SQR - Supplier Quality Requirements

Chapter	Sub-Chapter	Paragraph	Information/ Requirement
1. Scope	1.1	1.1.1	This document specifies Quality Requirements for IAI Suppliers that provide processes, products and services under the following category : **- Type 12 : Manufacturing Sub-contractors**
1. Scope	1.9	1.9.1	Suppliers supplying POs intended for **Civil Aviation** products shall comply with CAG-9000 Requirements (Latest Revision).
1. Scope	1.1	1.10.1	Suppliers supplying POs intended for the **Bedek Aviation Group** shall comply with the Bedek Aviation Group - Quality Assurance Requirements (Lastest Revision).
1. Scope	1.11 Quality requirements applicable to the PO	1.11.1	Supplemental quality requirements related to the specific product ordered, are included in the PO and it's Applicable Documents, in addition to the requirements specified in this SQR.
1. Scope	1.11 Quality requirements applicable to the PO	1.11.2	Requirements order of precedence: In cases of conflict between requirements in this SQR and requirements in other purchase order documents, the following is the order of precedence: - Purchase Order - Product file / Drawings - SOW, technical specifications - This SQR.
1. Scope	1.11 Quality requirements applicable to the PO	1.11.3	Per IAI request, the Supplier shall submit a compliance matrix to the PO requirements including this SQR, and obtain IAI approval.
2. Applicable Documents	2.1 International Standards	2.1.1	ISO 9001 (LR) Quality Management Systems - Requirements.
2. Applicable Documents	2.1 International Standards	2.1.2	AS9100 (LR) Quality Management Systems - Requirements for Aviation, Space and Defense Organizations.
2. Applicable Documents	2.1 International Standards	2.1.4	AS9102 (LR) Aerospace First Article Inspection Requirements.
2. Applicable Documents	2.1 International Standards	2.1.5	AS9103 (LR) Variation Management of Key Characteristics.
2. Applicable Documents	2.1 International Standards	2.1.7	AS9146 (LR) Foreign Object Damage (FOD) Prevention program – Requirements for Aviation, Space, and Defense organizations.
2. Applicable Documents	2.1 International Standards	2.1.8	AS9163 (LR) Aerospace Series - Certificate of Conformity Requirements.
2. Applicable Documents	2.1 International Standards	2.1.9	AS 5553 (LR) Counterfeit Electronic Parts Avoidance, Detection, Mitigation and Disposition.
2. Applicable Documents	2.1 International Standards	2.1.10	AS6174 (LR) Counterfeit Materiel; Assuring Acquisition of Authentic and Conforming Materiel

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2. Applicable Documents	2.1 International Standards	2.1.11	ISO/ IEC 17025 (LR) General Requirements for the Competence of Testing and Calibration Laboratories.
2. Applicable Documents	2.1 International Standards	2.1.12	ISO 10007(LR) Quality Management — Guidelines for configuration management
2. Applicable Documents	2.2 IAI Process Specifications	2.2.1	IAI PS474000E (LR) – IAI Requirements and Procedures for Avoiding Counterfeit EEE Parts
2. Applicable Documents	2.2 IAI Process Specifications	2.2.2	IAI PS 850100E (LR) - Acceptance Testing of Incoming Raw Metalic Materials.
2. Applicable Documents	2.2 IAI Process Specifications	2.2.3	IAI PS 850110E (LR) - Acceptance Testing of Incoming Aerospace Fasteners.
2. Applicable Documents	2.3 Military Standards	2.3.1	MIL-STD-129 (LR) - Military Marking for Shipment and Storage
2. Applicable Documents	2.3 Military Standards	2.3.2	MIL-STD-130 (LR) - Identification Marking of U.S. Military Property
3. General Requirements	3.1 Quality Management System requirements	3.1.1	The Supplier shall maintain a valid ISO 9001 certification under the authority of a recognized accreditation process, that is recognized by the International Accreditation Forum (IAF) requirements.
3. General Requirements	3.1 Quality Management System requirements	3.1.2	The Supplier's Quality Management System shall comply with AS/EN/JISQ/IA 9100 or equivalent (LR) and the additional requirements defined in this document. 1E Distributors shall comply with AS/EN/JISQ/IA 9120 Requirements (LR).
3. General Requirements	3.2 Right of Access	3.2.1	IAI, its customers and regulatory authorities shall be entitled to have their representative granted access to all areas at the supplier's premises, where work is being carried out for IAI. The Right of Entry requirement shall flow down to all sub-tier suppliers, applicable to the PO. The representative shall be entitled to: - Verify the compliance of the item with the engineering specifications and requirements of the purchase documents. - Conduct on-site audits - Evaluate, validate, inspect and observe tests, as well as the applicable documentation of all products to be supplied by the supplier under IAI PO. - Assure compliance with IAI Quality Requirements. - Access OASIS Level 2 data related to supplier's 3rd party audits (applicable to AS91**XX** certified suppliers).
3. General Requirements	3.2 Right of Access	3.2.2	Upon request, the supplier shall present, to the IAI representatives, any manufacturing documents, work instructions, and quality records related to the IAI purchase order.
3. General Requirements	3.3 Supplier Performance	3.3.1	The Supplier's performance is evaluated by IAI and indicated in the IAI Suppliers Portal/ Nipendo. The Supplier shall monitor its rating and initiate corrective actions, to maintain its rating above 85%.

