



**N° MQF-EN
Revision F**

SUPPLIER QUALITY MANUAL

**Quality Assurance Requirements For Suppliers And
Subcontractors**

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**Signed version is French version
In case of discrepancy or litigation, the French version prevails**



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The value chain created by CMI Defence arises from the products and services which you supply to us.

To achieve optimum quality, activities must be faultless and coherent: ours and those of our partners.

But everything starts with you, our suppliers.

Quality is at the heart of our business: your success is essential to our success.

This new version of the Supplier Quality Manual reaffirms our desire to co-operate with you in order to ensure the continuous improvement of everything we do together.

**1 SUBJECT**

The Supplier Quality Manual (SQM) defined the measures deployed mutually by CMID and its Suppliers in the field of quality management and related fields (Environment, Workplace Safety, etc.) in order to meet the requirements of orders from our clients.

It defines the contractual quality requirements applicable to suppliers.

These requirements are based on the EN 9100 standard and on CMID quality management.

The SQM is referenced in orders and contracts issued by CMID.

The latest version of the SQM is available on the CMI Defence web site (see link at bottom of page)

2 SCOPE

The present manual applies to any product or service supplier to CMID, unless CMID states otherwise.

Applicable to supplier orders.

Applicable to suppliers and subcontractors who deliver or act in the production of components or products (including fluids)

Suppliers of special tools

Suppliers of measurement and inspection instruments

Service providers, analysis and miscellaneous test laboratories

Training organizations who issue required certifications or qualifications

Suppliers of consumables for tests, trials and qualifications (e.g. munitions)

3 DEFINITION(S) AND ABBREVIATION(S)

Client: Designates CMID and its own clients

Digital data: Designates all data, 2D and 3D models, machining programs, etc. supplied by CMID on computer media or transmitted or consulted by computer tools

FAI: First Article Inspection

FAIR: First Article Inspection Report

Supplier: Designates any holder of a purchase order or contract issued by CMID and requiring the delivery of a product or service

NADCAP: (National Aerospace and Defense Contractors Accreditation Program): USA-based programme for the accreditation of special aeronautical processes. Becoming mandatory in Europe under the pressure exerted by the majority of European of purchasers and manufacturers of aeronautical equipment. An extension of the AS/EN/JISQ 9100 quality management standard.

Qualification: This term has two meanings:

- the ability of a supplier to implement a special process recognized by our clients
- the action by which the CMID quality department recognizes the ability of a supplier to produce a product in accordance with the specified requirements (standard, specification, etc.)



Special process: Process used in an operation or sequence of operations in the manufacturing procedure to obtain the specified properties (physical, chemical or metallurgical), or capable of altering those properties if they are not directly controllable in the remainder of the procedure.

Non-destructive testing (NDT) operations are considered as special processes.

Product: Designates in general the subject of the purchase order (equipment, material, service, test, trial, documentation, programming, etc.).

Cloud computing: Means a number of machines, network equipment and software maintained by a supplier, which users can access via a computer network.

Allows users to save, share and access any files from any Internet-connected device anywhere in the world.

Key characteristics:

All identifications or parameters of the manufacturing process which may have an impact on the safety, regulatory compliance, shape, adjustment, functions, performance or future processes of the product constitute key characteristics. These often form the basis of the quality control plan for a product.

SQA: Supplier Quality Assurance

4 RESPONSIBILITIES

The supplier must make sure that they are in possession of the latest versions of documents referenced in the CMID order. If this is not the case, it is mandatory for the supplier to submit a request to the Procurement Department.

The supplier is totally responsible for the quality of the product.

Provision by CMID to the supplier of production and/or inspection documents, tools or any other assistance does not in any way diminish the supplier's responsibility for the final quality of the product.

By accepting an order or a contract issued by CMID, the suppliers acknowledges having received, being fully familiar with and accepted the entire contents of the Supplier Quality Manual.

5 GENERAL QUALITY REQUIREMENTS

The quality requirements of our own clients apply in cascade to the suppliers with whom we place orders for the products concerned.

The languages permitted for documents communicated by the supplier are French and English

No oral instruction from CMID must be accepted if it changes any aspect of the order or the requirements, whatever the origin. All changes must be specified in writing and may be communicated by fax, e-mail or any other electronic means to the Procurement Department only.

In the event that the order (contract) between CMID and the supplier contains a Scope Of Work, the provisions of the SOW prevail over this Supplier Quality Manual.

In case of discrepancy between this Supplier Quality Manual and the specifications, the MQF is the required minimum, the additional provisions required by specifications are applicable.



