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## **1 Quality Assurance:**

The Supplier shall maintain a Quality Management System, and as applicable, process/method-specific accreditation for the scope of work requested by IWG in the contract, statement of work and/or purchase order. Changes to the Supplier's Certification/Accreditation shall be reported to IWG within 30 calendar days.

### **1.1 Right of Access**

Upon IWG's prior written notice, the Supplier shall provide right of access to any facility where work performed for IWG, to IWG personnel, IWG's customers and applicable regulatory agencies.

The Supplier shall communicate to its suppliers and subcontractors its Right of Access requirements.

IWG shall notify the Supplier in writing of any intention to visit sub-tier suppliers and shall provide the Supplier opportunity join IWG personnel for the visit.

Right of access includes access to all documented information within the scope of work performed.

IWG shall sign non-disclosure agreements as applicable.

### **1.2 Requirements for Calibration Service Providers**

Laboratories performing calibration services for IWG shall be ISO/IEC 17025 accredited and shall include within their scope of accreditation the methods to be used to calibrate IWG measurement, monitoring, and test equipment.

Laboratories performing calibration services shall notify IWG of any "As Found"/"As Received" out of tolerance condition as soon as is feasible. This requirement shall also apply for any onsite calibration performed by a Calibration provider at IWG premises on IWG Test Rigs including Environmental test chambers.

### **1.3 Personnel:**

The Supplier shall ensure that any person(s) doing work under its control for an IWG contract, statement of work, or purchase order are

- a. Competent based on appropriate education, training and/or experience,
- b. Are aware of their contribution to product and service conformity
- c. Are aware of their contribution to product safety
- d. Are aware of the importance of ethical behavior.

**1.4 Suppliers using Acceptance Authority Media (AAM)**

When acceptance authority media (AAM) are used (e.g., stamps, electronic signature, passwords), the organization shall establish controls for the media. The use of AAM must be considered as a personal warranty of compliance and conformity.

**1.5 Foreign Object Debris (FOD) Control**

The Supplier shall ensure that product manufactured and delivered to IWG is controlled in a manner that will ensure that no FOD is present in the final product.

Delivered products shall be free of foreign material (e.g., loose fasteners, wire clippings, metal shavings, dust, grime, oil, loose solder, etc.).

Parts found to contain FOD may be rejected.

**1.6 Counterfeit Part Prevention**

Counterfeit Part is material that has been confirmed to be a copy, imitation or substitute that has been represented, identified, or marked as genuine, and/or altered by a source without legal right with intent to mislead, deceive or defraud. Examples of a Counterfeit Part can include, but are not limited to, false identification of markings, labeling, grades, serial numbers, date codes, documentations, or performance characteristics.

A Suspect Part is material, items, or products in which there is an indication by visual inspection, testing, or other information that it may meet the definition of Counterfeit Parts.

The Supplier/Distributor providing Electronic, Electrical and Electromechanical (EEE) assemblies, components, or containing electronic components to IWG shall have controls in place to support compliance to SAE AS5553 or SAE AS6174 or equivalent.

When required by the IWG Purchase Order, the Supplier shall provide OEM/OCM documentation that validates traceability of the parts to the applicable OEM/OCM.

In the event the Supplier becomes aware, or suspects, that it has delivered Counterfeit Parts, the Supplier shall immediately notify IWG as per the Notice of Escapement clause within this document.

Authorized distributors shall disclose in writing to IWG if they are not authorized for the EEE parts they are supplying.

Exclusive suppliers shall disclose in writing if they cannot supply EEE parts they acquire directly from Authorized Sources.

Suppliers/Distributors shall flow down the supply chain the applicable counterfeit avoidance and detection requirements.

**1.7 Conflict Minerals**

Supplier represents and warrants that their Product(s) does not contain any conflict minerals, as per applicable United States regulation. Supplier further represents and warrants that it has received the same representation herein from its Subcontractors, as appropriate. Supplier must promptly notify IWG in writing a full report of any conflict

mineral(s) and origin at any stage of manufacturing or production it becomes aware that any conflict minerals are incorporated into the Product(s).

### **1.8 Calibration of Monitoring, Measuring and Testing Resources**

The Supplier shall control the calibration of all monitoring, measuring and test equipment against measurement standards that are traceable to international or national measurement standards (e.g., NIST).

When no such standards exist, the basis used for calibration and verification shall be retained as documented information.

Suppliers shall take necessary containment and corrective actions to evaluate the impact and prevent recurrence when products have been accepted by out of tolerance measuring equipment.

