Quality and Environmental requirements to *providers*

PCA.029.*G*

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Nota: Safe in case of revision, the modifications of the last indication are indicated in ***bold/italics/blue***.

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1 PURPOSE AND SCOPE

This document PCA.029 describes the Quality, Logistic, Purchasing and Environmental requirements defined by the Crouzet contractor.

This procedure is a contractual document between Crouzet and the Provider, and constitutes one element of the “supply agreement”. It supplements the General Terms and Conditions of Sale.

The current requirements may also be repeated or supplemented in other Crouzet documents where these exist. Since the objective of the Purchasing process is orientated towards the End customer, certain requirements specific to the Crouzet Customer may be added on a case-by-case basis.

A distinction is made between the following different categories of Provider:

- **S Reseller:**
  Supplies standard products as defined by an international standard or a sales catalogue. Crouzet expresses no specific requirement in terms of the material, part or component. Providers of this type neither design nor manufacture the products they sell.
  This category excludes raw material resellers.
- **R Raw material Reseller:**
  This category does not include raw material resellers who carry out processing, stabilizing or packing operations (see M).
- **D Designer:**
  is the designer of the manufactured product when the design is not created by Crouzet. The designer supplies products produced according to their own manufacturing or inspection documentation.
  This category includes “wholesale” Providers who supply products or accessories which Crouzet resells without modification (buy/resell products).
  This category does not include Providers who have designed products for Crouzet in response to a Crouzet drawing or specification (see M).
- **M Manufacturer:**
  Performs one or more operations according to their own manufacturing or inspection documentation to produce parts, components, sub-assemblies or products according to a Crouzet drawing or specification.
  This category includes Providers who:
  - only perform one operation, whether this is visible or not (e.g. surface treatment, washing), provided that Crouzet does not impose their own process,
  - supply raw materials and carry out a processing (e.g. slitting), stabilization or packing operation,
  - produce a product specifically for Crouzet, even if they are the designer of the product (in this case, the product meets a Crouzet specification).

- ***P Key Service Provider:***
  It provides a service. This service can be punctual or regular. In any case, on the basis of either a specification or a contract.

Depending on the items purchased, a single Provider may belong to any of these categories. It is the Provider's responsibility to define the relevant category at the time an order is placed in order to determine the applicable requirements.

This procedure PCA 029 does not apply to Providers in the SC category.

2 PURCHASING POLICY

The aim of Crouzet's purchasing policy is to direct business to those Providers:

- who fulfill Crouzet's requirements and meet the specific requirements ***depending on the required market*** of the aerospace, defence, security, automotive and nuclear industries,
- and who will also be committed to building a fair, mutually beneficial, long term relationship with Crouzet.

Crouzet intends to align Provider performance with the levels expected by the Company and its Customers. This means focussing on Providers who are capable of ensuring the level of competitiveness required to grow market share on a sustainable basis, and who demonstrate the prerequisite excellence in quality and delivery timeliness. Crouzet also expects Providers to propose innovations and be involved in upstream developments.

Crouzet's purchasing policy is based on establishing sustainable relationships and sharing methodologies and values with Providers by means of the following:

- The panel of Providers, which must meet Crouzet's current and future needs in terms of performance (quality, cost, lead time), expertise and technological innovation,
- Upstream involvement of Providers in the Company's developments in order to be able to satisfy Customer requirements more comprehensively (proposing innovations, providing their expertise in designing and manufacturing the best performing Crouzet products at the best price in compliance with health, safety and environmental requirements),
- Application of procedures, management tools and performance measurement tools to Providers to help achieve excellence,
- Support for key Providers to help them adapt their organisation and industrial setup to meet expectations and respond to changing market requirements.

In addition to implementing a Quality System (see section "Provider Management System"), Crouzet encourages Providers to adopt a health, safety and environmental management approach in line with ISO 14001, OHSAS 18001 ISO 45001 or equivalent. Crouzet prioritizes Providers certified for the aimed market (ISO 9001, IATF 16949, AS / EN / JISQ 9100) and have a Health, Safety and Environmental management approach.

3 REFERENCE DOCUMENTS

ISO 9001	Quality management systems : requirements
AS/EN/JISQ 9100	QMS - Requirements for Aviation, Space and Defense Organizations
AS/EN/JISQ 9120	Quality Management Systems - Aerospace Requirements for Stockist Distributors
IATF 16949	Quality management systems – Special requirements for application of ISO 9001for mass production and spare part manufacturing in the automotive industry.
ISO 80079-34	Application of quality systems for explosive atmospheres.
SGAQ	General Specification for Quality Assurance
ISO 14001	Environment management systems: requirements
ISO 45001	Health, Safety management systems: requirements
ISO 22301	Societal security - Business continuity management systems
RoHS	Restriction of the use of certain Hazardous Substances in electrical and electronic equipment 2011/65/EU.
REACH	Registration, evaluation and authorization of chemicals (CE) #1907/2006 - 18/12/2006
NF L 00 015	Declaration of conformity
GALIA EMB-1	Non-reusable packaging (cartons and pallets)
ISO 3394	Dimensions of rigid rectangular shipping containers
UL 746 D	Standard for Polymeric Materials - Fabricated Parts
MSA	Measurement System Analysis (by Chrysler-Ford-General Motors)
MAQMSR	***Minimum Automotive Quality Management System Requirements for Sub-Tier Providers (IATF)***
F.029G03	PCA.029 Compliance Matrix

4 ACRONYMS, CAPTIONS AND *DEFINITIONS*

Specific requirement relating to orders for products, components and materials destined for the following market:

	Identify a requirement / practice applicable only to the automotive market		*Identify a requirement / practice applicable only to the ATEX-IECEx market*
	Identify a requirement / practice applicable only to the aeronautical or military market		*Identify a requirement / practice applicable only to the nuclear market*
	Identify an environmental requirement / practice		*Identify a Health & safety requirement / practice*
IS	Initial Sample		*Identify the recordings*
VMI	Vendor Management Inventory	PCEI	Initial Sample Control Plan
PQA	Parts Quality Assurance	DAP	Delivery At Place (incoterm)
PEP	Product Environmental Profile	SP	Provider portal (
INCOTERMS	***International Commercial Terms***	CMRT	Conflict Minerals Reporting Template

4.1 Classified characteristics (sometimes referred to as special or key characteristics)

The product drawings designed by Crouzet may include symbols identifying characteristics to which specific requirements apply (process capability, special controls, etc.). These symbols are:

- <C> identifies characteristics related to the regulation or safety,
- Ex<C> identifies characteristics related to safety in use in an explosive atmosphere (ATEX),
- <M> identifies major/key characteristics for operation of the product.

