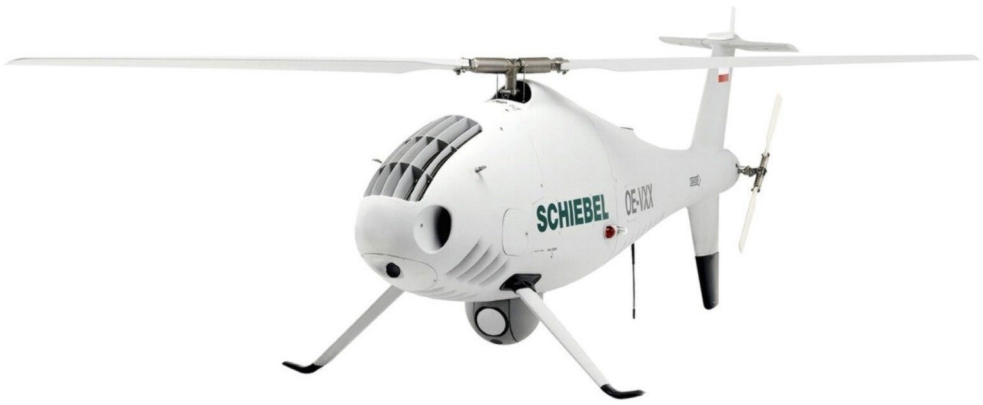
QUALITY ASSURANCE AGREEMENT

INDUSTRY/RESOURCES/SERVICES/BASIC REQUIREMENTS FOR SUPPLIERS



Erstellt von / Prepared by:	Datum / Date:	Unterschrift / Signature:
REKO	25.11.2020	Via sharepoint
Inhaltlich überprüft von / Content checked by:	Datum / Date:	Unterschrift / Signature:
NINE,GEHO	30.11.2020	Via sharepoint
Freigegeben von / Released by:	Datum / Date:	Unterschrift / Signature:
REKO	04.12.2020	Via sharepoint

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1 General information

1.1 Content of the document

This document governs the quality assurance aspects of technical and organisational framework conditions between suppliers (hereinafter referred to as “SUPPLIER”) and Schiebel Elektronische Geraete GmbH (hereinafter referred to as “SCHIEBEL”).

1.2 Purpose / validity

This document has the purpose of defining the general specifications between the respective SUPPLIER and SCHIEBEL. The Quality Assurance Agreement (QAA) is valid for the SCHIEBEL company locations listed in section 1.5. Only through close cooperation with our suppliers, the high reliability and continuous improvement of processes as well as quality and procurement is it possible to remain competitive. This QAA makes a significant contribution to the joint and future business relationship between SCHIEBEL and the SUPPLIER.

1.3 Document changes

Change	Date/Datum	Geänderte Seite(n) / Changed Page(s)	Beschreibung der Änderungen Description of changes
01	12.04.2017	all	Initial version
02	29.11.2017	4,6,7,10-15,18	Section 1.6 revised, Section 3,1; 3.5; 3.7;3.8;3.8.2;3.9 & 3.14 various wording adjusted
03	30.10.2018	10, 12 & 15	Section 3.5, 3.7.1 and 3.9 add various wording
04	04.2.2020	10, 12 & 15	Section 1.7 and 3.6 new, Section 2.1 and 3.7.1 changed

1.4 Scope of services

The subject of the Quality Assurance Agreement are all products and services supplied by the SUPPLIER including all related documentation in any form (electronic, data carrier, paper, etc.).

1.5 Included company locations of SCHIEBEL

This QAA is applicable to the following companies:

Schiebel Elektronische Geraete GmbH

- Head office: Margaretenstrasse 112, 1050 Vienna, Austria
- Site: Viktor Lang Strasse 30, 2700 Wiener Neustadt, Austria

In addition all Group-affiliated companies

- Schiebel Aircraft GmbH (SAG)
  Margaretenstrasse 112, 1050 Vienna, Austria

- Schiebel Mine Detection GmbH (SMD)
  Margaretenstrasse 112, 1050 Vienna, Austria

1.6 Amendments, supplements to and exclusions from the QAA

Amendments, supplements to and exclusions of parts of this Quality Assurance Agreement (QAA) must be made in writing and documented in the Comments section of chapter 6. They become valid when the document is signed.

1.7 Contact Schiebel

For efficient processing of requests we have implemented the following E-Mail Contacts which are listed in Table 1-1.

