and 9120 (Aviation, Space and Defence Distributors).<br>(2) Only certifications registered in Online Aerospace Supplier Information System (OASIS) are valid (refer to www.sae.org/iaqg and www.iaqg.org/oasis).<br>(3) For some specific types of Products and/or low-risk related Product or Services Suppliers, another QMS standard, e.g. ISO 9001, may be acceptable if formally agreed by the Purchaser. |
| GQ-1-04-25 | The Supplier shall manage the APQP-approach according to the IAQG 9145 standard (EN, AS or equivalent)<br>In particular, DFMEA, PFMEA methodology including the management of Key Characteristics |

| **2.1.04 Quality Management System and its processes (link with IAQG-9100 §4.4)** | |
|---|---|
| **QAA Req.No.** | **Requirements** |
| GQ-1-04-20 | The Supplier shall adhere to all requirements and procedures specified in the purchasing documents, drawings and technical documents as long as no Customer acceptance is given e.g. by change note or concessions. |
| GQ-1-04-07 | When requested by the Customer the Supplier shall deliver a compliance matrix to the Customer Quality requirements including reference to the evidences. |
| GQ-1-04-22 | The Supplier shall promptly notify the Customer for any substantive changes to the Supplier's Business/Quality Management System or personnel affecting the fulfilment of the contract/order. |
| GQ-1-04-21 | With each order confirmation the Supplier shall confirm (by providing order confirmation) that the Supplier accept and apply the present "Generic Supplier Quality Requirements" document/agreement as part of the order. |

| **2.1.05 Responsibilities (link with IAQG-9100 §5.3)** | |
|---|---|
| **QAA Req.No.** | **Requirements** |
| | N/A |

| **2.1.06 Reporting (link with IAQG-9100 §5.3)** | |
|---|---|
| **QAA Req.No.** | **Requirements** |
| | N/A |

| **2.1.07 Work delegation (link with IAQG-9100 §5.3)** | |
|---|---|
| **QAA Req.No.** | **Requirements** |
| GQ-1-07-01 | The delegation of product assurance tasks by Supplier to sub-tiers shall be done in a documented and controlled way. The Supplier shall retain responsibility towards the Purchaser. |

| **2.1.08 Risk & Opportunity Management (link with IAQG-9100 §6.1)** | |
|---|---|
| **QAA Req.No.** | **Requirements** |
| GQ-1-08-01 | The Supplier shall propose a plan to mitigate the obsolescence/discontinuity or Sub-Supplier end of activity. |

| **2.1.08 Risk & Opportunity Management (link with IAQG-9100 §6.1)** | |
|---|---|
| **QAA Req.No.** | **Requirements** |
| GQ-1-08-05 | The Supplier shall track any obsolescence or discontinuity of product or subparts, which may impact the Project in terms of deliveries or support activities. The Supplier shall notify the Purchaser as soon as such information is known by the Supplier. |
| GQ-1-08-07 | The Supplier shall conduct a risk analysis of its sub-tiers at least at approval/re-approval/extension with a special focus on the risk of counterfeit, bogus or already used parts.<br><br>Therefore, when parts are not directly procured from the manufacturer, the Supplier should procure parts only from distributors that are:<br>• IAQG 9120 (EN/AS/..) certified unless specifically authorized by the Purchaser<br>• Authorized by the Original Equipment Manufacturer (OEM) |
| GQ-1-08-03 | In case a systematic or process issue is identified within Supplier scope and such issue cannot be solved by operational measures only, a Tactical Improvement may be launched by the Customer at Supplier's expense. |

| **2.1.09 Resources (link with IAQG-9100 §7.1)** | |
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| **QAA Req.No.** | **Requirements** |
| GQ-1-09-06 | Evidence regarding the qualification of Supplier' staff shall be documented, maintained and submitted to the Purchaser on request. |
| GQ-1-09-04 | For Supplier's inspection staff at least the following details shall be communicated to the Purchaser on request:<br>- Name<br>- Qualification<br>- Special qualifications/ Trainings<br>- Scope of authorization<br>- Date of the first issue of authorization<br>- Period of validity |
| GQ-1-09-07 | The Supplier shall ensure that an awareness to the importance of ethical behavior and human factor (especially for the Maintenance & Repair environment) is provided to its staff<br><br>Note: this awareness can be based of the Code of Conduct and Code of Business provided by Airbus |

| **2.1.10 Quality Assurance Records (link with IAQG-9100 §8.1)** | |
|---|---|
| **QAA Req.No.** | **Requirements** |
| GQ-1-10-01 | The evidence of the compliance with all applicable requirements ( e.g. Customer specifications, regulations, …..) shall be maintained, readily accessible & retrievable and be disclosed to the Purchaser upon request. |

| 2.1.10 Quality Assurance Records (link with IAQG-9100 §8.1) | |
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| **QAA Req.No.** | **Requirements** |
| GQ-1-10-02 | Quality records shall be stored in safe conditions, which prevent alterations, loss or deterioration. |
| GQ-1-10-05 | Quality records shall be retained for a defined period of at least 15 years if not otherwise agreed between Customer and Supplier. |

| 2.1.11 Quality Planning (e.g. QAP) (link with IAQG-9100 §8.1) | |
|---|---|
| **QAA Req.No.** | **Requirements** |
| GQ-1-11-04 | The Supplier shall have a Control Plan that takes into account the output from the FMEA, experiences from similar processes and products and defines all methods used for process monitoring and control of special product/process characteristics. |
| GQ-1-11-06 | Inspection and tests shall be defined at the points of the manufacturing, assembly and integration flow where maximum assurance for correct processing and prevention of unrecoverable or costly non conformance's can be obtained. |
| GQ-1-11-08 | If applicable the Supplier shall establish and maintain an ESD protection programme in accordance with a recognised standard for use during the design, manufacture, test and storage/transport for product subject to ESD. |
| GQ-1-11-13 | When required by the Purchaser, source inspection e.g. visual inspection of piece parts, intermediate assembly, final inspection before delivery, will be carried out by the Purchaser. |
| GQ-1-11-14 | The Supplier shall establish a formal acceptance process for all deliverable items, at any contractual level, to ensure that conformance of the items to be delivered is fully assessed and documented. |
| GQ-1-11-15 | On the basis of an analysis of the test plan, the Supplier organization shall define within the test plan the most appropriate way to monitor the performance of test activities, to ensure the adherence to the test procedures, and that any deviations are properly documented and treated. |

| 2.1.12 Design and development of products and services (link with IAQG-9100 §8.3) | |
|---|---|
| **QAA Req.No.** | **Requirements** |
| GQ-1-12-02 | The Supplier organization shall identify and evaluate critical items in support of the overall risk management activities. |

| 2.1.13 Control of externally provided processes, products and services (IAQG-9100 §8.4) | |
|---|---|
| **QAA Req.No.** | **Requirements** |
| GQ-1-13-01 | If the Supplier assigns verification activities to sub-tiers, the requirements shall be defined and documented in the contract or equivalent documentation. |