4.2 PCEI (initial sample control plan)

PCEIs are documents which are drawn up on creation or modification of purchased items for which Crouzet defined additional requirements.

The main aims of an PCEI are:

- to identify the primary target market for which the item is supplied (automotive, aerospace, military, nuclear, ATEX or general industrial)
- to identify the components that are covered by a UL Molders Program
- to define the requirements applicable to initial sample orders (in terms of qualification)
- to define, if necessary, the specific requirements applicable to orders for series production of the item concerned

4.3 VMI (Vendor Management Inventory)

Warehouse located close to Crouzet where an inventory of Providers' components is stored and for which Crouzet is responsible.

4.4 WIF (Work In Flow)

Communication portal between Crouzet and its Providers.

4.5 PQA (Parts Quality Assurance)

Crouzet's quality control function responsible for handling all non-conformities relating to purchased components (waivers, analyses, actions plans, etc.).

5 PREAMBLE

5.1 Expression of requirements by Crouzet

Crouzet's requirements are detailed in the following documents:

- purchase order & terms and conditions of Purchase
- contract (if applicable),
- PCEIs (initial sample control plans),
- and this procedure PCA 029.

In the event of conflicting requirements, the documents above are listed in descending order of priority.

Orders ***to key service providers refer to*** the current PCA.029 index.

It is the responsibility of the Provider to check on the order for which market is intended the article to be supplied in order to determine the requirements applicable to it.

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

Dates are expressed as day-month-year.

Item code and drawing No. are not necessarily the same thing.

5.2 Selecting a new Provider

In addition to the technical, sales and quality considerations, the process for selecting a new Provider involves requesting the prospective Provider to submit and/or validate several documents, including:

- Non-disclosure agreement
- screening and selection questionnaires/audits,
- an initialled and signed copy of this procedure PCA 029, accompanied in the event of any disagreement with one or more of Crouzet's requirements by a compliance matrix as shown in section “Provider Management System” of this procedure PCA 029,
- The terms and conditions of Purchase signed
- loading/unloading protocol(s) on behalf of the carrier(s) delivering the supplies to Crouzet (DAP Crouzet incoterm),
- if applicable (for plastics Providers), the QMMY2 certification number or, failing that, proof of intention to register for UL Molders program certification (see section "Identification and traceability"),
- a confidentiality agreement.

6 PROVIDER'S MANAGEMENT SYSTEM

Note: All requirements of ISO 9001 apply. The section titles of this standard appear below if Crouzet has additional requirements.

For non-certified Service Providers involved in the automotive market, the MAQMSR, Minimum Automotive Quality Management System Requirements for Sub-Tier Providers, available on the IATF website, applies.

6.1 ISO 9001 § 4.4 –Quality and its process Management System – Supplemental

	Provider				
	S	R	D	M	P
6.1.1 To satisfy the requirements not only of Crouzet but also of its own Customers, Providers must implement a targeted Management System:					
• 6-1-1-1 total accountability of Providers and evolution of relations towards partnership. The Provider must: ➢ monitor the performance of their manufacturing processes in order to ensure they satisfy Crouzet requirements ➢ comply with and/or anticipate environmental and health & safety regulations such as REACH and the RoHS directive	X	X	X	X	X
• 6-1-1-2 "Zero fault" must always be the objective of a continuous quality improvement process using the widest possible range of: ➢ anti-error devices (locating devices, foolproof devices – poka yoke), ➢ rigorous problem-solving methods, ➢ and management and reduction of variability in the company's manufacturing processes.	X	X	X	X	X
• 6-1-1-3 the performance in terms of quality and service should be obtained in globally competitive economic conditions.	X	X	X	X	X
• 6-1-1-4 the delegation of inspection (quality control) of deliveries to Crouzet should be a permanent objective.	X	X	X	X	
• ***6-1-1-4-1 The recipe will be validated once the service is completed.***	X	X	X	X	X
• 6-1-1-5 respect for the agreed delivery schedule (this should be an ongoing objective)					X
• 6-1-1-6 commitment to transparency in the composition of your products in order to facilitate the life cycle analysis of our products	X	X	X	X	-
• 6-1-1-7 use of packaging of appropriate size and quantity, preferably re-usable and recyclable,	X	X	X	X	-
• 6-1-1-8 compliance with regulations in general, specifically: ➢ European health & safety and environmental regulations, ➢ transport regulations (ADR).	X	X	X	X	X
6-1-1-9 ✈ The Provider must ensure that his staff is aware of: • his own contribution to product compliance and safety • the importance of his ethical behaviour	X	X	X	X	X

6.1.2 The Provider shall be ISO 9001, AS/EN/JISQ 9100, AS/EN/JISQ 9120, or ISO / TS 16949 or IATF 16949 current versions certified by an accredited body for the field(s) covering Crouzet's purchases orders (see PCEI). If the Provider is not certified to the required level, he must prove that he is engaged in a process of certification and, as a minimum, must comply with the requirements of the relevant standards.	X	X	X	X	***X***
6.1.3 A copy of (the) certificate (s) must be sent to Crouzet's Buyer each renewal of its certification. The Provider shall inform Crouzet other certifications and accreditations in its possession and provide a copy to Crouzet's Buyer.	X	X	X		***X***
6.1.4 Additional requirements to ISO 9001 described below apply.	X	X	X		***X***
6.1.5  For Providers of components for the automotive business, compliance the third-party certification to ISO 9001 norm is the minimum requirement and the one to ISO/TS 16949 or to IATF 16949 should be a target.	-	-	-		**-**
6.1.6  Any part or product for the aerospace market imposes on the Providers a certification to EN 9100 or EN 9120 by an accredited organization within 2 years from the date of qualification of the part.	X	X	X		**-**
6.1.7  The Provider implementing special processes must: • be NADCAP accredited in the relevant field. If not, he must: • have the process qualified by persons or companies formally qualified to do so • document the qualification and monitoring method of the special processes.	-	-	-	X	**-**
6.1.8  Providers of components intended for activities related to an explosive atmosphere must be familiar with the ISO/IEC 80079-34 Quality System standard.	-	-	-	X	**-**
6.1.9  For Providers of components for nuclear business, compliance with the additional requirements of SGAQ is required. Crouzet takes this reference available on request of the Provider.	-	-	X	X	**-**
6.1.10  Molders Program: Crouzet may request a Provider to sign up to a UL Molders program, either independently under their own name (and thus holding their own approval file), or as a listed Provider in Crouzet's approval file. In both cases, the Provider must:					
• 6.1.10.1 implement methods to ensure traceability compliant with standard UL 746 D and identification according to the information in the "Identification and traceability" section in this procedure,	-	-	-	X	**-**