5.1 SELECTION AND EVALUATION OF SUPPLIERS

Each supplier is selected and evaluated in accordance with CMID procedures.

A list of qualified suppliers is managed by the CMID QC Department.

The Supplier may ask the Procurement Department in writing to identify a qualified subcontractor for any particular domain.

Suppliers are qualified for one or more domains.

5.2 COMMITMENTS

5.2.1 CMID

CMID agrees to:

- Supply all elements necessary for the production of the products:
 - documents (order, plans, specifications, client standards, etc.)
 - digital data (models, programs, etc.)
- Provide assistance to the supplier, within the limits of CMID's competence and resources, in all areas which contribute to final product compliance.

5.2.2 Supplier

The supplier must:

- Make sure that they are in possession of all required elements before executing the order or contract. Any discrepancy or difficulty in implementation (technical problem, documentation, etc.) which affects the contractual delivery date and/or compliance of the product must be reported to the Departments concerned: CMID Procurement and QC.
- Ensure the preservation of products and packaging (cartons, shuttle crates, etc.) against any cause of damage (handling, storage, transport, etc.)
- Ensure the identification and traceability of products, from the reception of raw materials to delivery.
- Inform CMID of any changes concerning certifications or qualifications obtained from certifying organizations or clients (special processes etc.), to enable CMID to update its databases.
- Upon request, communicate to the CMID QC, a copy of the updated inspection marks attributed by the supplier. (Only applies to suppliers who carry out marking and/or final inspection on behalf of CMID).



5.3 QUALITY SYSTEM

The requirements transcribed into the SQM are based on the EN9100 standard.

The quality systems of our suppliers must be certified and/or have equivalent provisions to enable them to meet the requirements of the present SQM.

Note: NADCAP accreditation is considered to be advantageous.

We encourage our suppliers to obtain ISO 14001 certification in order to apply eco-design principles and carry out ecological analyses of the life cycle of their product.

5.4 ACCESS RIGHTS

5.4.1 General

CMID, its clients, and official bodies or their representatives are under an obligation to monitor the products made by the official holder of a purchase order and its quality management system.

They are therefore entitled to observe all stages in the production of any order placed by CMID with the supplier.

CMID, its clients, and official bodies or their representatives must have free access to the supplier's premises used for the manufacture of the product and to those of any subcontractors to the supplier and must be allowed every facility to fully accomplish their tasks.

The exercise of monitoring does not in any way diminish the supplier's responsibility for delivering a compliant product.

The supplier must also reserve the right of access to its own suppliers, as specified above.

5.4.2 NATO delegation

Independently of any CMID requirements or acceptances inspections in accordance with AQAP 2110/20/30/31, Stanag 4107 and other standards can be carried out under NATO delegation to the supplier. These inspections and their results take precedence over CMID decisions.

5.5 AUDIT

- F | CMID **SQA** carry out qualification, process and special (e.g. on recurrent non-conformities) audits. Audits are planned with the supplier. A schedule is drawn up and communicated to the supplier.

Non-scheduled audits may be performed on the supplier's premises during working hours.

- F | The auditor produces an Audit Report specifying conclusions, Requests for Corrective Action (RCA) and areas for improvement. The **SQA** is charged with circulating the Audit Report to the audited Quality Manager (or company chief), and with monitoring the effectiveness of the RCA's. The audit is declared closed when the effectiveness of corrective actions has been demonstrated.



5.6 QUALITY PLANNING

F | Depending on the complexity or criticality of the products, the CMID [SQA](#) invitation to tender may ask the supplier to produce a written quality plan taking account of aspects of quality planning and risk management. This request may be simply expressed in writing by the Quality Department with no additional cost for CMID.

5.7 DOCUMENTATION

F | All documentation supplied by CMID is subject to strict rules of confidentiality [and that is why an NDA \(Non-Disclosure Agreement\) must be signed by the supplier before any exchange](#). This documentation must not in any circumstances be communicated to a third party without permission from CMID. If documentation issued by CMID or the final client is used for design, production or inspection, the supplier must implement procedures for controlling the documentation.

5.8 REGULATORY OR LEGAL REQUIREMENTS

The supplier is responsible for identifying and applying established and applicable regulatory or legal requirements (national, European or international).

This applies notably in the following matters:

- safety
- environment
- F | • REACH - European regulation "Registration, Evaluation and Authorisation of Chemicals"
- RoHS - European Directive "Restriction of Hazardous Substances" ([electrical, electronic and optronics](#))
Concerns electrical and electronic components
- transport by air, sea or road
- employment
- customs

5.9 TRACEABILITY

5.9.1 General

The supplier must ensure the identification and traceability of products, from the reception of parts and raw materials to delivery.