Topic	Contact	Note
Obsolescence	obsolete@schiebel.net	In case of obsolescence topics
EOL/ PCN Meldungen	pcn@Schiebel.net	
Servicebulletin	bulletin@schiebel.net	Information by SW-Change and change of functionality of product if supplier is design holder.
Special Release	SpecialRelease@schiebel.net	Request a Special Release
Quality Management	qm@schiebel.net	General QM Topics
Quality Assurance	qs@schiebel.net	Fault Fehler Report / Claim

Table 1-1 (Contact overview)

2 Responsibilities

2.1 Responsibility for the document

The Quality Manager is responsible for maintaining this document. This means that the role holder must also ensure that the current document, as amended, is available in SCHIEBEL's internal management system.

2.2 Team responsibility

2.2.1 Contact for SUPPLIER enquiries

- For content-related questions regarding the Quality Assurance Agreement, the respective contact person at SCHIEBEL is the respective quality assurance technician or the responsible purchaser.
- For questions on the aviation standard (Part 21) of the European Commission Regulation (EU) 748/2012*, the "Head of Airworthiness" is at your disposal.
- For questions about DIN EN9100 / ISO9001 (as amended), the quality manager of SCHIEBEL is at your disposal.

2.2.2 Duties of the SUPPLIER

- Duty to provide information
  - General (supplier self-information, changes to the certification status, etc.)
  - regarding the enquired service
  - other duties arising from this document
- Submission of reports
- Adherence to deadlines (delivery of the requested service at the agreed time)
- Timely notification in the case of deviation (delivery deadlines, quantities, etc.)
- Obtaining of approvals / special approvals

2.2.3 SCHIEBEL's duties

- Submission of full and complete procurement documents (order, specifications, drawings, layout plans, etc.)
- Duty to provide information regarding the requested service
- Submission of approvals and error reports

3 Agreement

3.1 Supplier QM system

The SUPPLIER undertakes to apply a QMS according to ISO 9001 as amended or a QM system that meets all requirements of the stated norm, at the very least. The aim is to achieve certification according to DIN EN 9100 (as amended) as well as the introduction of an environment management system according to DIN ISO 14001. The SUPPLIER must ensure the continued existence of their management system / certification and thus the availability of a valid certificate. SCHIEBEL must be informed of any revocation of a certificate within 14 days thereof. SCHIEBEL shall be entitled to terminate the contract at any time in the event of an invalid certificate or ineffective internal quality management system. The primary objective of all quality assurance plans is to avoid or, at the very least, identify error sources at an early stage to be able to take corrective action with the aid of appropriate measures. The SUPPLIER shall be obliged to introduce a risk assessment process that pursues and should guarantee a “zero error” strategy over the long term.

The SUPPLIER shall be obliged, at the request of SCHIEBEL, to create / carry out a first article inspection (FAI), an 8D report or immediate and corrective action.

3.2 Supplier evaluation

SCHIEBEL shall evaluate the quality of the requested and received service(s). Data from the incoming goods inspection, production and the end customer are pooled to create an overall assessment. SCHIEBEL operates a supplier evaluation system founded on the following points:

- Product quality
- Price/quality ratio
- Ability to supply
- Respect of deadlines
- Technical care

The result is the overall evaluation which is used to determine whether a SUPPLIER is blocked (“blocked” status), retains the “approved” status in the goods management system, or other steering measures are required. The result of the supplier evaluation is communicated to the SUPPLIER, along with a request to take action (if applicable), after being completed.

3.3 Involvement of external providers (sub-suppliers)

If the SUPPLIER procures products or services from external providers to manufacture or assure the quality of services requested from SCHIEBEL, the SUPPLIER must seek approval for these from SCHIEBEL. Once the external provider has been approved by SCHIEBEL, the SUPPLIER must conclude a confidentiality agreement with its external provider, forward the currently applicable QAA to said provider for acknowledgement and obtain both confirmation and a declaration of commitment in respect of this QAA. The SUPPLIER shall grant SCHIEBEL the right to view the aforementioned evidence for the external provider to be approved by SCHIEBEL upon request.

When buying in processes, products and services, as well as when selecting and making use of external providers, the SUPPLIER must determine and manage the associated risks.
If certain external providers are stipulated by SCHIEBEL (e.g. for special processes), they must be used without exception. The SUPPLIER must also ensure that any sub-suppliers use these defined procurement sources.