### **1.9 Property belonging to IWG**

The Supplier shall protect, and safeguard IWG property. This property includes IWG supplied assemblies, tools, fixtures, gauges, test equipment, and any IWG intellectual property such as drawings, models, and technical and contractual information.

The Supplier shall notify IWG any lost or damaged IWG property as soon as feasibly possible, once identified.

### **1.10 Part-marking and Identification**

When a part-mark specification or direction is not provided in the drawings, specifications or in the Purchase Order, the part shall be tagged with the following information:

- a. The IWG specified part number indication on the Purchase Order, and
- b. The Supplier's manufacturing traceability. (e.g., Work Order Number, Batch Number, Lot Number, Heat Treat Number, Serial Number etc.).

Small items may be bagged and tagged with an appropriate label. If more than one item is included in the bag, the label shall also include quantity.

### **1.11 Guarantee of Material Source**

All parts and materials shall be procured from the Original Equipment Manufacturers/Original Component Manufacturer (OEMs/OCMs), or through an OEM/OCM distributor chain. Parts and materials shall not be acquired from independent distributors or brokers unless approved in advance in writing by IWG.

The Supplier/Distributor providing Electronic, Electrical and Electromechanical (EEE) assemblies, components, or containing electronic components to IWG shall have controls in place to support compliance to SAE AS5553 or SAE AS6174 or equivalent.

**1.12 Purchasing for Manufacture of Custom Parts**

The Supplier shall confirm that all procured items and raw materials used in the production of IWG custom parts meet requirements in accordance with IWG supplied drawings. In addition, the Supplier shall identify and flow down applicable requirements to its external providers to ensure the final product meets all IWG requirements.

**1.13 Supplier Subcontracting and Outsourcing:**

The Supplier shall obtain IWG's approval prior to subcontracting one or more processes. This approval request shall be submitted to IWG using the Supplier Subcontractor Approval Request form (Form 258).

Applicable certificates of the outsourced processes and evidence of the subcontractors being listed on the Supplier Approved Supplier List for IWG parts must be kept on file and be made available to IWG upon request.

IWG shall be notified of any changes to a subcontracted or outsourced activity. Changes to the subcontractor used or the work/process outsourced shall require subsequent approval prior to subcontracting the work/process.

Suppliers shall only use subcontractors that are approved under their Approved Vendor/Supplier List and are in Active status at the time of subcontracting.

The Supplier shall flow down to its subcontractors applicable IWG requirements, including:

- a. Key Characteristics: An attribute or feature whose variation has a significant effect on product fit, form, function, performance, service life, or producibility, that requires specific actions for the purpose of controlling variation,
- b. Critical Items: Those items having significant effect on the provision and use of the products and services and require specific actions to ensure they are adequately managed, and
- c. 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

**1.14 Supplier Outsourcing of Special Process**

A Special Process is a process where the resulting output cannot be verified by subsequent monitoring or measurement. Examples of special processes include:

- a. Chemical Processing
- b. Composites
- c. Coatings
- d. Heat Treating
- e. Non-Destructive Testing

- f. Sealants
- g. Chromate/Alodine finishes, and
- h. Welding

The supplier shall use special process sources that have a QMS certified to ISO 9001, AS9100 (or equivalent) or accredited to NADCAP or equivalent Industry Specifications.

Alternatively, a Process Quality Management Plan may be submitted to IWG for approval (contact IWG for support with development of plan, if necessary).

In certain cases, IWG may require that certain subcontracted tasks, including special processes, be carried out only at IWG-designated sources, in which case these sources will be identified on the PO or drawing.

All Material Testing Labs shall be accredited to ISO/IEC 17025 or equivalent standard.

### **1.15 IWG Designated Sub-tier Suppliers**

The Supplier shall use IWG designated sub-tier suppliers when specified on the contract, statement of work, or purchase order.

### **1.16 Test Specimens for Design Approval**

The Supplier shall retain test specimens for IWG design verification and validation activities when specified on the Purchase Order.

### **1.17 First Article Inspection (FAI)**

IWG may request the Supplier to perform a First Article Inspection (FAI) and provide required documentation with the shipment.

FAI requirement will be identified on the Purchase Order.

AS9100 approved suppliers shall perform FAI in accordance with AS9102.

Suppliers approved to other QMS Standards including ISO9001 may provide a First Off Inspection report in lieu of FAIs.

The supplier shall provide a ballooned/bubbled drawing identifying the dimensions with their corresponding item numbers on the documentation.

The inspected representative part shall be clearly identified with a tag or a label.

### **1.18 Sampling and Statistical Techniques**

When the Supplier uses sampling inspection, the sampling method shall be in accordance with a recognized sampling plan such as ANSI/ASQ Z1.4 Sampling Procedures and Tables of Inspection by Attributes, AS9138 Aerospace Series – Quality Management Systems Statistical Product Acceptance Requirements, etc.