| **2.1.13 Control of externally provided processes, products and services (IAQG-9100 §8.4)** | |
|---|---|
| **QAA Req.No.** | **Requirements** |
| GQ-1-13-08 | The Customer activities at sub-tiers facilities do not relieve the Supplier from its responsibilities. |
| GQ-1-13-10 | The Supplier shall document and maintain results of its Sub-Tiers selection process. |
| GQ-1-13-11 | The Supplier QA function shall participate in the approval and the selection of procurement sources. |
| GQ-1-13-12 | The Supplier shall provide evidence that audits are performed for its suppliers when:<br>- they are not certified according the Customer requirements<br>AND<br>- the parts itself are under EN9100 (aerospace) regulation. |

| **2.1.14 Type and extent of control (link with IAQG-9100 §8.4.2)** | |
|---|---|
| **QAA Req.No.** | **Requirements** |
| GQ-1-14-05 | All testing activities related to critical characteristics as identified in the critical-items control programme shall be approved. |

| **2.1.15 Access rights (link with IAQG-9100 §8.4.3)** | |
|---|---|
| **QAA Req.No.** | **Requirements** |
| GQ-1-15-10 | The Supplier shall allow the Purchaser or entities designated by the Purchaser to proceed with audit/assessment/visit of the Supplier and/or any Sub-Supplier involved in the Project.<br><br>Such audit/assessment may occur at reasonable scheduled intervals agreed by the Parties, or be triggered by the detection of a severe problem.<br><br>Such audit/assessment implies that the Supplier shall:<br>• grant the Purchaser reasonable access to business premises and product and Project related documentation (e.g. QA, safety, certification).<br>• make available a duly qualified member (Customer, Authorities, …) of its staff for the duration of the audit/assessment/visit. |
| GQ-1-15-03 | When requested by the Purchaser, the Supplier shall make available company in-house standards for Customer review when these standards are applicable to the Project. |
| GQ-1-15-08 | In case the Supplier does not grant access to an inspection of classified manufacturing methods or other restricted industrial informations the Supplier shall provide sufficient evidence for compliance to the Purchaser’s requirments. |

| 2.1.15 Access rights (link with IAQG-9100 §8.4.3) | |
|---|---|
| **QAA Req.No.** | **Requirements** |
| GQ-1-15-09 | In case of restricted / secret topics the Purchaser shall be informed by the Supplier in advance to a visit/audit/ etc. |

| 2.1.16 Production and Service Provision (link with IAQG-9100 §8.5) | |
|---|---|
| **QAA Req.No.** | **Requirements** |
| GQ-1-16-08 | The Supplier shall also provide for detail support documents and instructions, such as drawings, procedure and instruction sheets, to enable operations to be correctly performed. |
| GQ-1-16-09 | The Supplier shall employ workmanship standards throughout all phases of manufacturing, assembly and integration, to ensure acceptable and consistent workmanship quality levels. |
| GQ-1-16-10 | The Supplier shall ensure that only conforming items are released and used, and that those not required for the operation involved are removed from work operation areas. |
| GQ-1-16-12 | The Supplier shall ensure that its test facilities, either internal or external, conform to specified requirements. |
| GQ-1-16-13 | The Supplier shall ensure that test facilities are suitably validated to perform the tests to be conducted. |
| GQ-1-16-14 | The Supplier shall ensure that computer-aided testing techniques and data are validated prior to use, and regularly controlled during their use in testing. |
| GQ-1-16-15 | The Supplier shall ensure that its test equipment is designed in such way that its correct operation can be verified during operation without having to proceed it to the test item. |
| GQ-1-16-16 | The QA organization of the Supplier shall review and approve test procedures. |
| GQ-1-16-17 | The Supplier shall ensure that all tests are comprehensively documented in test reports, and that they include, as a minimum:<br>1. reference to the applicable test procedure, and description of the deviations from it during the actual testing,<br>2. test data records and evaluation, and<br>3. summary of test results. |
| GQ-1-16-18 | The Supplier organization shall review and approve test reports. |
| GQ-1-16-19 | Testing activities or results to be subject to QA /PA verification shall be identified as such in the relevant test procedure. |
| GQ-1-16-20 | Testing shall be subject to the requirements for the control of hazardous operations. |
| GQ-1-16-25 | When requested by the Purchaser any change to the defined inspection procedures shall require Purchaser approval in writing. |
| GQ-1-16-27 | All critical characteristics shall be inspected as identified & defined in the critical item control programme.Self inspection by operator shall not be considered sufficient for critical characteristic inspection. |
| GQ-1-16-30 | The Supplier shall give the Purchaser advance notice of<br>• changes to its manufacturing processes, materials or parts incorporated in its products, |

| **2.1.16 Production and Service Provision (link with IAQG-9100 §8.5)** | |
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| **QAA Req.No.** | **Requirements** |
| | • the relocation of production plants<br>• modification made to the methods or facilities for the testing of the products<br>• any other significant QA measures.<br><br>Note: "Advance" means that the Supplier shall give the Purchaser sufficient time to check whether such changes may have a detrimental effect on the products. |
| GQ-1-16-32 | Test procedures shall include, as a minimum:<br>1. scope of the test, including the identification of the requirement being verified,<br>2. identification of the purpose of the test,<br>3. applicable documents, with their revision status,<br>4. test flow,<br>5. test organization,<br>6. test conditions,<br>7. test equipment and set-up,<br>8. step-by-step procedure, including definition of specific steps to be witnessed by QA personnel,<br>9. recording of data,<br>10. pass or fail criteria and test data evaluation requirements, and<br>11. guidelines or criteria for deviation from test procedure and for retest. |
| GQ-1-16-33 | The following shall be made available to the receiving inspectors :<br>procurement documents, specifications, drawings and any other document relevant to incoming supplies as required in the procurement documents. |
| GQ-1-16-34 | The Supplier shall maintain receiving inspection records to ensure traceability and the availability of historical data to monitor Supplier performance and quality trends. |
| GQ-1-16-35 | Receiving inspection activities shall include:<br>1. verification of packaging conditions and status of environmental sensors,<br>2. visual inspection of delivered items,<br>3. verification of correct identification and, where appropriate, configuration identification for conformance to ordering data,<br>4. verification of evidence of inspection and tests performed by the Supplier and associated documentation,<br>5. verification of performance of Supplier's source inspection, if required,<br>6. performance of inspections and tests on selected characteristics of incoming supplies or test specimens submitted with supplies,<br>7. identification of the shelf life of limited-life items,<br>8. identification of the inspection status and physical separation of the supplies in the receiving inspection area according to the following categories:<br>(a) items without completed receiving inspection;<br>(b) conforming items;<br>(c) nonconforming items.<br>9. prevention of unauthorized use of uninspected items,<br>10. identification of the items to be released for production with conformance status and traceability data to be recorded in manufacturing documents,<br>11. maintenance of receiving inspection records<br>12. Validation of test report data |

| 2.1.16 Production and Service Provision (link with IAQG-9100 §8.5) | |
|---|---|
| **QAA Req.No.** | **Requirements** |
| GQ-1-16-43 | Where safety of personnel or damage to items or associated test equipment is possible, QA/PA function must have the authority to stop the test. |
| GQ-1-16-44 | Frequency of inspection shall be determined by process capability and process control. |
| GQ-1-16-46 | Statistical sampling inspection shall not be permitted on a process until the reliability of the process is confirmed by statistical results over a sufficient period of production. |