The SUPPLIER must ensure that its external provider implements suitable checks with its direct and subsequent external providers to make sure that the requirements are met.

The SUPPLIER must ensure that its external provider

a. Defines the process, responsibilities and accountabilities for the decision on the status of approval, for changes to the status of approval and conditions for the managed use of external providers depending on their approval status.
b. Maintains a record of external providers that indicates the status of approval (e.g. approved, conditional, and not approved) and the scope of approval (e.g. product type, process family).
c. Regularly evaluates the performance of external providers, including the compliance of processes, products and services, and punctual delivery.
d. Defines the necessary measures in respect of external providers that do not meet the requirements.
e. Defines requirements to check documented information prepared and/or stored by external providers.

The SUPPLIER must also ensure that the externally provided processes, products and services do not have a sustainably negative influence on the ability of the SUPPLIER to deliver products and services of a consistent quality to SCHIEBEL. Therefore, the SUPPLIER must ensure that externally provided processes remain under the control of its QM system, that measures to manage the external provider are defined or the measures to manage the results of the external provider are defined.

The following points must be considered by the SUPPLIER:

- The potential effects of externally provided processes, products and services on the ability of the SUPPLIER to consistently meet the requirements of SCHIEBEL, as well as any relevant statutory and regulatory requirements, must be considered.
- The effectiveness of the management measures taken by the external provider must be considered.
- The findings of the regular review of the performance of the external providers must be considered.

The SUPPLIER must verify or define other activities required to ensure that the externally provided processes, products and services meet the requirements of SCHIEBEL.

Verification measures in respect of externally provided processes, products and services must be performed in accordance with the risks determined by the SUPPLIER. This must include the inspection or periodic review, as far as applicable, if there is a high risk of non-conformity, including the existence of fake parts.

If an externally provided product is approved for production before all required verification work has been completed, this must be labelled and documented so as to enable a recall and replacement if it subsequently transpires that the product does not meet the requirements.

If the SUPPLIER transfers verification activities to the external provider, the requirements and scope for a transfer must be defined and a list of transfers maintained. The SUPPLIER must regularly monitor the delegated verification activities of the external provider.

If audit reports of external providers to verify externally provided products are used, then the SUPPLIER must introduce a process to evaluate the data in the audit reports so as to confirm that the product meets the requirements. If SCHIEBEL or an organisation has identified raw materials as a material operating risk (e.g. critical units), then the SUPPLIER must introduce a process to validate the accuracy of audit reports.

SCHIEBEL may request proof from the SUPPLIER that the SUPPLIER has taken steps to ensure the effectiveness of the QM system of its external provider.

3.4 Audits

The SUPPLIER shall allow SCHIEBEL to determine by means of audits whether the former's quality assurance measures meet the requirements of SCHIEBEL. A system, process or product audit may be carried out within ten working days following prior written notice.

The SUPPLIER shall grant SCHIEBEL, regulatory authorities and – if necessary – its customers, provided that these are not competitors of the SUPPLIER, access to all sites, audit locations, warehouses and adjacent areas, as well as the right to inspect documented, quality-relevant information. For audits regarding operational approval as per EU Directive EC748/2012 (Part 21), the relevant aviation authorities must also be granted access and the right to inspect the relevant documents.

While doing so, the necessary and appropriate restrictions set by the SUPPLIER to safeguard its business secrets and the rights of third parties shall be taken into account and accepted.

SCHIEBEL shall notify the SUPPLIER of the result of these audits. If, from SCHIEBEL's perspective, action must be taken, the SUPPLIER undertakes to prepare an action plan with specific and appropriate measures within a suitable period of time, and to both implement these and inform SCHIEBEL thereof within an appropriate time frame.

3.5 Communication in the event of deviations

If it becomes clear that the agreements reached, e.g. quality features, deadlines, delivery quantities, cannot be upheld, the SUPPLIER must promptly notify SCHIEBEL thereof in writing. This also applies to any deviations identified after delivery.

The SUPPLIER undertakes, as far as is relevant to the service requested for SCHIEBEL, to promptly inform SCHIEBEL of

- changes to production methods, processes and materials
- change of individual production steps
- Change in the external provider
- changes to audit procedures / systems
- relocation of production sites
- changes to product features

In such a way that SCHIEBEL can check whether the planned changes may have a negative effect. If this is the case, a new first article inspection with the associated documents must be carried out. If SCHIEBEL fears adverse effects and therefore objects in writing, a common solution must be developed. The obligation to notify is void if the SUPPLIER, after careful examination, is able to rule out such effects. Any silence of SCHIEBEL regarding the change shall not release the SUPPLIER from its sole responsibility for the characteristics and quality of the products, unless a change is made at the request or specification of SCHIEBEL.