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3. General Requirements	3.3 Supplier Performance	3.3.2	A Quality Improvement Plan (QIP) shall be submitted to IAI upon request.
3. General Requirements	3.3 Supplier Performance	3.3.3	Upon request, the Supplier shall provide IAI with a Quality Status Report on a periodic basis. This Quality Status Report shall contain all or part of the following, as specified by IAI: First Time Quality (FTQ) yield, internal & external failure trends and analysis, Root Cause Analysis and Corrective Actions (RCCA), escapes and complaints.
3. General Requirements	3.4 Awareness, Training and Competence	3.4.1	The Employee Competency program shall include, but is not limited to, the following. Awareness of Product safety, counterfeit and suspected counterfeit parts, the importance of ethical behavior, contribution to product or service conformity, hazardous materials, awareness of regulations and customer requirements, as applicable to employee duties and work environment.
3. General Requirements	3.5 Acceptance Authority Media and Stamp Control	3.5.1	The Supplier shall use acceptance authority media (e.g., stamps, electronic signatures, passwords) to identify qualified operators and Inspectors. Inspectors shall use the acceptance authority media to approve quality records and to identify parts (as applicable).
3. General Requirements	3.5 Acceptance Authority Media and Stamp Control	3.5.2	The Supplier shall establish controls and procedures for the use of Acceptance Authority media (e.g., stamps, electronic signatures, passwords). The controls shall ensure traceability of the stamps, and periodic verification for their legibility.
3. General Requirements	3.6 Ethical Behavior Policy	3.6.1	The Supplier shall have an internally published Ethical Behavior Policy. The policy is intended for all employees and shall cover the various areas of expected behavior. The policy shall be detailed to a level that enables proper training to the affected personnel.
3. General Requirements	3.7 Communication	3.7.1	The Supplier shall appoint a Quality Management POC for IAI.
3. General Requirements	3.7 Communication	3.7.2	The Supplier shall notify IAI within 24 hours, on any potentially Non-Conforming product supplied, attaching all the required details (P/N, S/N, delivery information, quantity, detailed description of the nonconformity and its implications.)
3. General Requirements	3.7 Communication	3.7.3	The Supplier shall notify IAI within 14 calendar days of any changes to: Ownership of the company, QMS certificate, Nadcap certificate, key management personnel, organizational structure, change in facility, location and/or any other significant changes that may affect the products or services delivered to IAI.
3. General Requirements	3.7 Communication	3.7.4	The Supplier shall review the applicable information listed in the IAI Suppliers Portal/ Nipendo during PO review.
3. General Requirements	3.7 Communication	3.7.5	The Supplier shall periodically (at least quarterly) monitor and review the IAI Suppliers Portal. The review shall cover certification validity, quality and delivery rating, Unsatisfactory Reports (UR) status, engineering data configuration (complete check marks in the acknowledgment column), Point of Contact (POC) for engineering documents distribution, etc.