| 2.1.17 First Article Inspection (link with IAQG-9100 §8.5.1) | |
|---|---|
| **QAA Req.No.** | **Requirements** |
| GQ-1-17-01 | The Supplier shall manage the First-Article-Inspection according to the IAQG-9102 standard (EN, AS, or equivalent) in case of new product introduction, production re-start, etc… |

| 2.1.18 Measurement, Metrology & Calibration (link with IAQG-9100 §8.5.1) | |
|---|---|
| **QAA Req.No.** | **Requirements** |
| GQ-1-18-11 | When requested by the Customer the Supplier shall validate the Special to Type Test Equipment (STTE).<br>The Purchaser or his representatives shall have the right to witness the validation at Supplier's facility. Therefore the Customer shall be invited with at least 2 weeks notification period. |

| 2.1.19 Validation and control of special processes (link with IAQG-9100 §8.5.1) | |
|---|---|
| **QAA Req.No.** | **Requirements** |
| GQ-1-19-01 | Mandatory process specifications prescribed by Customer, must not be replaced by others without Customer approval in writing. |
| GQ-1-19-03 | For special processes (e.g. heat-treatment, surface treatment, shoot peening, welding, NDT) qualification tests shall be carried out, documented and recorded by the Supplier. |
| GQ-1-19-04 | Any change of the special process qualification-test shall be provided to Customer for authorisation. The changed processes shall not be applied prior to Customer approval in writing. |
| GQ-1-19-06 | The Supplier shall ensure that proper selection of the non-destructive or destructive methods for the evaluation of process performance is done. |

| **2.1.20 Media-control / Stamp-control (link with IAQG-9100 §8.5.2)** | |
|---|---|
| **QAA Req.No.** | **Requirements** |
| GQ-1-20-01 | The Supplier shall establish and maintain a documented Acceptance Authority Media control system to ensure the correct and legitimate use of all manufacturing and inspection Authority Media. |
| GQ-1-20-02 | The use of acceptance authority media shall be restricted to authorized personnel as identified in the acceptance authority media control system[1].<br>[1] e.g. stamp control system. |
| GQ-1-20-03 | Acceptance authority media shall be traceable to individuals responsible for their use. |
| GQ-1-20-04 | Acceptance authority media shall be applied directly to parts and materials, when specified by engineering drawings and specifications, and associated documents, records, labels. |
| GQ-1-20-05 | Acceptance authority media materials and methods shall be compatible with the products and their use. |

| **2.1.21 Property belonging to Customers (link with IAQG-9100 §8.5.3)** | |
|---|---|
| **QAA Req.No.** | **Requirements** |
| GQ-1-21-02 | The materials supplied by the Purchaser shall be properly identified as Customer's propriety and exclusively used for fulfilling the Order/Contract for which they were supplied, unless a written authorisation of the Customer is given. |
| GQ-1-21-03 | All materials supplied by the Purchaser shall be inspected by the Supplier (for identification of material and for transportation damages as minimum) prior to its use, accomplishing at least an documentary inspection. |
| GQ-1-21-04 | Customer furnished test/inspection devices have to be sent back to Customer by Supplier without further request after contract fulfilment if not defined differently by the Purchaser. |
| GQ-1-21-06 | The Supplier shall have at its disposal an inventory controlling system of all materials and/or equipment supplied by Customer that assures its proper use. |
| GQ-1-21-07 | Material provided by the Purchaser shall be stored<br>separately from those of Supplier / Sub-Tiers.<br><br>Note: "stored" is not meant as stock or facility. Storage can be done for example in separate shelves/areas with clear identification/marking of the shelf/area. |
| GQ-1-21-08 | The Supplier is responsible for the calibration status of Purchaser furnished test/inspection devices.<br><br>Note: "calibration status" is meant as calibration control. The Supplier needs to use a calibrated device and to monitor the expiration. |

| 2.1.22 Preservation, Handling & Storage (link with IAQG-9100 §8.5.4) | |
|---|---|
| **QAA Req.No.** | **Requirements** |
| GQ-1-22-01 | The Supplier shall define and document the necessary requirements and conditions for handling, storage, packaging, transportation and shipping for all product phases to ensure maximum protection consistent with life and usage.<br>(E.g. including Handling devices, Procedures and instructions) |
| GQ-1-22-04 | The Supplier shall maintain control over acceptance into and withdrawal from storage areas. |
| GQ-1-22-05 | The Supplier shall maintain proper records to ensure that all stored items are within the usable life limits, controlled and retested, and to provide traceability within the storage or segregated area. |
| GQ-1-22-08 | The Supplier shall place the following items in segregated storage areas:<br>1. incoming materials,<br>2. intermediate items needing temporary storage, and<br>3. end items before shipping. |
| GQ-1-22-09 | The Supplier shall apply a FIFO (First In First Out) process for storage in stock as much as possible. |
| GQ-1-22-13 | Any segregated area shall be identified and labeled for its intended use. |
| GQ-1-22-11 | Shelf lifed material shall be identified on its packaging & associated CoC. |
| GQ-1-22-12 | Unless otherwise specified in preceding documentation (e.g. contract, purchase order) the service life of the delivered limited shelf life products shall not be less than 75% of their service life with effect from the date of delivery. |

| 2.1.23 Repair, relialibility and availability (link with IAQG-9100 §8.5.5) | |
|---|---|
| **QAA Req.No.** | **Requirements** |
| GQ-1-23-01 | The Supplier shall conduct reliability and availability assurance activities on the Product to ensure that the reliability/availability requirements of the technical specifications are met during all phases of the Project. |
| GQ-1-23-02 | During the design and development process and where appropriate, the reliability, maintainability, life-time and availability characteristics for all developed and refurbished items shall be compliant with the specifications. |
| GQ-1-23-03 | The Supplier shall, whenever possible, select equipment with identified Mean Time Before Failures (MTBF) and Mean Time To Repair (MTTR) values |
| GQ-1-23-04 | Calculation of Product availability at system level shall be performed by the Supplier taking into account all subsystem data.<br>These analyses shall constitute evidence of compliance with availability requirements And shall establish criteria for the selection of redundancy and spares at system level. |

| **2.1.24 Release of products and services (link with IAQG-9100 §8.6)** | |
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| **QAA Req.No.** | **Requirements** |
| GQ-1-24-10 | For all supplied material/products, the Supplier shall manage the FOD-approach (burrs, tool marks, scale, protective lubricant or substance) according to the IAQG 9146 standard (EN, AS or equivalent) |
| GQ-1-24-05 | The shipping note shall comprise the following details as minimum:<br>• Purchase order number/ contract number<br>• Part number and – index<br>• Serial number (if applicable)<br>• Production order number (if applicable) |
| GQ-1-24-07 | Certificate of Conformity (CoC) shall be provided with the deliveries.<br>Note: The type of CoC has to be agreed with the Customer upfront. |
| GQ-1-24-09 | Shipment of non-conforming parts is allowed only after a written acceptance by Customer is received and the approved concession is enclosed with each delivery and package of these non-conforming parts. |

