

# Jamco America, Inc. Supplier Quality & Contractual Requirements Manual

*REVISIONS TO THIS DOCUMENT MUST BE EVALUATED BY THE DAC PRIOR TO DISTRIBUTION.*

**Jamco America, Incorporated  
1018 80<sup>th</sup> Street S.W.  
Everett, WA 98203**

*THIS DOCUMENT IS THE PROPERTY OF JAMCO AMERICA, INC. ANY DUPLICATION OR USE  
WITHOUT THE EXPRESS WRITTEN CONSENT OF JAMCO AMERICA, INC., IS PROHIBITED.*

[Table of Contents](#)

- 1 Purpose .....6
- 2 Applicability .....6
- 3 Responsibility .....6
  - 3.1 JA Buyer .....6
  - 3.2 JA QA Manager/Designee .....6
  - 3.3 Subcontractor .....6
  - 3.4 Supplier .....6
- 4 Definitions and Acronyms .....7
  - 4.1 Definitions .....7
    - 4.1.1 Advanced Product Quality Planning and Production Part Approval Process (APQP-PPAP) .....7
    - 4.1.2 Buyer Furnished Equipment / Customer Furnished Equipment (BFE/CFE) .....7
    - 4.1.3 Certificate of Conformance (COC) .....7
    - 4.1.4 Commercial-off-the-Shelf (COTS) Items .....7
    - 4.1.5 Delta FAI Submissions .....7
    - 4.1.6 Designee .....7
    - 4.1.7 Job Planning .....7
    - 4.1.8 Net-Inspect™ (NI) .....7
    - 4.1.9 Notice of Escape (NoE) .....8
    - 4.1.10 Purchase Order (PO) .....8
    - 4.1.11 Purchaser .....8
    - 4.1.12 Special Processes .....8
    - 4.1.13 Standard Catalogue Items .....8
    - 4.1.14 Supplier Delegated Inspection .....8
    - 4.1.15 Technical Information .....8
    - 4.1.16 Time and Temperature Sensitive Materials .....8
  - 4.2 Acronyms .....8
- 5 References .....9
- 6 Supplier Requirements .....10
  - 6.8 Advanced Product Quality Planning and Production Part Approval Process (APQP-PPAP): .....10
- 7 Quality Management Systems (QMS) – Requirements .....11
  - 7.1 Scope .....11
  - 7.2 Normative Reference .....13
  - 7.3 Terms and Definitions: .....13
  - 7.4 Context of the Organization .....14
    - 7.4.1 Understanding the Context of the Organization: [No Additional Requirements] .....14
    - 7.4.2 Understanding the Needs and Expectations of Interested Parties: [No Additional Requirements] .....14
    - 7.4.3 Determining the Scope of the Quality Management System: [No Additional Requirements] .....14
    - 7.4.4 Quality Management System and Its Processes: [No Additional Requirements] .....14
  - 7.5 Leadership .....14
    - 7.5.1 Leadership and Commitment: [No Additional Requirements] .....14

- 7.5.1.1 General: [No Additional Requirements] ..... 14
- 7.5.1.2 Customer Focus: [No Additional Requirements] ..... 14
- 7.5.2 Policy: [No Additional Requirements]..... 14
  - 7.5.2.1 Establishing the Quality Policy: [No Additional Requirements] ..... 15
  - 7.5.2.2 Communicating the Quality Policy: [No Additional Requirements]..... 15
- 7.5.3 Organizational Roles, Responsibilities, & Authorities: [No Additional Requirements]..... 15
- 7.6 Planning ..... 15
  - 7.6.1 Actions to Address Risks and Opportunities: [No Additional Requirements]. ..... 15
  - 7.6.2 Quality Objectives and Planning to Achieve Them: [No Additional Requirements] ..... 15
  - 7.6.3 Planning of Changes: [No Additional Requirements]..... 15
- 7.7 Support ..... 15
  - 7.7.1 Resources: [No Additional Requirements]..... 15
    - 7.7.1.1 General: [No Additional Requirements] ..... 15
    - 7.7.1.2 People: [No Additional Requirements] ..... 15
    - 7.7.1.3 Infrastructure: [No Additional Requirements]..... 15
    - 7.7.1.4 Environment for the Operation of Processes: [No Additional Requirements] ..... 15
    - 7.7.1.5 Monitoring and Measuring Resources:..... 15
      - 7.7.1.5.1 General: ..... 15
      - 7.7.1.5.2 Measurement Traceability: [No Additional Requirements] ..... 16
    - 7.7.1.6 Organizational Knowledge: [No Additional Requirements]..... 16
  - 7.7.2 Competence: [No Additional Requirements]..... 16
  - 7.7.3 Awareness: [No Additional Requirements]..... 16
  - 7.7.4 Communication: [No Additional Requirements]..... 16
  - 7.7.5 Documented Information: [No Additional Requirements] ..... 16
    - 7.7.5.1 General: [No Additional Requirements] ..... 16
    - 7.7.5.2 Creating and Updating: [No Additional Requirements] ..... 16
    - 7.7.5.3 Control of Documented Information: [No Additional Requirements] ..... 16
- 7.8 Operation..... 16
  - 7.8.1 Operational Planning and Control: ..... 16
    - 7.8.1.1 Operational Risk Management: [No Additional Requirements] ..... 17
    - 7.8.1.2 Configuration Management: [No Additional Requirements]..... 17
    - 7.8.1.3 Product Safety: [No Additional Requirements]..... 17
    - 7.8.1.4 Prevention of Counterfeit Parts: [No Additional Requirements]..... 17
  - 7.8.2 Requirements for Products and Services: [No Additional Requirements]..... 17
    - 7.8.2.1 Customer Communication: ..... 17
    - 7.8.2.2 Determining the Requirements for Products and Services: [No Additional Requirements]..... 17
    - 7.8.2.3 Review of Requirements for Products and Services: ..... 17
    - 7.8.2.4 Changes to Requirements of Products and Services: [No Additional Requirements] ..... 17
  - 7.8.3 Design and Development of Products and Services: [No Additional Requirements] ..... 18
    - 7.8.3.1 General: [No Additional Requirements] ..... 18
    - 7.8.3.2 Design and Development Planning: [No Additional Requirements]..... 18
    - 7.8.3.3 Design and Development Inputs: [No Additional Requirements]..... 18

- 7.8.3.4 Design and Development Controls: ..... 18
- 7.8.3.5 Design and Development Outputs:..... 18
- 7.8.3.6 Design and Development Changes: ..... 18
- 7.8.4 Control of Externally-Provided Processes, Products and Services: [No Additional Requirements]..... 18
  - 7.8.4.1 General:..... 18
  - 7.8.4.2 Type and Extent of Control: ..... 19
  - 7.8.4.3 Information for External Providers: ..... 19
- 7.8.5 Production and Service Provision: [No Additional Requirements] ..... 19
  - 7.8.5.1 Control of Production and Service Provision: [No Additional Requirements] ..... 19
    - 7.8.5.1.1 Control of Equipment, Tools and Software Programs:..... 19
    - 7.8.5.1.2 Validation and Control of Special Processes: [No Additional Requirements] ..... 20
    - 7.8.5.1.3 Production Process Verification: ..... 20
  - 7.8.5.2 Identification and Traceability: ..... 21
  - 7.8.5.3 Property Belonging to Customers or External Providers: ..... 21
  - 7.8.5.4 Preservation:..... 21
  - 7.8.5.5 Post Delivery Activities: [No Additional Requirements]..... 22
  - 7.8.5.6 Control of Changes:..... 22
- 7.8.6 Release of Products and Services: ..... 22
- 7.8.7 Control of Nonconforming Outputs:..... 22
- 7.9 Performance Evaluation ..... 23
  - 7.9.1 Monitoring, Measurement Analysis, and Improvement: [No Additional Requirements] ..... 23
    - 7.9.1.1 General: [No Additional Requirements] ..... 23
    - 7.9.1.2 Customer Satisfaction: [No Additional Requirements]..... 23
    - 7.9.1.3 Analysis and Evaluation: [No Additional Requirements] ..... 23
  - 7.9.2 Internal Audit:..... 23
  - 7.9.3 Management Review: [No Additional Requirements]..... 23
    - 7.9.3.1 General: [No Additional Requirements] ..... 23
    - 7.9.3.2 Management Review Inputs: [No Additional Requirements]..... 23
    - 7.9.3.3 Management Review Outputs: [No Additional Requirements]..... 23
- 7.10 Improvement ..... 23
  - 7.10.1 General: ..... 23
  - 7.10.2 Nonconformity and Corrective Action: [No Additional Requirements]..... 23
  - 7.10.3 Continual Improvement: [No Additional Requirements]..... 23
- 8 Terms and Conditions ..... 24
  - 8.1 Acceptance of Supplier’s Conditions ..... 24
  - 8.2 Cancellation ..... 24
  - 8.3 Patent Protection..... 24
  - 8.4 Assignment ..... 25
  - 8.5 Governing Law ..... 25
  - 8.6 Confidentiality..... 25
  - 8.7 Conflict..... 25
  - 8.8 Pricing & Discounts ..... 25

8.9 Warranty .....25

8.10 Excusable / Non-Excusable Delay .....25

8.11 Material Inspection by JA.....26

8.12 Customer Specific Appendices.....26

    8.12.1 A1 - Jamco Tokyo (JT) – Reference JQCK-006 .....26

    8.12.2 A2 - Boeing – Reference JQSGU-004T-1.....26

    8.12.3 A3 - Airbus – Reference JQSGU-004T-2 .....26

Record of Revisions.....27

## 1 Purpose

This manual provides the general quality control requirements implemented by a Jamco America, Inc. (JA) supplier.