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3. General Requirements	3.7 Communication	3.7.6	For Special Processes (SPs): The supplier shall evaluate, at least quarterly, the approval status of the various SP suppliers , as defined by their specific design authority, related to the IAI PO. (In some cases, the Supplier is required to evaluate SP approval status, with more than one design authority).
3. General Requirements	3.7 Communication	3.7.7	The Supplier is responsible for notifying IAI if documents that are required to carry out the work defined in the active POs, are missing from the IAI Supplier Portal/ Nipendo.
3. General Requirements	3.8 Record Retention	3.8.1	The Supplier and the sub-tier suppliers shall maintain verifiable objective evidence required by this document and the applicable requirements. These records (Electronic or Physical) shall be made available to IAI, IAI customer and/or government representatives upon request within 3 calendar days. These records shall be retained in a safe, secured and accessible location for a period of 10 years, after date of delivery or as defined in the contract/SOW.
3. General Requirements	3.8 Record Retention	3.8.2	Records held for the required retention period shall not be destroyed without written IAI concurrence.
4. Plan and Manage	4.1 Program/Project Quality Plan	4.1.1	Upon IAI request, The Supplier shall submit a Program Quality Plan (PQP) which addresses the contractual requirements and the requirements specified in this document. The PQP shall describe and document the planning of the product realization in terms of Quality Requirements for the product, needed resources, required control activities (verification, validation, monitoring, inspection and/or testing), and acceptance criteria. The PQP shall be submitted to IAI for approval. Changes shall be made to the PQP as may be needed, following changes in the PO, and require IAI re-approval.
4. Plan and Manage	4.2 Risk Management	4.2.1	The Supplier shall adopt a risk management policy using appropriate risk management tools to manage risks in the operations under its responsibility. The risk identification process shall address at least the following: Special requirements, new product design, new product introduction, new technologies, selection of suppliers, supply chain, major changes in production processes and work transfer. The Supplier shall provide a Risk Register, upon IAI request, and shall communicate high risks to IAI.
4. Plan and Manage	4.3 Configuration Management System	4.3.1	The supplier shall maintain a process and associated procedures to control and manage the configuration of the product, to ensure the identity and traceability including changes throughout the product lifespan (Ref ISO10007 for guidance).
4. Plan and Manage	4.4 Digital Product Definition (DPD)	4.4.1	The Suppliers receiving engineering definition data (e.g. 3D Models, Manufacturing Files) in digital format shall maintain a DPD Plan and associated procedures to assure the integrity of the product from receipt of data from IAI, through creation of derivatives, to product acceptance and process improvement. This plan and these procedures shall specifically address the processes and techniques unique to all DPD processes, including the delivery of authorized data to users in design, manufacturing, product acceptance and process controls. The DPD plan shall be submitted to IAI for review and approval upon request.
6. Purchasing	6.1 Risk Management	6.1.1	The supplier shall identify and manage the applicable risks associated with the product, processes and services received from external providers.