Alternatively, the Supplier may submit to IWG a sampling plan for approval. Approval status shall be based on the statistical validity of the plan.

### **1.19 Key Characteristics**

A Key Characteristic is an attribute or feature whose variation has a significant effect on product fit, form, function, performance, service life, or producibility, that requires specific actions for the purpose of controlling variation. They are identified with the following symbol:



When identified on the engineering drawing, model, or documentation, the Supplier shall:

- a. Apply 100% inspection of all Key Characteristics on all products delivered to IWG, or
- b. Utilize a Statistical Process Control Plan such as AS9103 Aerospace Series – Quality Management System - Variation Management of Key Characteristics, or
- c. Contact IWG to explore other options for control of variation regarding Key Characteristics.

### **1.20 On-Site Stage Inspection**

When a requirement for an on-site stage inspection has been specified on the contract, statement of work, or purchase order, the Supplier shall provide IWG access to the necessary inspection equipment.

### **1.21 Delegation of Verification Activities**

When specified on a contract, statement of work, or Purchase order, the Supplier shall perform verification activities on behalf of IWG. The verification includes the review of any test results to ensure they fall into specification.

IWG may monitor the delegation of the verification activity through periodic the third-party testing.

### **1.22 Additional Requirements for Suppliers with Delegated Quality Representative (DQR) status for IWG FAA PMA / IWG TCCA PDA Assemblies.**

A completed copy of the IWG DQR Product Release checklist including all shipping documents such as applicable Packing Lists, Sales Orders, CoCs, Regulatory Conformity certificates i.e. Form Ones, 8130-3 etc. shall be included with every delivery to IWG.

IWG-Approved Supplier DQRs with an “Active – Under Probation” status shall submit the IWG DQR Product Release Checklist and any applicable test records in advance to obtain approval from IWG Quality prior to delivery of products.



IWG shall provide completed access to DQRs to IWG controlled documents required to verify conformance and complete the IWG DQR Product Release Checklist.

### **1.23 Nonconforming Process, Product, or Service:**

The Supplier shall handle non-conforming process, product, or service in accordance with the Supplier's Quality Management System.

The Supplier shall obtain IWG's Material Review Board (MRB) approval for "repair" or "use-as-is" dispositions prior to shipping to IWG.

IWG shall notify the Supplier of nonconforming product identified post-delivery.

The Supplier shall provide evidence of corrective action when requested by IWG. The supplier shall implement correction and corrective action in a timely manner, in accordance with their internal processes. The Supplier may utilize their own Corrective Action Process Documentation to identify root causes and corrective action.

IWG may offer to provide support in identifying root causes and corrective actions when nonconformities reoccur.

### **1.24 Additional Requirements for Suppliers of IWG FAA PMA / IWG TCCA PDA Assemblies.**

The Supplier shall seek written approval from IWG for "Use-as-is" or Repair dispositions on an IWG Final Assembly/Model part numbers or an equivalent Supplier Part Number identified within the IWG Final Assembly drawing. Suppliers shall provide a curtesy notification of internal "Use-as-is" or Repair dispositions on sub-tier supplier sub-assemblies.

All design changes to Final Assembly (FA) drawings and FA Acceptance/Functional Test Procedures (ATP/FTP) including any equivalent vendor design document identified within the IWG Final Assembly/Model drawing shall be forwarded to IWG Engineering with a justification for Minor/Major classification and for IWG Engineering approval. Minor Design changes on lower vendor sub-assemblies will only require a courtesy notification to IWG. All Major design changes on lower vendor sub-assemblies shall be forwarded to IWG for approval prior to implementation.

All Manufacturing changes including Travelers and Standard Operating Procedures (SOPs) or Shop Floor Work Instructions (SFWIs) on IWG Final Assembly/Model part numbers or an equivalent vendor part number identified within the IWG Final Assembly/Model drawing shall be submitted to IWG Quality for review upon request.

Travelers, ATP reports, and FAA/TCCA shipping documents shall be submitted to IWG for all IWG Final Assemblies/Models and equivalent vendor part number identified within the IWG Final Assembly/Model drawings.

FAIs shall be submitted to IWG Quality for approval for all IWG Final Assembly/Model part numbers or an equivalent vendor part number identified within the IWG Final Assembly/Model drawings.



The Supplier shall notify IWG Quality of any audit findings from Internal, Customer or Regulatory audits that impact the products or services listed under the IWG DQR's scope of approval.

PMA or PDA final and sub-assemblies shall be identified as FAA-PMA/TCCA-PDA, as applicable.