Specific JA customer or contractual requirements are captured in PO's. Suppliers and their subcontractors comply with all requirements on JA's PO and its referenced documents.

## 2 Applicability

This manual applies to suppliers who produce or provide materials, parts or assemblies for programs or other projects as specified in JA POs or other contractual requirements.

- 2.1 All documents including drawings and specifications, whether issued by JA, government or JA customer, are considered part of the PO requirements, when specified or referenced.
- 2.2 Suppliers are responsible for the certification of all off-the-shelf and catalogue items, including testing equipment, to meet quality and safety requirements.
- 2.3 Suppliers who provide parts in support of Boeing programs must comply with the requirements of JQSGU-004T-1.
- 2.4 Suppliers who provide testing services in support of Airbus programs must comply with the requirements of Nadcap or ISO/IEC 17025 or be an Airbus-approved special processor. Certified inspectors must be used for non-destructive testing.

## 3 Responsibility

### 3.1 JA Buyer

The JA buyer provides a copy of or access to this manual to suppliers to support JA quality requirements as directed by Procurement, QC or QA Managers.

### 3.2 JA QA Manager/Designee

The JA QA Manager or designated employee is responsible for the maintenance of this manual. As part of supplier development, the QA Manager provides resources, as necessary, to assist in the implementation of these requirements at supplier locations. A copy of this manual may be furnished to prospective suppliers during any new supplier evaluation phase.

### 3.3 Subcontractor

A subcontractor is a company utilized by the supplier to perform a special process or provide a subcomponent or material which is a part of another product furnished by the supplier to JA.

### 3.4 Supplier

A supplier is a business entity who receives a PO or contract from JA and is issued this manual. Suppliers are considered independent contractors and in no sense or case, agents for JA. A sub-supplier is a business entity who receives a PO or contract from a direct supplier to JA. The term tiered supplier is used to reference all business entities who receive a PO or contract from a supplier which supports JA. Customers which provide Buyer Furnished Equipment / Customer Furnished Equipment (BFE/CFE) to JA in any fashion are considered JA suppliers and are not exempt from requirements stated in this manual. Note: Any JA customer may choose to relinquish or delegate control of its sub-tier to JA, provided it is directly and clearly defined in contractual requirements.

Suppliers are to comply with all requirements stated within this manual unless formally waived by JA.

Suppliers are responsible to obtain all non-JA documents at supplier's cost, as required for their applicable "Products / Services / Processes," i.e. industry standards such as AS/Society of Automotive Engineers (SAE)/American Society for Testing and Materials (ASTM).

## 4 Definitions and Acronyms

### 4.1 Definitions

#### 4.1.1 Advanced Product Quality Planning and Production Part Approval Process (APQP-PPAP)

APQP is a quality focused approach to product development through the use of a phased planning process where specific deliverables are established, monitored, and tracked to closure, while highlighting and mitigating risks as they are identified.

PPAP is an output of APQP confirming the production process. It is a compilation of specific documents as objective evidence the planned production process can produce product consistently meeting design and specification requirements at the production rate required to meet customer demand.

#### 4.1.2 Buyer Furnished Equipment / Customer Furnished Equipment (BFE/CFE)

Buyer Furnished Equipment / Customer Furnished Equipment is items provided by the end-customer or party buying the final assembly provided by JA.

#### 4.1.3 Certificate of Conformance (COC)

A COC is a statement – sometimes issued as a certificate, but not always - prepared and provided by a supplier with each shipment of parts, which provides assurance all PO or contractual requirements are met. A manufacturer COC is the COC provided by the OEM of the part.

#### 4.1.4 Commercial-off-the-Shelf (COTS) Items

COTS items are commercially available items intended by design to be procured and utilized without modification (e.g. common electronic components).

#### 4.1.5 Delta FAI Submissions

Delta FAI submissions are completed for part revision changes and only require the inspection and documentation of what has changed since the last revision. Delta FAI is also required for relocations of facilities, tools, processes or parts, or any other alteration which impacts form, fit or function, and after a lapse in production of two years.

#### 4.1.6 Designee

A designee is a JA QA employee (or representative delegated from JA) who, through experience or knowledge, is able to carry out the functions as described in Section 3.2.

#### 4.1.7 Job Planning

Job planning is the process through which the supplier coordinates the sequence of events or work centers which the work passes through to create the part or product listed on the PO. This planning process ensures all PO or other contractual requirements are met.

#### 4.1.8 Net-Inspect™ (NI)

NI is web-based software which allows for real-time visibility to quality data throughout the supply chain. NI is a quality system which has the ability to record, monitor, and evaluate production measurement results, then electronically create and approve AS/EN/SJAC 9102 First Article Inspection Reports (FAIR).

#### 4.1.9 Notice of Escape (NoE)

NoE is a process used to formally notify JA of shipment escapes of NC product.

#### 4.1.10 Purchase Order (PO)

A PO is a document which states the general requirements of an order being placed with the supplier. It includes the part number being ordered, the revision, quantity, etc. The PO also contains specific requirements which may not be covered in this manual.

#### 4.1.11 Purchaser

Jamco America, Inc. (JA)

#### 4.1.12 Special Processes

Special processes are those manufacturing, fabrication or assembly processes where the outcome or quality of the process cannot be determined (unless destructive testing is performed) until after the parts or assemblies are placed into service, use or designated environments. Welding, plating and bonding are examples of special processes.

#### 4.1.13 Standard Catalogue Items

A standard catalogue item is a part or material which conforms to an established industry or national authority published specification, having all characteristics identified by text description or industry/national/military standard drawing, or a product which is manufactured to a supplier's proprietary design and is available for purchase through the original manufacturer's catalog, or an authorized distributor.

#### 4.1.14 Supplier Delegated Inspection

Supplier delegated inspection is a process which allows suppliers to be granted inspection authority to perform receiving inspections on behalf of JA at their facility prior to shipping parts to JA. Supplier delegated inspection replaces JA on-site source inspection or JA internal receiving inspection until delegated status is removed.

#### 4.1.15 Technical Information

Technical Information is information such as drawings, specifications, patents, designs, trademarks, etc. which is the sole property of JA and not reproduced or used for any other purposes other than as indicated in JA's PO. Technical documents also cannot be altered without consent from JA.

#### 4.1.16 Time and Temperature Sensitive Materials

Time and temperature sensitive materials are materials for which exposure to heat, cold or extended periods of time renders the material unfit for use. These materials are formally controlled and labeled to identify exposure limits and are not used for production once exposure limits are exceeded.