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6. Purchasing	6.2 Requirements flow-down	6.2.1	The supplier shall flow-down, to sub-tier suppliers, the applicable requirements that are invoked or applied via IAI's PO, including this clause. Flow-down shall include requirements for documentation and records assuring full traceability to materials and processes.
6. Purchasing	6.3 Approval and Management of sub-tier suppliers	6.3.1	The supplier shall be responsible for the approval and quality of their lower-tier suppliers, by means of quality requirements flow-down and appropriate controls. The Supplier shall have a plan for managing its sub-tier suppliers. The plan should include audits, surveys, and additional controls, as deemed necessary by the Supplier based upon the applicable risks.
6. Purchasing	6.3 Approval and Management of sub-tier suppliers	6.3.2	Special processes shall be carried out only by sources that have been qualified/approved by IAI.
6. Purchasing	6.3 Approval and Management of sub-tier suppliers	6.3.4	Upon IAI request, the Supplier shall submit, to IAI, information regarding the approvals and performance of its sub-tier suppliers.
6. Purchasing	6.3 Approval and Management of sub-tier suppliers	6.3.5	Upon IAI request, the Supplier shall provide, to IAI , information regarding delegation of authority granted to their lower-tier suppliers to inspect parts or assemblies for which the supplier is responsible.
6. Purchasing	6.3 Approval and Management of sub-tier suppliers	6.3.6	The supplier shall purchase Raw Materials and Fasteners, only from IAI approved suppliers.
6. Purchasing	6.3 Approval and Management of sub-tier suppliers	6.3.7	Purchase orders for raw materials, fasteners and chemicals purchased from IAI Framework Agreement Suppliers (1E) shall include the following quality requirements: - The goods in this PO are designated for IAI products. - The Quality Assurance Plan between IAI and the supplier (1E) applies to this PO. - The goods in this PO shall be inspected and tested by the supplier (1E) in accordance with the IAI approved Quality Assurance Plan. - Each shipment must be accompanied by a shipping list and a Certificate of Conformance (COC) stating that the Goods comply with the approved Quality Assurance Plan. - The COC shall be signed by the supplier's (1E) inspector and the IAI delegate inspector at the supplier's site.
6. Purchasing	6.4 Receiving Inspection	6.4.1	The Sampling plan for verification testing of incoming materials and fasteners shall be as per: IAI PS 850100E - "Acceptance Testing of Incoming Metalic Raw Materials" and IAI PS 850110E - "Acceptance Testing of Incoming Aerospace Fasteners".
6. Purchasing	6.4 Receiving Inspection	6.4.2	When the supplier relies on test reports for the verification of the product purchased, the data in these reports shall be verified against the requirements in the applicable documents.

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6. Purchasing	6.5 Counterfeit Prevention	6.5.1	To prevent the use of counterfeit parts, The Supplier and all members of it's supply chain, including Distributors, shall comply with the requirements of AS5553 and PS474000E for EEE parts and AS6174 for all other parts. Counterfeit, or suspected counterfeit parts shall be controlled to prevent re-entry into the supply chain.
6. Purchasing	6.5 Counterfeit Prevention	6.5.2	The Supplier shall notify IAI of any event of a counterfeit, or a suspected counterfeit part identified.
7. Manufacturing	7.1 Control of the Manufacturing Process	7.1.1	The Supplier shall define: Acceptance criteria, test plans, safety requirements, critical items and key characteristics , in addition to those defined in the information flow-down by IAI.
7. Manufacturing	7.2 First Article Inspection	7.2.1	The Supplier is required to plan and conduct a First Article Inspection (FAI) on the items in this contract/purchase order. FAIs shall be in accordance with AS9102.
7. Manufacturing	7.2 First Article Inspection	7.2.2	The supplier shall provide IAI with full FAI documentation upon request: Planning, and report. Parts shall not be supplied prior to FAI approval by IAI.
7. Manufacturing	7.3 Changes in production processes	7.3.1	The supplier shall have a documented process to evaluate the effect of any changes to product realization processes or engineering/design requirements, and the need to perform a full or partial FAI, as determined by the evaluation.
7. Manufacturing	7.3 Changes in production processes	7.3.2	Based on the results of the evaluation, the supplier shall inform IAI of changes that may affect the product. The Supplier shall provide advance notification (of a minimum 30 days) in writing, to IAI of any change(s) to tooling, facilities, materials or processes of the delivered item including sub-tier supplier changes.
7. Manufacturing	7.4 Critical Items Control	7.4.1	Prior to the initiation of the serial production of Critical Items (Cis), the supplier shall submit a Production Control Plan for IAI approval.
7. Manufacturing	7.4 Critical Items Control	7.4.2	An operational process resulting in or containing a CI, including operational processes implemented by the sub-tier suppliers, shall be approved and frozen per IAI's requirements, prior to the first delivery of serial production. Any changes or transfer of operational processes related to CIs shall require approval by IAI.
7. Manufacturing	7.4 Critical Items Control	7.4.3	The supplier shall have a system providing part traceability originating at the specific lot of raw material and going forward through the final product (i.e., part, assembly, installation) supplied to IAI. Traceability by serial number, lot, or other measures shall be maintained throughout manufacturing, processing, assembly and installation operations.
7. Manufacturing	7.4 Critical Items Control	7.4.4	Quality records for CIs shall be retained for 30 years. Information related to the traceability of the parts shall be retained indefinitely.
7. Manufacturing	7.5 Key Characteristics	7.5.1	Key Characteristics identified by IAI/Design authority or by the supplier, shall be controlled according to AS9103 Requirements.
7. Manufacturing	7.6 Special Processes	7.6.1	Special processes shall be carried out only by sources (Internal and external) that have been qualified/approved by IAI.

