

Quality Assurance Agreement

between

Aegerter Swiss Technology AG

and

Supplier xy

referred to in the following as the External Supplier

1 Purpose

This Quality Assurance Agreement (QAA) sets out the quality assurance measures taken by Aegerter Swiss Technology AG and the External Supplier with a view to ensuring the zero-defect quality and reliability of products and services that are purchased. Our primary objective is to ensure and increase the satisfaction of our customers on a lasting basis. As a result, zero-defect quality in the supply process is paramount. The cooperation is also intended to make a significant contribution to product safety.

This can only be achieved and maintained in the long term through the joint efforts of Aegerter Swiss Technology AG and its external suppliers.

This Quality Assurance Agreement describes the minimum requirements for external suppliers that provide products and/or services to Aegerter Swiss Technology AG.

2 General quality standards

2.1 Promoting quality as a prerequisite of delivery

In order to meet the high standards of the aviation industry, Aegerter Swiss Technology AG puts its full trust in the capabilities and dedication of its own employees and in their contribution to the compliance of products and services and expects its external suppliers to adopt the same attitude towards their employees and partners. This is an essential prerequisite for quality excellence.

The table below shows the minimum requirements for the management system broken down into levels of quality promotion.

Level of quality promotion	Actions/requirements	Methods, documents
Management system	ISO 9001:2008 is ESSENTIAL EN 9100 is desirable	Third-party certification
Quality assurance	Defect prevention and contribution to product safety	For example, short quality control loops
	Systematic defect processing	Problem-solving methods, for example cause-and-effect analysis
	Prevention of repeated defects	Feedback in the development and change processes
Employee responsibility	Obligation of top management, ensuring ethical behaviour	Guiding principles, code of conduct
Audits	Regular internal audits	System, process, product
Continuous improvement process	Establishing and maintaining this for all products, processes, services	Employee training
Areas of expertise	Ensuring employees have the necessary qualifications	Overview of areas of expertise
Development	Guiding the development process	Feasibility studies, risk assessments, FMEA/(D-FMEA)
Supplier management (monitoring external suppliers)	Controlling and monitoring the performance of external suppliers. Cooperative partnership Joint project work	Supplier assessment, sharing information, holding training courses and providing methodologies

2.2 Fundamental principles of quality

Our order documents are binding, for example:

- Drawings, including the instructions they contain
- National or international standards, technical delivery conditions for materials
- Delivery specifications
- Parts lists
- Listed data sheets
- Agreed test instructions and test equipment for critical units and key features
- Additional order information, for example packaging instructions

2.3 Preventing the use of counterfeit parts

The External Supplier must plan, implement and manage processes to prevent counterfeit or suspected counterfeit parts from being used or integrated into products. These processes must be appropriate for the organisation and must apply to all products and services supplied to Aegerter Swiss Technology AG.

2.4 Suitability of test equipment, machinery and processes

The External Supplier must ensure that the machinery, tools, measurement and test equipment and processes used in the manufacture of and service provided for products delivered to Aegerter Swiss Technology AG are appropriate and suitable. The suitability must be verified using appropriate statistical methods.

3 Inspection certificates/test reports

3.1 Initial sample inspection (not applicable to raw material suppliers)

For products defined by Aegerter Swiss Technology AG as “initial samples”, a documented initial sample inspection must be performed. An initial sample inspection report must also be drawn up which describes all the features that were tested. The initial sample must comply with all the contractually agreed specifications and characteristics. The inspection must be performed by a person who does not work in the production department. (Initial sample inspection in accordance with DIN EN 9102)

A “first article inspection” must be performed and documented for every order.

Where changes are made which could affect the dimensions, fit or function of the part, another partial or full first article inspection is required. Parts which have undergone first article inspections must be labelled accordingly. The External Supplier undertakes to make the inspection samples available for further tests, verifications, investigations and audits.

3.2 Interim inspections (not applicable to raw material suppliers)

Appropriate interim inspections must be performed and documented during the production process. The External Supplier is responsible for determining the scope, form and timing of these interim inspections.

3.3 Final inspection

All products manufactured for and delivered to Aegerter Swiss Technology AG must meet the requirements of the approved manufacturing documents (drawings, specifications, special processes etc.). The External Supplier must confirm that these requirements have been met for all the products or production batches supplied by providing a type 3.1 certificate in accordance with EN 10204 or a certificate of conformity (CoC).

3.4 Labelling and traceability

All products must be labelled in such a way that the production batch can be traced at any time. Special requirements for serial number labelling must also be met.

3.5 Changes to processes, products and services

The External Supplier must ensure that Aegerter Swiss Technology AG is informed of all changes to processes, products and services covered by this Agreement. This obligation to provide information also covers changes made by external suppliers and changes to the production location. In this case, the approval of Aegerter Swiss Technology AG must be obtained.

3.6 Defective products

The External Supplier undertakes to inform Aegerter Swiss Technology AG immediately of any defective processes, products or services that it identifies and to obtain approval for further processing. This obligation also applies to any defects identified after the product has been delivered.

Deviations from approved documents and requirements are not permitted. This means that different materials and/or components or processes must not be used. Defective products must be clearly labelled as such and excluded from further unintended use.

Only Aegerter Swiss Technology AG may give approval for the use and/or the release or acceptance of defective products, following a special release process.

3.7 Incoming goods inspection at Aegerter Swiss Technology AG

Because of the existence of this QAA and the acceptance test certificate, Aegerter Swiss Technology AG will not carry out general inspections on incoming goods. However, random tests will be performed. The External Supplier agrees to take responsibility for any complaints received before the final inspection of products.

Aegerter Swiss Technology AG reserves the right to return to the External Supplier for full testing any production batches in which defects have been identified during the final inspection. The cost of these tests will be borne by the External Supplier.