• 6.1.10.2 support monitoring audits conducted by the UL (4 times a year) and be in a position to produce (at least) one part number covered by the Molders Program,	-	-	-	X	-
• 6.1.10.3 inform Crouzet immediately of any withdrawal of the right to use the Molders Program certification number,	-	-	-	X	-
• 6.1.10.4 identify batches delivered using the Molders Program number (see section "Identification and traceability").	-	-	-	X	-
6.1.10.5 The Provider must maintain confidentiality with respect to Crouzet's projects and products under development.	X	X	X	X	X

6.2 ISO 9001 § 6.1 – Actions to manage risks – Supplemental

	Provider				
	S	R	D	M	P
6.2.1 Providers must be aware of the significant impact their resilience can have on both their own and their Customers' operations. They must establish, implement and maintain a business continuity plan (refer to ISO 22301) to ensure the sustainability of their business and continuity of service to Crouzet. This plan must be made available to Crouzet on request.	X	X	X	X	X
6.2.2 These plans must be derived from a structured risk management process (for handling such issues as obsolescence, breakdown, tool damage, exceeding capacity, limited technological expertise, etc.) to meet the applicable Crouzet requirements. This involves analysing, assessing, prioritising and mitigating risks, and informing Crouzet of such risks immediately (see section "Communication with Crouzet").	X	X	X	X	X
6.2.3 ✈ The Provider must take into account the risks of counterfeiting in its risk analysis process.	X	X	X	X	X

6.3 ISO 9001 § 7.1.4 – Environment for implementation of the processes – Supplemental

	Provider				
	S	R	D	M	P
6.3.1 The Provider shall maintain its premises in order, in accordance with the requirements of cleanliness and maintenance adapted to the products ***or services*** that Crouzet buys, and to the needs of its own manufacturing process.	X	X	X	X	X

6.4 ISO 9001 § 7.1.5 – Monitoring and measurement resources – Supplemental

	Provider				
	S	R	D	M	P

6.4.1 The Provider must conduct an initial repeatability and reproducibility (R&R) study compliant with the American automotive industry's MSA (*): • On each <C> or <M> characteristics measurement system subject to the controls defined in the monitoring plans • At the express request of Crouzet (for a comparability study with Crouzet measurement systems, for example) • to document the managing and monitoring. (*) Acceptance criteria (see section "Performance objectives")	-	-	-	X	-
6.4.2 The Provider must, for parts which may be designated by Crouzet in PCEI as "appearance items": • provide suitable lighting in the inspection zones • provide standards for color, grain, gloss, metallic luster, texture, image sharpness, if necessary • have maintenance sheets and management of surface appearance standards and of the inspection equipment • ensure that the personnel responsible for inspecting the surface appearance is competent and qualified to do so.	-	-	-	X	-

6.5 ISO 9001 § 7.5 Control of documented information – Supplemental

		Provider				
		S	R	D	M	P
6.5.1 The Provider must archive all records relating to product conformity in suitable conditions for the following period in addition to the current calendar year from the date of delivery to Crouzet (or more if this has been contractually defined):						
• 6.5.1.1 results of controls, self- controls in production	3 years	-	-	X	X	
• 6.5.1.2 data and records of traceability used for the writing of the certificate of conformity	3 years	X	X	X	X	X
• 6.5.1.3 evidence and results of non-conformity analysis (quality claim, deviation request, 8D report, …)	10 years	X	X	X	X	X
6.5.2 The Provider must grant access to all records issued or held to Crouzet and its customers or representatives.		X	X	X	X	X
6.5.3 The Provider shall consider the specific records as the property of Crouzet and accept to restore all records to Crouzet at their request.		X	X	X	X	X
6.5.4 The Provider shall agree not to delete specific records (after the contractual service life) without written authorization from Crouzet.		X	X	X	X	X
6.5.5 ✈ Within the framework of Aerospace developments, the Provider must adhere to standard EN 9130, i.e.:						

• 6.5.5.1 operational life ***(30 years without further information)*** + 3 years for records of tool designs and manufacturing processes of components; for records relating to the product that is manufactured for Crouzet and the current manufacturing process; for records of the certificate of conformity for the product that is supplied; for records that are used to track the product and processes	-	-	-	X	**-**
• 6.5.5.2 3 years from the issue date for records of the provision of service offered to Crouzet, including, if necessary: ➢ calibration/verification reports of control/test equipment, ➢ service life sheets (performance log) for control/test equipment, ➢ analysis and processing reports of service non-conformities.	-	-	-	X	**-**
6.5.6 🚗 The Provider retains a record of the date when each change in product and/or manufacturing process is implemented during production. He must record the significant events of processes (repairs to machine, etc.).	-	-	-	X	**-**

6.6 ISO 9001 § 8.1.2 - Communication with Crouzet – Supplemental

	Provider				
	S	R	D	M	***P***
6.6.1 The Provider must inform Crouzet immediately in the following situations:					
• 6.6.1.1 Acknowledging receipt of a Crouzet's order to the Purchasing department (see the GTCS),	X	X	X	X	***X***
• 6.6.1.2 Informing the relevant Crouzet representative defined on the order immediately of any issue likely to delay delivery,	X	X	X	X	***X***
• 6.6.1.3 Informing Crouzet about potential obsolescence and proposing alternatives,	X	X	X	X	***X***
• 6.6.1.4 Informing Crouzet about any non-conformity, including those discovered after delivery to Crouzet (see "Control of non-conforming products"),	X	X	X	X	***X***
• 6.6.1.5 Informing Crouzet of any incident impacting Crouzet deliveries (see "Product planning" and "Crouzet property") and making proposals in the sense of resumption of business,	X	X	X	X	***X***
• 6.6.1.6 Informing Crouzet of any modification (see "Design modification") to the following: ➢ Product, ➢ manufacturing process, ➢ manufacturing site,	-	-	X	X	**-**
• 6.6.1.7 Providing regular reports on the condition of equipment belonging to Crouzet (see "Crouzet property") and making proposals,	-	-	-	X	**-**

