



Quality, Safety and Environmental Requirements for Service Providers

PCA.029.EN.K

Procedure



Document Authorization

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Nature of the amendments

Index	Date		Nature of the amendment
K	05/2026	E. VARCIN I.CHAMPEY	<p>. Adding safety requirement (45001)</p> <p>. I.105P01 recodified as I.105G12 "Paint application", ex I 03 31 FbW</p> <p>. Integration of the requirements of I.105G11 "Industrialization and production of Safety Critical Parts", ex I 02 29 FbW archived.</p> <p>. The NF EN 9163 standard replaces NF L 00 015.</p> <p>. Creation of F.007G05 "Declaration Requirements relating to the certificate of conformity of conformity according to NF EN 9163", archiving of PCA.007.003.</p> <p>. Addition of obsolescence risk</p> <p>. : added risk of suspicion of fraud</p> <p>. Creation of chapter 6.20 associated with the responsible purchasing charter</p> <p>. ✈ Addition of Annex 3, list of standard standards applicable to aeronautical service providers</p>
J	19/04/2024	I.CHAMPEY MJ. BEGUINE C.ROMULUS	Complete overhaul of the quality requirements applicable to suppliers - Merger of requirements P 03 01 (Pont de l'Isère site), DQ030 (STPI-REL site) and PCA.029
I	01/2024	E. VARCIN P.DOUET MJ. BEGUINE C. ROMULUS	<p>. ✈ Addition of the reference to EN 9102 (FAI).</p> <p>. Reference to the responsible purchasing charter.</p> <p>PA23699 (AFNOR): taking into account service providers carrying out a Crouzet manufacturing operation.</p> <p>PA23732: taking into account DASSAULT's supplier non-compliance.</p>
H	23/11/2021	D.CONSTANT E. THIOLLIER	<p>. ✈ Updated in accordance with EN 9130 revision of 2020.</p> <p>. Updates related to the update of the CDSP/IEQ to CAD (F.105G42)</p> <p>. §6.18: Added the applicability of the requirement to Category "P" claimants.</p> <p>. OHSAS 18001 replaced by ISO 45001.</p>
G	14/01/2020	A.BONNARD E. THIOLLIER	<p>. Added requirements for external service providers (column P).</p> <p>. 6.9.1  Reference to MAQMSR (QMS Minimum Requirements for IATF)</p> <p>. 6.16.10 and 6.19.2 Clarification of the Method and Timelines for Responding to Non-Conformances</p> <p>. The term "supplier" is replaced by "Provider".</p>
F	08/04/2018	A.BONNARD	<p>§ 6.12.4.1 ✈ Added for the AERO market of a Mandatory Declaration of Conformity with Serial Deliveries (PA 19075)</p> <p>. § 6.12.4.2 deleted note 2</p> <p>. Rewriting of §6.12.4.4</p> <p>. § 6 12 2 limited to GTC</p>
E	27/07/2018	A.BONNARD	<p>§5.1 Clarification for taking into account the market item on the order</p> <p>§6.11 Added Point attention on customer requirements to cascade</p> <p>§6.15 added FOD attention point</p> <p>§9 Service Provider Validation with Matrix (PS 18508)</p> <p>Point Numbering for Link to Compliance Matrix (F.029G03)</p>
D	03/03/17	E. Thiollier B. Louit	Total overhaul Integration of new IATF requirements 16 949v.2016 and EN 9100v.2016.
C	April 2013	A. NAFIL	Redesign
B	Dec. 2008	F. ROBERT	Update: <ul style="list-style-type: none"> normative requirements by panel for the selection of new Providers,

			<ul style="list-style-type: none">• requirements for manufacturing process capabilities,• prohibited substances. Consideration: <ul style="list-style-type: none">• the Health, Safety and Environment Charter,• of the European "Reach" regulation. Removal of redundancies with the General Terms and Conditions of Purchase.
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Note: Unless redesigned, changes to the last index are indicated in ***bold/italic/blue***.

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1- PURPOSE AND SCOPE OF APPLICATION

The PCA.029 document describes the Quality, Logistics, Purchasing, **Safety** and Environmental requirements defined by the client Crouzet.

This procedure is a contractual document between Crouzet and the service provider, it constitutes an element of the "framework supply agreement", referenced on the contracts and/or orders. It supplements the General Terms and Conditions of Purchase.

These requirements may also be recalled or supplemented in other Crouzet documents where they exist. As the purpose of the Purchase process is focused on the End Customer, certain requirements specific to the Crouzet Customer may be added on a case-by-case basis.

There are several categories of Service Providers:

➤ **M - Manufacturer :**

He carries out one or more operations according to his own manufacturing/control file to produce parts / components / sub-assemblies / products according to plans, specifications or technical specifications of Crouzet needs. The manufacturer can own the definition folder (designer).

This category includes claimants of:

- **Subcontracting of operations, including special processes:**

Which only carries out a subcontracting operation, including "special processes" (e.g. surface treatment, washing, non-destructive testing), as long as Crouzet does not impose its own process.

A special process, a process the results of which cannot be fully verified by non-destructive testing and inspection of the product. Non-Destructive Testing (such as penetrant testing, magnetic particle testing, etc.) is considered to be special processes.

- **Raw material:**

Which carry out a transformation operation (e.g. slitting, etc.), stabilization and packaging of the raw material.

- ***Manufacturing subcontracting under the Crouzet brand labelling:***

Service Providers who have designed products dedicated to Crouzet in response to a Crouzet plan or specification

➤ **S - Reseller / Distributor / Trading Provider:**

It delivers standard products defined by a standard or according to a commercial catalogue.

These service providers:

- Purchase, store and distribute products without processing. They do not design or manufacture the items they sell.
- Are responsible for the definition file of standard or catalog products

This category excludes raw material resellers and service providers who have designed products dedicated to Crouzet in response to a Crouzet plan or specification - See category M-Manufacturer.

➤ **R - Raw material Reseller / Raw material distributor / Reseller:**

Supplier carrying out the purchase, storage, and control of purchased raw materials.

This category does not apply to raw material dealers carrying out a processing, stabilization or packaging operation (see M-Manufacturer category)

➤ **P - Key Service Provider:**

It provides a service. This service can be one-off or regular. In all cases on the basis of either a Specification or a contract.

The key service provider provides a service that may have a more or less direct impact on the (non)quality of the Crouzet finished product or the product's compliance documentation.

Examples of services: metrological control service, storage, packaging and delivery service for Crouzet finished products, archiving of documentation, etc.

This category also includes (non-)on-site Service Providers, indirectly related to the production of parts.

2- PURCHASING POLICY

Crouzet's Purchasing policy aims to focus its activity on Service Providers:

- Which meet its requirements and meet the specific regulations of the aeronautics and space, defence, security, automotive and nuclear markets,
- And who are also ready to commit to a long-term, balanced and mutually beneficial relationship with Crouzet.

Crouzet's objectives are to align the performance of its Service Providers with the levels expected by Crouzet and its Customers. This is reflected in the concentration of its activities around Service Providers capable of sustainably guaranteeing the competitiveness necessary to develop its market share with, as a prerequisite, an absolute requirement for excellence in terms of quality and compliance with delivery deadlines. Crouzet also expects them to bring innovations and to get involved upstream in its developments.

Crouzet's purchasing policy is based on the sustainability of relationships and the sharing of methodologies and values with Service Providers through the following axes:

- The panel of Service Providers must meet Crouzet's current and future needs in terms of performance (quality, cost, deadline), know-how and technological innovations,
- Involve the Service Providers upstream in the Company's developments in order to better meet all Customer requirements (propose their innovations, provide all their expertise to design and manufacture the most efficient Crouzet products at the best cost, in compliance with Health, Safety and Environment requirements,
- Apply procedures, management and performance measurement tools with Service Providers to strive for excellence,
- Provide support to key service providers to help them adapt their organization and their industrial system to its expectations and to the evolution of market requirements.