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7. Manufacturing	7.7 Customer Property	7.7.1	The Supplier shall establish procedures to register and manage a list of all items and tools provided by IAI, to assure proper and safe storage.
7. Manufacturing	7.7 Customer Property	7.7.2	Unless otherwise specified in the contract, the supplier is responsible for the calibration of test equipment provided by IAI.
7. Manufacturing	7.7 Customer Property	7.7.3	Goods supplied by IAI with a serviceable tag or COC, do not require additional testing and shall be subject to visual inspection and documentation verification only.
7. Manufacturing	7.7 Customer Property	7.7.4	All raw materials and fasteners for IAI parts, which were supplied by IAI, shall be stored in a separate and designated storage area, properly identified as IAI property.
7. Manufacturing	7.7 Customer Property	7.7.5	All jigs and tools provided by IAI, and used in manufacturing, shall be inspected by the supplier prior to use for completeness, lack of damage and evidence of inspection.
7. Manufacturing	7.7 Customer Property	7.7.6	The tools and jigs shall be marked as "IAI Property".
7. Manufacturing	7.7 Customer Property	7.7.7	The supplier shall not modify / amend IAI supplied products without IAI's approval.
7. Manufacturing	7.7 Customer Property	7.7.8	Tools and Jigs that are used for product acceptance shall be controlled according to paragraph 7.13.
7. Manufacturing	7.8 Foreign Object Damage (FOD) Prevention Program	7.8.1	The Supplier shall comply with the requirements of AS/EN/JISQ 9146 for FOD Prevention Programs. The supplier's FOD prevention program shall be submitted to IAI upon request.
7. Manufacturing	7.9 Inspection	7.9.1	All product characteristics shall be inspected/ tested to verify conformity with specified requirements according to internal-approved instruments, methods and techniques.
7. Manufacturing	7.9 Inspection	7.9.2	If sampling inspection/ testing is used as a means of product acceptance, it shall be based on acceptable statistical methods and shall be approved by IAI for every CI manufacturing .
7. Manufacturing	7.9 Inspection	7.9.3	Key Characteristics and Critical characteristics shall be 100% inspected/ tested and reported individually unless otherwise approved by IAI.
7. Manufacturing	7.9 Inspection	7.9.4	Visual appearance of the products shall be evaluated 100%, unless otherwise approved by IAI.
7. Manufacturing	7.10 Handling Nonconformance	7.10.1	The Supplier shall define a documented procedure identifying the responsibility for review and authority for the disposition of nonconforming products, and the process for approving personnel for making these decisions.
7. Manufacturing	7.10 Handling Nonconformance	7.10.4	The Supplier shall not apply dispositions of use-as-is or repair, to nonconforming products produced for IAI.
7. Manufacturing	7.10 Handling Nonconformance	7.10.5	The Supplier shall request material review disposition from IAI via the Questions and Answers module in the IAI Suppliers Portal/ Nipendo. The Supplier's internal MRB formats may be used for the request which shall include a detailed description of the deviation, root cause analysis and correctice action. IAI disposition shall be documented in an IAI MRB report. This MRB report number shall be documented on the product COC.