## 4.2 Acronyms

- 3D – Three Dimensional
- APQP – Advanced Product Quality Planning
- AS – Aerospace Standard
- CAPA – Corrective Action/Preventive Action
- CMM – Component Maintenance Manual
- COC – Certificate of Conformance
- COTS – Commercial off the Shelf
- CRB – Certification Registration Body
- DAC – Design Assurance Coordinator
- DMSMS – Diminishing Manufacturing Sources and Material Shortages



- DPD – Digital Product Definition
- ESD – Electro-Static Discharge
- FAI – First Article Inspection
- FAIR – First Article Inspection Report
- FOB – Freight On Board
- IAQG – International Aerospace Quality Group
- IEC – International Electrotechnical Commission
- IPC – Illustrated Parts Catalog
- ISO – International Organization for Standardization
- JA – Jamco America, Inc.
- JT – Jamco Tokyo
- N/A – Not Applicable
- Nadcap – (formerly NADCAP, the National Aerospace and Defense Contractors Accreditation Program)
- NC – Nonconforming or Numerically Controlled
- NI – Net-Inspect
- NOC – Notice of Change
- NoE – Notice of Escape
- OEM – Original Equipment Manufacturer
- PO – Purchase Order
- PPAP – Production Part Approval Process
- QA – Quality Assurance
- QC – Quality Control
- QMS – Quality Management System
- SAE – Society of Automotive Engineers
- SB – Service Bulletin
- SQMS – Software Quality Management System

## 5 References

- A1500 Airbus Supplier Requirements – General
- A1501 Airbus Supplier Requirements – Plan and Manage
- A1502 Airbus Supplier Requirements – Design and Develop
- A1503 Airbus Supplier Requirements – Make
- A1504 Airbus Supplier Requirements – Buy
- A1505 Airbus Supplier Requirements – Deliver
- A1506 Airbus Supplier Requirements – Customer Support
- AP1013.0 Airbus General Requirements for Equipment and System Suppliers (GRESS) – General
- AS5553 Counterfeit Electrical, Electronic, and Electromechanical (EEE) Parts; Avoidance, Detection, Mitigation and Disposition
- AS9100 Quality Management Systems – Requirements for Aviation, Space, and Defense Organizations
- AS9102 Aerospace First Article Inspection Requirement
- [AS9115 Requirements for Aviation, Space, and defense organizations – Deliverable Software](#)
- AS9116 Aerospace Series – Notice of Change (NOC) Requirements
- AS9145 Aerospace Series – Requirements for Advanced Product Quality Planning and Production Part Approval Process
- ATA Specification 300 Specification for Packaging of Airline Supplies
- ED-12B or ED-12C/DO-178B or DO-178C Software Considerations in Airborne Systems and Equipment Certification
- EIA-STD-4899 Requirements for an Electronic Components Management Plan
- EIA-933 Requirements for a COTS Assembly Management Plan
- GEIA-STD-0005-1 Performance Standard for Aerospace and High-Performance Electronic Systems Containing Lead-free Solder
- ISO/IEC 17025 General requirements for the competence of testing and calibration laboratories
- JQCK-006 JT Common Specification for Quality Control (Production Subcontracting)
- JQSGU-004T-1 JA Boeing Contractual Supplements
- JQSGU-004T-2 JA Airbus Contractual Supplements

- JQSGU-009 JA Advanced Product Quality Planning and Production Part Approval Process (APQP-PPAP)
- PSJ-2275 JA Part Marking
- STD-0016 Standard for Preparing a DMSMS Management Plan
- UE-119 JA Supplier Notice of Change Form
- UG-JQSGU-009 User Guide Requirements for the Jamco Advanced Product Quality Planning & Production Part Approval Process (APQP/PPAP) Part Submission Warrant (PSW) (for Jamco APQP-PPAP)
- UR2-0001 JA Purchasing Procedure
- UR2-0001T-3 - Tool Tracking/Supplier Acknowledgement of Position of Jamco Owned TOOL – JIG
- URG-3003 JA Tooling Control
- UR3-2106 JA Nonconforming Products
- UR3-4101 JA Supplier Management & Control
- UR3-4101T-1 JA Supplier Survey
- UR3-4103 JA Internal and External Auditing
- UR3-8001 JA Delegation of Inspection and Direct Ship Authorizations

## 6 Supplier Requirements

- 6.1 All requirements starting with Section 7 of this document reflect AS9100 requirements as baseline; additional requirements identified are in addition to, not in place of the current version of AS9100. If suppliers cannot meet all requirements within this document, proof of exclusion approved by JA is recorded and maintained.
- 6.2 These requirements apply to all suppliers, and their subcontractors, who receive a PO to produce any parts used by JA/JT for production purposes.
- 6.3 All suppliers who manufacture JT-designed parts, per PO, are provided a copy of JQCK-006, and must show compliance to the requirements in JQCK-006 as well as the requirements in this document. In case of conflict between JQSGU-004 and JQCK-006, contact the JA buyer for resolution.
- 6.4 Suppliers who provide parts for Boeing programs must also comply with the additional requirements set forth in Boeing Contractual Supplements, JQSGU-004T-1.
- 6.5 Specific JA customer requirements are captured in the PO. All documents, including drawings and specifications, are considered part of the PO requirements.
- 6.6 JA, customers, and customers' government/regulatory agencies have the right of entry into a supplier's facility and/or facilities of their subcontractors. Entry provides for access to quality system documentation and quality records as well as the ability to conduct audits, and verify product and processes.
- 6.7 English Language: When specifically requested by customer, a supplier shall make specified quality data and/or approved design data available in the English language.
- 6.8 Advanced Product Quality Planning and Production Part Approval Process (APQP-PPAP):

APQP/PPAP is required of all key suppliers, and other suppliers as requested, when involved in a project where JA is required to perform APQP/PPAP. Notification a supplier needs to perform APQP-PPAP will be by a system-generated notification via the Net-Inspect APQP module when the QA designee creates a JA requirement for a supplier.

JQSGU-009 implements the APQP-PPAP requirements of AS9145 for JA. The JA buyer will provide copy of or access to JQSGU-009 and UG-JQSGU-009 with all forms as needed for suppliers to support JA quality requirements.

When required to submit APQP-PPAP Part Submission Warrant for approval, suppliers will submit information per one of five levels. The level will be determined by JA as defined in JQSGU-009, section 8, and communicated to the supplier via Net-Inspect generated APQP message. Suppliers will complete the Net-Inspect APQP Record generated for them by JA and return the required documents to JA by attachment to the NI generated APQP message. Shipping of product is only authorized following approval of submitted documents.

## 7 Quality Management Systems (QMS) – Requirements

**Note 1:** This section is based on AS9100, and suppliers must obtain a copy of the standard so the requirements are known and understood.

**Note 2:** The numbering scheme used in this section mirrors the sequence in the standard. For example, Subsection 7.1 corresponds to Section 1 of the AS9100 standard.

**Note 3:** Where the term “[No Additional Requirements]” is used in this manual, it means JA has no supplementary requirement on top of, or in addition to, what is specified in AS9100.

**Note 4:** JA supplementary requirements are written in italics and are in addition to AS9100 requirements.

### 7.1 Scope

*Depending on JA’s own contractual agreements, the following may be imposed:*

*APQP/PPAP may be required for certain JA projects. See Section 6.8.*

*Suppliers observe RoHS (Restriction of Hazardous Substances) Directive 2002/95/EC which restricts the use of six hazardous materials found in electrical and electronic products. RoHS impacts the entire electronics industry. Manufacturers need to understand the requirements of the RoHS Directive to ensure their products, and their components, comply. JA retains the right to ask for a COC pertaining to these standards or regulations.*

*Conflict mineral use as defined by/in the July 2010 Dodd-Frank Wall Street Reform and Consumer Protection Act (Wall Street Reform Act) is restricted from use in components purchased by and supplied to JA. Note: The act contains a section regulating “conflict minerals” and requires companies to disclose annually to the Securities and Exchange Commission (SEC) whether products were produced with conflict minerals sourced from the Democratic Republic of the Congo (DRC) or adjoining countries. This covers minerals such as tin, tantalum, tungsten and gold. Formal guidelines may vary between countries. JA retains the right to ask for a COC pertaining to these standards or regulations.*

*Supplier commits any material violation of law by the supplier relating to basic working conditions and human rights, including laws regarding slavery and human trafficking, may be considered a material breach of any existing JA contract or agreement which may result in the cancellation of any open orders between JA and the supplier.*

*Suppliers comply with the handling of ozone-depleting substances per Environmental Protection Agency 40 CFR Part 82 which classifies these substances as; Class I, including, but not limited to, chlorofluorocarbons, halons, carbon tetrachloride, and methyl chloroform; or Class II, including, but not limited to, hydrochlorofluorocarbons. The supplier labels products which contain or are manufactured with ozone-depleting substances in the manner and to the extent required by 42 U.S.C. 7671j (b), (c), and (d) and 40 CFR Part 82, Subpart E, as applicable:*

*Warning*

*Contains <sup>1</sup> \_\_\_\_\_, a substance(s) which harm(s) public health and environment by destroying ozone in the upper atmosphere.*

*Warning*

*Manufactured with <sup>1</sup> \_\_\_\_\_, a substance(s) which harm(s) public health and environment by destroying ozone in the upper atmosphere.*

*Legend:*

<sup>1</sup> *Supplier inserts the name of the substance(s).*

*JA participates in a Supplier Diversity Plan, and welcomes minority-based suppliers, including Minority Business Enterprises (MBE), Women’s Business Enterprises (WBE), Disabled Veteran Business Enterprises (DVBE), Veteran Business Enterprises (VBE), Small Businesses (SB) and Lesbian, Gay, Bisexual, Transgender (LGBT) suppliers. In addition, JA maintains internal*

accountability standards and procedures for employees or contractors failing to meet company standards regarding slavery and trafficking. Suppliers are required to document compliance on the Supplier Survey, UR3-4101T-1.