This includes the following documents:

- manufacturing and assembly processes
- manufacturing orders
- inspection documents
- travellers/ job cards/ working sheet
- materials certificates
- treatment certificates
- certificates of conformity
- non-conformity documents
- qualification of operators

The supplier must be able to provide product traceability data within two working days upon request by CMID.

**F | 5.9.2 Welding assembly**

Traceability must be maintained individually for all the components of the welded assembly. The material batch (provided or not provided by CMID) must be traced and registered for each individual item for each mechanical welded assembly.

5.10 CMID TOOLS MADE AVAILABLE TO THE SUPPLIER

If CMID supplies tools, the supplier must verify the following before manufacturing starts:

- the correct identification of the tools made available
- any unsuitability for the product to be manufactured
- any degradation (wear, damage., etc.)

If any problem arises, contact the Procurement Department so that the appropriate steps can be taken.

The supplier must maintain a list of the CMID tools in the supplier's possession.

Tools supplied by CMID must only be used for CMID orders.

Tools remain the property of CMID.

Recall of tools by CMID: the supplier must return the tools on upon written request by CMID.

5.11 MATERIALS SUPPLIED BY CMID

The supplier will check that material provided by CMID corresponds to the requirement specified in the order. The material must be identified in order to guarantee its traceability throughout the manufacturing process. No material other than that supplied by CMID for an order must be used. In the event of an erroneous supply, CMID will replace the material.

The raw material must be stored under appropriate conditions to prevent damage, corrosion, scratching, impacts, etc.

F | [Attach to the acceptance request the copy of the CMID delivery note.](#)

5.12 PARTS SUPPLIED BY CMID

The supplier will check that parts provided by CMID correspond to the requirement specified in the order.

The parts must be identified in order to guarantee traceability throughout the manufacturing process. No parts other than those supplied by CMID for an order must be used. In the event of an erroneous supply, CMID will replace the parts.

Parts must be stored under appropriate conditions to prevent damage, corrosion, scratching, impacts, etc.

F | [Attach to the acceptance request the copy of the CMID delivery note.](#)

5.13 SPECIAL PROCESSES**5.13.1 General**

"A process of which the results cannot be fully verified afterwards by a product inspection or test, and for which the consequences of a defective process can only appear during product utilization.

The supplier must identify the special processes used in manufacturing the product.

Special processes must be qualified by the supplier before they are used.

Significant parameters must be identified, managed and recorded.

These requirements also apply to subcontracted special processes.

A special processes qualification file must be available for consultation by CMID on upon request.



F | The additional qualification test requirements required in our specifications must be met.

List (non-exhaustive) of families of processes:

- Composites
- Chemical surface treatments (including painting and varnishing)
- Coating applied by projection (including plasma)
- Thermal Treatment
- Laboratory Tests and Assays
An ISO 17025, Belac, Cofrac or equivalent accreditation is required
- Non-Destructive Tests (NDT)
- F | • Non-conventional machining (water jet or laser cutting, EDM [Electrical Discharge Machining], autofrettage, 3D printing, etc.)
- Surface improvement (including shot peening)
- Welding
- Crimping (backshell, cables)
- Soldering with an iron (manual)
- Bonding

By unilateral decision of CMID QC, a special process may be treated as standard if the supplier can demonstrate and document that the consequences of shortcomings in the implementation of the process have no impact on the product (particularly in terms of functionality, interchangeability, strength and length of life).

5.13.2 Qualification of special processes

This section describes the quality requirements applicable for the qualification and validation of special processes.

These requirements are applicable for any special process used by CMID suppliers and their subcontractors.

Objective:

Make sure that means (human & Physical) and procedures for the special processes realization are in line with CMI D requirements. Particularly with the following aspects: Quality, reproducibility, repeatability

You can apply the following procedure while adapting it to your particular case.

- F |
- Definitions of criteria for the review and approval of processes;
 - Approval of equipment and qualification of personnel;
 - Approval and use of specific methods and procedures;
 - Definition of registration requirements;
 - Validation and revalidation.



5.13.2.1 Sub-contractor with NADCAP certification

A subcontractor and its accredited NADCAP process can be qualified if the scope of the certification corresponds to the required process.

The qualification file will consist of the following elements

- NADCAP certificate with its scope corresponding to the required process;
- The results of analysis and control on specimens or test pieces required by our specifications (if existing).