In addition to mastering their Quality System (see chapter "Service Provider Management System"), Crouzet encourages its Service Providers to implement a Health, Safety & Environment management approach in accordance with ISO 14001 / ISO 45001 standards or equivalent. Crouzet preferentially selects certified service providers for the contracts addressed (ISO 9001, IATF 16949, AS/EN/JISQ 9100) and who have a Health, Safety and Environment control approach.






3- DOCUMENTS DE REFERENCE

 ISO 14001	Environmental management system: requirements
 ISO 45001	Occupational Health and Safety Management Systems - Requirements
ISO 9001	Quality Management Systems
 AS/EN/JISQ 9100	QMS – Requirements for Aeronautics, Space and Defence Organizations
 AS/EN/JISQ 9120	Quality Management Systems - Requirements for Aerospace and Defense Distributors
 EN 9130	Quality Systems - Record Retention
 NF EN 9163	<i>Certificate</i> of Conformity
 EN 9102	NF EN 9102 – Aerospace series – first article review (FAI)
 EASA PART21	<i>European Regulation for organisations involved in the design and production of civil aircraft and components.</i>
AQAP "Family"	NATO Quality Assurance Requirements
 IATF 16949	Quality management systems — Specific requirements for the application of ISO 9001 for series and spare parts production in the automotive industry.
 MAQMSR	Minimum Automotive Quality Management System Requirements for Sub-Tier Suppliers (IATF)
MSA	Measurement System Analysis (by Chrysler-Ford-General Motors)
 ISO 80079-34	Application of quality systems for explosive atmospheres.
 QAQM	General Quality Assurance Specification
ISO 22301	Societal Security - Business Continuity Management System
RoHS	Restriction of the use of certain Hazardous Substances in electrical and electronic equipment RoHS 2015/863/EU.
REACH	European Regulation (EC) No. 1907/2006 of 18/12/2006 "REACH"
GALIA EMB-1	Cardboard and pallet waste packaging
ISO 3394	Dimensions of rigid rectangular shipping packages
UL 746 D	Standard for Polymeric Materials - Fabricated Parts

Responsible purchasing charter (on www.crouzet.com)
 General Terms and Conditions of Purchase (on www.crouzet.com)
 F.029G03 PCA.029 Compliance Matrix
 F.105G42 Component Approval File (DAC)
F.007G05 Certificate of conformity NF EN 9163




4- ACRONYMS, GLOSSARY AND CAPTIONS

Specific requirements for ordering articles, components, materials, intended for the market:

	Identifies a requirement, a practice applicable only to the automotive market		Identifies a requirement, a practice applicable only to the ATEX-IECEx market
	Identifies a requirement, a practice applicable only to the aeronautical or military market		Identifies a requirement, a practice applicable only to the nuclear market
	Identifies a requirement, an environmental practice		Identifies a requirement, a Health and/or Safety practice
	Identifies records	CGA	General Terms and Conditions of Purchase
EI	Initial samples	DAC	Component Approval File (F.105G42)
AQP	Quality Assurance Parts	CMRT	Conflict Minerals Reporting Template
AQF	Supplier Quality Assurance	PEP	Product Environmental Profile
STA	Technical Purchasing Department	VDP	Product Life
MAF	Advanced Store Supplier	FMEA	Analysis of Failure Modes, Effects and Criticalities
ISP	First Article Inspection	CDR	Critical Design Review: validation of the final design phase.
ATP	Acceptance Test Procedure/Plan	Contract or Order	The contract or order is the materialization of the legal commitment to purchase between the Supplier and Crouzet
End Customer	The term End Customer refers to the Customer of the Crouzet entity issuing the Contract or Order.	FEE	Equipment evolution sheet
RNCE/ Case	External Non-Compliance Report	Subcontractor	Service provider N-2 who supplies a product to the service provider holding a contract or an order from Crouzet
Key Provider	Having an impact on the business continuity of Key Account Customer, Having a risk of impact on the IMS (ECME, Waste, Archiving, SMSI, etc.) or service provider intended to deliver Crouzet for AUTO and/or AERO contracts		

4.1. Classified characteristics (sometimes called special or key)

The drawings of Crouzet's designed articles may include signs that identify characteristics for which specific requirements may apply (process capability, specific controls, etc.). These signs are:


-  <S> identifies Safety Critical characteristic whose failure has a catastrophic effect on the aircraft and its occupants.
- <C> identifies characteristics related to regulations or safety,
-  <C> identifies the characteristics related to safety in use in an Explosive Atmosphere (ATEX),
-  <C> identifies safety-related characteristics in use in a nuclear environment, also known as Important Protection Activities (PIAs),
- <M> identifies the major characteristics (or keys (Kc)) in the operation of the product.
- <F> identifies a functional requirement for the finished product, without impacting the part alone

4.2 CAP (Component Approval Package)

DACs are documents drawn up when purchased items are created or modified for which Crouzet has defined requirements.

The CAP and associated document is an essential tool for the qualification of a new component.

Their main purposes are:

- Identify the main market for which the item will be supplied (automotive, aeronautics, military, nuclear, ATEX or simply industrial),
- Identify the components concerned by a  Molder's Program,
- Define the requirements for initial sample orders, and their associated manufacturing and control process (with a view to their qualification),
- Define, if necessary, the specific requirements applicable to serial orders for the item concerned,
- ***To give the approval decision (approved, refused, derogated) of the new component/supplier pair.***

5- PREAMBLE

Crouzet's requirements are supported by both:

- The purchase order and the General Terms and Conditions of Purchase (GTC),
- The contract (if existing),
- DACs (component approval dossiers),
- And the present PCA.029.

In case of conflicting requirements, the above documents are in descending order of priority. Orders to service providers refer to the PCA.029 index in force. It is the responsibility of the Service Provider to check on the order for which contract the item to be supplied is intended in order to determine the requirements applicable to it.


For simple orders, the date indicated is the date of availability according to the INCOTERMS validated with the service provider.

Dates are expressed in day-month-year.

Article code and plan number are not necessarily the same.


5.1 Selection of a new Provider

In addition to the technical, commercial and quality approach, the process of selecting a new Service Provider will lead Crouzet to ask the "candidate" Service Provider to provide and/or validate several documents, including:

- Selection questionnaires/audits,
- This PCA.029 initialled and signed, accompanied by the F.029G03 compliance matrix,
- The signed General Terms and Conditions of Purchase (CGA),
- A loading/unloading protocol(s) in the name(s) of the carrier(s) who will ensure delivery to Crouzet's premises (incoterm DAP Crouzet),
 - Where applicable (Plastic Service Providers), the number of their QMMY2 certification or, failing that, an intention to certify  the Molders program in its own name (see § 6-13 "Identification – traceability"),

6- SERVICE PROVIDER'S MANAGEMENT SYSTEM

All ISO 9001 requirements apply. The titles of the paragraphs of this standard appear below only if Crouzet has additional requirements.

 For non-certified service providers concerned by the automotive market, the MAQMSR, Minimum Automotive Quality Management System Requirements for Sub-Tier Suppliers, available on the IATF website, applies.