Suppliers and all members of their supply chain which provide product to JA are compliant to all applicable QMS and regulatory requirements.

All parts supplied to JA are required to have an incoming inspection. This may be accomplished by JA internal receiving inspection, on-site inspection at the supplier's facility by a JA source inspector, or by delegation of the supplier to perform inspection on behalf of JA at their facility prior to shipping.

- It is expected all JA suppliers maintain a sustained part quality rating of 99.5% or better and achieve Supplier Delegated Inspection status. Details are described in JA procedure UR3-8001 (available on request).
- When Supplier Delegated Inspection status is achieved and appropriate to the product, JA may also grant Direct Ship Authority to the supplier to send product directly to a JA customer.

Suppliers who receive a PO from JA are compliant or certified to AS/EN/JISQ9100 or an equivalent standard. Acceptance of other standards is determined by JA QA personnel; additional controls may be required for acceptance.

Distributors performing purchase, storage, splitting and sale of products without affecting product conformance are compliant or certified to AS/EN/JISQ 9120 in lieu of AS9100 compliance.

Suppliers and members of their supply chain who only provide special processes (see section 7.8.5.1.2 for qualified processes) and receive a PO must be accredited to applicable Nadcap/ISO/IEC 17025 standard(s) in lieu of AS9100 certification. Any exception to this requirement must be communicated to the JA buyer.

Suppliers providing products with software establish and maintain an SQMS or equivalent. The SQMS complies with ED-12B or ED-12C/DO-178B or DO-178C for adequate software development assurance level. [Suppliers providing products with airborne software establish and maintain an SQMS or equivalent in compliance with AS9115.](#)

Note: Supplier software development and production capability assessments and periodic audits are performed according to UR3-4103, Internal and External Auditing, Appendix I.

Supplier certificate(s) of registration to applicable QMS assessments must be issued by a CRB. The CRB must be accredited under the control of the IAQG. Reference the IAQG Website for a listing of accredited CRBs. Note: You need to register on the IAQG website and receive a password in order to view the list of accredited CRBs.

Suppliers permit JA to access all data within OASIS, Nadcap and/or other applicable databases. Access includes registration documentation, certification, audit reports, findings, corrective actions, etc. JA reserves the right to input significant and/or frequent escape data and major audit findings regarding suppliers into the relevant database records for those suppliers.

The supplier is responsible to provide JA with notification of any changes in the certification, registration and/or accreditation or major audit findings within (2) business days of receiving notification of the change or finding. Examples of changes in registration include, but are not limited to, new certification, suspension, or expiration.

Suppliers not compliant or certified/registered/accredited to applicable standard(s) are subject to removal from the Approved Supplier List (ASL). If JA elects to continue business with the supplier, the supplier is subject to QMS, Process, Product, and/or special process audits to ensure conformance to JA, customer and/or regulatory requirements. Suppliers may be required to reimburse JA for the cost of conducting these audits until compliance and/or certification, registration or accreditation is achieved.

#### Test Laboratories

Test laboratories provide the following to assure public safety and protect the safety of consumers as defined by UL (USA) Certification or Equipment Tag, or CE (EU/EEA) Declaration & Equipment Tag. All applicable supplier requirements in Section 6 are followed including those stated below:

*Suppliers furnish all certifications, test reports and samples issued by a supplier or its subcontractor with the initial delivery of products on the PO.*

*Suppliers are responsible for verifying certifications furnished by their subcontractors for their adequacy and compliance to the PO and the requirements therein.*

*Suppliers furnish material and performance test results for all parts and product materials with chemical, physical, metallurgical, and functional performance requirements.*

*Full house laboratories and test facilities (those which do testing as a business) must be accredited by authorized certification bodies to the relevant standards such as Nadcap or ISO/IEC 17025. Captive laboratories and test facilities (those owned by suppliers to test their own products) must be approved by the customer unless the facility is accredited to ISO/IEC 17025.*

#### Design Suppliers

*Suppliers maintain a design and development program in accordance with Clause 7.3 of AS9100, including applicable provisions in Sections 6 and 7.7.3 of this manual.*

#### Airbus Seat Projects Supplier Requirement

*All key suppliers for Airbus seat projects, as identified by JA per UR3-4101, are provided a copy of the latest revision of JQSGU-004 and must show compliance with Airbus A1502, A1503 and A1504 requirements.*

#### Jamco Tokyo (JT) Design Supplier Requirement

*All suppliers who manufacture JT-designed parts are provided a copy of the latest revision of JQCK-006, "Common Specification for Quality Control (Production Subcontracting)," and show compliance with the specification.*

## 7.2 Normative Reference

*It is the responsibility of the supplier to ensure they are working to the latest version of specifications referenced within this document as well as PO requirements.*

*Requests for needed specifications are made to the appropriate personnel in JA's Purchasing department.*

*Supplier refers to the specification identified on the PO to determine the applicable revision of the specification.*

*It is the responsibility of the supplier to obtain non-JA generated documents or standards referenced within this document, some of which are listed in Section 5 above.*

## 7.3 Terms and Definitions:

### Customer

*A customer is an organization or person which receives a part, appliance or product. A customer may be internal or external to JA.*

### Documented Information

*Documented information is a collective term for documents such as quality manual, procedures, forms, work instructions, records, data, etc., including similar documents from external sources which are needed for the effective functioning of the QMS.*

### Effective

*Effective is the extent to which planned activities are realized and planned results achieved.*

### Efficient

*Efficient is the relationship between the result achieved and the resources used.*

### Interested Parties

*Interested parties are those stakeholders who receive Jamco products and services. Interested parties may be external or internal.*

### Opportunity

*Opportunity is the positive effect of uncertainty.*

### Organization

*An organization is a group of people and facilities with an arrangement of responsibilities, authorities and relationship.*

### Process

*Process is an activity which transforms inputs into outputs. For example, the realization of a product may constitute several unique processes, either working independently, or as a series of inter-dependent and sequential activities, as in a department or function. A process typically has four components; input, control, output and mechanism (ICOM).*

### Risk

*Risk is an undesirable situation or circumstance which has both a likelihood of occurring and a potentially negative consequence.*

### Supplier

*Supplier is an organization or person which provides a product. A supplier may be internal or external to the organization, and may include sister or associate facilities, divisions, or consortiums, and even the customer itself.*

## 7.4 Context of the Organization

7.4.1 Understanding the Context of the Organization: [No Additional Requirements]

7.4.2 Understanding the Needs and Expectations of Interested Parties: [No Additional Requirements]

7.4.3 Determining the Scope of the Quality Management System: [No Additional Requirements]

7.4.4 Quality Management System and Its Processes: [No Additional Requirements]

7.4.4.1 [No Additional Requirements]

7.4.4.2 [No Additional Requirements]

## 7.5 Leadership

7.5.1 Leadership and Commitment: [No Additional Requirements]

7.5.1.1 General: [No Additional Requirements]

7.5.1.2 Customer Focus: [No Additional Requirements]

7.5.2 Policy: [No Additional Requirements]

- 7.5.2.1 Establishing the Quality Policy: [No Additional Requirements]
- 7.5.2.2 Communicating the Quality Policy: [No Additional Requirements]
- 7.5.3 Organizational Roles, Responsibilities, & Authorities: [No Additional Requirements]

7.6 Planning

- 7.6.1 Actions to Address Risks and Opportunities: [No Additional Requirements].
  - 7.6.1.1 [No Additional Requirements]
  - 7.6.1.2 [No Additional Requirements]
- 7.6.2 Quality Objectives and Planning to Achieve Them: [No Additional Requirements]
  - 7.6.2.1 [No Additional Requirements]
  - 7.6.2.2 [No Additional Requirements]
- 7.6.3 Planning of Changes: [No Additional Requirements]