6.7 ISO 9001 § 8.2.2 - Defining product-related requirements - Supplemental

	Provider				
	S	R	D	M	***P***
6.7.1 The Provider must be able to prove compliance with all Crouzet requirements in terms of identification, documentation and control of classified characteristics (see "Definitions").	-	-	-	X	**-**

6.8 ISO 9001 § 8.3 4– Design and development - Supplemental

6.8.1 Control plan

	Provider				
	S	R	D	M	P
6.8.1.1 The Provider must establish, maintain and implement monitoring plans in compliance with the Appendix to standard ISO/TS 16949 or IATF 16949. They can be dedicated to the individual component or applicable to a whole family of components. They must be referenced, indexed and validated. They must be submitted to Crouzet with every initial sample supply and with every requisition.	-	-	-	X	-
6.8.1.2 The classified characteristics (see § "Definitions") must be identified by using, where appropriate, the Crouzet symbol. A double identification "Provider's symbol – Crouzet's symbol" is allowed.	-	-	-	X	-
6.8.1.3 Nota: Controls of several characteristics can be reduced to the control of one of them if correlation studies demonstrate their close dependence.	-	-	-	X	-

6.8.2 Performance objectives

	Provider				
	S	R	D	M	P
6.8.2.1 Where appropriate (Gaussian distribution of the characteristic in question), the Provider must target the following production facility capabilities:	-	-	-	X	-
6.8.2.2 In terms of measurement system capability, the following acceptance criteria apply for R&R studies:	-	-	-	X	-

Marked characteristic	Requirements	
<C> et <M>	Cmk / Ppk	≥ 1,67
	Cpk	≥ 1,33
Without	Cmk / Ppk	≥ 1,33
	Cpk	≥ 1,00

Cm	Cmk, Ppk, Cpk
$\frac{IT}{6\sigma}$	mini ($\frac{Moy. - Ti}{3\sigma}$; $\frac{Ts - Moy.}{3\sigma}$)

IT = tolerance interval Ts = upper tolerance limit Ti = lower tolerance limit Moy. = experimental average σ = standard experimental deviation	Cmk = capability calculation of ***X*** parts produced consecutively Ppk = capability calculation of ***X*** parts sampled at random from a single batch Cpk = capability calculation of 5 x 25 parts sampled at random from 5 distinctive batches

Note: Crouzet recommends a minimum sampling of X = 30 parts. Standard NFE 60-181 (or equivalent) should be implemented (a capability study per impression can be requested if necessary).

- %R&R ≤ 20% acceptable, no action required
- 20% ≤ %R&R ≤ 30% acceptance tolerances need correcting or measuring system needs improving
- % R&R > 30% inadequate measurement system

Note: the classification following this procedure does not authorize an overtaking of the tolerances of not classified characteristics / parameters.

6.9 ISO 9001 § 8.3.4 – Control of design and development – Supplemental requirement

Initial Samples – Approval of the manufacturing process

	Provider				
	S	R	D	M	P
6.9.1 The qualification process for new part numbers products supplied to Crouzet is accompanied by validation of a list of deliverables. This list will be adapted according to the part and the field of application in the PCEI. Qualification will be confirmed based on all the elements required by the PCEI. Note 1: Designations in accordance with the field of application: • IS (Initial Samples), or PPAP (Production Part Approval Process) in the automotive sector and increasing numbers of other industries, or • ✈ FAI (First Article Inspection) regarding EN 9102 or "PPAP 3rd level" in the aeronautic industry.	-	-	X	X	-
6.9.2 Any change (during or after the approval process) must be subject to a new presentation.	-	-	X	X	-
6.9.3 The approval of parts is necessary for the acceptance of and payment for tools where appropriate, and the start of production. The status of approval will be notified to the Provider.	-	-	X	X	-

Note 2: The approval process of a Crouzet Customer can be imposed instead of the here mentioned approval process.

6.10 ISO 9001 § 8.3.6 - Design and development changes – Supplemental

	Provider				
	S	R	D	M	P
6.10.1 The Provider must notify Crouzet at least 6 months in advance to seek Crouzet's express approval for:					
• 6.10.1.1 relating to the product affecting Crouzet requirements while respecting the procedure for acceptance of new or modified products	-	-	X	X	-
• 6.10.1.2 any modification relating to the manufacturing process where this impacts Crouzet requirements in terms of complying with the acceptance procedure for new or modified products. Subcontracting which had not been planned at the outset is deemed to be a modification of the manufacturing process. A manufacturing synoptic identifying subcontracted operations is required by the PCEI.	-	-	-	X	-
• 6.10.1.3 relating to the production site affecting Crouzet requirements while respecting the procedure for acceptance of new or modified products	-	-	X	X	-

6.11 ISO 9001 § 8.4 Control of processes, products and services supplied by external providers – Supplemental

	Provider				
	S	R	D	M	P
6.11.1 The Provider must take full responsibility for outsourced processes to ensure conformity with all Crouzet requirements and communicate these requirements expressed by Crouzet, including severity classes <C> and <M>, to all subcontractors.	-	-	X	X	-
6.11.2 When Crouzet requires (plan, specification, ...) directly (Provider name, ...) or indirectly (name of a standardized process, ...), the Provider shall purchase products, materials or services from sources approved by Crouzet.	-	-	-	X	-
6.11.3 The Provider must take appropriate measures to prevent the purchase of counterfeit or unapproved products.	X	-	-	-	-
6.11.4 The Provider must comply with European regulations applicable to hazardous materials (REACH, RoHs) as well as with Crouzet's own specific requirements (see the dedicated section on requirements for health, safety, environment and materials).	X	X	X	X	-
6.11.5 All Crouzet requirements must be communicated to Providers and lower tier Subcontractors. (included specific customer requirements identified in PCEI)	X	X	X	X	-
6.11.6 ✈ Crouzet reserves the right to impose on its Providers the use of sub-Providers or providers approved by itself or its own Customers.	X	X	X	X	-