"X": means that the clause is applicable to the category of service provider identified in Chapter 1 "Subject matter and scope" ("M" or "S" or "R" or "P")

"X*": refers to key service providers who carry out an operation in the CROUZET manufacturing process (e.g. a company providing storage services and delivery of products to customers)

6.1 ISO 9001 § 4.4 – Quality Management System and its Processes –
Additional Requirements

	S	R	M	P
6.1.1 To meet Crouzet's requirements and, beyond that, the requirements of our own Clients, our Service Providers must implement a Management System aimed at:				
6-1-1-1 The total responsibility of the Service Provider and the evolution of the relationship towards partnership. The Service Provider must: Monitor the performance of its manufacturing processes itself in order to ensure Crouzet's satisfaction and be part of a continuous improvement loop,	X	X	X	X
6-1-1-2 "Zero defects" which must be systematically sought as a target using as widely as possible: <ul style="list-style-type: none"> ➤ Anti-error devices (keys, poka-yoke) ➤ Rigorous problem-solving methods ➤ And the control and reduction of variability in the parameters of its manufacturing processes 	X	X	X	X
6.1.1.3 The analysis of its quality and service performance through the scorecards transmitted, when necessary, an improvement plan can be communicated to Crouzet on request	X	X	X	X*
6-1-1-4 A commitment to transparency in the composition of products in order to facilitate the life cycle analysis of our products.	X	X	X	-

<p>6.1.2 The Service Provider must be certified to ISO 9001, or AS/EN/JISQ 9100, or AS/EN/JISQ 9120 or IATF 16949, as versions in force, by an accredited body for the field(s) covering Crouzet's orders.</p> <p>If the Service Provider is not certified to at least ISO 9001, it must prove that it has committed to a certification process, failing which the Supplier will be audited. Following this audit, an action plan must be proposed in order to initiate the minimum quality approach required.</p> <p>Depending on the nature of the product or market or the services ordered, Crouzet reserves the right to ask the Service Provider to be EN or IATF certified.</p> <p>✈ As part of the Safety Critical Parts: The selected Service Provider(s) must be EN9100 certified. They will have to apply instruction I.105G11 Industrialization and manufacture of Safety Critical Parts.</p> <p>✈ If the service provider is not AS/EN 9100-9120 certified, it must set up a quality manual containing at least the description of the quality management system and contain or refer to documented information and aeronautical requirements.</p> <p>✈ The Service Provider undertakes to give Crouzet access via the OASIS database to the certification audit report.</p> <p>✈ Note: Resellers must be AS/EN 9120 certified.</p> <p>🚗 If the service provider is not IATF 16949 certified, it will have to apply the MAQMSR, Minimum Automotive Quality Management System Requirements for Sub-Tier Suppliers, available on the IATF website.</p>				
	X	X	X	X

	S	R	M	P
<p>6.1.3 A copy of the certificate(s) must be sent to <i>the Buyer's Purchasing or Quality contact</i> Crouzet each time its certification is renewed. The Service Provider must inform Crouzet of other certifications, accreditations and other approvals in its possession and provide a copy <i>to Crouzet's contact</i>.</p>	X	X	X	X
<p>6.1.4 ✈ <i>the selection of</i> NADCAP accredited Special Process Providers <i>in the relevant field will be preferred</i>.</p> <ul style="list-style-type: none"> ➤ The recordings demonstrating the qualification and implementation of the special processes approved can be consulted by Crouzet on request. <p>Failing this, he must:</p> <ul style="list-style-type: none"> ➤ Document the <i>process for</i> qualification and monitoring of special processes. ➤ Subcontract the special process under the conditions defined in <i>relevant</i> paragraph 	-	-	X	-
<p>6.1.5 💣 Suppliers of components intended for the activity related to an explosive atmosphere must be familiar with the ISO/IEC 80079-34 Quality System standard.</p>	-	-	X	-
<p>6.1.6 ⚙ For Suppliers of components for nuclear activity, compliance with the additional requirements of the QAQS is required. Crouzet makes this reference available at the request of the Service Provider.</p>	X	-	X	-
<p>6.1.7 Ⓛ Molder's Program: Crouzet may request that its service provider be integrated into a UL Molder's program. He can be appointed either as the owner of his approval file, or as a Service Provider listed in a Crouzet approval file. In both cases, the Service Provider must:</p>				
<p>6.1.7.1 Implement traceability in accordance with UL 746 D and identification according to § 6-11 "Identification - traceability" of this procedure</p>	-	-	X	-
<p>6.1.7.2 Support UL surveillance audits (4 times per year) and must put themselves in a position to produce on one (or less) reference concerned by the Molder's Program</p>	-	-	X	-
<p>6.1.7.3 Immediately inform Crouzet of the loss of its right to use the Molder's Program number</p>	-	-	X	-
<p>6.1.7.4 Identify batches delivered by the Molder's program number (see § 6-11 "Identification and traceability")</p>	-	-	X	-

6.2 ISO 9001 § 6.1 – Actions to be implemented in response to risks – Additional Requirements

	S	R	M	P
<p>6.2.1 Service Providers must establish, implement and maintain a Business Continuity Plan (see ISO 22301 as a guide) to ensure the sustainability of their business and the continuity of service in Crouzet. This plan, which integrates the computer and industrial means of design, manufacture and control, must be made available to Crouzet at its request. In the event of a claim, Crouzet must be informed via the buyer.</p>	X	X	X	X
<p>6.2.2 ✈️🚫 The Service Provider must take into account the risks of counterfeiting / (suspicion of) Fraud in its risk analysis process.</p>	X	X	X	X
<p>6.2.3 <i>To prevent any disruption in the supply chain, the Service Provider must define a documented obsolescence management process throughout the life cycle of the product.</i> <i>This process must include at least:</i></p> <ul style="list-style-type: none"> - <i>Early detection of obsolescence</i> - <i>Communication to Crouzet (in particular on components, ingredients, consumables, tools, processes)</i> 	X	X	X	X

6.3 ISO 9001 § 7.1.2/7.2 – Human Resources/Skills – Additional Requirements

	S	R	M	P
<p>6.3.1 ✈️🚫 The Service Provider must ensure that its staff (including temporary workers and service providers working on the sites) are made aware of:</p> <ul style="list-style-type: none"> ➤ Its contribution to product compliance and safety ➤ importance of one's ethical behaviour ➤ Quality, Environment, and Safety Culture 	X	X	X	X
<p>6.3.2 The Provider must identify the critical skills (requiring specific skills and/or performed by a single person) and implement the associated actions</p>	-	X	X	X
<p>6.3.3 ✈️ The checks and tests necessary to verify the conformity of the product shall be carried out by authorized personnel.</p>	X	X	X	X*
<p>6.3.4 ✈️ In the case of the implementation of special processes (Non-Destructive Testing (NDT) operations, welding, etc.), operators must be qualified by default according to the applicable aeronautical standards. These provisions also apply to operations carried out by subcontractors.</p>	-	-	X	X


<i>For example: NDT service providers must demonstrate their compliance with EN4179 or NAS410 standards, and that their control methods (ranges, work instructions, etc.) have been approved by a Level 3.</i>				
6.3.5 ✈ Suppliers of services containing electronics must train their welding production and inspection personnel in accordance with the IPC A 610, IPC 1A 620, IPC J-STD-001 standards as appropriate.	-	-	X	-

6.4 ISO 9001 § 7.1.5 – Resources for monitoring and measurement – Additional Requirements


	S	R	M	P
<p>6.4.1 The Service Provider shall carry out an initial Repeatability-Reproducibility (R&R) study (qualification), if required in the CAD:</p> <ul style="list-style-type: none"> ➤ On each <S> or <C> or <M> or Kc feature measurement system subject to controls defined in the monitoring plans ➤ At the express request of Crouzet (inter-comparability study with Crouzet's measurement systems for example) ➤ Document control and monitoring 	-	-	X	X*
<p>6.4.2 The Service Provider must, for any parts designated by Crouzet as "appearance parts" in the DAC:</p> <ul style="list-style-type: none"> ➤ Have appropriate lighting for assessment areas ➤ Have standards for color, grain, gloss, metallic shine, texture, image sharpness, if needed ➤ Have maintenance records and control of appearance standards and evaluation equipment ➤ Ensure that the personnel responsible for the appearance control are competent and qualified 	-	-	X	X*
<p>6.4.3 The Service Provider must set up a documented system for the identification and periodic calibration of monitoring and measurement equipment used as a production aid (thickness or depth adjustment shims, pins for pins, etc.) or for the verification of product conformity.</p>	X	X	X	X*

