

The quality standards of Spring Components GmbH describe the required quality requirements for the suppliers and their products. The aim is to ensure the quality of Spring Components GmbH products sustainably and continuously with quality assurance measures, even when using services from suppliers.

## **1. Scope**

The quality standards apply to all parts and services that are delivered and provided to the Spring Components GmbH.

These provisions apply together with the conditions of purchase of Spring Components GmbH in the currently valid version, as well as with the corresponding supplementary appendices, for all existing and future relations between Spring Components GmbH and the supplier. Any agreement as well as specific changes and additions must be made in writing.

## **2. Quality requirements to the supplier**

The supplier is committed to the zero-defect target and must continuously optimize its services accordingly.

The supplier undertakes to deliver the product only as described in the order/drawing/specification; this also applies to substances and parts of its subcontractors. The supplier therefore has to check carefully the customer requirements, such as order/drawing/specification whether the required setpoints and tolerances can be maintained. In case of doubt, please contact Spring Components GmbH.

The supplier obliges his sub-suppliers to comply with the obligations assumed by him. If Spring Components GmbH provides the supplier with production and test equipment or raw material in the context of purchasing supplies, they must be treated by the supplier as their own means and included to the best of their knowledge and belief, unless otherwise agreed. If test equipment is provided, Spring Components GmbH is still responsible for monitoring.

## **3. Labelling of goods, traceability, packaging and transport**

The marking of the goods with our order number, article number, drawing number including change status and production date (alternative a production number or order number) is necessary and must be carried out permanently. Optionally, the use of a batch number may be required. For components with insufficient space or risk of damage due to marking, these parts may be provided with tags, rolls of adhesive tape or marked individual packaging. The labelling must be made in accordance with the applicable packaging regulations, if any apply.

The supplier ensures that the products are delivered with suitable packaging and suitable means of transport in order to avoid quality reduction and damage. The supplier obligates itself to ensure the traceability of the delivery upon its subcontractor, considering all the production batches used.

#### **4. Procedure for deviations**

If it is foreseeable that made agreements (e.g., date, quantity, quality/specification) cannot be met, the supplier is obliged to inform Spring Components GmbH about this.

In the event of deviations from a specification, the supplier shall apply for construction deviation / approval of the deviation.

In the case of the approved construction deviation, the deviating inspection characteristic must be documented and a copy of the deviation approval attached to the inspection report.

This label (tags, labels, individual packaging) must contain the following data:

- Order number
- Item number
- Drawing number including change status
- Manufacturing date (alternative production number or order number)
- Optionally the batch number
- Reference to deviations

In the case of deviations from specifications approved by us, the supplier must also indicate the reference to the deviations on the delivery documents.

If the customer decides to release the goods after the inspection, he does not release the suppliers from the delivery of faultless products and does not represent any adornment of the customer for warranty and liability (exemption) claims in relation to the delivery of the defective products.

#### **5. Shipping documents**

Upon delivery, our order number, article number and drawing number incl. change status must listed on all shipping documents (delivery note, invoice, certificates, test records, production records, ...). Optionally, the specification of a batch number may be required. If this does not fully describe the processing status, copies of correspondence, facsimile, discussion notes, sketches, etc. must be provided to prove the agreement. Shipping documents (exclusive invoice) and goods shall be delivered at the same time. We can only accept invoices electronically as .pdf, therefore these do not have to be attached to the goods.

#### **6. Complaints**

In the event of deviations, a claim will be carried out by Spring Components GmbH. There will be a coordination with the supplier about the return of the products and/or sorting or rework. The execution of necessary measures takes place by the supplier or also by Spring Components GmbH after previous agreement, to the expense of the supplier.

The Spring Components GmbH expects appropriate error correction and the measures for the elimination of errors within the deadline indicated in the claim report. In case of repeat errors and / or insufficiently answered claims, Spring Components GmbH reserves the right to charge a processing fee of €120, -.

## **7. Incoming goods inspection**

Spring Components GmbH will only check the delivered products regarding

- Quantity / Weight
- Identity
- Completeness of the delivery papers
- Transport damage

without doing any specific checks.

The supplier is responsible for the content and accuracy of the certificates, test reports and production records. The result of the required tests shall be documented in writing with a factory test certificate according to DIN EN 10204-2.2 or acceptance test certificate according to DIN EN 10204-3.1 or according to the agreed test specifications and must be provided for Spring Components GmbH.

FAI's (first article inspections) are needed for new or changed raw materials/components, process changes or a production relocation (see also point 10).

Test frequencies are to be determined using statistical methods in such a way that the supplier can meet its quality requirements (unless specified by the customer).

## **8. Quality Management requirements**

- (a) The supplier must maintain at least a quality management system in accordance with ISO 9001 which ensures that all requirements according to the contract, purchase order, conditions of purchase, specification or specifications of a service are met.

If the supplier is exclusively a trader/dealer, besides his own quality management system, he must ensure that the main manufacturing plant has an appropriate QM system.