6.12 ISO 9001 § 8.5.1 - Control of production and service provision - Supplemental

6.12.1 Special processes

	Provider				
	S	R	D	M	P
See 6.1 - Quality Management System and its Processes - Additional Requirements	-	-	-	X	-

6.12.2 Guaranty

See General Purchasing Conditions (GPC)

6.12.3 Delivery Note

	Provider				
	S	R	D	M	P
6.12.3.1 Delivery notes must comply with international Customs requirements, stating the following information in particular: • order Nos. and line item Nos. • Crouzet codes or numbered references • quantities, • Manufacturing batch No.	X	X	X	X	-

6.12.4 Other accompanying documents

	Provider				
	S	R	D	M	P
6.12.4.1 Attach the accompanying documents required by the order or the contract to the note, taking care to include the certificates of compliance with the terms of delivery of the order. ✈ Systematically, a Declaration of Conformity must be drawn up according to the provisions called for in the order or contract, failing this, according to the NF L 00-015 standard or equivalent.	X	X	X	X	-
6.12.4.2 The certificates of conformity (other than those relating to the material) must be drawn up in accordance with standard NF L 00 015 - certificate of compliance - or its national equivalent (see appendix). Note 1: If deliveries relate to several orders and several line items, pay particular attention to the quantities corresponding to each order No. and each line item No. Note 2: Required statements / certificates of conformity for delivery series are defined in the PCEI.	X	X	X	X	-
6.12.4.3 If required by the PCEI (parts covered by UL Molders Program), the Provider of plastic parts who is not QMMY2 certified must: • complete and enclose the Certificate of Type Conformity and the Declaration of Type Plastic (model provided by Crouzet, ***F.029G04)*** • provide its intention to certify Molders program in its own name	-	-	-	X	-
6.12.4.4 Each new batch delivered, (including delivered in VMI see § 4.3) must be accompanied by the required documents. The documents must be either with the parts, or downloaded on the "Reception Control" module of the Provider collaborative portal (SP : • URL: ***wif.implid.com*** • ID: Your ID and password • Domain: innovistaprod	X	-	X	X	-
6.12.4.5 Exception to this requirement: For materials Providers, raw materials samples must be sent with their accompanying documentation at the time of shipment. These will be transmitted to the Crouzet factories (incoming inspection) by our outsourced platform.	-	X	-	-	-

6.13 ISO 9001 § 8.5.2 - Identification and traceability - Supplemental

6.13.1 Container identification

6.13.1.1 Typical scenario

	Provider				
	S	R	D	M	P
6.13.1.1.1 The following information must appear on every container: • Provider identification (company name and code as a minimum requirement), • Crouzet code/reference and version, • Provider's manufacturing batch No., • quantity in the container, • other contractual documents if applicable, • applicable waiver reference (if applicable) (see section "Control of non-conforming products").	X	X	X	X	-
6.13.1.1.2 The following information must appear on the packaging of each individual package inside the main container (i.e. on each sachet if parts are bagged and the sachets packed in a box): • Crouzet code/reference and version, • Provider's manufacturing batch No., • Quantity in the container, • applicable waiver reference (if applicable) (see section "Control of non-conforming products").	X	X	X	X	-

6.13.1.2 Plastic materials (additional requirements)

	Provider				
	S	R	D	M	P
6.13.1.2.1 If the Provider is QMMY2 certified (Molders Program) under their own name or via Crouzet's approval file, the following requirements apply in addition to those mentioned above: The following data must appear on every container: • Ⓤ Molders Program No.	-	-	-	X	-
6.13.1.2.2 The following information must appear on the packaging of each individual package inside the main container, i.e. on each sachet if parts are bagged and the sachets packed in a box: • Ⓤ Molders Program No.	-	-	-	X	-

If the Provider is not QMMY2 certified, refer to the section "Accompanying documents".

6.13.2 Traceability

	Provider				
	S	R	D	M	P

6.13.2.1 The Provider must have the means of being able to track parts and, if applicable, the material used. (batch No., Manufacturing batch No., date of manufacture, etc.).	-	-	-	X	-
6.13.2.2 ✈ For Aeronautic products, the Provider must implement an ascending and descending tracking procedure for Crouzet parts. He must routinely obtain and systematically keep a certificate of material conformity of the parts for each delivery.	-	-	-	X	-
6.13.2.3 ✈ The Provider must ensure the follow-up of all control brands (stamp, electronic signature, passwords)	X	X	X	X	-
6.13.2.4 ✈ These data and all elements of traceability must be kept available for Crouzet. This does not relieve the Provider to deliver required certificates of conformity.	-	-	-	X	-
6.13.2.5 Special case of molded parts: except for impossibility or anteriority, traceability must be ensured by integrating month/year dates and impression numbers in the molds and making proposals if the part drawings or tooling specifications do not include formal requirements.	-	-	-	X	-

PCEI may request to provide procedure for traceability and for awarding the batch number of production.

6.14 ISO 9001 § 8.5.3 - Crouzet property - Additional requirements

	Provider				
	S	R	D	M	P
6.14.1 About property of Crouzet or of its Customer, the Provider must: • mark in an indelible fashion all tools and manufacturing, testing and inspection equipment belonging to Crouzet or its Customer, so that the owner of each object can be clearly seen and is easily identifiable. Crouzet provides the property nameplate to be used. • Provide frequent information on the good condition of the CROUZET equipment available for production: The Provider must set up, update and communicate minimum every 6 months an inventory of this equipment that can also be searchable by CROUZET at any time. Specific requests for tools deemed critical, failing, at risk and at the end of their life must be subject to justified requests through the WIF: O Renewal O Requalification in state O Intervention / repair O Repurchase (in case of end of production) O Modification (product / Process improvement) • store these tools in a secure location. • take out new-for-old insurance guaranteeing reconstruction of tools and manufacturing, testing and inspection equipment belonging to Crouzet in the event of a claim, and supply proof of this on an annual basis (see section "Communication with Crouzet"). • Use, identify, maintain, regulate, calibrate, periodically check, including bearing the costs of these operations, the production and control facilities provided by Crouzet under the current loan for use contract.	-	-	-	X	-
6.14.2 About records, the Provider shall: • consider the specific records as the property of Crouzet and accept to restore all records to Crouzet at their request, • agree not to delete specific records (after the contractual service life) without written authorization from Crouzet.	X	X	-	X	-