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7. Manufacturing	7.10 Handling Nonconformance	7.10.6	Nonconformities in supplied products are managed in the IAI ERP using Unsatisfactory Reports (UR). Upon detection of a nonconformity, a UR is opened and sent to the supplier via the IAI Suppliers Portal/ Nipendo for response. The Supplier's response shall include root cause analysis and corrective action to prevent recurrence of the nonconformity. Response time is limited, the time limit is specified in the UR.
7. Manufacturing	7.10 Handling Nonconformance	7.10.7	The UR response shall be submitted via the IAI Suppliers Portal/ Nipendo
7. Manufacturing	7.10 Handling Nonconformance	7.10.8	The Supplier may request a postponement of the UR response. The supplier shall submit this request to IAI and detail the reasons for the delay, before the original required response date.
7. Manufacturing	7.11 Traceability	7.11.1	The supplier shall control the identification of materials and parts to ensure traceability throughout the product lifespan. The supplier shall manage a traceability system for all parts, beginning with raw material and up to and including final assemblies, unless otherwise approved by IAI.
7. Manufacturing	7.12 Marking and Labeling	7.12.1	Unless otherwise specified in the drawing or contract, marking shall comply with the requirements of MIL-STD- 130.
7. Manufacturing	7.13 Control of inspection and measuring devices	7.13.1	The supplier shall use calibrated test and measurement devices. Calibration reports shall demonstrate traceability to an ISO 17025 certified calibration laboratory.
7. Manufacturing	7.13 Control of inspection and measuring devices	7.13.2	Tooling serving as inspection media, shall be validated prior to use and then inspected periodically at intervals not to exceed 24 months.
7. Manufacturing	7.13 Control of inspection and measuring devices	7.13.3	The supplier shall maintain a list of all tools and jigs that are subject to periodic inspection. The Supplier shall submit to IAI, the periodic inspection data for all jigs and tools provided by IAI.
8. Shipping and Delivery	8.1 Packaging	8.1.1	The supplier is responsible for the packaging unless otherwise specified in the contract or PO.
8. Shipping and Delivery	8.1 Packaging	8.1.2	The Supplier shall pack and protect the product from FOD. Products shall be packed to prevent damage during transportation. Wood packaging materials shall comply with ISPM 15 (LR).
8. Shipping and Delivery	8.1 Packaging	8.1.3	Marking on packages shall comply with MIL-STD-129 and include at least the following details: Name of manufacturer, country of origin, part number, warnings (as applicable)
8. Shipping and Delivery	8.2 Shipping	8.2.1	Delivery arrangement shall comply with the following requirements: - Air Transport – as per ICAO policies and guidance. - Maritime Transport – as per the IMDG Code - Local transport – According to the local laws and regulations.
8. Shipping and Delivery	8.2 Shipping	8.2.2	Hazardous materials shall be properly classified, described, packaged, marked, labeled, and in proper condition for shipment, as required by the UN regulations and shall be supplied with the appropriate safety data sheet (SDS).

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8. Shipping and Delivery	8.2 Shipping	8.2.3	The Supplier shall attach Commercial Shipping Documents/Packing List, COC, Inspection and test documents as required by the applicable requirements.
8. Shipping and Delivery	8.2 Shipping	8.2.4	The supplier shall scan and upload the required documents to the Nipendo/ IAI Suppliers portal.
8. Shipping and Delivery	8.3 Certificate of Compliance	8.3.1	The supplier shall provide the original manufacturer certification with each shipment to attest that the parts, assemblies, subassemblies, or detail parts conform to the PO requirements.
8. Shipping and Delivery	8.3 Certificate of Compliance	8.3.2	The COC shall be written in English. Any other language specified by IAI is acceptable.
8. Shipping and Delivery	8.3 Certificate of Compliance	8.3.3	When applicable, the manufacturers, lot, heat, batch, date code, and/or serial number shall appear on the certificates.
8. Shipping and Delivery	8.3 Certificate of Compliance	8.3.4	The COC shall comply with AS9163 Aerospace Series - Certificate of Conformity Requirements and shall contain the following: Certificate number; date; Organization (external provider) name and address; Customer name and address; PO number; Item number; quantity; description; revision; traceability remarks; conformity details; statement of conformity; name and signature of the individual authorized to release products or services to the customer.
8. Shipping and Delivery	8.3 Certificate of Compliance	8.3.5	The statement of conformity shall indicate or be equivalent to the following: It is hereby certified that apart from the deviations, concessions, or waivers noted in "Conformity Details," the product(s)/(service(s) detailed above has (have) been manufactured/maintained/reworked/carried out/inspected/tested and conform to the applicable specifications, drawings, purchase order and contract requirements. The statement of conformity shall also indicate that no changes were made to the product or production processes following FAI approval
8. Shipping and Delivery	8.4 Certificate of Testing	8.4.1	The Supplier shall provide a detailed inspection, test and/or functional testing report. The report shall cover all the applicable attributes as required in the Engineering Documentation
8. Shipping and Delivery	8.5 Calibration Report	8.5.1	As applicable to the product or service, the supplier shall provide a calibration report traceable to national or international measurements standards.
8. Shipping and Delivery	8.6 Source Inspection	8.6.1	IAI Quality representatives, IAI customer representatives and applicable government representatives have the right to participate in the FAI process and to verify the FAI.
8. Shipping and Delivery	8.6 Source Inspection	8.6.2	The Supplier shall coordinate the FAI activity, unless otherwise specified in the contract. The Supplier shall notify IAI that parts are scheduled to be ready for FAI, at least 15 working days in advance.