| **2.1.25 Control of Non-conforming outputs, warnings/alerts Management (IAQG-9100 §8.7)** | |
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| **QAA Req.No.** | **Requirements** |
| GQ-1-25-27 | The Supplier shall implement, document and sustain a system which:<br>• Analyse the failures (issues, non-conformances, anomalies, technical event ...), identify and manage their root causes from containment to corrective and preventive actions.<br>• Record and correlate the root causes, set up corrective and preventive actions and measure their effectiveness.<br>• Inform the Purchaser for failures (issues, NC, anomalies, technical event, ...).<br><br>Note: such system can be a Failure Reporting, Analysis and Corrective Action System (FRACAS). |
| GQ-1-25-02 | It must be assured that non-conforming products and materials are not used for production, assembly and delivery without Customer approval. |
| GQ-1-25-07 | When requested by the Customer specific procedures concerning handling and documentation of corrective and preventive actions (e.g. 8D-Report) shall be provided by the Supplier to the Purchaser. |
| GQ-1-25-09 | The Supplier shall periodically review the non-conformance records, in order to evaluate the progress of the actions for the correction and prevention of non-conformances, to ensure proper and timely close-out of actions and to analyze existance of trends in the occurences of non-conformances. |
| GQ-1-25-10 | The Supplier shall establish and implement a process for the avoidance, detection, mitigation and disposition of Counterfeit Parts. |
| GQ-1-25-11 | When the Supplier realises that a Customer-supplied product is unsuitable for its intended use, he shall immediately report to and coordinate with the Customer the remedial actions to be taken. |

| **2.1.25 Control of Non-conforming outputs, warnings/alerts Management (IAQG-9100 §8.7)** | |
|---|---|
| **QAA Req.No.** | **Requirements** |
| GQ-1-25-26 | The Supplier shall provide information to the Purchaser about potential alerts regarding problems (e.g. counterfeit parts) related to raw materials, sub-assemblies, processes or similar products as those delivered to the Purchaser. |
| GQ-1-25-13 | The Customer shall be notified of any non-conformance occurring on other programs when it becomes available to the Supplier knowledge if those non-conformance may affect hardware or software of the Project. |
| GQ-1-25-14 | The Supplier shall participate in the alert system organized by the Customer or other Project stakeholder, by:<br>1. assessment of the impact of incoming alerts to Project work, and definition, implementation and follow-up of necessary corrective actions at any Project level.<br>2. distribution of incoming alerts to the possible affected stakeholders within the project.<br><br>Note: Project stakeholders may be authorities, agencies, etc… |
| GQ-1-25-19 | A disposition for a nonconforming item shall be one of the following:<br>• Return to Sub-Tier : This disposition only applies to nonconforming procured items.<br>• Use “as-is” : The item is found to be usable without eliminating the non-conformance.<br>• Repair : The item is recoverable such that it fulfils the intended usage requirements although it does not conform to the originally specified requirements.<br>• Scrap : The item is not recoverable by repair, for technical or economic reasons. |
| GQ-1-25-22 | In case of repeated failures, high rejection rate (R1 or R2) or significant events, the Supplier shall establish a work group or special investigation committee to determine in a detailed manner the causes and actions necessary, making use of any methodologies as required, such as 8D. |
| GQ-1-25-23 | On Purchaser request program/project specific guidelines for creation of concessions shall be considered by the Parties. |
| GQ-1-25-24 | Items with “scrap” disposition shall be prominently identified, segregated from all other material within a bonded area and discarded to prevent further use. |
| GQ-1-25-25 | Supplier nonconforming parts accepted by the Purchaser shall be clearly identified and the concession/deviation documentation shall be part of the delivery to Customer.<br><br>Note for deployment:<br>- The concession number shall be entered in the Certificate of Conformity and, whenever possible, in the equipment label, as well.<br>- Each nonconforming part (form, fit and/or function affected) shall be marked with the concession number in or close to the equipment’s identification plate. |

| **2.1.26 Monitoring, measurement and Data Control (link with IAQG-9100 §9.1)** | |
|---|---|
| **QAA Req.No.** | **Requirements** |
| GQ-1-26-10 | The Supplier shall maintain a system to record, acknowledge & control drawings, specifications, instructions & electronic media with their references & associated issues. |

| **2.1.26 Monitoring, measurement and Data Control (link with IAQG-9100 §9.1)** | |
|---|---|
| **QAA Req.No.** | **Requirements** |
| GQ-1-26-02 | When sampling plans are used the Supplier shall define and justify the following:<br>1. sample size, sample selection methods and criteria for inspection severity,<br>2. acceptance / rejection criteria, and<br>3. screening of rejected lots. |
| GQ-1-26-03 | The Supplier shall maintain records of the sampling tests, together with the identification of the characteristics to which sampling is applied. |
| GQ-1-26-04 | The Supplier shall have appropriate metrics at relevant phases of the processes that facilitate performance management and control of the processes. |
| GQ-1-26-06 | When requested by Customer a Manufacturing Readiness Review (MRR) shall be carried out by the Supplier prior to new product production, it will cover the following aspects as applicable to product:<br>1. status of product definition and requirements, differences with the status of the qualification model, and impacts of these differences;<br>2. status of manufacturing, assembly, inspection and test documentation, differences with the status of the qualification model, and impacts of these differences;<br>3. validation status of manufacturing processes, with particular emphasis on critical processes;<br>4. implementation of dispositions for risk reduction, as defined by risk assessment, into the manufacturing, assembly, integration, inspection and test procedures;<br>5. availability of specified production, measuring and inspection equipment, and calibration status, when relevant;<br>6. cleanliness of facilities, with respect to the specified cleanliness levels;<br>7. facility temperature and humidity with respect to requirements. |
| GQ-1-26-07 | The Supplier shall have a documented process to manage accountability, identification and maintenance of manufacture, assembly and integration tooling.<br><br>The following aspects of tooling control shall be covered:<br>1. all tooling shall be verified for dimensional accuracy prior to first use, following modification & at specified appropriate intervals during its life, this verification must be approved by qualified personal<br>2. a register of all tooling shall be maintained & used to manage/record the above actions<br>3. all tooling shall be properly stored to prevent misuse, damage & deterioration.<br>4. unnecessary tooling shall not be kept in working areas |

| **2.1.27 Audits, performance evaluation (link with IAQG-9100 §9.2)** | |
|---|---|
| **QAA Req.No.** | **Requirements** |
| GQ-1-27-07 | The Supplier shall plan and perform internal and Sub-Tier audits and assessments using established and maintained procedures and/or instructions. |
| GQ-1-27-06 | The Supplier shall perform audits on its own performance to verify the implementation and effectiveness of the provisions defined in the PA/QA (or equivalent) plan.<br>Audit results shall be made available to the Customer upon request. |