3.6 Obsolescence

Der SUPPLIER shall undertake to implement an active Obsolescence - Management and to inform SCHIEBEL duly, that means immediately if the supplier becomes known, if the Materials is not available on the market or is discontinued (Contact see Section 1.7).

Note: This Section is valid if the supplier produces electronic materials.

3.7 Steering of faulty products

The SUPPLIER must maintain a system to control faulty products or services. If SCHIEBEL finds faulty products of the SUPPLIER, the latter shall promptly be notified by SCHIEBEL thereof. Upon receipt of the goods, the SUPPLIER must complete the submitted fault report (Fault Report, reference see section 4.1) of SCHIEBEL with long-term corrective measures within ten working days or create and return an 8D report (reference see section 4.1) on request. The defined corrective measures must be implemented by the SUPPLIER and reviewed for effectiveness. SCHIEBEL reserves the right to suitably pass on any associated additional expenses (such as travel, complaint, sorting, analysis, etc.) to the SUPPLIER (causer).

The following options exist:

- Immediate rejection of the entire delivery
- Sorting and/or reworking by the SUPPLIER at SCHIEBEL
- Conditionally usable - one-time special approval (see 3.7.1)

- Replacement delivery
  In the event of damage to the goods or parts claimed, a replacement delivery must be made within ten working days of receipt of the complaint.

If the SUPPLIER subsequently realises that it has delivered faulty products or services to SCHIEBEL, it must immediately, at the latest within 48 hours, communicate this to its contact person at SCHIEBEL. This requirement must also be passed on to subcontractors.

3.7.1 Application for special approval from SCHIEBEL

The SUPPLIER must notify SCHIEBEL in writing of faulty products by means of a voluntary supplier declaration. The application for special approval must be issued in writing to SCHIEBEL before the goods are dispatched (Contact see Section 1.7). For this, SCHIEBEL's "Application for special approval" (for reference, see section 4.1) form must be used. A copy of the completed form, which has been approved and signed by SCHIEBEL, must be enclosed with the goods upon delivery.

3.8 Documented information

SCHIEBEL shall ensure the appropriateness of the requirements prior to disclosure thereof to SUPPLIERS.

SCHIEBEL shall inform the SUPPLIER when ordering, if applicable, about the following:

- Requirements for the scope of performance of the requested service including the determination of the relevant technical data (for example, specifications, drawings, process requirements, test instructions).
- Rules for the
  - approval of: requested service, methods and equipment
  - approval of the requested service
- Rules on SUPPLIER communication with SCHIEBEL.
- Rules on the controlling and monitoring of the SUPPLIER's performance by SCHIEBEL.
- The planned verification or validation activities of SCHIEBEL, its customers and regulatory authorities at the SUPPLIER.

The SUPPLIER shall prepare documented information about the execution of the QA measures, in particular about measured values and test results, and properly store any product samples. The SUPPLIER shall provide SCHIEBEL with any samples upon request. Subsequently, the SUPPLIER shall ensure the controlling of the documented information (including documented information of external origin, such as customer documents, standards, etc.) and effectively implement the resulting requirements.

SCHIEBEL shall also be entitled, in the event of complex products or services, to demand from the SUPPLIER a feasibility study in written form (for reference, see section 4.1). If applicable, this feasibility study must be enclosed with the offer.

With the order confirmation, the SUPPLIER confirms that

- all technical documents specified in the order are available.
- all technical parties involved with the order have access to these technical documents.
- all documents have been understood.
- the changes to drawings, company standards, etc., are known.
- the products or services are made available, corresponding to the order,
  - at the price given
  - in the stated quantity
  - at the designated location
  - at the stated delivery time
  - in the corresponding quality.

Note: Taking into account the date, price and quality, the feasibility analysis evaluates all phases of product realisation (procurement, assembly, production, various processes).

3.8.1 Retention period of the documented information

The obligation to retain documented information and samples after delivery of the requested service by SCHIEBEL shall be at least 15 years. After the deadline the SUPPLIER must apply for scrap approval by SCHIEBEL. In case of written permit The SUPPLIER is allowed to scrap the documented information and pattern according the legal regulation.