6.15 ISO 9001 § 8.5.4 - Preservation - Additional Requirements

	Provider				
	S	R	D	M	P
The Provider must:					

6.15.1 ensure that the products are packaged in accordance with the requirements: ➢ defined in technical specifications, orders and purchase contracts, ➢ environmental concerns that may be expressed, ➢ and by seeking the best possible compliance with standards: • GALIA EMB-1 - disposable cardboard packaging and pallets • ISO 3394 - dimensions of rigid rectangular shipping containers,	X	X	X	X	-
• 6.15.2 use appropriate packaging to ensure products remain clean after the manufacturing process up to the point at which they are delivered to Crouzet,	X	X	X	X	-
• 6.15.3 ✈ Implement a prevention plan for the presence of all foreign objects (FOD Foreign Object Debris)	***X***	***X***	***X***	***X***	-
• 6.15.4 ensure that parts are supplied in the agreed packaging and that labels remain intact during transport and storage. Any modifications must be subject to prior agreement of Crouzet,	X	X	X	X	-
• 6.15.5 use a management system which guarantees: ➢ the principles of a "first in, first out" (FIFO) method to be applied ➢ compliance to delivery schedules.	X	X	X	X	-

6.16 ISO 9001 § 8.7 – Control of non-conforming products – Additional Requirements

	Provider				
	S	R	D	M	***P***
6.16.1 In the event of a deviation from Crouzet requirements, the Provider must submit a waiver request before delivery to the PQA function and document the issue as fully as possible by indicating, as a minimum requirement: • the exact nature of the dispensation and/or the fault noted, • the proportion of defective products and/or a statistical analysis enabling this proportion to be assessed, • the batch number concerned (if the waiver is sought after production), the desired quantity or duration, • a proposed action.	X	X	X	X	-
6.16.2 If the waiver is accepted by Crouzet, the waiver number should be clearly identified on the packaging and delivery note.	X	X	X	X	-
6.16.3 If the Provider discovers that a non-conforming product has been delivered to Crouzet, they must inform the PQA function immediately both verbally and in writing, including in the event of belated detection of faulty or out-of-specification measuring, inspection or testing equipment.	X	X	X	X	-
6.16.4 The Provider must deal with questionable or obsolete products in a similar way to non-conforming products.	X	X	X	X	-

6.16.5 The Provider is responsible for the quality of the parts that are supplied to Crouzet. This responsibility covers: • the parts themselves, • their transportation until the provision to Crouzet according to the agreed incoterm • any quality issues concerning finished products supplied by Crouzet	X	X	X	X	-
6.16.6 The Provider must acknowledge receipt of any complaint relating to non-conforming deliveries promptly.	X	X	X	X	-
6.16.7 The time frame for securing (identifying and isolating non-conforming or suspect parts in all stocks of finished and in-process products) ***and processing (sorting, replacement, ...) is 48 hours. See § 6.19.2.***	X	X	X	X	-
6.16.***8*** This action plan will be formulated in an 8D or equivalent format, which will be used to express the cause analysis and the corrective action plan that will follow.	X	X	X	X	-
6.16.***9*** The processing of the claim will be done ***on an 8D model or equivalent. See §6.19.2.***	X	X	X	X	-

These actions are necessary to ensure the supply of conforming parts to our production units without disrupting our logistic flow and meeting our commitments to the Customers.

If Crouzet discovers a Quality problem, Crouzet reserves the right to lodge a complaint with the Provider using the appropriate means.
A cost sheet detailing the costs associated with handling the non-conformity (production stoppages, sorting costs, etc.) can also be included with the complaint as well as a processing fee of 300 €.

6.17 ISO 9001 § 9.1.1 – Monitoring, measurement, analysis and assessment – Additional Requirements

The performance objectives are defined in the section "Design and development".

Note: Crouzet recommends sampling of ***at least 30*** parts. Standard NFE 60-181 should be applied (a capability study per impression can be requested if necessary).

	Provider				
	S	R	D	M	***P***
The Provider must:					
• 6.17.1 manage and control their manufacturing processes,	-	-	X	X	-
• 6.17.2 ensure that the parts supplied are clean and, where applicable, meet the cleanliness standard defined in the PCEIs,	X	X	X	X	-
• 6.17.3 Regularly monitor the capability of their manufacturing processes about <C> classified characteristics. Every 12-months is considered acceptable.	-	-	-	X	-

6.18 ISO 9001 § 9.2 – Internal audits – Additional Requirements

	Provider				
	S	R	D	M	P
6.18.1 Crouzet may require audits to be conducted at Provider manufacturing sites, including those of their Providers' Providers. The Provider agrees to provide access to Crouzet, its Customers and regulatory authorities, to local sites and all the records affected by orders under supervision, and to pass these requirements at all levels of the supply chain.	X	X	X	X	-

6.19 ISO 9001 § 10.2 – Non-conformities and corrective actions – Additional Requirements

	Provider				
	S	R	D	M	P
6.19.1 As soon as a quality problem arises, the Provider must carry out a structured analysis of the problem to be able to identify the root causes concerning the occurrence and the non-detection of the defect, and to implement the corresponding corrective actions based on anti-error devices (poka-yoke, …).	X	X	X	X	-
6.19.2 In the event of delivery to Crouzet of non-conforming products, analyses and corrective action plans must be communicated to Crouzet ***on an 8D type model or equivalent***, within the following time limits: • ***D0 – J0***: acknowledgement of non-conformity J0 • ***3D – 48 h***: Securing (***3D***) 48h • ***4D & 5D*** - 5 days (🚗) and 10 working days ***(others)***: Structured analysis (type 5M, 5P) of causes of occurrence and non-detection (***4D***) ***and definition of*** • correctives and preventive actions (***5D***) ***D6 to D8 –*** 1 month (🚗) and 2 months ***(others)***: Closing actions (verified efficiency, cross-functionality, capitalization, document update, etc.).		X	X	X	-
6.19.3 In the event of a deviation or non-achievement of expected performance over 3 successive months (see information in the Appendix relating to measuring performance), the Provider undertakes to develop action plans and communicate these to Crouzet. Crouzet will then input and monitor these plans in the "Quality - Improvement Plans" module in WIF.	X	X	X	X	-

6.20 Requirements relating to materials

6.20.1 "Reach" regulation

European Regulation "Reach" EC-1907/2006 dated on 12/18th/2006 on the registration, evaluation, authorization and restrictions of chemicals came into effect since 06/1st/2007.