## 2.2 Configuration Management Requirements

| **2.2.01 Control of documented Informations (link with IAQG-9100 §7.5.3)** | |
|---|---|
| **QAA Req.No.** | **Requirements** |
| GQ-2-01-11 | The Supplier shall ensure that:<br>• The up-to-date version of appropriate documents and data are available at all locations where operations essential to the effective functioning of the quality system are performed;<br>• Proper data and documentation exchange procedures and formats are set up throughout the Supplier Project organisation;<br>• Documents are identified and verified for adequacy, currentness and incorporation of product assurance requirements;<br>• Changes to documents and data are reviewed and approved by the same functions or organisations that performed the original review and approval unless specifically designated otherwise;<br>• A master list or equivalent document control procedure identifying the current revision of documents and data support is established and is readily available to preclude the use of invalid or obsolete documents and data. |
| GQ-2-01-03 | The Supplier shall control the documentation in order to assure that it is on the specified review level and changes to be implemented are done before 5 working days from the receiving date at the facility if not otherwise agreed with the Customer. |
| GQ-2-01-08 | When requested by the Customer the Supplier shall provide a list of all change requests related to the product to the Customer. |
| GQ-2-01-09 | The Supplier shall be responsible for keeping Customer documentation in appropriate safe conditions (confidential, limited access, accident prevention, etc.). |
| GQ-2-01-10 | The Supplier shall be responsible for controlling documentation in force as well as its distribution to Sub-Tiers with any major changes communicated to the Customer.<br><br>Note: Major changes effecting form, fit and/or function. |
| GQ-2-01-12 | The Supplier shall comply with the regulatory and specific Purchaser Requirements related to documentation and data (scope, content, configuration management, archiving, retention and retrieval). (ASR 0.0016.01)<br><br>Note : for example, the ISO 27001 ensure that classified information communicated to supplier is handled properly |

| **2.2.02 Identification and Traceability (link with IAQG-9100 §8.5.2)** | |
|---|---|
| **QAA Req.No.** | **Requirements** |
| GQ-2-02-02 | Operator & inspector's identification must be written on the shop traveller log and managed by an appropriate method to provide traceabiliy of operations. |
| GQ-2-02-03 | The Supplier shall ensure that appropriate marking and labeling for packaging, storage, transportation and shipping of items are performed in accordance with the applicable specifications. |
| GQ-2-02-04 | In order to maintain traceability of a part or item, the Supplier shall:<br>• immediately replace a lost or damaged identifications,<br>• assure identification are located on visible places without interfering with the configuration, and are perfectly legible. |
| GQ-2-02-05 | Products and/or their transport containers shall be labeled in a manner to ensure explicit identification (e.g. materials from different batches) and prevent accidental switching or mix-up of parts. |
| GQ-2-02-06 | Production stage and inspection status shall be clearly identifiable and traceable on all production batches - including partial batches, semi finished products, components and subassemblies - at any time. |
| GQ-2-02-07 | Products loosing their traceability shall be treated as non-conforming items |
| GQ-2-02-08 | Items having limited-life or definite characteristics of quality degradation or drift with age or use shall be marked to indicate the dates, test times or cycles at which life was initiated and at which the useful life expires. |
| GQ-2-02-10 | The Supplier shall establish and maintain controls to ensure that:<br>1. identification numbers are assigned in a systematic and consecutive manner,<br>2. identification numbers of scrapped or destroyed items are not used again,<br>3. identification numbers, once allocated, are not changed, unless the change is authorized by the Customer,<br>4. a bidirectional and unequivocal relationship/traceability between parts, materials or products, their location and associated documentation or records is established, maintained and documented throughout all phases of contract performance and operational life of deliverable items. |
| GQ-2-02-11 | The Supplier shall establish and maintain records of temporary installations and removals. |
| GQ-2-02-12 | The Supplier shall implement a configuration system to manage any changes, including lower tier activities, with any major changes communicated to the Customer. |
| GQ-2-02-13 | When possible the items delivered according to the procurement specification / document shall be from a single manufactured batch in term of the material and/or treatment. |
| GQ-2-02-14 | Integrated software shall be identified on the containing hardware.<br><br>Note:<br>This is applicable in case of Software as an own LRI/LRU and not configured under the Hardware LRI/LRU. -> e.g. field loadable software |
| GQ-2-02-15 | In any purchasing case (distributor or manufacturer), the Supplier shall be capable of demonstrating the traceability of the original source of manufacturer. |
| GQ-2-02-16 | The Supplier shall guarantee the traceability of all their calibrated measuring tools and means by recording in which operations they are used. |

## 2.3 Supply-Chain Requirements

| **2.3.01 Capacity management (link with IAQG-9100 §8.5.1.3)** | |
|---|---|
| **Req.No.** | **Requirements** |
| GQ-3-01-01 | The Supplier shall have a Development / Production / Maintenance management policy (ASR.3.3091.01)<br><br>(a) The Supplier shall establish its policy (engineering-to-order, make-to-order, assemble-to-order, make-to-stock) according to its production pattern (Project manufacturing, intermittent manufacturing, repetitive manufacturing, batch process, continuous process).<br><br>(b) The Supplier shall ensure its Development / Production / Maintenance management system masters its whole Supply Chain, either in a push or a pull manufacturing system (e.g. pull system for Purchasing and Production Activity Control (PAC) and push system for upper levels).<br><br>(c) The Supplier shall demonstrate its Development / Production / Maintenance management system is consistent with its policy and the Product complexity" |
| GQ-3-01-02 | Development / Production / Maintenance planning management (ASR.3.3092.01)<br>(a) The Supplier shall have a process to manage the planning activities including the following steps:<br>(1) at strategic level (long term):<br>(i) Sales and Operations Planning (S&OP),<br>(2) at tactical level (medium term):<br>(i) Master Production Schedule (MPS),<br>(ii) Material Requirements Planning (MRP),<br>Note: Alternatives can be presented (e.g. aggregation of MPS and MRP) provided that the Supplier demonstrates the relevance of its solution.<br>(3) at operational level:<br>(i) Production Activity Control (PAC).<br>(b) For each step, the Supplier shall define the purpose of the plan, the owner of the process, the inputs/outputs data, the planning horizon, the time bucket, the update frequency.<br>(c) The Supplier shall describe how the data accuracy (e.g. Bill of Materials (BoM), inventory) is ensured throughout the process. |
| GQ-3-01-03 | Use of the Purchaser's procurement plans (ASR.3.3093.01)<br>(a) The Supplier shall verify procurement plans (purchase orders, call-ups, forecasts) sent by the Purchaser for integrity and applicability prior to manual or automatic import into its production management system.<br>(b) The Supplier shall use the Purchaser's procurement plans data for its Sales and Operations Planning (S&OP) and Master Production Schedule (MPS). |
| GQ-3-01-04 | Planning and capacity management tools (ASR.3.3095.01)<br>(a) The Supplier shall describe its planning and capacity management tool(s) (IT solutions).<br>(b) The Supplier shall demonstrate the integrity of the overall capacity analysis, in particular by describing how tool(s) (or modules within a tool) interface together and how data quality and synchronizations are ensured.<br>(c) The Supplier shall demonstrate effectiveness of maintenance and obsolescence management of its IT solutions. |