3.8.2 Inspection by SCHIEBEL

With a view to constructive cooperation, the SUPPLIER shall grant SCHIEBEL access to all documented information relevant to the requested service (see point 3.4).

3.8.3 Audit certificate and certificate of conformity (CoC)

In the event that a test certificate or certificate of conformity (CoC) is required upon delivery, this can be seen on SCHIEBEL's order in the order position. The SUPPLIER is obliged, if requested by SCHIEBEL, to check and document independently according to the specifications of SCHIEBEL.

- The following shall apply pursuant to EN 10204 as regards the audit certificate:
  The SUPPLIER must enclose this with the order without being requested to do so. If nothing more precise is defined in the order then a 3.1 certificate is valid.

- As regards the certificate of conformity, the following shall apply:
  The SUPPLIER must enclose this with the order without being requested to do so.

The SUPPLIER shall be responsible for the conformity of all externally provided processes, products and services, including those derived from sources specified by SCHIEBEL.

3.9 Agreements on products and processes

The SUPPLIER must ensure the quality in accordance with the specifications of this agreement. Any deviations of the products from the condition agreed upon or guaranteed in the respective delivery contract (for example specifications, data sheets, drawings, samples) shall be assessed and processed according to the agreements of the supply contract.

The SUPPLIER shall check, within a reasonable time, whether the product requirements (such as specifications, data sheets, drawings, parts lists, etc.) provided by SCHIEBEL are complete and formally correct.

The SUPPLIER shall check, whether the product requirements such as

- special requirements
- critical units
- key features

have an influence over the performance of the service, and/or these requirements are correspondingly pursued and documented internally.
Development activities must be managed in accordance with a separate agreement (if applicable).

3.9.1 Planning, development, testing, approval

If the order includes development tasks to the SUPPLIER, the requirements will be defined in writing by the contracting parties, e.g. in the form of specifications.

The SUPPLIER undertakes to carry out project management as early as the planning phase of products, documents (e.g. drawings), production processes and other cross-divisional tasks and to grant SCHIEBEL access and make the same available upon request.

The SUPPLIER shall conduct process planning (e.g. work schedules, inspection plans, equipment, tools, machinery, etc.) and ensures, through appropriate preventive measures (such as FMECA), that errors foreseeable with the latest technology are prevented.

The SUPPLIER shall ensure the suitability of the production equipment. Quality is monitored by regular internal audits or similar measures.

3.9.2 Preliminary samples and initial samples

3.9.2.1 Preliminary samples (prototypes)

Preliminary samples are parts produced according to standard documents that have not yet been released (e.g. drawings / draft version) and / or under conditions that are not yet standard.

The reasons for preliminary samples may include:
- New design and preproduction delivery
- Change to existing products

These preliminary samples are to be delivered with a preliminary sample test report. All dimensions / requirements according to the drawing (target / actual) must be documented (for reference, see section 4.1). SCHIEBEL shall define the need for preliminary samples. The approval of preliminary samples shall be issued by the responsible development departments at SCHIEBEL.

In any case, the SUPPLIER must carry out an initial sample inspection for series approval.

3.9.2.2 Initial samples

Initial samples are products that are manufactured according to approved drawings and under standard conditions.

Note: Initial samples are not preliminary samples (prototypes)

Reasons to present initial samples:

- New supplier of SCHIEBEL
- Change of supplier
- New part
- Design change that has an impact on the shape, fit or function of the part
- Change to production facility(-ies), process(es), inspection methods, production site, tools, or materials that may affect shape, fit, or function
- Change to the numerical control program or transition to another medium with possible effects on shape, fit or function
- Natural or man-made incidents that may have a lasting impact on the production process
- Interruption of production for a period of two years or as determined by SCHIEBEL

These initial samples are to be delivered with an initial sample test report. All dimensions / requirements according to the drawing (target / actual) must be documented (for reference, see section 4.1).

All sample test reports must be completed as far as possible and signed by the SUPPLIER.

The result may be:

- Approved
- Approved with conditions
- Rejected, re-sampling required

Approval of the sample by SCHIEBEL shall not release the SUPPLIER from its responsibility for the quality of its products.