- (b) If the supplier places orders for supplies and/or services, the supplier remains responsible for compliance with quality and must carry out all necessary tests.
- (c) The established QM system must also ensure that all participants are aware of their contribution to product or service conformity, their contribution to product safety and the importance of ethical behavior.

## **9. Records and Process of archiving**

The supplier must allow the purchaser to inspect the records and must provide copies of the records and any samples. In particular, documents for the production of Spring Components GmbH specific products must be made available unrestricted and continuously, if necessary also to its subcontractors, according to the time agreements in paper form or electronically in a consistent and unrestricted manner.

If not otherwise agreed, the supplier must keep the documents resulting from the production of the services/products for at least 10 years, after 10 years a written approval of the customer for destruction has to be obtained or handed over to Spring Components GmbH for further archiving. In the event of rejection, the period must be extended again by 10 years; subsequently, a request must be made again.

Unless otherwise agreed, the supplier must keep the documents, resulting from the production of the services, indefinitely. Before destroying such documents Spring Components GmbH asks for an announcement to agree on the further procedure.

This results in an availability of these documents to Spring Components GmbH, its customers or regulatory authorities without delay.

## **10. Evidence and information obligations of the supplier**

- (a) The supplier must inform the purchaser in appropriate time before any changes are made to production processes, materials, or vendor parts for the products, before any relocation of production sites is made, before any changes are made to processes or equipment for testing the products, or before any other quality assurance measures are taken, so that the purchaser can examine which effects (e.g. on the approval) the changes may have and which measures (e.g. supplementary sample testing) must be taken.
- (b) Before changing subcontractors, the supplier must inform the purchaser in appropriate time.

**11. Approval, supplier audits and access rights**

- (a) The suitability and effectiveness of the existing quality management system will be audited by Spring Components GmbH, if required, in order to check compliance with the requirements. This will be product- or process-related audits.
- (b) An audit participation of official representatives (for aviation parts) and/or customers of Spring Components GmbH must be made possible, whereby the resulting travel and personnel costs will not be borne by the supplier.
- (c) The audits are carried out and evaluated according to the specifications of the described process sequences. These can be inspected at the request of the supplier.
- (d) If deviations occur during an audit, which are documented with appropriate measures, these must be documented on site in the deviation sheet, annex to the audit report, and signed by both parties. The implemented measures must be communicated to Spring Components GmbH in accordance with the specified effectiveness.
- (e) If necessary, Spring Components GmbH, its customers and/or regulatory authorities must be granted unrestricted access to all facilities and to all relevant records, which are relevant to the quality of the product, at the respective levels of the supply chain.

**12. Subcontracting to suppliers**

If the supplier forwards production orders to subcontractors, the following points must be observed:

- Provide information to Spring Components GmbH.
- Submission of a signed NDA, except in the case of standard parts.
- If the supplier is not certified according to ISO 9001, the supplier shall execute an audit to prove a valid QM system. The transfer to his supplier can then only take place with the written consent of Spring Components GmbH.
- The supplier's quality management system ensures that the subcontractor is regularly monitored. This monitoring must be documented. The corresponding evidence can be inspected at any time by Spring Components GmbH and representatives of the customer and the authority (for aviation parts).
- The supplier must contractually integrate all co-commissioned suppliers into his quality management system and is responsible for the quality of the contracted service. The specifications and requirements of the customer must be taken into account.
- Changes to processes at subcontractors must be reported in writing to Spring Components GmbH for inspection and approval.

If these points are not observed, Spring Components GmbH reserves the right to take its own measures.

**13. Prevention of counterfeit components**

The supplier must plan, implement and control processes, appropriate for the organization and the product, to prevent the use of counterfeit or presumably counterfeit parts and their integration into products delivered to Spring Components GmbH.

**14. Period of validity**

- (a) The term of this quality assurance agreement is not limited.
- (b) The quality assurance agreement is negotiated by both sides in all points and comes into force with date and signature of the signatories.
- (c) The quality assurance agreement can be adapted to the actual circumstances at any time by agreement of both parties. Changes always require the written form.
- (d) A termination must take place in written form and becomes effective with a period of 3 months after receipt of the same.
- (e) The current version of the quality assurance agreement can be found on our website: [www.springcomponents.at](http://www.springcomponents.at)

**15. Quality Representative/CEO**

Quality Representative of supplier

name	
department-/ function designation:	
phone	
e-mail address	

**QMB/Purchasing** of Spring Components GmbH

name	<b>Anna Sampl/XXX</b>
department-/ function designation:	<b>QMB/Purchasing</b>
phone	+ 43 (0) 3882 2934-0
e-mail	qm@springcomponents.at

**16. Signatures**

For Spring Components GmbH:		For the supplier:	
name: Anna Sampl/XXX		name:	
Mariazell, DD.MM.XXXX			
place, date	signature	place, date	signature