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8. Shipping and Delivery	8.6 Source Inspection	8.6.3	IAI Source Inspection is required prior to shipment of products from the Supplier's facility. Upon receipt of this purchase order (PO) and prior to commencing work, promptly notify IAI so that the appropriate inspection plan can be implemented. Source Inspection shall be conducted by IAI at the Supplier's facility or at the site designated in the purchase order. The supplier shall notify IAI of an inspection or test, a minimum of 15 working days in advance of the time the products are scheduled to be ready. The Supplier shall make available, to the Source Inspector, all applicable drawings, specifications, procedures, related inspection and/or test equipment, and such other information and/or equipment as may be required, to satisfactorily conduct the inspections and tests required under this purchase order.
9. Support	9.1 General	9.1.1	As applicable to the PO, the Supplier shall provide all the necessary documented information required to operate, maintain and support the product, service or system.

Abbreviations, Terms and Definitions

BTP	-	Built To Print
BTS	-	Built To Spec
CI	-	Critical Item
CIL	-	Critical Items List
COTS	-	Commercial Off The Shelf
Counterfeit part	-	An unuthorized copy, imitation, substitute, or modified part, which is knowingly misrepresented as a specified genuine part of an original or authorized manufacturer
Critical Characteristic	-	Any feature of a critical item (e.g. dimension, material, process, maintenance) hat if nonconforming, missing or degraded may cause the failure or malfunction of the critical item
Critical Items	-	Those items (functions, parts, software, processes) having significant effect on the provision and use of the products and services, that require specific actions to ensure they are adequately managed
DPD	-	Digital Product Definition
EEE Parts	-	Electronics, Electrical and Electro-mechanical parts
FAI	-	First Article Inspection
IAI Suppliers Portal/ Nipendo	-	Portals providing supplier relationship information and processes
Key Characteristic	-	An attribute or feature whose variation has a significant effect on the product, that requires specific actions for the purpose of controlling variation
LR	-	Latest Revision
Major / Class 1 Nonconformity	-	A condition that can result in the failure or reduce the usability of the product or service and its intended purpose or a nonconformity that has an appreciable effect on safety, weight, balance, structural strength, reliability, operational characteristics, or other characteristics affecting article airworthiness or other regulatory requirements.
Minor / Class 2 Nonconformity	-	A nonconformity not categorized as Major / Class 1
Nonconformity	-	A condition of any article, material or service in which one or more characteristics do not conform to requirements specified in
PO	-	Purchase Order

POC	-	Point of Contact
PQP	-	Project/ Program Quality Plan
QIP	-	Quality Improvement Plan
QMS	-	Quality Management System
Regulatory Authority	-	A National Aviation Authority (NAA) - e.g. CAAI – Civil Aviation Authority of Israel; U.S.A. - Federal Aviation Administration (FAA); Europe - Joint Airworthiness Authority (JAA) and European Aviation Safety Agency (EASA); or Defense agencies - e.g. DoD
SP	-	Special Process
Special Process	-	A process where the resulting output cannot be verified by subsequent monitoring or measurement and as a consequence, deficiencies become apparent only after the product is in use or has been delivered
Special Requirements	-	Those requirements identified by the customer, or determined by the organization, which have high risks of not being met, thus requiring their inclusion in the operational risk management process.
UR	-	Unsatisfactory Report
VCD	-	Vendor Controlled Drawings