6.5 ISO 9001 § 7.5 Control of Documented Information – Additional Requirements


		S	R	M	P
<p>6.5.1 The Service Provider must make available and archive all the documents necessary for the execution of the order or contract under appropriate conditions. Records relating to product conformity must be kept for the periods defined below in addition to the current calendar year from the date of delivery to Crouzet (or longer if this is contractually defined). These requirements also apply to subcontractors:</p>					
<p>6.5.1.1 Carrying out and results of checks and self-checks</p>	3 years	X	X	X	X
<p>6.5.1.2 Traceability data and records used to draw up any Certificates of Conformity that may be required by Crouzet</p>	3 years	X	X	X	X
<p>6.5.1.3 Evidence and results of the handling of non-conformities (non-conformance forms, derogations obtained from Crouzet, 8D, etc.)</p>	10 years	X	X	X	X
<p>✈ VDP' = Production time of the product + useful life of the last product manufactured (estimated at 30 years). Given as a guide, may depend on the life of the aircraft program. The service provider must comply with the EN 9130 standard.</p>	30 years	X	X	X	X
<p>✈ At a minimum: The definition and qualification file (drawings, nomenclature, 3D/2D models, specifications, qualification report, etc.)</p>	VDP +6 years	X	X	X	-
<p>Manufacturing documents, <i>readable</i> traceability (including delivery) E.g. <i>Certificate of Conformity for</i> raw materials and special processes, control report, FAI report,</p>	Date BL +15 years	X	X	X	-
<p>6.5.2 The Service Provider must guarantee Crouzet and its Clients or representatives access to the recordings it issues and/or keeps. The Service Provider undertakes:</p> <ul style="list-style-type: none"> ➤ To guarantee the preservation and legibility of the data throughout the archiving period, ➤ To communicate to Crouzet the registrations, subject of the order or contract, within a maximum of 48 working hours, on request, ➤ Specific recordings (beyond the contractual lifetime) are not to be destroyed without the written consent of Crouzet. 		X	X	X	X

	S	R	M	P
6.5.3 Prevent the use of outdated documents or documents with handwritten annotations (illegible deletion and blank correction prohibited) that are not validated	X	X	X	X
6.5.4 The Service Provider must consider the specific recordings as the property of Crouzet and contractually agree to return them to Crouzet at its request. This also applies in the event of cessation of activity, receivership or change of company name, Crouzet must be notified of these cases and reserves the right to claim quality records relating to products that are the subject of previous and current contracts and/or orders.	X	X	X	X
6.5.5  The Provider shall keep a record of the date for which each product change and/or manufacturing process is implemented in production. It must record significant process events (machine repair, etc.).	X	X	X	X*
6.5.6 Any significant access or change must be documented: <ul style="list-style-type: none"> ➤ Organizational (change of management, quality manager, etc.) ➤ Mergers and acquisitions ➤ Production sites ➤ Manufacturing processes ➤ Industrial resources (tools and equipment for production and control) ➤ IT resources (ERP, etc.) ➤ The breakdown between in-house and external manufacturing (excluding subcontracting of loads) ➤ Major subcontractors <p>In the event of a transfer of production (from one of the Service Providers' site to another site, outsourcing, or from a major subcontractor to another major subcontractor), an action plan must be defined and implemented by the Service Provider. The plan must cover at least the following activities:</p> <ul style="list-style-type: none"> ➤ Identification of key competencies ➤ Risk analysis ➤ Transfer schedule ➤ Validation ➤ Continuity of deliveries ➤ Safety stock <p>The transfer plan must be communicated to Crouzet, 6 months in advance.</p>	X	X	X	X

6.6 ISO 9001 § 8.2.1 - Communication with Crouzet - Additional requirements

	S	R	M	P
6.6.1 The Service Provider must inform Crouzet within a period not exceeding 3 days (72 hours) in the following situations:				
6.6.1.1 Acknowledging receipt of the Crouzet order to our procurement department (see GTC): He is required to ensure that he has all the information necessary for its execution.	X	X	X	X
6.6.1.2 Inform without delay his contact person Crouzet defined on the order, of any event or anomaly that may call into question the execution of the order or the contract (contractual delivery date, conformity of the supply, compliance with the terms of the contract or the general purchasing clauses, etc.)	X	X	X	X
6.6.1.3 Any event or non-conformity, including discovery after delivery to Crouzet (see § 6.17 "Non-conforming product control").  Note 1: An "event" under aviation regulations civil correspondence at any accident, incident, Failure, malfunction, identification of a hazard, etc. which may have an impact on safety. <i>This event should be notified to the following address:</i> <i>contact.safety@crouzet.com</i> Note 2 : All events must be returned to the buyer Crouzet.	X	X	X	X
6.6.1.4 Notification of any Changes: Following § <i>Change management</i>	X	X	X	X
6.6.1.5 Periodically reviewing the condition of the tools belonging to Crouzet (see § 6.12 "Crouzet's property") and making proposals via the Crouzet STA,	-	-	X	-

6.7 ISO 9001 § 8.2.2/8.2.3 - Determination and review of product requirements - Additional requirements



	S	R	M	P
6.7.1 The Service Provider undertakes to respect: ➤ Any regulatory restrictions applicable to the products ordered (e.g. products subject to export control, etc.) ➤  Crouzet's request, the service provider may be required to complete an Export Control certificate file and to provide the origin of the components used by itself or its subcontractors.	X	X	X	X

6.8 ISO 9001 § 8.3.4 – Design and Development Control - Additional Requirements

6.8.1 Monitoring plan

	S	R	M	P
<p>6.8.1.1 The Provider shall develop, maintain and implement monitoring plans in accordance with the Annex to IATF 16949 and if required in the CAP. They can be dedicated to the component to be manufactured or applicable to an entire family of components. They must be referenced, indexed and validated. They will be communicated to Crouzet at the latest when the Initial Samples (CAP) are provided.</p>	-	-	X	X*
<p>6.8.1.2 The characteristics classified (see § 4-1 "Definitions") must be identified by using, where appropriate, the Crouzet symbolism. A double identification "symbolic Service provider – symbolic Crouzet" is authorized.</p>	-	-	X	X*

6.8.2 Planning and design modification

	S	R	M	P
<p>6.8.2.1  The requirements for the development and design of a specific product are set out in a specification/technical specification and a SOW (Statement of Work). This document details Crouzet's needs for a project. It can be either specific or generic.</p> <p>In response to the SoW Crouzet, the Service Provider must establish a Development Plan defining the organization, responsibilities, tasks and deliverables as well as the progress of the project. This plan must be adapted to the nature and complexity of the project.</p>	-	-	X	X*
<p>6.8.2.2  Any changes to the design file (including software upgrades) after the Critical Design Review (CDR) shall be documented and recorded to ensure traceability and product configuration management (FEE). (See §6-14 Control of modifications)</p>	-	-	X	X*

6.9 ISO 9001 § 8.4 Control of processes, products and services provided by External Service Providers – Additional requirements

	S	R	M	P
<p>6.9.1 The Contractor, regardless of the level of subcontracting, shall assume full responsibility for the outsourced processes with regard to compliance with all Crouzet requirements. It must pass on to its possible subcontractors the requirements expressed by Crouzet in the contract or order and in this document.</p> <p>Note: The Service Provider must justify to Crouzet the applicable requirements that are not passed on to its subcontractors.</p>	X	X	X	X
<p>6.9.2 The Service Provider shall set up a process for periodic monitoring of its subcontractors adapted to the risks identified and the type of product concerned and including at least:</p> <ul style="list-style-type: none"> ➤ Maintaining compliance with the applicable Crouzet requirements ➤ Measurement of the level of performance (product quality and adherence to deadlines) <p>Note: this requirement also applies to Service Providers imposed by Crouzet.</p>	X	X	X	X
<p>6.9.3 When Crouzet requests it (plan, specification, specifications, etc.) directly (name of a Service Provider, etc.) or indirectly (name of a standardised process, etc.)</p> <p>Note 1 the Service Provider must purchase the products, materials or services from sources approved by Crouzet <i>according to list I.028G03</i> or by its own customers.</p> <p>✈ For Metal Raw Materials, the service provider must comply with the Manufacturer, Raw Material/Supply Standard, Grade pairing.</p> <p>The metal raw materials supplied in the context of the execution of the contract or order must be accompanied by a <i>certificate</i> of conformity to the order <i>and certificate 3.1 in accordance with EN 10204</i> indicating the results of the specific inspection (mechanical tests and chemical analysis) and the batch/casting number. When receiving the metal raw materials, the Service Provider must ensure that the results of the tests and controls mentioned on the delivery documents are in accordance with the product specifications (standards or benchmarks specified in the definition file).</p>	-	X	X	-