### **1.25 Certificates/Statements of Conformity (CoC):**

#### **Commercial-off-the-Shelf (COTS) parts:**

A commercial part, in respect of an aircraft, means a part:

- a. That is not specifically designed or produced for use as an aeronautical product,
- b. That is made to as specification or catalogue description and marked under an identification scheme of the maker, and
- c. Whose failure does not adversely affect the continued safe flight and take-off and landing of an aircraft.

When indicated on the Purchase Order, the Supplier shall provide a Certificate or Statement of Conformity that indicates that the parts supplied meet applicable requirements. This record may take the form of a Distributor's Packing Slip or release statement, as appropriate. A Distributor's Packing Slip shall provide clear identification of the IWG Purchase Order number, revision number and line number under which the product is being delivered.

#### **Standard Parts:**

A standard part, in respect of an aircraft, means a part manufactured in conformity with a specification that

- a. Is established, published, and maintained by an organization setting consensus standards or by a government agency, and
- b. Includes design, manufacturing, test and acceptance criteria and identification requirements.

When indicated on the Purchase Order, the Supplier shall provide a certificate that indicates that the parts supplied meet applicable requirements.

This certificate may take the form of a Standard Distributor's Packing Slip and shall include Original Equipment Manufacturer (OEM)/Original Component Manufacturer (OCM) CofC, as appropriate. A Distributor's Packing Slip shall provide clear identification of the IWG Purchase Order number, revision number and line number under which the product is being delivered.

#### **Custom Parts:**

The Supplier shall supply a certificate that indicates the parts supplied meet the Purchase Order requirements, including drawing and revision level.

The Supplier shall provide results of any Functional or Acceptance Testing and any Special Process requirements identified on the drawing.

The CoC shall provide clear identification of the IWG PO number, revision number and line number under which the product is being delivered.

The CoC shall identify the serial number of serialized components and assemblies.

For product returned to Supplier for rework, the Suppliers shall reference the Nonconformity Report number on their CoC.

### **1.26 Distributors and Suppliers of O-Rings and Gaskets**

All O-rings are to be NSF61 or FDA compliant, Gaskets in contact with potable water shall also be NSF 61 or FDA compliant. Engineering is responsible to clarify if gaskets are in contact with potable water.

### **1.27 Records**

The Supplier shall retain manufacturing, inspection, calibration and test records (e.g., job tickets, travelers, batch records) in any format (e.g., electronic, hardcopy) a minimum of 10 years, or, alternatively, shall notify and provide IWG electronic copies of such records prior to disposal.

### **1.28 Manual Revision of Records:**

Manual revision of records is permissible provided that:

- a. The original information is not obscured,
- b. The revision is made by the original author of the document, or is made by personnel approved by the Supplier to make such revisions,
- c. The revision is initialed, dated, and annotated with reason for revision, (e.g., "in error", "change in qty", etc.)

The use of whiteout fluid is not permissible.

### **1.29 Time- and Temperature-sensitive Items:**

For time- and temperature-sensitive materials, also referred to as "shelf life" materials, items shall be labeled with date of manufacture and expiry date. Unless otherwise authorized in the contract or purchase order, the service life of delivered "shelf life" products shall not be less than 80% of their maximum service life with effect from the date of delivery.

### **1.30 Packaging:**

All products shall be packaged, marked, and otherwise prepared for shipment in a manner that is in accordance with industry commercial practice and acceptable to common carriers. The part shall be adequately packaged and protected to ensure that it survives typical handling practices including lifting, carrying, loading, and unloading.

The Supplier shall label fragile items as such.

The Supplier shall ensure that products are individually protected and segregated to prevent damage from jostling.

All PCBAs shall be packaged in individual Electrostatic Discharge (ESD) sensitive packages and segregated internally within the box either with bubble wraps or through partitions within the boxes.

The Supplier shall ensure that the package is marked with IWG's address, the Supplier's return address.

The Supplier shall provide a packing slip with every shipment to IWG.

### **1.31 Documentation Conformity.**

The Supplier shall provide all documentation required by the Contract, Statement of Work, and/or Purchase Order. Failure to provide all required documentation on time and in full of the shipment shall constitute a late delivery.

The Supplier shall resolve documentation issues (missing, incorrect, etc.) within 3 business days once notified by IWG.

Reoccurrences of documentation nonconformities may result in an issuance of an NCR or a request for corrective action.