7.7 Support

- 7.7.1 Resources: [No Additional Requirements]
  - 7.7.1.1 General: [No Additional Requirements]
  - 7.7.1.2 People: [No Additional Requirements]
  - 7.7.1.3 Infrastructure: [No Additional Requirements]
  - 7.7.1.4 Environment for the Operation of Processes: [No Additional Requirements]
  - 7.7.1.5 Monitoring and Measuring Resources:
    - 7.7.1.5.1 General:

*In all cases, instruments used for verification or acceptance must have 10X the resolution of the tolerance width the instrument is measuring. There is no exception for key characteristics specified in drawings. For any other characteristics, relay the request for exception to the JA buyer.*



7.7.1.5.2 Measurement Traceability: [No Additional Requirements]

7.7.1.6 Organizational Knowledge: [No Additional Requirements]

7.7.2 Competence: [No Additional Requirements]

7.7.3 Awareness: [No Additional Requirements]

7.7.4 Communication: [No Additional Requirements]

7.7.5 Documented Information: [No Additional Requirements]

7.7.5.1 General: [No Additional Requirements]

7.7.5.2 Creating and Updating: [No Additional Requirements]

7.7.5.3 Control of Documented Information: [No Additional Requirements]

7.7.5.3.1 [No Additional Requirements]

7.7.5.3.2 *Corrections of any document must be recorded, dated and traceable to the originator, in ink or other permanent marking method. Original information/data must remain legible and retrievable after changes are made.*

*Revised drawings and specifications take precedence over previously supplied documents unless otherwise specified on the JA PO. Upon request, obsolete documents are removed from use and sent back to JA.*

*Non-electronic quality records are documented in permanent ink or other permanent marking.*

*Documents owned by JA are not transferred to any other location without JA permission.*

*Electronic imaging of records in lieu of storing actual inspection records is permissible. All electronic records are subject to control through applicable sections of AS9100 (or its equivalent).*

*Retain QMS records for a minimum of 10+ years over the life of the part. Records which are the property of, or pertain to, JA contracts or POs, are not disposed of without JA consent. These records must be made available to JA at any time, upon request. When requested, document submission guidelines are as follows:*

- *For product shipped in the last two years – within 1 hour*
- *For product shipped more than two years ago – within 1 day*

*Record entry correction must be done by crossing-out the incorrect data, signing/stamping and dating the new entry. Whiteouts or complete blot-outs of incorrect entries are not permissible. Write "N/A" for fields not requiring any entry or data.*

*Suppliers may request access to JA documents in links specified in the PO's.*

## 7.8 Operation

7.8.1 Operational Planning and Control:

*Changes which may affect product conformity and delivery must be documented and communicated to JA prior to implementing the change. These include, but are not limited to:*

- *design changes;*
- *ownership change;*
- *major quality manual/procedure changes;*
- *major process changes;*



- *product changes and obsolescence;*
- *change in CMM, IPC, SB;*
- *change in inspection techniques;*
- *change in manufacturing location(s);*
- *change in certification or accreditation status, i.e. AS, ISO, Nadcap, etc.;*
- *others as deemed worth disclosing by the supplier.*

*Suppliers may use the JA Supplier NOC Form, UE-119, or their own equivalent NOC form. NOC submittals sent to JA may be by email or FTP (File Transfer Protocol) and sent to [change\\_specialist@jamco-america.com](mailto:change_specialist@jamco-america.com). If sent by mail, send to the attention of Change Specialist, Configuration Management. Courtesy NOC submissions (those not requiring JA approvals) are required within 30 days of the change.*

*Suppliers for JA-designed parts or parts custom-designed specifically for JA will not subcontract, outsource or relocate any work until written permission is issued by JA and after submission of a supplier's declaration of intent. The declaration of intent includes the subcontractor's name, address, telephone number, name of QA Manager (or equivalent) and all part names and numbers (as applicable). The subcontractor being considered for a transfer of work may be subject to a full or partial systems audit to ensure all controls are being met before delivery to JA. The supplier may use JA's Supplier NOC Form, UE-119 and follow submission requirements above.*

*Suppliers shall be responsible for all costs associated with the proposed change If Supplier initiates a change to an end item Product as a result of inability to obtain purchased components for reasons not related to JA, including but not limited to component obsolescence, supply chain performance issues and component price issues. These costs shall include all of supplier's costs and any JA costs associated with incorporating the changed product. JA will provide Supplier with an estimate of JA costs within thirty days of Supplier's request of change under this section.*

7.8.1.1 Operational Risk Management: [No Additional Requirements]

7.8.1.2 Configuration Management: [No Additional Requirements]

7.8.1.3 Product Safety: [No Additional Requirements]

7.8.1.4 Prevention of Counterfeit Parts: [No Additional Requirements]

7.8.2 Requirements for Products and Services: [No Additional Requirements]

7.8.2.1 Customer Communication:

*Verbal agreements or instructions are, under no circumstances, considered as approval or authorization to proceed.*

7.8.2.2 Determining the Requirements for Products and Services: [No Additional Requirements]

7.8.2.3 Review of Requirements for Products and Services:

*JA PO requirements are confirmed by the supplier prior to any production of parts. Any questions or concerns by the supplier are clarified prior to start of production.*

*All document changes (drawings, POs, or other JA-provided specifications) are confirmed by the supplier upon receipt. All documents are internally controlled and communicated to appropriate parties.*

7.8.2.3.1 [No Additional Requirements]

7.8.2.3.2 [No Additional Requirements]

7.8.2.4 Changes to Requirements of Products and Services: [No Additional Requirements]

### 7.8.3 Design and Development of Products and Services: [No Additional Requirements]

#### 7.8.3.1 General: [No Additional Requirements]

#### 7.8.3.2 Design and Development Planning: [No Additional Requirements]

#### 7.8.3.3 Design and Development Inputs: [No Additional Requirements]

#### 7.8.3.4 Design and Development Controls:

*Design suppliers building to their design must be able to demonstrate completing a design validation ensuring a product or system fulfills defined JA needs and specified requirements, under specified operating conditions. Exceptions to this are standard parts suppliers and design work being submitted to JA for approval.*

##### 7.8.3.4.1 [No Additional Requirements]

#### 7.8.3.5 Design and Development Outputs:

*Where design suppliers use ECOs (Engineering Change Orders), DCNs (Document Change Notices), ECNs (Engineering Change Notices) or similar methods for allowing provisional revisions prior to the rolling-up of a revision, the number of such temporary versions does not exceed 5 for a document or drawing number. This is irrespective of whether individual drawing or document pages are independently allowed to be revised by the supplier's documentation standard.*

*Design suppliers provide higher assembly drawings with embedded 3D models showing attach point hardware, identifications of all connectors/terminations which include drawing title, revision level and identity of supplier, i.e. 3D PDF (Portable Document Format).*

#### 7.8.3.6 Design and Development Changes:

*Suppliers and/or their subcontractors will not make design and/or product changes, substitutions or repairs to JA/JT parts without prior approval from JA. Verbal or email approvals may authorize suppliers to manufacture at risk but do not constitute authorization to ship. Shipping may only commence once the affected document/drawing is revised, approved, a controlled copy furnished to the supplier, and the part conformed to the new data. In all cases, suppliers must contact the JA buyer before making any change to JA/JT design.*

*Suppliers must place the language above in all subcontracts for supplier-purchased material and/or items, where such material and/or items are used as a JA/JT end item or as a component of a JA/JT end item.*

*Where hardware suppliers revise the design of a part purchased by JA as a component for its complex assemblies, suppliers notify JA of such change per the requirements of AS9116. JA identifies an NOC needing "prior acceptance" as class 1, and an NOC needing "concurrent notification" as class 2. Notification to JA is per Subsection 7.8.1 above.*

### 7.8.4 Control of Externally-Provided Processes, Products and Services: [No Additional Requirements]

#### 7.8.4.1 General:

*Special process suppliers/subcontractors/subtiers are accredited to the process they are performing by industry or regulatory authorities. Exceptions are made for customer-specified processors, i.e. Boeing D1-4426 or Airbus AP1013.0. Also see section 7.7.5.2.*

*Suppliers are responsible for ensuring compliance to the following SAE Standards, including the dissemination to all tiered suppliers:*

- EIA-STD-4899 Requirements for an Electronic Components Management Plan
- AS5553 Counterfeit Electrical, Electronic, and Electromechanical (EEE) Parts; Avoidance, Detection, Mitigation and Disposition

- GEIA-STD-0005-1 Performance Standard for Aerospace and High Performance Electronic Systems Containing Lead-free Solder
- STD-0016 Standard for Preparing a DMSMS Management Plan
- EIA-933 Requirements for a COTS Assembly Management Plan

Suppliers for JA designed parts or custom-designed parts specifically for JA and all their supply chain will use only other sub-tiers or sources specified by JA on its PO or contract. Suppliers and their supply chain exclusively providing special processes must be Nadcap, ISO/IEC 17025, or customer-approved for all special processes performed. Any exception to this requirement must be communicated to the JA buyer.