	S	R	M	P
<p>6.9.4 ✈ <i>At least</i> for items ordered <i>and delivered to the Pont de l'Isère site</i> in FBWxxxxxx, the service provider must comply with I.028G03, in the exceptional case where the service provider has not obtained its supplies <i>of metal raw materials</i> in accordance with I.028G03, the service provider <i>After validation of the application by the Quality Crouzet should :</i></p> <ul style="list-style-type: none"> ➤ Send a sample of material to an approved laboratory for a second chemical and mechanical expertise ➤ Upon receipt of the compliant results, the service provider will send a request for exemption to Crouzet by attaching the second expertise. ➤ The accepted request for derogation must be mentioned on <i>the delivery documents</i> <p>The conditions of this second expertise must be validated with the AQP.</p>	-	X	X	-
<p>6.9.5 The Supplier shall take appropriate measures to prevent the purchase of counterfeit or unapproved products (an unauthorised copy, imitation, substitute part or modified part, knowingly represented as an original specified part from a designer or authorised manufacturer).</p>	X	X	X	X
<p>6.9.6 ✈ For all articles: any painting operation must be qualified according to I.105G12 at the time of the FAI and followed in series via the same instruction.</p>	-	-	X	-
<p>6.9.7 ✈ Service providers carrying out heat treatment operations must carry out hardness tests on:</p> <ul style="list-style-type: none"> ➤ <i>Each batch of treatment</i> <p>The results of these tests will be mentioned on <i>the CoC</i>.</p>	-	X	X	-
<p>6.9.8 ✈ Special process operations <i>must</i> be subcontracted <i>to service providers listed in I.028G03 (refer to §6.1.4)</i>. <i>In the exceptional case where the service provider has not obtained supplies in accordance with I.028G03, he must:</i></p> <ul style="list-style-type: none"> ➤ <i>Send a request for exemption to Crouzet</i> ➤ <i>On a case-by-case basis, destructive tests may be requested by Crouzet, which are the responsibility of the Service Provider.</i> <p><i>Note: Same rule in the case of N-2 subcontracting</i></p>	-	-	X	X*

	S	R	M	P
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<p>6.9.9 ✈ Electronic components shall be supplied only from the original equipment manufacturers (OEMs) or from franchised distributors of the original manufacturer.</p> <p><i>The service provider/distributor(s) must distribute to Crouzet its Product Change Notice (PCN) of the components purchased and for which it is not the manufacturer.</i></p> <p>In the (exceptional) event that electronic components must be supplied from non-franchised distributors (brokers) by the original manufacturer (short supply time, obsolete component, etc.), the Service Provider must first obtain the written consent of the person responsible for the definition of the product in which the components are integrated.</p> <p>Depending on the type of component and its use, specific checks and tests to be carried out upon acceptance must be defined in order to ensure the conformity of the components. (Reinforced visual inspection, functional tests, reliability test, ...) Components supplied from non-franchised distributors must be accompanied by a certificate of conformity from the manufacturer.</p>	X	-	X	-
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6.10 ISO 9001 § 8.5.1 - Control of production and service delivery – Additional Requirements

6.10.1 Production control

	S	R	M	P
<p>6.10.1.1 ✈ A "First Article" inspection (in accordance with EN9102) must be carried out and formalized on a representative sample (<i>IS</i>) of the first manufacturing following <i>a reliable and repeatable production process</i> a new product in order to verify that the production processes, the manufacturing and control records and the tooling used will allow the production of products that comply with the requirements specified techniques.</p> <p>The product that has been subject to the "First Article" inspection must be specifically identified at the time of delivery.</p> <p>Note : the "First Article" control is not applicable to standard or catalog products (article or material conforming to a specification published by an Industry or a recognized national authority whose characteristics are all defined by a text, a normative definition or a catalog)</p> <p>First article control activities must be partially or fully renewed in the following cases:</p> <ul style="list-style-type: none"> ➤ After a manufacturing interruption of more than 24 months ➤ After a definition change affecting the geometry, interfaces, or function of the product ➤ After changing the index on the Crouzet plan ➤ After a change in supply sources, manufacturing process, tooling, manufacturing location that could potentially affect the geometry, interfaces, and function of the product <p>After a renewal of specific tools</p>	X	X	X	-

Crouzet reserves the right to participate in the "First Article" inspection at the premises of the Service Provider and/or its subcontractors				
	S	R	M	P
6.10.1.2 ✈️ <i>The heat treatment subcontracting ranges</i> for items ordered <i>and delivered to the Pont de l'Isère site</i> in FBWxxxxxx must be validated by Crouzet and mentioned on the declaration of conformity of the heat treatment subcontractor.	-	X	X	-
6.10.1.3 ✈️ The industrialization and manufacture of <i>Safety Critical Parts</i> shall be carried out in accordance with instruction I.105G 11 (ex I 02 29FbW)	-	X	X	X*


6.10.2 Warranty

See CGA

6.10.3 Delivery Note

	S	R	M	P
6.10.3.1 The Delivery Note shall comply with international customs requirements and, in particular, the following data shall appear on each of them: <ul style="list-style-type: none"> ➤ Order or contract number and item number ➤ Crouzet codes or designations/references ➤ Quantities ➤ Batch number Note: If the delivery note serves as a declaration of conformity, it must be issued in 2 copies and include all the information mentioned above <i>or</i> us relating to the <i>certificate of conformity</i> .	X	X	X	X*

6.10.4 Other accompanying documents

	S	R	M	P
<p>6.10.4.1 Attach to the voucher the accompanying documents required on the order or by contract or on DAC and, in particular, the declarations/certificates of conformity of the delivery with the stipulations of the order.</p> <p>Note: If the deliveries concern several orders and several items, note the quantities corresponding to each order number and each item number</p> <p>✈ Systematically, a Certificate of Conformity must be drawn up in accordance with the provisions set out in the order or contract, failing which it must be in accordance with the NF EN 9163 standard or equivalent.</p> <p>Note 1 : Indicate the expiry date or limited shelf life if applicable Note 2 : Unless otherwise specified in the contract or order, the shelf life of expired products delivered must be at least 80% of the maximum shelf life on the date of delivery.</p>	X	X	X	X*
<p>6.10.4.2 If required by the DAC (parts subject to the  Molder's program), the Plastic Parts Supplier who is not QMMY2 certified must:</p> <ul style="list-style-type: none"> ➤ Fill in and attach the certificate of conformity type, and the declaration of plastic material type (model provided by Crouzet, F.029G04) ➤ Provide their intent to certify the Molders program on their own behalf 	-	-	X	-
<p>6.10.4.3 ✈ The supplier shall deliver:</p> <ul style="list-style-type: none"> ➤ The original declaration of conformity of the raw material (type 3.1 declaration following EN10204 for metals, DC plastics or mixing sheets for elastomers) ➤ The declaration of conformity of the special subcontracted processes implemented. 	-	X	X	-
<p>6.10.4.4 Delivery documents must be drawn up in the language of the contract or order or, failing that, in English.</p>	X	X	X	X