| **2.3.01 Capacity management (link with IAQG-9100 §8.5.1.3)** | |
|---|---|
| **Req.No.** | **Requirements** |
| GQ-3-01-05 | Capacity management process (for Development/ Production / Maintenance) (ASR.3.3094.02)<br>(a) The Supplier shall provide the Purchaser with its process to manage capacity including the following steps:<br>(1) at strategic level (long term):<br>(i) Resource Requirements Planning (RRP),<br>(2) at tactical level (medium term):<br>(i) Rough Cut Capacity Planning (RCCP),<br>(ii) Capacity Requirement Planning (CRP),<br>Note: Alternatives can be presented (e.g. aggregation of RCCP and CRP) provided that the Supplier demonstrates the relevance of its solution.<br>(3) at operational level:<br>(i) Input/Output Control (I/O).<br>(b) The Supplier shall demonstrate the consistency of its capacity management with its production planning activities throughout its production management system.<br>(c) For each step, the Supplier shall define:<br>(1) the purpose of the plan,<br>(2) the owner of the process,<br>(3) the inputs/outputs data,<br>(4) the planning horizon,<br>(5) the time bucket,<br>(6) the update frequency.<br>(d) The Supplier shall describe how the data accuracy is:<br>(1) is ensured throughout the process,<br>(2) is monitored during the Product lifecycle (including the development phase).<br><br>Note: The data can include routing sheets content, allocated hours, cycle time and Takt time convergence, Overall Equipment Effectiveness (OEE) as relevant. |
| GQ-3-01-06 | Inventory management (ASR.3.3096.02)<br>The Supplier shall demonstrate the effectiveness of its inventory management (including work in progress), in particular:<br>(a) rules for determining safety stocks or lead time margin (criteria for Product selection and safety solutions),<br>(b) rules for physical inventory (e.g. cycle counting with ABC classification, annual),<br>(c) method to control and guarantee inventory accuracy (e.g. incoming inspection, stocktaking),<br>(d) implementation of First In First Out (FIFO) methodology,<br>(e) selection and deployment of relevant logistic solutions,<br>(f) bottleneck management,<br>(g) KPIs to monitor inventory |
| GQ-3-01-07 | Backorder management (ASR.3.3097.01)<br>The Supplier shall demonstrate effectiveness of its Backorder management methodology including how delays and shortages are monitored and managed to anticipate and mitigate the risk of delays or poor quality at Customer side. |

| **2.3.02 Transfer of Work (link with IAQG-9100 §8.1)** | |
|---|---|
| **Req.No.** | **Requirements** |
| GQ-3-02-01 | Transfer of Work process – general (ASR.4.4013.02)<br>(a) The Supplier shall manage Transfers of Work (ToW) in order to evaluate and mitigate risks, and identify opportunities for the Purchaser (on time/on quality performances).<br>(b) The Supplier shall ensure its ToW process complies with specific Purchaser requirements |
| GQ-3-02-02 | Transfer of Work - transfer notification form (ASR. 4.4014.01)<br>The Supplier shall provide the Purchaser with a transfer notification form duly filled in accordance with the Purchaser requirements prior to the launch of any Transfer of Work (ToW). |
| GQ-3-02-03 | Transfer of Work - risk register (ASR. 4.4015.02)<br>The Supplier shall create and maintain a Transfer of Work (ToW) risk and opportunity register and provide the Purchaser with the corresponding risk and opportunity assessment report, including back-up solution(s) for risks. |
| GQ-3-02-04 | Transfer of Work - Project plan (ASR. 4.4016.01)<br>The Supplier shall create and maintain a detailed Transfer of Work (ToW) Project plan, including, but not limited to:<br>(a) Project Management: nomination of a ToW Project team including a Project leader and representatives from the relevant disciplines and ensuring all functions concerned by the transfer are adequately involved (e.g. finance, design, industrialization, quality, Supply Chain).<br>(b) Overall planning:<br>(1) industrialization,<br>(2) description of industrial activities,<br>(3) industrial process capability assessment (when relevant upon Purchaser request),<br>(4) Last Article Inspection (LAI) of Products,<br>(5) production rate ramp-down/ramp-up.<br>(c) Communication plan with the Purchaser:<br>(1) new site approval (when relevant),<br>(2) Special Processes (SP) qualification (or authorization to proceed),<br>(3) First Part Qualification (FPQ) of activities,<br>(4) First Article Inspection (FAI) of Products. |
| GQ-3-02-05 | Transfer of Work - APQP driven (ASR. 4.4021.02)<br>(a) For any Supplier driven Transfer of Work, the Supplier shall use decision process as per EN9145 to decide whether or not to apply APQP, with a particular focus on PPAP elements update<br>(b) The Supplier shall provide the Purchaser on request with the rationale of the decision for Purchaser validation. |

| **2.3.03 Delay Management (link with IAQG-9100 §8.4.1.1)** | |
|---|---|
| **Req.No.** | **Requirements** |
| GQ-3-03-01 | Management of delays (ASR. 5.5029.01)<br>The Supplier shall:<br>(a) collect internal and external delays in an integrated or linked database, establish correlation between the delays found during industrialization, production (including tests) and after delivery to the Purchaser,<br>(b) analyze the delays, identify and manage their root causes,<br>(c) record and correlate the root causes, set up corrective and preventive actions and measure their effectiveness,<br>(d) inform the Purchaser in case of forecasted delays. |
| GQ-3-03-02 | Delivery performance indicators and gap analysis (ASR. 5.5035.01)<br>The Supplier shall:<br>(a) calculate its own delivery performance indicators based on the definitions provided by the Purchaser,<br>(b) provide the delivery metrics as defined in the Supply Chain Flow Chart,<br>(c) provide results of its delivery performance indicators upon Purchaser request,<br>(d) perform a gap analysis between its own delivery performance indicators and those calculated by the Purchaser and provide the Purchaser upon request with any evidence and justification of gaps. |
| GQ-3-03-03 | Delivery review meetings (ASR. 5.5038.01)<br>The Supplier shall participate in review meetings organized by the Purchaser to assess the delivery performance and, as applicable, the list of delays, associated root causes, corrective and preventive actions. |

# 3 Referenced Documents

**For your information, the following docs have been used as source-documents for building the GSCQR**. All relevant content is part of this directive.

| ***Doc Reference*** | ***Title*** |
|---|---|
| ADS.X.0570 | Direct Material Generic Quality Assurance Requirements for Suppliers [Astrium SAT] |
| ADS.E.0644 | ENS Generic Product Assurance Requirements for Suppliers for Class I Programmes [Earth Observation] |
| AP2190 GRAMS | General Requirements for Aerostr. & Mat. Suppliers [Airbus Military] |
| AP1013 GRESS | General Requirements for Equipment and Systems Suppliers [Airbus Military] |
| APQP | Advanced Product Quality Planning (APQP) Handbook [Airbus Group] |
| AQ-1-L-113-EADS | Quality requirements applicable to the configuration controlled items suppliers [Astrium ST - Ariane 5 ME (A5ME)] |
| CASA 1010 | Quality Requirements for Purchase Documents [Airbus Military] |
| CASA 1033 | QUALITY REQUIREMENTS FOR SUPPLIERS [Airbus Military] |
| CASA 1033-01 | SPECIFIC QUALITY REQUIREMENTS FOR SUBCONT [Airbus Military] |
| CASA-1033-01-M | QUALITY REQUIREMENTS FOR SUPPLIERS FOR SUPPLIERS CASSIDIAN SPAIN [Airbus Military – CASSIDIAN SPAIN] |
| CASA 1033-02 | SPECIFIC QUALITY REQURIMENTS FOR EQUIPMENT SUPPLIERS [Airbus Military] |
| CASA 1033-03 | QUALITY REQUIREMENTS FOR OPERATIONAL SUBCONTRATATION [Airbus Military] |
| CASA 1033-53-FT | QUALITY-INSPECTION AUTHORIZATION [Airbus Military] |
| CASA-1114 | Procedure for evaluation of EADS CASA subcontractors [Airbus Military] |
| CASA 1400 | INDUSTRIAL QUALIFICATION AND PROCESSES CERTIFICATION [Airbus Military] |
| CASA 1054-52-FT | ENGINEERING-AUTHORIZATION FOR DEVELOPMENT AND PRODUCT [Airbus Military] |
| CDSQ.BA025.INE; | Product Assurance Requirement for Eurostar satellites [Astrium ST] |
| CMS 80294 | Generic Quality Assurance Requirements for Suppliers managed by Direct Materials [Astrium ST] |
| DSN-GEN-MEG-00653-01-03-EN_Generic_Quality_ Requirements V3 | GENERIC Supplier quality requirements [Cassidian Elancourt] |
| ECSS-Q-ST-10 | Space Product Assurance – Product assurance management [Astrium ST] |
| ECSS-Q-ST-20 | Space Product Assurance – Quality assurance [Astrium ST] |
| LS-SM-0-X-50-ESA | Management specification Quality Assurance, Dependability and Safety [Astrium ST - Ariane 5 ME (A5ME)] |
| M51 – M5S SM6 SM Edition 3 du 01/12/2004 | SPECIFICATION DE MANAGEMENT et EXIGENCES D'ASSURANCE QUALITE pour les FOURNISSEURS du PROGRAMME SYSTÈME MISSILE M51 ET MOYENS ASSOCIES hors propulsion |
| MP-23201 | Reception Quality Assurance |
| NEOSAT | NEOSAT Product Assurance requirements [Astrium SAT] |
| NSAT.SP.GPMO.00000901 | NEOSAT Quality Assurance requirements [Astrium SAT] |