For additional requirements on products being procured for Boeing by JA, refer to JQSGU-004T-1.

#### 7.8.4.1.1 [No Additional Requirements]

#### 7.8.4.2 Type and Extent of Control:

Suppliers must provide raw materials reports, certification results, test reports and/or laboratory analysis requirements as defined by the product definition, reference specifications and/or the PO.

When the supplier utilizes test reports to verify purchased product(s), the data in those reports is acceptable and traceable to nationally accepted standards and/or manufacturer specifications.

Suppliers comply with all export compliance requirements, as applicable.

Suppliers are not allowed to direct ship to JA customers or for their sub-tiers to ship directly to JA or its customers without prior written authorization from JA QC department. To obtain authorization, contact the JA buyer.

#### 7.8.4.3 Information for External Providers:

Suppliers shall ensure the adequacy of requirements prior to their communication to the external provider (including sub-suppliers). This shall include provisions for clauses a – m of AS9100D, section 8.4.3, including but not limited to subsection m, “ensuring that persons are aware of:

- their contribution to product or service conformity;
- their contribution to product safety;
- the importance of ethical behavior.”

Where JA owns the design of an article purchased from a supplier (first-tier) who further subcontracts all or portions of said work to other subcontractors (second-tier), the first-tier supplier’s PO must state the purchased items are for JA “end-use” and must be controlled per JA PO requirements.

For additional requirements on products being procured for Boeing by JA, refer to JQSGU-004T-1.

#### 7.8.5 Production and Service Provision: [No Additional Requirements]

##### 7.8.5.1 Control of Production and Service Provision: [No Additional Requirements]

##### 7.8.5.1.1 Control of Equipment, Tools and Software Programs:

All equipment used to manufacture parts is maintained (and documented) per manufacturer recommendation(s) and/or on a periodic basis. Maintenance schedule and records are maintained and available for review upon request.

See subsection 7.8.5.1.3 below.

Tool model approval and/or Tool Tracking form is required when requested by buyer.

For JA-owned tooling reference URG-3003 for tooling control requirements.

7.8.5.1.2 Validation and Control of Special Processes: [No Additional Requirements]

7.8.5.1.3 Production Process Verification:

**NOTE: For Suppliers of standard catalog and COTS items, FAI is not required.**

Supplier shall perform FAIs per contract requirements using guidance provided by AS/EN/SJAC 9102 and, unless specifically authorized in writing by JA QA, shall document and report all FAI/FAIR using NI web-based FAI reporting.

The provisions and requirements for FAI/FAIR reporting shall be flowed to the supplier sub-tier supply chain for any parts destined to become part of a JA assembly/subassembly.

NOTE: for this requirement sub-tier supply chain means suppliers direct network of suppliers providing material, equipment, information, and services integrated into products and services.

Furthermore, where a supplier is required to document FAI in the NI software, FAI's of the supplier's supply chain shall also be documented in NI.

FAIs are performed on a representative sample of the first production run, and in accordance with AS9102. In addition, a full or partial (delta) FAI is performed for affected characteristics when any of the following changes occur:

- change in design;
- change in manufacturing source(s), process(es), inspection method(s), location(s) of manufacture, tooling or material(s);
- natural or man-made event (disaster), which may affect any manufacturing process(es);
- lapse in production for two years; or
- as specified by PO.

At any time, a supplier may be requested to perform a complete FAI in lieu of a delta FAI.

Digital Product Definition (DPD) Requirements FAI:

If the supplier is provided a 3D model for product build and inspection, the supplier must demonstrate conformance to the following:

- a process to maintain and control configuration of the model received;
- the same process must demonstrate the relationship and control of the extracted NC and inspection data to build and inspect parts;
- a supplier-generated and approved drawing demonstrating characteristics which ensures product form, fit and function, which is used for a first article inspection per the latest revision of AS9102.

**EXCEPTION:** When the supplier is provided a JA-approved drawing and a REFERENCE 3D model to build their NC and inspection programs.

See subsection 7.7.1.5.1 above.

For additional requirements on products being procured for Boeing by JA, refer to JQSGU-004T-1.

Supporting Documentation Requirements: FAI Requirements:

- Supplier and sub-supplier (including tiered sub-suppliers):
  - Certificate of Conformances (COC)
  - Special processor COC's
  - Material COC's and test reports
  - Qualification records

- Provide each subsequent shipment:
  - Manufacturer COC/supplier COC/packing slip
- Supporting documentation to be retained by suppliers from each shipment, which must be readily available upon request:
  - Supplier and sub-suppliers (including tiered sub-suppliers) to provide the following, but not limited to:
    - COC's
    - Special processor COC's
    - Material COC's and test reports
    - Qualification records
    - All FAIs

#### 7.8.5.2 Identification and Traceability:

*Unless otherwise superseded by the JA PO or drawing requirements, part marking is performed per PSJ-2275, as follows:*

- include the JA part number / revision, PO number and the date of manufacture in the part mark area on all parts and assemblies;
- where a part is too small to record the full listing of data, bag the part and part mark on the outside of the bag.

*Note: All parts, components, and assemblies require full traceability to OEM quality records, COC's, material certifications and test records. Exceptions to this are standard catalog and COTS items.*

#### 7.8.5.3 Property Belonging to Customers or External Providers:

*Product marked for JA use is only shipped to JA or to a JA-approved destination.*

*All documents, records, gaging, stamps, and any other customer property, intellectual or otherwise, is returned to JA upon cessation of business.*

*JA inventory is only utilized per the job required in accordance with JA PO details.*

#### 7.8.5.4 Preservation:

*Suppliers provide monthly, or as requested by JA, inventory counts of JA-owned inventory.*

*Suppliers make no charges for boxing, crating or cartage unless stated in the PO.*

*Consign all shipments to the "Ship To" address unless otherwise specified. If the "Ship To" company is a company other than JA, provide shipping notice(s) for each shipment to JA on the day the shipment is made. Shipping notices contain, at a minimum, the JA order number, contents of each container, quantity, weight, estimated date of arrival, and shipment method.*

*The outside packaging containing ESD-sensitive items has an ESD warning label. This same label is used to seal shielded bags.*

*For materials with a shelf life longer than six months as determined by spec or manufacturer:*

- *the supplier is required to ensure at least 6 months is left on the shelf life of materials upon receipt at JA. (Not applicable for materials that have a shelf life of less than six months due to the nature of the material and defined by specification/manufacturers technical data as less than six months).*
- *the expiry date may be used in lieu of the date of manufacture.*

*Supplier shall ensure preservation of product including, where applicable in accordance with product specifications and applicable statutory and regulatory requirements, provisions for prevention, detection, and removal of Foreign Objects Debris (FOD).*

*For additional requirements on products being procured for Boeing by JA, refer JQSGU-004T-1.*

7.8.5.5 Post Delivery Activities: [No Additional Requirements]

7.8.5.6 Control of Changes:

*See subsection 7.8.5.1.3 above.*

7.8.6 Release of Products and Services:

*Suppliers create and submit all applicable COC and Certificate of Analysis (COA) with each shipment to JA.*

*Supplier COC for the part number indicated on the PO is required with all shipments. For non-OEM suppliers or distributors: in addition to the supplier COC, a manufacturer COC is also required, unless pre-approved by Jamco America. Note: 8130-3 tag may be accepted in place of a manufacturer COC.*

7.8.7 Control of Nonconforming Outputs:

- 7.8.7.1 *Supplier and its supply chain have an established procedure for advance notification of JA for concession to ship NC product. For additional requirements related to requesting approval to ship nonconforming product, please reference UR3-2106 Nonconforming Products.*

Notice of Escape (NoE)

*If an NC product is determined to exist, or is suspected to exist, on product already delivered to JA or any of its designated shipment destinations, the supplier and/or any involved subcontractor(s) must provide a written disclosure to the JA buyer. This must occur within 24 hours of the discovery, most importantly if reporting failures, malfunctions or defects categorized under the FAA's 14CFR Part 21.3(c) category. The disclosure must contain the following information, as a minimum:*