### **1.32 Notice of Escapement:**

The Supplier shall notify IWG, within 2 business days of discovery of any non-conforming product shipped (escapement) to IWG. The Supplier shall send a "Notification of Escapement" in writing to the IWG containing at a minimum:

- a. Supplier name
- b. Description of nonconformity
- c. A list of all affected part numbers, and, as applicable, serial numbers, batch numbers, and lot numbers.
- d. All affected IWG's purchase order numbers
- e. Certificate of Conformity (CofC) / Packing Slip numbers
- f. Quantities and dates shipped
- g. Information regarding quarantine of all related work-in-process and/or finished goods.

The supplier shall be liable for the cost of the affected product and related shipping costs.

### **1.33 Notification of Inability to Meet an IWG Supplier Quality Requirement**

The Supplier shall notify IWG if at any point the Supplier becomes aware that they are unable to meet any of the applicable Supplier Quality Requirements.

IWG shall strive to work with the Supplier to come to an agreement on alternative arrangements within the constraints of IWG's regulatory and customer requirements.

## **2 GENERAL TERMS AND CONDITIONS**

### **2.1 *Delivery Performance:***

IWG continuously monitors its supplier's performance. Performance criteria include, but are not limited to:

- a. On-time delivery,
- b. Delivery of correct quantities,
- c. Conformance of product or service,
- d. Conformance of documentation,
- e. Independent validation and verification activities,
- f. Customer support.

IWG shall communicate to the Supplier concerns regarding performance. This may trigger a request for corrective action.

Unresolved poor performance may result in withdrawal of "Approved Supplier" status.

### **2.2 *PO and Contract Review and PO Confirmation:***

Upon receipt of a PO, the Supplier shall review and acknowledge receipt of the order confirming description, quantities, prices, and delivery dates within five (5) business days, via email to IWG prior to proceeding with the work.

The Supplier shall immediately notify IWG if:

- a. Technical data in the Supplier's possession does not match with the revision and configuration data specified on the Purchase Order or Contract.
- b. Any additional technical data is required to fulfil the requirements of the PO or Contract.
- c. The PO or Contract requirements are unclear.

IWG reserves the right to withdraw the order if supplier requires a deviation from the original agreement.

### **2.3 *Product/Service Acceptance***

The acceptance of product/service provided by the Supplier may be subject to a technical inspection by an authorized IWG Inspector, or other verification activities.

**2.4 Payment and credits**

A copy of the invoice shall be sent to IWG Accounts Payable <[IWG-APayable@water.aero](mailto:IWG-APayable@water.aero)> for payment processing.

For rejected parts under an “NCR”, Supplier shall:

- a. reimburse IWG the associated freight costs of the NCR parts;
- b. bear the costs of returning the NCR parts to Supplier.
- c. bear any costs to ship re-worked parts or replacements to IWG.

Parts to be credited, the Credit memo shall be provided with NCR reference and send a copy to IWG Accounts Payable <[IWG-APayable@water.aero](mailto:IWG-APayable@water.aero)>.

**2.5 Notification of Obsolescence:**

The Supplier shall notify IWG immediately of any future obsolescence impacting open orders from IWG (components, sub-assemblies and/or assemblies). The notification of obsolescence shall contain the following as a minimum:

- a. End Of Life data (EOL)
- b. Last Order Date (LOD)
- c. Available supply at existing vendor/distributor and other sources
- d. Reliability data, if available, for electronic components
- e. Technical Data Sheets for any available alternative parts
- f. Gap Analyses for the obsolete part and alternative replacement, if available
- g. Quotes and lead times for the alternative replacement part.

**2.6 Notification of Changes**

The Supplier shall provide IWG in writing, in as much time in advance as is feasible, notification of major change(s) to tooling, facilities, material, processes, affecting IWG work (manufacture, test, and inspection).

The Supplier shall provide IWG with written notification at least 60 days in advance of any relocation or partial transfer of the Supplier's manufacturing operations. In the event of the Supplier's sale to another organization, the supplier shall notify IWG immediately after the sale is official. The Supplier shall include in the written notification:

- a. Date of effectivity
- b. New legal name/trade name (if applicable),
- c. New billing address (if applicable),
- d. Address of new site of manufacture or service provision (if applicable),
- e. Date of relocation/sale (if applicable)
- f. Affected processes used by IWG

g. List of affected IWG Purchase Orders

IWG shall perform an assessment of the major changes to determine impact on IWG product and services. IWG shall communicate to the Supplier in a timely fashion, the criteria on which these products and services shall be approved (e.g., First Article Inspections, Process Validation Documentation, etc.).

**2.7 Confidentiality**

Supplier shall keep IWG proprietary information confidential and use it solely for the intended purpose for which it was received. Any unauthorized review, use, disclosure or distribution is prohibited. Unless a written approval is provided by IWG.