In this case § 5.13.2.3 is not applicable.

5.13.2.2 Suppliers of products whose design is not CMID

Special processes not specifically required by CMID but applied to the product must also be qualified internally.

A review can be conducted during audits and an FAI review.

In this particular case § 5.13.2.3 to § 5.13.2.4 are not applicable.

5.13.2.3 Qualification file

The file will consist of a completed "AQDEF.405 Special Process Qualification Check List" header page available on the CMID external website.

The Qualification File must include the following at least:

- Performance requirements / results;
- Flow chart in accordance with "AQDEF.404 Process Flow Chart Form";
- A description of the installation and the associated measurement facilities;
- Calibration and/or inspection certificates for measurement facilities;
- Work procedures and instructions associated with the process;
- Registration of the control parameters and process control;
- A list of personnel qualified to implement the process;
- Qualification certificates of welders and NDT inspectors (Level II required);
- Analysis and inspection results for samples or test pieces [required in our specifications](#)
[Or if necessary, all required elements to demonstrate the qualification of the process;](#)
- Qualifications of other clients and accreditations of qualification organizations.

Do not submit an incomplete file, any incomplete file is not admissible and will not be examined.

5.13.2.4 Qualification

Qualification or requalification is declared by CMID QC after:

- Validation of the Product/Process pair
- Validation of the Qualification File submitted by the supplier

Additional analyses and/or inspections may be carried between CMID and the supplier. If requested by CMID, cross-testing with an approved laboratory may be required. These analyses and inspections are designed to verify the good correlation of results, in particular during the initial qualification of the process.

The supplier will communicate the applicable documents (with version no. and realise date) to CMID.



F | All supporting documentation for qualification work undertaken by the supplier (Qualification File, samples and/or test pieces, inspection records, operator certifications, etc.) must be archived for a period of at least 30 years.

5.13.2.5 Validity

Qualification remains valid, except in the following cases:

- Production halted for more than three years
- Confirmed deviation
- Change in the means or equipment used, including processing and material
- Change which may affect product quality (the supplier must qualify the special process again)
- Decision by CMID QC
- Loss of certification for NADCAP subcontractors.

5.14 METROLOGY LABORATORIES

Qualification of this type of laboratory comprises two parts:

- Proof of ISO 17025 certification through third-party accreditation, or which the scope covers the calibrated devices used for CMID.
- Proof of relationships their calibration standards between and the international standards

OR

An ISO 9001 certification with the establishment of an organisation conforming the additional requirements of ISO 17025 but not certified for it.

Taking into account the uncertainties and the influence factors on the measurements

Compliance is demonstrated by the subcontractor (the laboratory).

5.15 SUBCONTRACTING BY THE SUPPLIER

5.15.1 General

The supplier must be able to demonstrate the capability of a subcontractor.

The supplier must apply all CMID requirements to its own subcontractors.

The supplier must have qualified a subcontractor by means of clear, objective criteria.

The supplier must declare to CMID, if requested by CMID, the subcontractors used for CMID orders.

CMID reserves the right to forbid, in writing, the use of a third-party subcontractor by the supplier appointed by CMID.

5.15.2 Subcontracting of special processes

Special process operations may be subcontracted.

The supplier remains responsible for the subcontracted process.

5.15.2.1 Subcontractors qualified by CMID

Procurement will communicate on request the identities of special process subcontractors qualified for the special processes concerned by the order.

5.15.2.2 Subcontractors not qualified by CMID

If CMID does not have a qualified subcontractor for the special process, or if the supplier wishes to use a special process subcontractor who is not qualified by CMID, it must initiate the qualification procedure in accordance with § 5.13.



In such cases, the supplier must submit the corresponding Qualification File to CMID for prior approval and wait for its official validation before any implementation.

5.16 PRODUCTION SCHEDULING

5.16.1 General

- Scheduling must be compatible with manufacturing lead times for the product (including procurement lead times for components and/or raw materials).
- The supplier will implement a load/capacity calculation process for the short, medium and long term. The supplier will analyse the results and define the actions required to satisfy the Purchaser's needs and global demand (e.g. increasing machine capacities, extended working hours, externalisation, multi-skilling of operators, etc.).
- The supplier will implement a real-time production monitoring process and must be able at any time to communicate a reliable progress report to the Purchaser concerning the products in the course of manufacture for a purchase order.
- The supplier will establish and maintain a work order for production and inspection procedure for each product, describing the industrial process for manufacturing the product, and procurements of raw materials and components, up to product delivery.