	Provider				
	S	R	D	M	P
6.20.1.1 In accordance with Article 33, paragraph 1 of the REACH regulation, the Provider must inform Crouzet of any product supplied that includes a substance on the REACH candidate list containing more than 0.1% by weight in relation to the total weight of the component containing the substance.	X	X	X	X	-
6.20.1.2 REACH regulations are amended every 6 months on average. The Provider must keep abreast of any updates to the regulations.	X	X	X	X	-
6.20.1.3 If a substance is banned, the Provider must inform Crouzet of all actions taken to find a suitable replacement and the effective changeover date. If necessary, Crouzet will conduct validation tests.	X	X	X	X	-
6.20.1.4 For any re-supplies, the Provider must forward the REACH declaration to Crouzet stating the absence of substances from the most up-to-date candidate list.	X	X	X	X	-

6.20.2 « RoHS » Directive

Crouzet requires conformity with the RoHS directive 2011/65/EU for any part not intended for the aerospace, nuclear and automotive industries.

	Provider				
	S	R	D	M	P
6.20.2.1 For any re-supplies, the Provider must expect exemptions to be lifted.	-	X	X	X	-
6.20.2.2 The Provider must supply parts containing less than 0.1% lead and less than 0.01% cadmium and forward an RoHS 2011/65/EU declaration to Crouzet for the re-supply.	X	X	X	X	-

6.20.3 Other prohibited substances

	Provider				
	S	R	D	M	P
6.20.3.1 For reasons of operational incompatibility with certain Crouzet products or their potential toxicity to the personnel, the Provider must guarantee the absence of traces of the following substances on the surface of the parts/components supplied: • Silicon volatile • Red phosphorus • CMR (Carcinogens, Mutagens and Reprotoxics) • Chlorine and chlorine-containing compounds which may originate from: • the material itself • the production process (lubricant, mould release agent, etc.)	X	X	X	X	-

6.20.4 Conflict minerals

Section 1502 of the Dodd-Frank "Conflict Minerals" law was adopted in the USA in 2010. The term "conflict minerals" relates to minerals mined in conditions of armed conflict and human rights abuses such as in the Democratic Republic of Congo and adjoining countries. The minerals concerned are gold, tin, tantalum and tungsten.
In line with its corporate social responsibility policy, Crouzet is committed to ensuring its supply chain is managed responsibly and requires its Providers to ensure that minerals are sourced from mines where human rights are respected.

	Provider				
	S	R	D	M	P
6.20.4.1 At Crouzet's request, the Provider must undertake to complete the most up-to-date version of the CMRT (Conflict Minerals Reporting Template) and declare the source of all minerals used.	X	X	X	X	-

7 Appendix – Statements/certificates of conformity

The documents described here are generally required by PCEI.

7.1 Statement/Certificate of conformity of Initial Samples delivered with the final process or with a special process

They must include at least the following elements (ISO-IEC 17050-1):

- a unique identification of the statement,
- the name and address of the declarant,
- identifying the purpose of the statement: "the part number and PCEI"
- the certificate of conformity (see below)
- a clear and complete list of specified requirements "reference and date of the PCEI requesting the statement."
- the date and place of issue of the declaration,
- signature (or equivalent sign of validation), the name and title of the person authorized on behalf of the Provider stating,
- any limit of validity of the statement.

It is advisable to follow the model below, defined in the appendix of ISO-IEC 17050-1 :

A.2 Example of certificate of Conformity

Provider's declaration of conformity (in compliance with ISO/IEC 17050-1)

1) **Reference** ……

2) **Name of declarant** ……

Address of declarant ……

……

3) **Purpose of the declaration** ……

……

……

4) **The purpose of the above declaration complies with the requirements of following documents**

	Document reference	Title	Issue / Date
5)	……	……	……
	……	……	……
	……	……	……

Additional information

6) ……

……

……

Signed on behalf of

……

……

Place and date of issue

7) …… ……

(Name, job title) **(Signature or equivalent approved by the declarant)**

7.1.1 Statement/Certificate of conformity of IS delivery with final process	7.1.2 Statement/Certificate of conformity of IS delivery with special process
• Title of the statement : ➢ Statement of conformity with final process • Undertaking formula ➢ We declare that the manufacturing process of these initial samples complies, excluding waivers, reserves or exceptions listed in this statement of conformity, the final manufacturing process defined in the attached documents listed below. • Additional information : ➢ exclusions ➢ list, reference and version/date of attached documents (manufacturing synoptic, control plan, inspection instructions, ...)	• Title of the statement : ➢ Statement of conformity with special process • Formule d'engagement ➢ We declare that the special processes implemented to realize these initial samples complies, excluding waivers, reserves or exceptions listed in this statement of conformity, the requirements expressed in the documentation listed below. • Additional information : ➢ exclusions ➢ list, reference and version/date of requirements (drawing, specification, purchase order, …) defining the required special processes

7.2 Statement/Certificate of conformity types 2.2 et 3.1 of the delivery with the terms of the purchase order

The type name is taken from EN 10204.

They must include at least the following elements (according to NF L 00-015) :

- the words "Statement of conformity" / "Certificate of compliance" (NF L 00-015-C)
- the undertaking formula " We hereby declare, barring exceptions, reservations, or exemptions listed in this statement of conformity, that the listed supplies comply with the contract requirements and that, after completion of testing and verification, they completely satisfy all specified requirements, and applicable standards and regulations"
- Provider's name and the name of the Establishment,
- the name "Crouzet SAS" and the name of Establishment (Ales, Valence, Casablanca)
- the number of the statement and the number of pages,
- the number of Crouzet's purchase order,
- if necessary, the number of the delivery note and the date when it is separate from the statement of conformity,
- the name, the number and type of supply,
- the quantity, serial or lot number, and other contractual data of delivered supplies,
- the reference of documents concerning the definition of the supply and, if required in the contract, the number of compliance records,
- the number of recordable waivers,
- the name, job title, signature of authorized person acting on behalf of the Provider stating,
- the date of issue,
- the words "Document validated by electronic signature" when the declaration and signature were made by a computer system.