3.10 Manufacture and inspection of products

The SUPPLIER shall prepare inspection plans or inspection instructions for all necessary inspections. The inspection plans must be designed in such a way that the defined tests (taking into account the relevant standards or legal / regulatory requirements) are carried out in the course of the entire internal flow of goods (from receipt of goods to final inspection and delivery). Subsequently, if required by SCHIEBEL, the SUPPLIER must document its measurements, and sign and enclose the measurement results of the goods. The SUPPLIER ensures through an ongoing change service that only the current inspection plans and inspection instructions are used.

SCHIEBEL reserves the right to agree statistical methods with the SUPPLIER for special products and quality problems.

Examples may be:

- SPC
- CC features

In the event of process disruptions and quality deviations, the SUPPLIER shall analyse the causes, initiate improvement measures and verify their effectiveness.

Caution: The SUPPLIER must inform SCHEIBEL in case of a change of the production facility; production process and must then grant for approval by SCHEIBEL.

If, in exceptional cases, the SUPPLIER cannot supply products that meet the specifications, it must obtain special approval from SCHIEBEL before delivery (see section 3.6.1).

The SUPPLIER shall take into account information and suggestions from SCHIEBEL with regard to improving the quality of products through changes in the production process, in quality assurance and in fault analyses, to the extent possible and under its own responsibility.

3.11 Labelling and traceability

The SUPPLIER undertakes to label the products, parts and packaging in accordance with the agreements made with SCHIEBEL. It must ensure that the labelling of the packaged products is also legible during transport and storage.

The labelling of the packaging includes at least the following items:

- article description, article number SCHIEBEL (SE No. or MT No.)
- if necessary, quantity, serial / batch number and drawing number
- order number, if possible delivery note number via EAN code

The individual parts are labelled in accordance with the specification document (drawing, customer's guideline, etc.). Additional labelling of individual parts with internal data (e.g. number, supplier name) may only be performed with the written approval of SCHIEBEL.

The SUPPLIER undertakes to ensure the traceability of the products delivered by it. If an error is detected, traceability and the limitation of the faulty requested service must be guaranteed.

3.12 Goods / equipment provided by SCHIEBEL

Insofar as SCHIEBEL provides the SUPPLIER with production and testing equipment, in particular means and equipment in connection with the purchase of supplies, these shall be marked as the property of SCHIEBEL. The SUPPLIER shall be responsible for the integrity and proper functioning of the same and arrange for maintenance and repairs at the expense of SCHIEBEL.

Molds, tools, devices, test equipment and test devices as well as provided material which are made available to the SUPPLIER by SCHIEBEL are

- to be used by the former for production
- to be labelled as the property of SCHIEBEL ("property of SCHIEBEL")
- to be stored separately with appropriate care
- to be used exclusively for SCHIEBEL (exceptions here require written approval from SCHIEBEL)
- to be kept serviced, maintained, calibrated and ready for use
- to be returned to SCHIEBEL without being requested to do so when the supplier relationship comes to an end.

This can be checked by SCHIEBEL during audits.

If necessary, the SUPPLIER shall make its in-house test equipment, potentially with test personnel, available to SCHIEBEL representatives during external acceptances.

The material provided by SCHIEBEL or procured by third parties at the instigation of SCHIEBEL shall be inspected by the SUPPLIER for suitability and freedom from defects before processing and / or refining. Supplied material remains the property of SCHIEBEL, must be stored separately, labelled as the property of SCHIEBEL and held free of charge for SCHIEBEL. It may only be used for orders from SCHIEBEL. Parts requiring a batch / serial number must be documented. In case of mixing, decline in value or loss, compensation must be paid.

3.13 Environmental protection / occupational health and safety

The SUPPLIER undertakes to comply with all legal and regulatory requirements / regulations on environmental protection and to minimise the impact on man and the environment by means of appropriate organisation and appropriate operational environmental protection. Moreover, the SUPPLIER agrees to comply with the requirements of the Occupational Health and Safety Act for the purpose of occupational health and safety management.

Insofar as the SUPPLIER performs work on the premises of SCHIEBEL, it will comply with the relevant safety and accident prevention regulations of SCHIEBEL and take into account arrangements made by SCHIEBEL regarding conduct on the premises.

3.14 New and faked material

The SUPPLIER shall use only new material for the delivery / service.

For the delivery / service, the SUPPLIER shall only supply original input material from the original component manufacturer (OCM), the original equipment manufacturer (OEM) or from a distributor that has obtained the material directly from the OCM / OEM and has been authorised in writing by the OCM / OEM to sell on the material. The SUPPLIER may neither use nor supply fake material or material purchased from other sources.