6.11 ISO 9001 § 8.5.2 - Identification and traceability - Additional requirements

6.11.1 Identification of means of containment

6.11.1.1 General case

	S	R	M	P
<p>6.11.1.1.1 The following informations shall be displayed on each means of containment:</p> <ul style="list-style-type: none"> ➤ Identification of the Service Provider (name and code at least) ➤ Code or reference indicative Crouzet ➤ Supplier's batch number ➤ Quantity of the container ➤ Where applicable, N° of the derogation associated with the parts delivered (see § 6-15 "Non-conforming product control") ➤ Expiry date or limited shelf life if applicable. <p>Note: In the case of a delivery with several batches, the Service Provider must separate and identify these batches.</p>	X	X	X	X*
<p>6.11.1.1.2 The following information shall be displayed on each smallest means of containment (i.e., each pouch if the parts are bagged and the pouches are packed in a carton):</p> <ul style="list-style-type: none"> ➤ Code or reference indicative Crouzet ➤ Supplier's batch number ➤ Quantity of the container <p>Where applicable, N° of the derogation associated with the parts delivered</p>	X	X	X	X*

6.11.1.2 Plastics (additional requirements)

	S	R	M	P
<p>6.11.1.2.1 If the Service Provider is certified QMMY2 (Molders program) in its own name or through the Crouzet approval file, the above requirements are added:</p> <p>The following information must be displayed on each means of containment:</p> <ul style="list-style-type: none"> ➤ The Molder  's Program <p>If the Provider is not QMMY2 certified, refer to § 6.10.4.2 "Accompanying documents".</p>	-	-	X	-
<p>6.11.1.2.2 and on each smallest means of containment, i.e. each pouch if the parts are bagged and the pouches are collected in a carton:</p> <ul style="list-style-type: none"> ➤ The Molder  's Program 	-	-	X	-

6.11.2 Traceability



	S	R	M	P
6.11.2.1 The Service Provider must have a means allowing the traceability of the parts and, if applicable, of the material used (batch number, PO number, date of manufacture, etc.).	X	X	X	-
6.11.2.2 ✈ For Aeronautical products, the Service Provider must set up upward and downward traceability on Crouzet parts. He keeps all the documents necessary for this traceability.	-	X	X	-
6.11.2.3 ✈ <i>The Service Provider must establish controls and ensure that he has mastered the official approval media used (e.g. stamps, electronic signatures, passwords, etc.). The Service Provider must make the personnel responsible for declaring the conformity of the product aware of the responsibilities that the allocation of these supports represents in terms of the safety of the operation of the final product.</i>	X	X	X	X*
6.11.2.4 ✈ This data and all traceability elements must be made available to Crouzet or communicated within a maximum of 48 working hours. This does not exempt the Service Provider from issuing the required certificates of conformity.	X	X	X	X
6.11.2.5 Special case of castings: unless it is impossible or preceded, traceability must be ensured by the integration of month/year daters and impression numbers in the moulds and make proposals if the parts plans or tool specifications do not include formal requirements.	-	-	X	-

6.12 ISO 9001 § 8.5.3 - Crouzet Ownership - Additional Requirements

	S	R	M	P
<p>6.12.1 For the means of manufacture and/or means of control/tests which are the property of Crouzet or its Client, the service provider must:</p> <ul style="list-style-type: none"> ➤ To indelibly identify the tools and equipment for manufacturing, testing and control owned by Crouzet or its Client, so that the owner of each object is clearly visible and can be easily identified. Crouzet can provide the property plate to be affixed to the (riveted) tooling, failing which the service provider must mention the reference of the tool or the means, and a mention of the type "property of X" (as defined in agreement with Crouzet) ➤ Inform on a frequent basis of the state of the CROUZET equipment made available for production: The Service Provider must set up, maintain and distribute an inventory of it every 6 months at least that can be consulted by CROUZET at any time. Specific requests for tools deemed critical, defective, at risk and at the end of their life must be the subject of justified requests <ul style="list-style-type: none"> ○ Renewal ○ Reclassification as a state ○ Intervention / repair ○ Resumption (in the event of end of production) ○ Modification (product/process improvement) ➤ Take out insurance guaranteeing the rebuilding of the manufacturing, testing and control tools and equipment owned by Crouzet in the event of a disaster and provide proof of this annually (see § 6-6-1-5 "Communication with Crouzet") ➤ Use, identify, maintain, adjust, calibrate, periodically check, including bearing the costs of these operations, the means of production and control provided by Crouzet in accordance with the loan contract for use in force. <p>These tools and/or means are returned as well as the definition file (Overall plan and nomenclature of components) at the simple request of Crouzet, or in the event of cessation of activity.</p>	-	-	X	-
<p>6.12.2 With regard to the recordings, the Service Provider must:</p> <ul style="list-style-type: none"> ➤ To consider the specific recordings as the property of Crouzet and to accept their return to Crouzet at its request (or in the event of cessation of activity) ➤ Undertake to destroy specific records (beyond the contractual life) only with the written consent of Crouzet 	X	X	X	-

	S	R	M	P
<p>6.12.3 Crouzet reserves the right to provide the Service Provider with all or part of the supplies necessary for the performance of the contract or order.</p> <p>In this case, the Service Provider must:</p> <ul style="list-style-type: none"> ➤ Use only these supplies, their replacement by any other equivalent can only be done with the written agreement of Crouzet ➤ Do not use these supplies for applications other than those of Crouzet ➤ Perform a visual examination upon receipt to detect any possible damage due to transport ➤ Perform quantitative control upon receipt ➤ Identify supplies against accompanying documents ➤ Store supplies in a suitable environment (ESD, humidity, etc.) 	-	-	X	-
<p>6.12.4 The provision by Crouzet of supplies, technical documents, manufacturing or inspection instructions, means of control or manufacture shall not relieve the supplier of its responsibility with regard to the final quality of the supply</p>	-	-	X	-
<p>6.12.5 The Crouzet tooling will be accepted after checking the conformity of the standard parts (quantity specified on the contract or order).</p> <p>An inspection report is drawn up by the Service Provider and sent to Crouzet.</p> <p>In the event of non-conformity, it is the responsibility of the Service Provider (designer of the tooling) to modify the tooling and to present new standard parts.</p>	-	-	X	-

6.13 ISO 9001 § 8.5.4 - Preservation - Additional Requirements

	S	R	M	P
The Service Provider must:				
6.13.1 Ensuring that products are packaged in accordance with the requirements of: <ul style="list-style-type: none"> ➤ Defined in technical specifications, orders and purchase contracts, ➤ Environmental issues that may be expressed, ➤ And by seeking compliance with standards as best as possible: <ul style="list-style-type: none"> ➤ GALIA EMB-1 - cardboard waste packaging and pallets ➤ ISO 3394 - dimensions of rigid rectangular shipping packaging. 	X	X	X	X*
6.13.2 <i>Use of</i> Logistics solutions (packaging, transport, storage, etc.) appropriate in size and quantity with a preference for reuse and recycling; thus reducing costs and risks, taking into account the preservation of the environment.	X	X	X	X*
6.13.3 maintain the state of cleanliness (absence of pollution) resulting from the manufacturing process by using suitable packaging, until Crouzet is made available.	X	X	X	X*
6.13.4 Establish an approach for the prevention, detection and elimination (including training of personnel) of all foreign objects (FODs (Foreign Object Debris) during manufacturing, assembly, control, storage, maintenance, packaging and shipping operations.  Comply with AS/EN/SJAC 9146 ("Foreign Object Damage")	X	X	X	X*
6.13.5 If applicable, implement provisions for the control of ESD (Electro-Static Discharge) during the manufacturing and handling of electronic components or assemblies. These provisions must comply with the requirements described in Mil-Std-1686 or EN 61340-5-1 or EIA JESD-625. Standardised signage indicating that the contents may be damaged by electrostatic discharge must be affixed to the packaging.	X	-	X	X
6.13.6 ensure that the parts are delivered in accordance with the packaging conditions agreed with Crouzet and that the labelling is preserved during transport and storage. Any modification must be subject to the prior agreement of Crouzet.	X	X	X	X*
6.13.7  Ensure that Titanium and Titanium alloy products are not packaged directly in bubble wrap.	X	X	X	X*
6.13.8 Ensure, where applicable, that moisture-sensitive electronic products are marked and packaged in accordance with the requirements of IPC/JEDEC J-STD-033	X	-	X	-
6.13.9 Ensure that finished parts are marked in accordance with: <ul style="list-style-type: none"> ➤ The mention of the plan if specified ➤ Otherwise, he must mark on the packaging the Crouzet article code + the Crouzet OF number (if required) + service provider OF n° 	X	-	X	-