It is advisable to follow the model below, defined in the appendix of NF L 00-015 :

Fournisseur : Supplier : Lieferant : **Établissement** : Company : Betrieb :	**N° de la déclaration** : Statement no. : Nummer der Erklärung : **Nombre de feuilles** : Number of pages : Anzahl Blätter :
Client : Customer : Kunde : **Établissement** : Company : Betrieb :	**DÉCLARATION DE CONFORMITÉ** **(NF L 00-015C)** **STATEMENT OF CONFORMITY** **(NF L 00-015C)** **ÜBEREINSTIMMUNGSERKLÄRUNG** **(NF L 00-015C)**
N° du contrat : Contract no. : Vertragsnummer :	**N° et date du bordereau de livraison** : Number and date of delivery note : Nummer und Datum des Lieferscheins :

Dénomination Designation Bezeichnung	**Référence ou type** Reference or type Gerätenummer oder Modell	**N° de série ou de lot** Serial or batch number Serien- oder Losnummer	**Quantité** Quantity Stückzahl	**Observations** Observations Sonstige Angaben

MODÈLE

Nous déclarons que la fourniture citée est conforme aux exigences du contrat et que, après vérifications et essais, elle répond en tout point, aux exigences spécifiées, aux normes et règlements applicables, sauf exceptions, réserves ou dérogations énumérées dans la présente déclaration de conformité :

We hereby declare, barring exceptions, reservations, or exemptions listed in this statement of conformity, that the listed supplies comply with the contract requirements and that, after completion of testing and verification, they completely satisfy all specified requirements, and applicable standards and regulations:

Wir erklären, daß die vorliegende Lieferung in Übereinstimmung mit den Vertragsanforderungen hergestellt wurde und daß sie, nach Durchführung aller Kontrollen und Prüfungen, in jeder Hinsicht den in den diesbezüglich gültigen Normen und Vorschriften festgelegten Anforderungen, bis auf die in dieser Übereinstimmungserklärung genannten Ausnahmen, Vorbehalte oder Abweichungen, entspricht:

Responsable Qualité Fournisseur / Supplier quality manager / Qualitätsbeauftragter der Lieferfirma

Nom et fonction :
Name and title :
Name und Stellung :

Signature / Unterschrift:

Date / Datum :

Réservé à l'organisme de surveillance / Inspection body only / Die beauftrage Prüfstelle

Nom et fonction :
Name and title :
Name und Stellung :

Signature / Unterschrift:

Date / Datum :

Fournisseur : Établissement :	N° de la déclaration : Nombre de feuilles :
Client : Établissement :	**DÉCLARATION DE CONFORMITÉ** **(NF L 00-015C)**
N° du contrat :	N° et date du bordereau de livraison :

Dénomination	Référence ou type	N° de série ou de lot	Quantité	Observations

Nous déclarons que la fourniture citée est conforme aux exigences du contrat et que, après vérifications et essais, elle répond en tout point, aux exigences spécifiées, aux normes et règlements applicables, sauf exceptions, réserves ou dérogations énumérées dans la présente déclaration de conformité :

Responsable Qualité Fournisseur

Nom et fonction : Signature :

Date

Réservé à l'organisme de surveillance

Nom et fonction : Signature :

Date

7.2.1 Statement/Certificate of conformity type 2.2	7.2.2 Statement/Certificate of conformity type 3.1
This is a statement made under the previous paragraph to which is added a **non-specific** test or inspection result, that is to say, made of anything other than goods shipped with the statement. In this case : • must be defined (the) carachteristic(s) on which one(s) will testify, • the statement must identify the batch in / on which these tests / measurements were made, • the test / measurement report must be attached.	This is a statement made under the previous paragraph to which is added a **specific** test or inspection result, that is to say, made on goods shipped with the statement. In this case : • must be defined (the) carachteristic(s) on which one(s) will testify, • the statement must identify serial part number in / on which these tests / measurements were made, • the test / measurement report must be attached.
Example 1 : characteristic = raw matérial Statement = raw matérial lot number Attached report = analysis report of the used raw matérial lot	Example 1 : characteristic = raw material Statement = serial numbers of supplied parts Attached report = analysis report of the raw material used on a test piece made from the production of manufactured parts and supplied with them
Example 2 : characteristic = dimension X ± x Statement = manufacturing number Attached report = measured values, optionally mean and standard deviation, and number of parts on which the measurement was made	Example 2 : caractéristique = dimension X ± x Statement = serial numbers of supplied parts Attached report = measured values with identification (serial number) of parts on which the measurement was made

7.3 Declaration of conformity RoHS & Reach (example for Providers)

See F 029G02 (English version): Providers DECLARATION OF CONFORMITY RoHS & Reach

8 Informative appendix – Provider performance measurement

The technical and service performances of the Provider will be evaluated with the following indicators:

- ESSR External Provider Service Rate,
- Depth of delay (in days),
- ENCR External Non-Conformity Rate (% quality claims / received orders),
- DPMe Defective Parts per Million (ppm equivalent, taking account of defects: at incoming goods inspection (DPM1), during production (DPM2) or at end customer (DPM3) – only if the unit is a part)

Note: In the event of an identification issue on the package, it is the packaging unit that is taken into account in the DPMe calculation, rather than the number of parts.

All Providers can access their ENCR and DPMe performance measurement results in the the reference site as defined and communicated by Crouzet.

Action handling time is tracked and assessable via the WIF.

9 Provider approval

By completing the PCA.029 compliance matrix (F.029G03) the Provider agrees:
-To respect the requirements identified as compliant.
-To explain why he identifies non-compliant item and to put the action plans to become compliant.
Without returning the compliance matrix to PCA.029 within two months of release, PCA.029 will apply without restriction upon acceptance of a Crouzet purchase order.