This document must include:

- the principal phases in manufacturing and inspection
- identification of major suppliers
- identification of bottlenecks
- storage
- special facilities and tools used
- associated documents (plans, procedures, etc.)
- critical factors (e.g. identified process risks)
- key characteristics
- surveillance plan (significant parameters, identified risks, etc.)

The procedure must be completed for each stage (if applicable)

- A document similar to a « traveler », listing each of the operations to be performed, will follow the products through fabrication and assembly.

For each operation, the operator will:

- check that earlier operations were performed correctly
- record the quantities of products accepted and rejected
- certify that the operation was performed as specified or, in the event of a modification, that it was documented and authorised

5.16.2 Risk management

The supplier must implement a process for the identification, regular evaluation and reduction of risks which might disrupt the industrial process and the contractual commitments concerning the quality of products and compliance with delivery dates.

These risks may be linked to:

- procurements (single source, obsolescence, change of source, continuity, etc.)
- product fabrication and inspection operations
- resources (machines, IT, ERP, etc.)
- personnel



For suppliers of functional components incorporating more than one technology (mechanical, electronic, optical, etc.), the product risk (technicality, function, utilisation, etc.) must be taken into consideration.

For all identified risks, the supplier must formalise the steps taken to reduce and manage those risks through an action plan.

5.17 MARKING

All CMID requirements concerning the marking of parts are detailed in the contractual documents. The application of marking is a routine quality assurance method for ensuring traceability

5.18 FAI - FAIR / PRODUCTION VALIDATION FILE

F | The First Article Inspection, or FAI, is part of the overall validation of a manufacturing process. In this regard it concerns the articles and assemblies of products defined by CMID or its clients, whether produced internally or subcontracted. CMID therefore, in carrying out FAI's in accordance with EN 9102 and [the nears statements](#) to its suppliers.

The FAI must allow verification that the fabrication process is capable of the series production of parts in accordance with specifications. The FAI for a component must verify that the characteristics and parameters contained in the plans or associated specifications are respected. The aim is to demonstrate mastering of the fabrication process and compliance with the technical definition

5.18.1 The rules leading to the creation of an FAI are as follows:

F | The rules leading to the initiation of an FAI are as follows

- FAI required when ordering;
- Fabrication of a first batch or a first article
- The supplier must produce a new FAI or partial FAI in the following cases:
 - change in the facilities employed
 - change of supplier, including materials and processing
 - a rise in rejections
 - 1st article presents non-conformances
 - production interrupted for two years or more
 - modification of design, modification of component, change in version number
 - any request from the client or its representative

5.18.2 Formalisation

The supplier will preferably produce a FAIR as specified in EN 9102

The FAIR will include:

- F |
- A Cover page "[AQDEF.403 FAIR Supplier Cover Page](#)" with:
 - full identification of the supplier, with address
 - identification of client: CMI Defence
 - a FAIR number (unique number)



- if applicable the number of the initial FAI
 - designation of CMID product
 - CMID part number
 - serial number, if part serialized
 - batch number, if part lot consideration
 - date of product manufacture
 - date of report
 - name and signature of quality manager
 - a box for CMID approval
- A table of contents

F | **The following items, unless otherwise specified by CMID SQA**

- Detailed drawings of the component or assembly
- Drawing of subassembly
- Specifications
- F | • [Production Flowchart "AQDEF.404 Process Flow Chart Form"](#) unless otherwise decided by the SQA;
- Piking list
- Manufacturing and assembly processes, manufacturing orders
- Travellers/ job cards/ working sheet
- Inspection Instruction
- Results of inspections, with identification of instruments used
- Calibration certificates for inspection equipment (can be consulted at the supplier site)
- Certificates of Conformity for components
- Material Certificate
- Treatment Certificate
- Certificate of conformity
- Test report for surface treatment and paint (test plate to be kept by the supplier)
- Assembly specification
- Non-conformance document, closed and validated
- Test reports, qualification and environmental testing reports (if applicable)
- Test reports for electronic, electrical, hydraulic, mechanical and computer equipment Factory Acceptance Tests (if applicable)
- ATP / ATR (if applicable)
- FAIR lower supplier
- FAIR for sub-components (unless otherwise notified)
- E | • Verification and qualification of software if ISO12207 applicable ([Systems and Software Engineering - Software Lifecycle Process](#))
- List of lower level suppliers
- List of suppliers qualified for special processes
- Any other document required in an applicable specification
- Any other document required by the client or its representative

The document must be fully and correctly folioed (pages numbered)



5.18.3 Organisation

5.18.3.1 FAI planning

CMID, its client or its representative may demand an FAI production plan before start-up

CMID may require the communication of an FAI progress report

CMID, its client or its representative may demand the right to be present when FAI's are produced

5.18.3.2 In-process inspection

During FA production, inspections may be carried out by CMID to evaluate the conformance of processes and the management of documentary requirements.