	S	R	M	P
6.13.10 use an inventory management system to ensure: <ul style="list-style-type: none"> ➤ The principles of "first in, first out" (FIFO), ➤ Compliance with the delivery deadline. 	X	X	X	X*
6.13.11 Crouzet may contractually ask the Service Provider to maintain a stock of finished products or components covering one or more delivery rates <ul style="list-style-type: none"> ➤ In this case, Crouzet reserves the right to check, at any time, the state of these stocks with the Service Provider. 	X	X	X	-
6.13.12 ✈ Electro-discharge machining (wire or sinking) of steels will have to be validated in collaboration with Crouzet on a case-by-case basis.	X	X	X	-

6.14 ISO 9001 § 8.5.6 – Change control – Additional requirements

	S	R	M	P
6.14.1 ✈ Any changes to the manufacturing and control file must be documented and recorded in order to ensure traceability and product configuration management (see §6-8-2 Planning and design modification)	-	X	X	X*
6.14.2 ✈ Developments in manufacturing and control processes shall be evaluated prior to implementation to confirm that the desired effect has been achieved without adverse effect on the quality and reliability of the product. Does the change impact: <ul style="list-style-type: none"> ➤ The "fit / form or/and function" of the product ➤ The safety or integrity of the product... 	-	X	X	X*
6.14.3 ✈ No modification of the characteristics of a product, in particular a change of component or material, may be introduced by the Service Provider on Crouzet definition products without the prior written consent of Crouzet.	-	X	X	X*
6.14.4 ✈ In the event that operations in the manufacturing or control process have been frozen ("frozen range") between the Service Provider and Crouzet, no modification of these operations may be introduced by the Service Provider without the prior written consent of Crouzet.	-	X	X	X*

6.15 ISO 9001 § 8.7 – Control of non-conforming output elements –
Additional Requirements

	S	R	M	P
<p>6.15.1 The Service Provider must implement a procedure for managing non-conformities detected internally or after delivery. This procedure must define:</p> <ul style="list-style-type: none"> ➤ How to identify non-conformities ➤ The method of isolating non-compliant manufacturing (awaiting processing) in order to avoid mixing it with compliant supplies ➤ Responsibilities in terms of decision-making on the treatment of the non-compliant product: derogation, alteration, sorting, scrap ➤ The method of treatment of rejected parts: isolation and mutilation (if product owned by the supplier) ➤ The implementation of curative, corrective and preventive actions ➤ Monitoring of the actions undertaken 	X	X	X	X
<p>6.15.2 ✈ Any document provided by Crouzet: report to the AQP any detection of an anomaly upon receipt, for status</p> <p>In the event of a return of parts with an anomaly to Crouzet, identify the traceability.</p>	-	-	X	X*
<p>6.15.3 Non-conforming products detected by Crouzet (in receipt, integration, use) are returned to the Service Provider at the Service Provider's expense and accompanied by a report mentioning the reason for the non-conformity. The Service Provider must inform Crouzet, in writing, if a special procedure must apply for any return of their supply. Without any particular clarification transmitted, the Crouzet procedure will be applied.</p> <p>Note: When re-delivering these products, the Service Provider must refer on the delivery note to Crouzet's non-conformity report, and notify the AQP that sent the delivery date report.</p>	X	X	X	X*
<p>6.15.4 In the event of non-compliance attributable to the Service Provider and at the request of Crouzet, the Service Provider must send competent personnel to Crouzet's workshops or to the End Customer in order to carry out the necessary sorting or corrections.</p> <p>The terms and conditions of this intervention are determined jointly by Crouzet and the Service Provider, and if applicable, by the End Customer.</p>	X	-	X	-



	S	R	M	P
<p>6.15.5 ✈ Non-compliant products of Service Provider responsibility, detected by Crouzet (in reception, integration, use) may be the subject of an expert assessment in order to determine the causes of the non-conformity as well as the associated corrective and preventive actions.</p> <p>The terms of the expert assessment are determined jointly by Crouzet and the Service Provider, and if necessary, by the Official Supervisory Services.</p> <p>Note: In the event that the expert assessment is carried out by the Service Provider, a detailed report must be sent to Crouzet within the agreed period.</p>	X	X	X	X
<p>6.15.6 For non-compliant products detected by Crouzet (in reception, integration, storage, use) and/or likely to affect previous deliveries made by Crouzet to the End Customer, the Service Provider undertakes to participate in all costs incurred by Crouzet as well as any penalties passed on to Crouzet by the End Customer.</p> <p>The final amount of this contribution to the costs by the service provider is the subject of a formal agreement between Crouzet and the service provider.</p>	X	X	X	X*
<p>6.15.7 In the event of a deviation from the Crouzet requirements, the Service Provider must send the AQP a request for derogation before delivery, and document it as completely as possible, indicating at least:</p> <ul style="list-style-type: none"> ➤ The exact nature of the discrepancy and/or defect ➤ The proportion of defective and/or a statistical analysis to assess this proportion ➤ The batch number concerned, the quantity or the desired duration ➤ All the technical data necessary to understand the non-conformity ➤ Photos and/or other documents that the service provider deems useful to attach ➤ A proposal for action. 	X	X	X	X*
<p>6.15.8 ñ If the derogation is accepted by Crouzet, the number of this derogation will be clearly identified</p> <ul style="list-style-type: none"> ➤ On packaging (individual if required) ➤ The declaration of conformity (or acceptance report) ➤ The delivery note. 	X	X	X	X*
<p>6.15.9 In the event of discovery that a non-conforming product has been delivered to Crouzet, the Service Provider must inform the AQP immediately and in writing, including in the event of the late detection of defective or out-of-specification measuring, control or testing equipment.</p>	X	X	X	X*
<p>6.15.10 The Inspector shall control suspect or obsolete products in a manner similar to non-compliant products.</p>	X	X	X	X*
<p>6.15.11 The Service Provider shall acknowledge receipt without delay of any claim relating to non-conforming deliveries.</p>	X	X	X	X*

In the event that Crouzet detects a quality incident, loss/scrap of parts attributable to the service provider, Crouzet reserves the right to make a claim by any appropriate means. A cost sheet relating to the processing of the non-conformity may be associated with this claim (production stoppage, sorting costs, etc.) as well as an administrative fee of €300.


6.16 ISO 9001 § 9.1.1 – Monitoring, measurement, analysis and evaluation – Requirements Additional

The performance of the Service Provider will be evaluated through:

- ESSR External Supplier Service Rate
- ENCR External Non-Conformity Rate (% Number of complaints / number of orders received)
- The evolution of the cost of the service
- DPMe Defective Parts per Million (ppm equivalent, takes into account defect detection).