When performing the delivery / service, the SUPPLIER must establish and follow appropriate written rules for the traceability (to OCM / OEM) of the material used to fulfil the delivery / service and to identify fake material. Following a justified request, the SUPPLIER must allow the verification and copying of these rules and the associated records.

The SUPPLIER warrants that it will only use and supply original and new materials which have been purchased by the OCM / OEM or the authorised manufacturer / distributor, in accordance with the approved rules when performing the delivery / service.

The SUPPLIER shall ensure that fake or potentially fake material is locked away accordingly in order to prevent further use thereof.

In the event of this agreement being violated, SCHIEBEL may

- refuse the material offered for delivery.
- reverse the acceptance of any previously supplied materials.
- require from the SUPPLIER that the material previously accepted by SCHIEBEL is repaired or replaced at the former's expense.

The SUPPLIER must indemnify SCHIEBEL and its customers against any liability, costs and expenses in the event of a breach of this agreement.

The SUPPLIER shall incorporate the contents of this article in any subcontracting agreement granted under this contract.

3.15 Requirements with respect to personnel

The SUPPLIER must ensure that all relevant persons / employees are aware of the following aspects:

- Their contribution to product or service conformity.
- Their contribution to product safety.
- The importance of ethical conduct.

3.16 Final provisions

This agreement is an integral part of any supplier agreement.

3.16.1 Ineffective / invalid provisions

Should individual provisions of this agreement be ineffective or unenforceable, or should they become so after the contract has been concluded, this shall not affect the validity of the rest of the agreement. The ineffective or unenforceable provision should be replaced by an effective and enforceable one, whose impact comes closest to the economic objective pursued by the contracting parties with the ineffective or unenforceable provision. The above provisions shall apply correspondingly in the event that the contract is revealed to have gaps or omissions.

4 Documents

4.1 Other applicable documents

Table 4-1 provides an overview of the other applicable documents (work instruction, procedure, form, guideline, etc.).

Number	Name	Type
PM-31-0040-00-**	Request for special approval	Form Sheet
PM-31-0002-00-**	Fault Report	Form Sheet
PM-31-0041-00-**	8D Report	Form Sheet
PM-31-0037-00-**	Feasibility Analysis	Form Sheet
PM-31-0019-00-**	Initial Sample Test Report	Form Sheet
PM-31-0019-00-**	Preliminary Sample Test Report	Form Sheet

Table 4-1 (Summary of applicable documents)

** latest revision according to the procedure “Control of documents”

The applicable documents are to be used as described in this QAA and are available for download from our website (www.schiebel.net) in the latest version.

4.2 Dependent documents

Table 4-2 provides an overview of the dependent documents (procedure instructions).

Number	Name	Type

Table 4-2 (Summary of dependent documents)

** latest revision according to the procedure “Control of documents”

5 Lists

5.1 Definition of terms

Term	Definition
Requested service	This refers to the service to be rendered (products, processes and services)
Services	This refers to all activities performed by the Supplier.
Documented information	This refers to all records and documents.
External provider	This refers to external organisations that offer their products and services.
Supplier	This refers to the respective company providing products to SCHIEBEL or services for SCHIEBEL.
Staff member	This term is used in a gender-neutral way in this document.
Products	This includes both material goods (goods, documents, patents, equipment, infrastructure, machinery, raw materials, etc.) as well as intangible goods (information, software, etc.)

5.2 List of abbreviations

All abbreviations in the document are documented here.

Abbreviation	Term	Synonym
CC	Special features	
EASA	European Aviation Safety Agency	
EU	European Union	
FAI	First Article Inspection	
FMECA	Failure Mode, Effects and Criticality Analysis	
QM	Quality Management	
QA	Quality Assurance	
QAA	Quality Assurance Agreement	
RL	Guideline	
SEG	Schiebel Elektronische Geraete GmbH	
SPC	Statistical Process Control	

Note: Abbreviations are to be listed alphabetically.

6 Signatures

The Quality Assurance Agreement has been read and understood by the SUPPLIER in its current version.

Notes:

	Supplier	**Schiebel**
Company name: (Stamp)	_____	Schiebel Elektronische Geraete GmbH Margaretenstrasse 112 1050 Vienna Austria
Place:		
Date:	___.___.20___	___.___.20___
Name:		
Signature:		
Name:		
Signature:		