All processes, welding procedures, quality systems, calibration procedures, NDT inspection procedures and Acceptance Test Procedures (ATP) will be reviewed and evaluated during this inspection.

5.18.3.3 FAI delivery

The supplier must e-mail the FAIR file to CMID QC no later than with the request for FA acceptance

Delivery documents concerning this article must state that it is a First Article subjected to FAI and the article itself must be marked as such in a non-permanent manner.

5.18.3.4 FAI validation and approval

Series production will be authorised only after validation of the FAI by CMID and its client and/or its representative (signature of FAIR for approval).

Production is frozen: any modification gives rise to a new FAI for approval

Realization of FAI's in the presence of CMID, its client or its representative on the supplier's premises does not relieve the supplier of its obligation to supply an acceptable product and does not exclude the subsequent rejection of the product by CMID or its client.

5.19 MANAGEMENT OF MEASUREMENT AND INSPECTION APPARATUS

Measurement and inspection means used for products for CMID must be listed, identified, kept in good condition, correctly stored, and calibrated in accordance with manufacturer instructions, recognized standards, or a calibration plan, or, failing this, at least once every two years.

A life file must be maintained per item, depending on its calibration history.

The supplier must be able to prove that the calibration chain linking its means international or national standards is respected.

The supplier is permitted to carry out internal calibration of instruments in accordance with the national or international standards applicable (ISO, NF, BS, NBN, etc). Reference standards must be linked to national or international standards and verified at least once every three years by an organisation meeting the requirements of § 5.14.

Subcontracting: for the purposes of calibration, the supplier must use subcontractors meeting the requirements of § 5.14.



5.20 INSPECTIONS

5.20.1 In-process inspections

The supplier must:

- Attach to the acceptance request "AQDEF.082 Acceptance Request / Request for Receipt" the inspection records or reports to the delivery
- Records must be kept to prove that the product has undergone inspections and/or tests.
- Those records must clearly show whether the product satisfied the acceptance criteria

5.20.2 Final inspection

The supplier must:

- Attach to the acceptance request "AQDEF.082 Acceptance Request / Request for Receipt" the inspection records or reports to the delivery
- Check that the attached documents are complete and correspond to the articles and orders concerned
- Check that the necessary procedures have been applied and respected

5.20.3 Sampling Inspection

The following sampling standards may be required in the inspection instruction:

- MIL-STD-105: Military Standard: sampling procedures and tables for inspection by attributes
- or
- ISO 2859: Sampling procedures for inspection by attributes - Part 1: Sampling procedures for batch-by-batch inspections, indexed according to the Acceptable Quality Level (AQL)

Where Spare Parts are concerned, the acceptance level for the sample is "zero defects", even if inspection instructions specify otherwise

Points 5.20.1 and 5.20.2 above are applicable.

The supplier will attach a non-permanent, numbered identification to items, bearing the words "INSPECTION SAMPLE No. ... "

The item must be:

- either packed individually with marking on the package
- or identified by a label (attached by string, not by glue)

Marking with a marker pen or paint is not permitted.

5.20.4 Non-compliant products or disputes

Any non-compliance detected by the supplier must systematically be reported to the CMID QC and Procurement departments before delivery to CMID.

No non-compliant part or article may be invoiced.

Non-compliant products must be marked using specific means and segregated from the remainder of production to prevent them from being used while awaiting a decision by CMID QC.

A quarantine area must be provided, clearly identified and locked. Segregation must be guaranteed. A register must be established and maintained to record the arrivals and departures of quarantined products.

All non-compliances must systematically be the subject of non-compliance reports.



F | The supplier may submit a derogation request to CMID by means of the form [AQDEF.061 Request For Waiver / Deviation](#).
The latest version of the form is available on the CMI Defence web site (supplier and/or download section).

CMID may ask the supplier for an additional analysis, corrective action or a root cause analysis (e.g. 8D).
In the case of 8D, a special form can be made available to the supplier. The form is available on the CMI Defence web site (supplier and/or download section).

In all cases the final decision will be notified in writing by the CMID QC.