| ***Doc Reference*** | ***Title*** |
|---|---|
| NSAT.SP.GPMO.00000902 | NEOSAT Quality Assurance requirements [Astrium SAT] |
| PAA-0027-EN from 15.03.2012 | Template “Quality Assurance Requirements (QAR)” [Cassidian Electronics] |
| QVM-13-0018 | Quality Assurance Requirements for Suppliers [Military Air Systems] |
| TT.GOV.M002.A01 | How to create generic "Supplier Quality Management Requirements" documents |
| TT.SD.0011 | GSQR as support document for pilot activites |
| ASR.issueB | Airbus Supplier Requirement (Airbus Commercial) |

# 4 Glossary and Abbreviations

| ***Term*** | ***Definition*** |
|---|---|
| 8D | Problem Solving methology, monitoring and reporting in 8 steps (dimensions) |
| Acceptance Authority Media | Media to identify the acceptance of the parts/products by the acceptance responsible (Authority ≠ Govermental Authority) like e.g. stamps. |
| Alert System | An Alert System is set up to communicate Issues, problems, warnings, etc. in an early stage that might have major impact to the quality and/or safety of the product and need or might need urgent response. |
| ASL | Approved Supplier List |
| Batch | 1. Quantity of goods or material produced in a single manufacturing run.<br>2. Collection of data or items treated as an aggregate or unit with respect to a procedure or process. |
| Certificate of Conformity (CoC) | Special type of certificate that is stating the conformity of the delivered product according the specification/order. Several standards exist with different effort. |
| concession | A document that is describing the non-conformance of the part to be delivered. The concession must be accepted by the Customer before delivery and a copy is with the part when shipped. |

| ***Term*** | ***Definition*** |
|---|---|
| Counterfeit Parts | The following definition* was developed by the U.S. Department of Energy, Office of Environment, Safety and Health (Office of Corporate Performance Assessment)<br><br>· A counterfeit item is a suspect item that is a copy or substitute without legal right or authority to do so or one whose material, performance, or characteristics are knowingly misrepresented by the vendor, supplier, distributor, or manufacturer.<br>· A suspect item is one in which there is an indication by visual inspection, testing, or other information that it may not conform to established Government- or industry-accepted specifications or national consensus standards.<br>· Suspect items must be further investigated to determine whether they are counterfeit. When an item contains indications, but insufficient evidence, of irregularities such as noncompliance with agreed-upon specifications in the manufacturing process, it may be declared suspect.<br><br>** DOE HS-32 Suspect/Counterfeit-Defective Items website (http://www.eh.doe.gov/sci) S/CI-DI Process Guide (November 2004) S/CI Awareness Training Manual (October 2006)* |
| Capacity Requirement Planning (CRP) | CRP is an accounting method used to determine the available production capacity of a company. CRP first assesses the schedule of production that has been planned by the company |
| Customer / Purchaser | Airbus Defence and Space |
| Electro Static Discharge (ESD) | ESD is the release of static electricity when two objects come into contact. Familiar examples of ESD include the shock we receive when we walk across a carpet and touch a metal doorknob and the static electricity we feel after drying clothes in a clothes dryer.<br><br>A more extreme example of ESD is a lightening bolt. While most ESD events are harmless, it can be an expensive problem in many industrial environments. |
| FAI | First Article Inspection<br><br>Inspection for readiness for serial production (documentation, tests, equipment, …). |
| Finding | Disturbance of the process/function like failure, mistakes, non-conformance detection, etc. |
| FIFO | First In First Out<br><br>Method how to handle the material from a logistical perspective.<br><br>Material that comes into storage shall be used prior the material that came in later. |
| FMEA | Failure Mode and Effect Analysis<br><br>Standard to analyse the possible failures and their effects. Several types are existing: D-FMEA for design; P-FMEA for processes; … |

| ***Term*** | ***Definition*** |
|---|---|
| FRACAS | Failure Reporting, Analysis and Corrective Action System<br><br>"Failure" stands for issues, failures (mistake), non conformities of requirements, … that are handled via this system.<br><br>Often it is combined with a configuration- and traceability tool to show the whole traceability how and where the "Failure" was analysed, corrected and implemented including configuration baseline. |
| GQAR | Abbreviation for Govermental Quality Assurance Representative |
| Iimpartial | means independent = not direct linked to the business audited; no audit on your own work |
| Issue | An "Issue" is a disturbence of processes like non-conformities, low performance, technical problems, etc.<br><br>To solve the Issue the root cause shall be analysed and corrective actions taken. |
| KPP | Key Process Parameters |
| LRI/LRU | Line Replacable Item / Line Replaceable Unit means a product that is possible to be exchanged at the "line"/customer.<br><br>If it has to be exchanged in a repair station - e.g. board inside a controller - it's called "Shop Replaceable Item/ Unit (SRI/SRU). |
| Measurement System Analysis (MSA) | Analysis if the defined measurement system/equipment is capable to fulfill the measurement needs.<br>(E.g. Accuracy (digits) of a multimeter sufficient for the expected measures.) |
| Master Production Schedule (MPS) | MPS) is a plan for individual commodities to be produced in each time period such as production, staffing, inventory, etc. It is usually linked to manufacturing where the plan indicates when and how much of each product will be demanded. This plan quantifies significant processes, parts, and other resources in order to optimize production, to identify bottlenecks, and to anticipate needs and completed goods. |
| Material requirements planning (MRP) | (MRP) is a production planning, scheduling, and inventory control system used to manage manufacturing processes.<br>An MRP system is intended to simultaneously meet three objectives:<br>• Ensure materials are available for production and products are available for delivery to customers.<br>• Maintain the lowest possible material and product levels in store<br>• Plan manufacturing activities, delivery schedules and purchasing activities. |
| MRR | Manufacturing Readiness Review shall ensure that everything is ready to start manufacturing. |
| MTBF | Mean Time Between Failures |
| MTBR | Mean Time Between Repairs |