- *part number;*
- *part name;*
- *description of the nonconformity (is/should be format);*
- *customer/organization name;*
- *suspect/affected serial number(s);*
- *quantity affected;*
- *date first manufactured;*
- *date last manufactured;*
- *date delivered;*
- *date codes, and airplane line units when applicable;*
- *destination of delivered shipments;*
- *description of the root cause;*
- *description of the corrective action;*
- *proposed disposition of the NC;*
- *name, signature and phone number of the member of supplier's QA who authorized the notification.*

*If not all of the above listed information is available within one business day, a supplier shall provide as much information as possible and include a schedule or plan detailing when the remaining information will be provided.*

*Note: if the condition is a possible safety of flight concern, submit all available information immediately.*

7.8.7.2 [No Additional Requirements]

## 7.9 Performance Evaluation

7.9.1 Monitoring, Measurement Analysis, and Improvement: [No Additional Requirements]

7.9.1.1 General: [No Additional Requirements]

7.9.1.2 Customer Satisfaction: [No Additional Requirements]

7.9.1.3 Analysis and Evaluation: [No Additional Requirements]

7.9.2 Internal Audit:

*Audits of the entire QMS are conducted annually. Alternate plans must be accepted by JA.*

7.9.3 Management Review: [No Additional Requirements]

7.9.3.1 General: [No Additional Requirements]

7.9.3.2 Management Review Inputs: [No Additional Requirements]

7.9.3.3 Management Review Outputs: [No Additional Requirements]

## 7.10 Improvement

7.10.1 General:

*All Supplier CAPA requests are completed on the JA provided electronic form. All supplier responsible fields must be completed in their entirety on the provided form. If the field is not applicable you must enter N/A in the appropriate field.*

*CAPAs are designated as either minor or major. Supplier responses must be received by the due date (Minor 15 days/Major 5 days).*

*Approval process phase 1: The initial response is the supplier's corrective action plan, including the estimated completion date (ECD). Once the plan is approved it is up to the supplier to make sure all actions are completed as planned.*

*Approval process phase 2: Once action items are complete, suppliers must provide objective evidence the actions are complete. An example of objective evidence is: for training, a copy of the training sign-in sheet.*

*Note: Failure to respond to CAPA requests in a timely manner may result in New Business Hold and/or disqualification as a supplier to JA.*

7.10.2 Nonconformity and Corrective Action: [No Additional Requirements]

7.10.3 Continual Improvement: [No Additional Requirements]



## 8 Terms and Conditions

### 8.1 Acceptance of Supplier's Conditions

*JA's PO contains its offer to a supplier upon the terms and conditions stated in this manual and becomes a binding contract when it is accepted by a supplier either by acknowledgment or performance. JA is not obligated to make any payments required under the PO until JA has received the written acknowledgment and acceptance of a supplier. None of the terms and conditions contained in this manual may be modified except by a written instrument signed by JA's authorized representative and each shipment received by JA from a supplier is only upon the terms and conditions contained in this manual except as they were modified as aforesaid. No conditions laid down by a supplier in accepting or acknowledging the order are binding upon JA if in conflict with any instructions, agreement and/or condition herein stated, unless expressly accepted by JA in writing. Any contention by the supplier pertaining to the current revised requirements must be communicated to JA in writing within 30 days of the revision change or upon submission of the most recent PO post revision change. After 30 days, "no response" is considered the supplier's concurrence to the new revision.*

### 8.2 Cancellation

*JA may cancel existing purchase orders by giving written notice to the supplier with immediate effect, if any one of the following events occurs:*

#### 1 *Force Majeure Event*

*Neither party shall be liable for failure and/or delay in the performance of the Agreement and/or PO, to the extent such failure to perform or delay is caused by an unforeseeable cause including but not restricted to, act of God or the Public Enemy, acts of government, fires, floods, epidemics, quarantine restitutions, strikes, freight embargoes, beyond its control ("Force Majeure") which prevents such Party to perform its obligations.*

*The prevented Party shall inform the other Party by any means and when possible within a period of two (2) Days of the occurrence of the Force Majeure Event.*

*The prevented party undertakes to make all reasonable efforts to catch up on lost time once the Force Majeure Event is over.*

*Throughout the duration of the Force majeure Event, JA may resort to any other supplier of its choice.*

*Should the Force majeure Event last over one (1) month, the concerned agreement/PO might be rightfully terminated/cancelled without notice, by either Party, by the registered letter with acknowledgement of receipt to the other Party.*

2. *If the supplier files a petition for bankruptcy, a petition for bankruptcy is filed against it, or if the supplier becomes insolvent or adjudged bankrupt;*
- 3.. *If control of the supplier is acquired by any group not in control at the date of purchase order;*
4. *If a supplier refuses, terminates, or fails to make deliveries of the material or services, or any part thereof, within the time specified in the PO or any extension hereof;*

### 8.3 Patent Protection

*Suppliers save JA, its successors, assigns, agents and customers harmless from any loss, damage or liability which may be incurred on account of actual or infringement of any patent, copyrights trademark of trade name with respect to such materials and, at its own expense, defend any action, suit or claim in which such infringement from all loss, damages, liability, claims, demands, and suits of lay or equity which may be incurred. In the event materials are held in such suit to be infringing and their uses are enjoined or limited in any manner, a supplier, at its own expense, and at the option of JA, either (a) procures for JA, its successors, assigns, agents and the customers the right to continue use of such materials, (b) replaces same with a non-infringing material satisfactory to JA, (c) modifies such so it becomes non-infringing, or (d)*



*removes such and refunds the purchase price and other costs incurred by JA, its successors, assigns, agents and customers for the installation and removal thereof. Any design, literary property, trade secret or other invention developed during the manufacture of materials or production or services of JA's original design or for materials manufactured or services rendered on a custom basis for JA or for which JA has paid the design or development costs, either separately or as part of the purchase price, becomes the property of JA, and no patent or copyright application or other effort to use such design, literary property, trade secret or invention is made by suppliers without JA's prior written approval.*

#### 8.4 Assignment

*Suppliers may not assign any rights or obligations arising under this PO without the prior written consent of JA.*

#### 8.5 Governing Law

*This PO is governed by the laws of the state of Washington. Exclusive jurisdiction of all actions against JA lies in Everett, Washington.*

#### 8.6 Confidentiality

*Suppliers will not disclose any information concerning this order to any third party except as herein specified without first obtaining the written consent of JA.*

#### 8.7 Conflict

*Acceptance of an order is deemed to bind suppliers or contractors to these terms and conditions and no goods or services are supplied or performed by suppliers or contractors, their employees, agents or representatives, except in accordance therewith. In the case of any conflict between these conditions and those of suppliers or contractors, these conditions prevail unless any exceptions are specifically noted on the PO. Suppliers agree not to stop work on shipments to agreed schedule and proceed with diligent efforts to resolve any conflict.*

#### 8.8 Pricing & Discounts

*The prices set forth in the PO include all charges for supplier's packing and crating and for transportation to FOB point and are not subject to supplier's revision. Suppliers represent the price or prices specified in the PO do not exceed the current selling prices for substantially similar items to any other purchaser, taking into account the quantities ordered. If suppliers offer discount terms to JA, it is understood the cash discount period is from the receipt of goods at the contracted location, not indexed to the date of a supplier's invoice. JA may pay supplier's invoice before delivery and complete inspection or test of the article and hereby avail itself of the cash discount. By such payments, JA does not waive its right to reject the materials and may charge the account of a supplier for any loss, shortage, defect or failure in performance, delay, or other default.*

#### 8.9 Warranty

*Suppliers expressly warrant all of the materials or services furnished under the PO conform to applicable specifications, drawings, part numbers, samples or other description given; they are fit and sufficient for the intended use specified therein; they are merchantable, of good quality and free from defects, whether patent or latent, in materials and workmanship. A supplier warrants it has good title to the materials supplied and they are free and clear from all liens and encumbrances.*

#### 8.10 Excusable / Non-Excusable Delay

*Supplier shall strictly adhere to the shipment, delivery or completion schedules specified in the PO, or supplier order acknowledgment as agreed in writing by both parties. In the event of any anticipated or actual delay, including but not limited to delays attributed to acts in the nature of force majeure, and the carrying out of such undertaking was prevented or delayed by a cause beyond the reasonable control of supplier or JA (excusable delay), supplier shall: (i) promptly notify JA in writing of the reasons for the delay and the actions being taken to overcome or minimize the delay; and (ii) provide JA with a written recovery schedule. If JA requests, supplier shall, at supplier's expense, ship via air or other expedited routing*

to avoid the delay or minimize it as much as possible. If supplier fails to deliver on the required date due to non-excusable delay, JA has the right to invoke a penalty. Based on circumstance and events, the penalty may be negotiated between supplier and JA. However, JA may consider issuing a fine to supplier which equates to the full amount of the cost of goods involved.