	S	R	M	P
The Service Provider must:				
6.16.1  Monitor periodically the capability of its manufacturing processes on characteristics classified <C> <i>and <M> and <S> (according to CAP requirements).</i> A periodicity of 12 months is considered acceptable.	-	-	X	-
6.16.2  All contractual characteristics of the product shall be checked. These checks must be carried out at the appropriate stages of the product production process.	X	X	X	-
6.16.3 When key characteristics (Kc)/M/C/S are defined on a plan, the supplier must <i>ensure that they are 100% measured and</i> deliver the parts with a 100% inspection report on these Kc <i>or at least keep proof of this control and results. If the control of the process makes it possible to guarantee the results obtained, the implementation of a statistical and capability study</i> can be considered after justification. Parts with Kc are physically located in order to establish the link between the parts and the report.	-	X	X	-
6.16.4 When sampling control is used to certify product compliance, monitoring shall be appropriate to the risks. This monitoring must include at a minimum: <ul style="list-style-type: none"> • the sampling plan (size and frequency) • the characteristics monitored; • the means and methods implemented to ensure and guarantee the results of this monitoring. The control plan can be communicated to Crouzet on request.	-	X	X	-
6.16.5 The characteristics of Kc /M/C/S shall be clearly identified on all design, manufacture and inspection documents.	-	X	X	-

6.17 ISO 9001 § 9.2 – Internal Audit - Additional Requirements

	S	R	M	P
<p>6.17.1 Crouzet may be required to carry out audits at the Providers' manufacturing sites, including at their own Service Providers (subcontractors).</p> <p>The Service Provider undertakes to ensure access to Crouzet, its Customers and the Official Surveillance Services, to the premises of all its sites and to the records concerned by the orders under surveillance, and to pass on these requirements at all levels of the supply chain.</p> <p>Note: these Official Surveillance Services may be (non-exhaustive list): regulatory authorities or bodies acting on their behalf, civil aviation authorities, official service of the Ministry of Defence, etc.</p> <p> During audits of suppliers, Crouzet will be able to verify:</p> <ul style="list-style-type: none"> ➤ If the supplier implemented a Safety Management System (SMS) (- in the event that the supplier is approved PART21G compliant with the regulation), ➤ And if not, for any other supplier (without approval and without SMS in place): how is the feedback of events (anomaly, important changes...§ 6.6.1.3 "modifications") done to Crouzet. 	X	X	X	X

6.18 ISO 9001 § 10.2 – Nonconformities and corrective actions – Requirements Additional

	S	R	M	P
<p>6.18.1 The root cause analysis and action plan will be formulated in an 8D format or equivalent: implement corrective actions based on anti-error devices (keying, poka-yoke).</p>	X	X	X	X*

	S	R	M	P
<p>6.18.2 In the event of delivery to Crouzet of non-conforming products, analyses and corrective action plans must be communicated to Crouzet on the basis of an 8D type model or equivalent, within the following time frames:</p> <p>D0 – J0: Acknowledgement of non-compliance - D0</p> <p>3D – 48 h: Security (3D) - 48 h</p> <p>Security: identification and isolation of non-compliant or suspicious parts in all stocks of finished and work-in-progress products) and their processing (sorting, replacement, etc.)</p> <p>4D and 5D - 5 days (🚚) and 10 days (other) working days: Structured analysis (type 5M, 5P) of causes of occurrence and non-detection (4D) and definition of corrective and preventive actions (5D)</p> <p>D6 to D8 – 1 month (🚚) and 2 months (other): Closing of actions (verified effectiveness, transversalization, capitalization, document update, ...)</p>	X	X	X	X*
<p>6.18.3 In the event of deviation or non-achievement of the overall performance expected over 3 successive months (see informative appendix relating to performance measurement), the Service Provider undertakes to develop and communicate action plans to Crouzet.</p>	X	X	X	X*

6.19 Material requirements

6.19.1 "Reach" regulation

The European Regulation (EC) No. 1907/2006 of 18/12/2006 "Reach" relating to the Registration, Evaluation, Authorisation and Restriction of Chemical Substances came into force on 01/06/2007.

	S	R	M	P
<p>6.19.1.1 In accordance with Article 33(1) of the REACH Regulation, the Provider must inform Crouzet if the supply contains a substance on the candidate list for authorisation that is more than 0.1% by weight of the component containing the substance.</p>	X	X	X	-
<p>6.19.1.2 The REACH regulation changes on average every 6 months. The Service Provider must keep itself informed of any changes in the regulations.</p>	X	X	X	-
<p>6.19.1.3 In the event of a ban on a substance, it is necessary to inform Crouzet of the actions implemented to replace it and of the effective date of changeover.</p> <p>Crouzet will conduct validation tests if necessary.</p>	X	X	X	-

6.19.2 RoHS Directive

Crouzet requires compliance with the RoHS Directive 2015/863/EU for all parts excluding aeronautics, nuclear and transport.

	S	R	M	P
6.19.2.1 For any new supply, the Supplier must anticipate the lifting of the exemptions.	X	X	X	-
6.19.2.2 The Provider must supply parts with less than 0.1% lead and less than 0.01% cadmium and send Crouzet a RoHS 2015/863/EU declaration of the new supply.	X	X	X	-

6.19.3 Other prohibited substances

	S	R	M	P
<p>6.19.3.1 Due to incompatibility with the operation of some of the Crouzet products or their potential toxicity to personnel, the Service Provider must guarantee the absence of traces on the surface of the parts/components supplied:</p> <ul style="list-style-type: none"> ➤ Volatile silicone ➤ Red phosphorus ➤ CMR (Carcinogenic, Mutagenic and Reprotoxic) ➤ Chlorine and chlorinated compounds <p>May come from:</p> <ul style="list-style-type: none"> ➤ Of the material itself ➤ The process of obtaining them (lubricant, release agent, etc.) 	X	X	X	-
6.19.3.2 Chlorinated and halogenated solvents shall not be used for the degreasing of titanium	X	X	X	X*

6.19.4 Conflict minerals

Legislation 1502 of the Dodd-Frank "Conflict Minerals" Act was adopted in the United States in 2010. The term "conflict minerals" refers to minerals extracted in contexts of armed conflict and human rights abuses in Congo and neighbouring countries. The minerals concerned are gold, tin, tantalum and tungsten.

In line with its social policy, Crouzet is committed to responsible management of its supply chain and asks its Service Providers to ensure that minerals come from mines that respect human rights.

	S	R	M	P
6.19.4.1 At Crouzet's request, the Service Provider undertakes to complete the CMRT (Conflict Minerals Reporting Template) file in force and thus declare the source of the minerals used.	X	X	X	-

6.20 Social responsibility requirements

As part of its responsible purchasing approach, Crouzet is committed to integrating the principles of social, environmental and ethical responsibility into all its activities.

Aware of the key role of its partners in this dynamic, Crouzet wants them to support it in its commitment.

	S	R	M	P
6.20.1 <i>The Service Provider undertakes to apply and comply with the responsible purchasing charter listed in Appendix 2.</i>	X	X	X	X

7- ANNEX 1 - REACH & ROHS Declaration of Conformity (example for Service Providers)

See built-in support integrated in **CAP F.105G42**

8- APPENDIX 2 – Responsible Purchasing Charter and General Terms and Conditions

To be consulted on www.crouzet.com

9- ANNEX 3 – ✈️ *Standard standards for service providers*

The service provider must comply with:

- *EN/AS 9100: Quality Management Systems – Requirements for Aviation, Space and Defense Organizations*
- *EN/AS 9110: QMS – Requirements for Aviation Maintenance Organizations*
- *EN/AS 9120: Quality Management Systems – Requirements for Aviation, Space and Defense Distributors*
- *EN/AS 9103 : Variation Management of Key Characteristics*
- *EN/AS 9115 : Quality Management Systems – Requirements for Aviation, Space and Defense Organizations – Deliverable Software*
- *EN/AS 9146: Foreign Object Damage (FOD) Prevention Program – Requirements for Aviation, Space and Defense Organizations*
- *EN/AS 9162 : Operator Self-Verification Programs*
- *EN/AS 9102: First Article Inspection Requirement*
- *EN/AS 9117: Delegated Product Release Verification*
- *EN/AS 9163 : Aerospace Series – Certificate of Conformity Requirements*
- *EN/AS 9138: Statistical Product Acceptance Requirements*

10- VALIDATION OF THE PROVIDER

By completing the PCA.029 (F.029G03) compliance matrix, the Service Provider undertakes

- To comply with the requirements identified as compliant
- To explain why he identifies non-compliant ones and to put in place action plans to become compliant if necessary.

If the PCA.029 compliance matrix is returned within two months of its release, PCA.029 will apply without restriction as soon as a Crouzet order is accepted.

Crouzet reserves the right to trigger an audit at the supplier's premises to verify the consideration or application of the requirements expressed in this document as well as the specifications accepted by the supplier.

NOTE : Regarding the scope of service providers selected for Safety Critical Parts: the F.029G03 Compliance Matrix to PCA.029 must include:

- ***No major deviation***
- ***Establishment of an action plan for minor deviation***