3.8 Audits

Aegerter Swiss Technology AG is entitled to perform audits of the External Supplier and its external subcontractors. To this end, the External Supplier guarantees Aegerter Swiss Technology AG, the relevant authorities (for example the Federal Office of Civil Aviation) and customers of Aegerter Swiss Technology AG the right to access its plant at any time and to carry out regular or intermittent audits. This right of access is restricted to areas associated with orders for Aegerter Swiss Technology AG.

The External Supplier also guarantees Aegerter Swiss Technology AG, the relevant authorities (for example the Federal Office of Civil Aviation) and customers of Aegerter Swiss Technology AG the right to access all documents and quality records at any time.

These guarantees also cover any external subcontractors.

3.9 Subcontracting orders to external subcontractors

Orders can be subcontracted to external subcontractors. The External Supplier undertakes to work with the external subcontractors specified or approved by Aegerter Swiss Technology AG. This also applies to procedures such as "special processes".

The written agreement of Aegerter Swiss Technology AG must be obtained before orders are subcontracted to external subcontractors. The External Supplier is responsible for ensuring that the external subcontractors meet all the requirements of the order and in particular for passing on the applicable requirements, including customers' requirements. It will include the external subcontractors in its quality management system or take the necessary measures to ensure the quality of deliveries itself. The External Supplier referred to in this QAA is liable to Aegerter Swiss Technology AG.

3.10 Archiving documents

All documents required for the manufacture of parts ordered by Aegerter Swiss Technology AG must be stored for at least 30 years.

At the end of this storage period, the External Supplier undertakes to contact the quality manager of Aegerter Swiss Technology AG to obtain instructions on the handover of the documents to Aegerter Swiss Technology AG or the destruction of the documents.

Only documents delivered to Aegerter Swiss Technology AG are excluded from these archiving regulations. These include (but are not limited to):

- manufacturing orders
- job tickets
- initial sample inspection records
- heat treatment documents
- material certificates
- drawings
- certificates of conformity
- approval certificates

All forms of recording media are accepted (paper, CD, DVD, storage devices etc.). The documents must be stored in a suitable environment. The External Supplier must make available any documents requested by Aegerter Swiss Technology AG within 24 hours.

3.11 Packaging, storage/protection and delivery

The External Supplier is responsible for ensuring that the products ordered are appropriately packaged, stored and protected. The products must be delivered in accordance with the information on the order or drawings, including the instructions they contain. The External Supplier is responsible for any damage resulting from incorrect packaging, storage/protection or transport.

3.12 Delivery documentation

The External Supplier will deliver products manufactured for Aegerter Swiss Technology AG with the following documents, which must accompany each delivery:

- Delivery note and product identification
- <Variant/option 1: Declaration of conformity (form...)>
- <Variant/option 2: Certificate in accordance with EN 10204 Metallic products. Types of inspection documents>
- <Variant/option 3: Acceptance test report (form...)>

3.13 Raw materials/semi-finished products

- <Variant 1: No specific agreements.>
- <Variant 2: The External Supplier must ensure that the raw material requested by Aegerter Swiss Technology AG and specified in the job order is used.>
- <Variant 3: The External Supplier must ensure that the semi-finished products supplied by Aegerter Swiss Technology AG and specified in the job order are used.> (Not applicable to raw material suppliers)

3.14 Gauges, tools, devices, measuring and testing equipment (not applicable to raw material suppliers)

The gauges, tools, devices, measuring and testing equipment and manufacturing equipment on the External Supplier's premises must be approved by Aegerter Swiss Technology AG. The External Supplier is responsible for calibrating, adjusting, servicing and maintaining the equipment.

As an alternative or an addition to this equipment, the External Supplier will use the following manufacturing equipment belonging to Aegerter Swiss Technology AG:

Description	Identification	Usage instructions
Gauges		
<none> or <...>		
Tools		
<none> or <...>		
Devices		
<none> or <...>		
Measuring and testing equipment		
<none> or <...>		

This manufacturing equipment is the property of Aegerter Swiss Technology AG and must be treated as confidential.

<Variant 1: The calibrated/adjusted manufacturing equipment belonging to Aegerter Swiss Technology AG will be provided to the External Supplier with each new order as specified in the job order. When the order is completed, the manufacturing equipment will be returned by the External Supplier to Aegerter Swiss Technology AG.>

<Variant 2: The calibrated/adjusted manufacturing equipment belonging to Aegerter Swiss Technology AG will be provided to the External Supplier independently of individual orders. The External Supplier will ensure that only properly calibrated/adjusted manufacturing equipment is used. The External Supplier will arrange for Aegerter Swiss Technology AG to recalibrate/adjust the equipment at the required time. When the business relationship comes to an end or if the business is closed and/or sold, the External Supplier will return the manufacturing equipment to Aegerter Swiss Technology AG.>

4 Non-disclosure agreement

A non-disclosure agreement signed by Aegerter Swiss Technology AG and the External Supplier on _____ sets out the relevant details.

If a non-disclosure agreement has not been signed, the following basic principle applies:

- Both parties to the contract undertake to treat as confidential the information that they have obtained from the other party in the context of this Agreement and not to disclose it in any way to third parties.

5 Final provisions/signature

The undersigned confirm that they acknowledge, agree with the provisions of this Quality Assurance Agreement and will download unrequested the newest version of this QAA from the Aegerter Website at a time. By signing this Agreement, the External Supplier and the client conclude the Agreement and make it part of every order process.

Aegerter Swiss Technology AG

“first name surname”

“role”

(signature)

“first name surname”

“role”

(signature)

Heimberg (CH), „date“

External Supplier:

“first name surname”

“role”

(signature)

“first name surname”

“role”

(signature)

(place, date)