F | All non-conformities detected by CMID will systematically be the subject of a CMID [PVA](#) non-conformity report ([Anomaly Report](#)) and will be treated in accordance with CMID procedures.

5.20.5 Scrapped products

Any scrapped product will be held in the quarantine area until the end of the programme, or until a final written decision is issued by CMID QC.

CMID may recover scrapped products under a commercial agreement with the supplier.

CMID may insist that the product be rendered unusable, by cutting-up, by machining a groove in the part or by any other required method.

The supplier must be able to issue destruction certificates for scrapped products, with photographs of all the products concerned.

Unless CMID QC agrees otherwise, a Certificate of Destruction must:

- state the name of the company and give details of its registration (registered address and company registration number)
- bear the words "Certificate of Destruction"
- bear a unique number
- clearly define the elements to which it relates
 - quoting the CMID order reference (including line number)
 - providing a description of the articles, and in particular their CMID references (if applicable)
 - specifying the quantity concerned
 - stating serial number(s) and the batch to which they belong (if serialised or batched); if more than one batch is involved, each batch must be separately identified
 - The supplier reference of the non-conformity
 - The reference of the request for acceptance, if carried out
 - The reference of the CMID non-conformity report (PVA), if issued
 - The reference of the FAI, if the product is subject to FAI
- Contain a description of the method of destruction or the method employed to render the product unusable
- State the number of appended photographs

The certificate must be dated and signed by the supplier's quality control manager or authorised representatives.

A standard form of destruction certificate can be supplied by CMID and is available on the CMI Defence web site (supplier and/or download section).



5.21 STORAGE, HANDLING, PACKING AND PACKAGING

The supplier must protect parts/products against all possible causes of deterioration during all operations for which the supplier is responsible.

The supplier must:

- Use appropriate means of handling.
- Use appropriate means of packaging, paying particular attention to the cleanness of the packaging so as to avoid delivering articles in poor condition (this applies to shuttle cases provided by CMID).
- Use specific means of protecting products which require particular conditions of storage (e.g. temperature, humidity).
- Suppliers of products which are sensitive to electrostatic discharges must provide product protection during the process of manufacture and packaging for delivery (connector caps, bags, bubble wrap, etc.).
- The supplier must, where possible, dedicate storage areas for CMID raw materials, components and products.

5.22 CONFORMITY OF PRODUCTS

The supplier is entirely responsible for the conformity of its products (including those subcontracted or purchased), and for technical, quality, documentary and other requirements of a CMID purchase order or contract.

Unless otherwise stipulated in the order, the supplier must provide certificates of conformity for products supplied.

Any errors, omissions, scratchings-out or applications of correction products such as Typex invalidate the required documents concerned (e.g. inspection documents and certificates) and prevent the acceptance of products.

5.22.1 Certificate of conformity (CoC)

The supplier certifies conformity of supplies by attaching a Certificate of Conformity.

Unless CMID QC agrees otherwise, a CoC must:

- state the name of the company and give details of its registration (registered address and company registration or register of commerce number)
- bear the words "Certificate of Conformity"
- bear a unique number
- clearly define the elements to which it relates
 - quoting the CMID order reference (including line number)
 - providing a description of the articles, and in particular their CMID references (if applicable)
 - specifying the quantity delivered
 - stating serial number(s) and the batch to which they belong; if more than one batch is involved, each batch must be separately identified
 - specifying the duration of conservation, if applicable, and the recommended storage conditions



- submitting any remarks applicable to the item (derogation or deviation reference, FAI number, etc.)
- stating the reference of the CoC delivered by any second-level subcontractor or equipment supplier and providing a copy of the document
- **contains a statement certifying that all items are in all respects compliant with all requirements expressed in the order or the contract and with all quoted specifications**
- quote any quality certificate issued by a third party for the products delivered, including its registration number

The certificate must be dated and signed by the supplier's quality control manager or authorised representatives.

5.22.2 Materials and treatments certificates

The supplier will provide a certificate of the level specified in the CMID order [or the specification referenced in the order](#). Any product delivered with a certificate of a lower level will be refused.

The supplier will confirm conformity and validity by adding the following to materials and treatment certificates:

- an inspection mark and the supplier's stamp
- date
- reference of the CMID order
- Post
- the reference of the part(s) concerned (Part number)
- [the serial number\(s\) and the batch of the parts \(except if already registered on the treatment certificate\)](#).

Materials certificate: the content of the certificate will, depending on its level, be in accordance with the latest applicable version of EN 10204 ([Metallic products - Types of control documents](#)). By default a certificate 3.1 is required [except when differently required on ordering](#).