Supplier shall not deliver products prior to the scheduled delivery dates unless authorized by JA.

### 8.11 Material Inspection by JA

*The materials or services ordered are held under responsibility per the shipping terms stated on the applicable PO, i.e., FOB Origin or FOB Destination, even if final inspection is at the place of origin. Unless evidence shows materials were damaged due to inadequate packaging, not suited for method of transportation, PO shipping terms prevail.*

*Suppliers replace rejected product and cover expense of transportation both to and from any JA facility for all defective product. In all other cases, transportation expenses are paid as per the original PO and replacement of product is determined by mutual agreement between the parties as documented on a PO. Suppliers, within a reasonable period of time on written request of JA, replace at their expense, the materials or services rejected by JA with new materials or services of suitable quality.*

*Supplier QC records are maintained on file and available to authorized JA representatives. Any materials supplied for the performance of this order must be inspected prior to assembly and/or manufacturing. JA authorizes the supplier to receive and inspect all materials drop-shipped from outside sources. Suppliers are then held responsible that the end product of this order conforms in all respects to the drawing and/or order JA has issued. Any discrepancies in materials or supplies must be immediately reported to JA. If the finished product is rejected at JA's final inspection for NC materials, the supplier who manufactured and/or assembled the product is held liable.*

*All materials are subject to JA's inspection and acceptance at destination, regardless of any prior payment or inspection at source. Such inspection is made within a reasonable time after delivery (See Supplier Delegated Inspection in §7.1.2, Application). Acceptance of any material not deemed to alter or affect the obligations of suppliers or the rights of JA under the warranty. In addition, all rejected products returned to suppliers require Return Merchandise Authorization (RMA) and RMA serves as agreement that rejected parts are sole cause of supplier.*

### 8.12 Customer Specific Appendices

8.12.1 A1 - Jamco Tokyo (JT) – Reference JQCK-006

8.12.2 A2 - Boeing – Reference JQSGU-004T-1

8.12.3 A3 - Airbus – Reference JQSGU-004T-2

Record of Revisions

Revision	Date (MM/DD/YYYY)	Description	Approvals			
A-P	Multiple	See revision P for full revision histories				
R	06/25/2018	Add times per JAMCO Group Global Quality Program for clarity and definition to “upon request” in section 7.7.5.3.2 for supplier records retrieval and submission, as guidelines	<b>Initiated By:</b> G. Sykes <b>Prepared By:</b> P. Slack <b>Checked By:</b> M. Thunder B. Baylon D. Noda C. Shipman K. Wyatt <b>Approved By:</b> K. Davis			
S	12/07/2018	§§2.4, 5, 7.1, 7.8.1 & 7.8.4.1 Change: Re-number and re-title references, then re-sort and/or re-alphabetize Reason: Keep up to date Type: Minor	<b>Initiated By:</b> C. Shipman <b>Prepared By:</b> P. Slack <b>Checked By:</b> M. Thunder B. Baylon K. Wyatt K. Davis C. Shipman <b>Approved By:</b> D. Noda			
		§3.4 Change: Add sub-supplier definition Reason: Clarification Type: Minor				
		§§3.4, 4.2, 7.1 & 7.8.6 Change: Spell out acronyms in single location and delete from list: ASL, ASTM, COA, DVBE, LGBT, MBE, SAE, SB, VBE & WBE Reason: Clarification Type: Minor				
		§§5 & 7.8.7.1 Change: Add reference to UR3-2106 Reason: Additional definition Type: Minor				
		§7.3 Change: Revise to make complete sentences Reason: Clarification Type: Minor				
		§7.8.3.6 Change: Correction to NOC subsection reference Reason: Accuracy Type: Minor				
		§7.8.4.3 Change: Add flow down clause from AS9100D Reason: Clarification of requirements Type: Minor				
		§7.8.5.1.4 Change: Add section with supporting documentation requirements for shipments Reason: Clarification Type: Minor				
		§7.8.5.2 Change: Add traceability requirements for parts, including catalogue parts Reason: Clarification Type: Minor				
		§8.10 Change: Add verbiage regarding order acknowledgement agreement Reason: Better definition Type: Minor				
		T		03/04/2020	Title Page & §4.2 Add ‘REVISIONS TO THIS DOCUMENT MUST BE EVALUATED BY THE DAC PRIOR TO DISTRIBUTION’ as DOID action	<b>Initiated By:</b> D. Anderson <b>Prepared By:</b> P. Slack <b>Checked By:</b> 
		§§3.4 & 4.2 Delete BFE/CFE and add in one location				
		§4.1.1 Add definition of APQP-PPAP				
		§4.1.3 Update definition of COC				
§4.1.4 Add definition of COTS						
§4.1.13 Add definition of Standard Catalogue Items						
§4.2 Add acronyms APQP, COTS, DMSMS and PPAP						

Revision	Date (MM/DD/YYYY)	Description		Approvals
		§§5 & 7.1 Airbus Seat Projects Supplier Requirement	Add ref docs AS9145, JQSGU-009, & UG-JQSGU-009; update Airbus ref docs overall, i.e. delete superseded and add new, including where specifically named in the document itself; add to software reference	M. Thunder M. Maxey K. Wyatt K. Davis H. Nakassa D. Anderson <b>Approved By:</b> D. Noda
		§6.8	Add new requirement for suppliers to perform APQP-PPAP actions per JQSGU-009 when directed by JA	
		§7.1 para 1	Add note regarding APQP/PPAP	
		§7.1 para 11	Correct reference on software suppliers and follow-on 'Note'	
		§§7.5.1, 7.5.3 & 7.9	Update heading titles per AS9100	
		§§7.8.4.1, 7.8.4.3, 7.8.5.1.3 & 7.8.5.5	Remove specific Boeing Codes	
		§7.8.5.1.4	Add Manufacturer COC requirement	
		§7.8.6	Add supplier or manufacturer COC requirement	
		§8.2	Update Cancellation terms	
U	12/3/2020	§4.2	Add acronyms CMM, IPC, and SB	<b>Prepared By:</b> S. Jaeger <b>Checked By:</b> M. Thunder M. Maxey G. Sykes E. Hevia K. Wyatt K. Davis <b>Approved By:</b> D. Noda
		§5	Add ATA Specification 300 Specification for packaging of Airline Suppliers	
		§7.8.1	Add new requirement regarding 'Obsolescence'	
		§7.8.5.1.3	Update EXCEPTION	
		§8.2	Update Cancellation terms	
V	09/29/2021	§4.1.13	Revised definition for Standard Catalog Item	<b>Checked By:</b> M. Thunder M. Maxey G. Sykes J. Yokoyama K. Wyatt K. Davis <b>Approved By:</b> D. Noda
		§7.8.5.1.3	Added Note to clarify FAI requirements are not applicable to suppliers of standard catalog and COTS items. Absorbed §7.8.5.1.4 into this section.	
		§7.8.5.2	Revised requirement to exempt standard catalog and COTS items from full material traceability requirements.	
W	02/09/2022	§5 and §7.1	Added reference to AS9115 for deliverable software.	<b>Checked By:</b> M. Thunder M. Maxey G. Sykes B. Palmer K. Wyatt K. Davis <b>Approved By:</b> D. Noda
		§ 7.8.5.4	The Self life requirement was updated.	
		7.1	Changed incoming supplier quality requirement from 99% to 99.5%	
		7.8.5.1.3	Added clarity for FAI. Contract describes when to do and additions or exceptions. AS9102 describes how to perform but cannot be used to decide when to perform for a customer.	
Y	10/13/2022	§8.10	The amount of a fine was updated from "\$500.00 or 20%" to "100%".	<b>Checked By:</b>

Revision	Date (MM/DD/YYYY)	Description		Approvals
				M. Thunder M. Maxey B. Palmer K. Wyatt K. Davis <b>Approved By:</b> D. Noda
Z	07/20/2023	\$5 \$7.8.5	Added reference to UR2-0001 and UR2-0001T-3 for the tool model/form requirement. Added the tool model/form requirement.	See Title Page