| ***Term*** | ***Definition*** |
|---|---|
| MTBUR | Mean Time Between Unplanned Repairs |
| obvious | E.g. for requirement:<br>"The Supplier shall report obvious discrepancies in the purchasing-documents to Customer."<br><br>"Obvious" means easy (without much effort) to identify.<br>E.g. the version of the specification mentioned is not according the last provided one.<br>E.g. the title/name of the mentioned part and the part number do not match. |
| Overall Equipment Effectiveness (OEE) | OEE is a term to evaluate how effectively a manufacturing operation is utilized. An OEE score of 100% means you are manufacturing only Good Parts, as fast as possible, with no Stop Time. In the language of OEE that means 100% Quality (only Good Parts), 100% Performance (as fast as possible), and 100% Availability (no Stop Time) |
| OTD | On Time Delivery |
| PFMEA | Process Failure Mode and Effect Analysis |
| PA | Abbreviation for Product Assurance (functional not organizational role).<br>Product Assurance is the Management function which verifies that, in order to meet customer requirements, all critical activities are identified, required resources are made available for each activity, these resources are applied in a most efficient and effective manner. |
| Production Activity Control (PAC) | Production activity control can be defined as the process which involves the co-ordination of the manufacturing resources – scheduled and controlled. Production activity control includes the various activities related to the scheduling, releasing and the tracking production orders and schedules and then reporting the materials and the resources used and the results of the production process. Production Activity Control involves the various plans associated with the action, reporting the results achieved and reviving the plans etc. |
| QA | Abbreviation for Quality Assurance (functional not organizational role)<br>Quality Assurance is any systematic process of determining whether a product or service meets specified requirements |
| R1/R2 | A Key Performance Indicator for rejection rates. |
| Root Cause | The originary activator / reason for the identified problems / process disturbances.<br><br>Note: A symptom is never a Root Cause. à Analysis |
| Rough Cut Capacity Planning (RCCP) | RCCP verifies that you have sufficient capacity available to meet the capacity requirements for your master schedules. RCCP is a long-term plan capacity planning tool that marketing and production use to balance required and available capacity, and to negotiate changes to the master schedule and/or available capacity. |

| ***Term*** | ***Definition*** |
|---|---|
| Resource Requirements Planning (RRP) | It is also called RRP for short, and is to plan the requirements of productive resources including machine/equipment, workers, fund based on the Production Plan. |
| Sales and operations planning (S&OP) | S&OP is an integrated business management process through which the executive/leadership team continually achieves focus, alignment and synchronization among all functions of the organization. The S&OP process includes an updated forecast that leads to a sales plan, production plan, inventory plan, customer lead time (backlog) plan, new product development plan, strategic initiative plan and resulting financial plan. |
| segregated area | "Segregated area" means an area where non conforming parts are stored under control until the decision was made what to do with the parts (re-work, use-as-is, scrap). |
| SOI | Manufacturing process Standard Operating Instructions/routing |
| Special Processes (SP) | Special processes are those which cannot be verified after the process without destructive testing. |
| storage | Storage areas might be for<br>• limited life materials<br>• suspended limited life materials<br>• nonconforming items awaiting NRB disposition<br>• scrapped items<br>• items designated to be stored separately for health and safety reasons<br>• Customer properties<br><br>Storage does not mean stock or facility but might be the storage areas. |
| Sub-tier Supplier | From Customer perspective the Supplier (Tier 1 for Customer) of his Supplier is the sub-tier Supplier (Tier 2 for Customer). |
| substantive | Means important and/or main parts of it that are needed to fulfill the Customer contract and requirements.<br><br>Typically form, fit and/or function is affected. |
| Special to Type Test Equipment (STTE) | Special test equipment that is needed for testing the product properly.<br><br>“Type” is meant as product type/partnumber. |
| Tactical Improvement | According QUEST CDS-100 there are 3 areas of Supplier improvement (CID):<br>1. Containment = Operational daily business and solving problems by actions.<br>2. Improvement = Systematical problems above operational possibilities for solving. -> Tactical Improvement<br>3. Development = Strategical Development of prefered Suppliers etc.by development plans, ...<br><br>Tactical Improvement means that the Customer is sending "Problem Solver" to the Supplier to coach/and improve the "weak" areas like processes or level of knowledge. |

| ***Term*** | ***Definition*** |
|---|---|
| Temporary installations and removals | Assembly and integration:<br>Flight items which are temporarily removed or<br>non-flight items which are temporarily installed to facilitate assembly, integration, testing, handling or preservation of the end item. |
| Transfer of Work (ToW) | There are several types for work transfers:<br>• From the organization to the supplier and vice versa<br>• From supplier A to supplier B<br>• Transfer within the organization or the supplier<br>  ○ From factory a to factory b<br>  ○ To a division of different QMS |
| "When requested by Customer …" | The phrase is used to manage the application of the request in case the Customer project does need it.<br><br>The followed requirement is in principle applied at the Supplier but is not always used. The project shall request the use by requesting something like "All ... related requirements shall apply.".<br><br>In parallel the contract is including the GSCQR as an applicable document. |

# 5 Contributors

| ***Name*** | ***Function*** |
|---|---|
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# 6 Approval

| ***Name*** | ***Function*** |
|---|---|
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| | |

# 7 Record of Revisions

| *Issue* | *Date* | *Reasons for Revision* |
|---|---|---|
| 1 | 30.09.2017 | Based on GSQR support document TT.SD.0011 issue 3<br><br>TT.SD.0011 issue 2 to 3 : EN9145 has been introduced and 46 covered requirements have been deleted (171→125 requirements)<br><br>TT.SD.0011 issue 1 to 2 : internal optimization of the document and 43 covered requirements have been deleted *_mainly covered by EN9100_* (214→171 requirements) |
| 2 | 06.06.2018 | Header reshaped (new branding)<br>Re-phrasing: Customer → Purchaser<br>Re-phrasing: products → Processes/products/services<br>Re-phrasing: Supplier → External Provider<br>Re-phrasing: title 1-18 Work transfer → Work delegation<br>Seven (7) requirements re-phrased (1-09-24 ;1-09-25 ; 1-21-13 ; 1-23-10 ; 2-01-11 ; 1-17-26 ; 1-10-07)<br>Two (2) requirements added : (2-01-12 ; 2-02-15) |
| 3 | 02.02.2019 | 15 Supply-Chain requirements have been added (GQ-3-xxx)<br>The name of the document is now"Generic Supply-Chain & Quality requirements for Suppliers" with respective signatories.<br><br>GSQR is now structured acc. to EN9100:2016 High level structure (HLS)<br>GSQR is now applicable for all Airbus Defence & Space program-lines<br><br>Deleting Requirements: 2 Resource-requirement redundant with Special Pr.<br>Adding Requirements: 1 Resource-requirement relative to E&C-awareness<br>Adding Requirements: 1 requirement for First Article Inspection.<br>Adding Requirements: 4 requirements for Repair, relialibilty and availability<br>Re-Phrasing: Audits, performance and monitoring<br>Re-Phrasing: Access-Right<br>Re-Phrasing: sampling inspection requirement<br>Re-Phrasing: NC management Fracas is not required but promoted<br><br>Few wording changes |