Certificate of treatment: the certificate must state:

- [the name of the company who carried out the treatment and information about its registration \(official address and number of registration of the company or commercial register\);](#)
- [bear the statement "certificate of treatment."](#)
- [clearly identify the precise nature of the treatment carried out, the reference to the specification or standard.](#)
- [bear a unique number;](#)
- [clearly define the elements that it concerns:](#)
 - [by quoting the reference of the CMID command or the provider \(in the case of subcontracting\);](#)
 - [by providing a description of the items, and especially their references CMID \(if applicable\);](#)
 - [specifying the quantity processed;](#)
 - [indicating the serial number\(s\) and the batch to which they belong; in the case of several batches, each batch will be identified separately;](#)
 - [by submitting any kind of note applicable to the element \(reference of waiver or deviation, FAI number, etc.\);](#)
- **contain a statement certifying that all the elements are in all respects in conformity to the requirements defined by the order or the contract, and all specifications cited.**



Thermal treatment certificate: the supplier will procure the treatment certificate and the temperature graph associated with it.

5.23 FINAL ACCEPTANCE OF PRODUCTS BY CMID

Final acceptance of the supply is declared by CMID on its premises. In an inspection carried out on the supplier's premises, a delivery agreement or positive inspection by CMID is not valid for final acceptance of the product by CMID.

5.24 DELIVERY

5.24.1 Request for acceptance

Physical delivery of products cannot take place without the agreement of the QC and Procurement departments.

This also applies to returned or replacement products after the declaration of a non-conformity (PVA) detected by CMID.

In this particular case the supplier must state the PVA number on the request for acceptance.

The supplier will submit an acceptance request, stating the date at which the products will be available.

Copies of all the quality documentation required or requested in the order must be sent with the request for acceptance. If anything is missing, the request will remain pending.

The "ACCEPTANCE REQUEST" form AQDEF.082 is available on the CMI Defence web site (supplier and/or download section).

The form must be completed legibly and sent to CMID in accordance with the modalities specified in the form.

CMID returns the form, stating the type of acceptance.

In accordance with a prior written agreement between CMID and the supplier, a specific secure shared server may be used for exchanging information.

In this precise case only, the provisions of § 5.24.2 and § 5.24.3 may be different.

5.24.2 Acceptance on the supplier's premises

The date and time of inspection are notified to the supplier through form AQDEF.082.

A CMID inspector may visit the supplier to validate the acceptance procedure.

The supplier may deliver the products, accompanied by the delivery document and the request for acceptance validated by CMID QC.

5.24.3 Control on receipt at our workshops ("CONTROL IN" acceptance)

Control IN is notified to the supplier via form AQDEF.082

The supplier may deliver the products, accompanied by the delivery document and the request for acceptance validated by CMID QC.

5.24.4 Labels

Any product delivered to CMI Defence must be accompanied by the CMID label (see example below), which enables CMID operatives to carry out product reception and ensure payment of supplier invoices at the appropriate time.



Products delivered without the appropriate label will be returned at the supplier's expense. Any addendum added in a specification is applicable.

	WBS/OTP : PO/item : 4500281138/00010 Quantity : 1 ST
Material / Part n°: Desc : Batch: No Serie : No Quality : No Collect .: No	20236224 / 20236224 CAPTEUR PRESSION/PTM.RS485.2 A.A.: Req: N. PIRSON

5.25 ARCHIVING

Documents, digital data and records relating to CMID (defined in EN 9130) must be kept up-to-date and retained to demonstrate compliance with the specified requirements and effective implementation of the supplier's Quality System.

In practice, CMID imposes the following:

- A minimum archiving period of [30 years](#)
- Records must be readable, stored and conserved so as to be easily retrievable, in facilities which provide an appropriate environment to prevent deterioration or loss.
- A computer (scanned) archive of paper documents.
- A computer backup in a separation location from the facility where data and paper and digital records are held.

CMID strictly forbids the use of cloud computing for storing or archiving any data directly or indirectly concerning CMID.

The supplier must be able to provide documents, digital data and records relating to CMID orders within two working days of a simple request by CMID.

5.26 PENALTIES

5.26.1 Late delivery

If a delivery period agreed with the CMID Procurement Department is exceeded, late delivery penalties may be applied to the supplier as defined in the CMID General Conditions of Purchase.

5.26.2 Non-Quality

In the event of the part being scrapped, CMID reserves the right to pass on the costs of non-compliance in relation to the value of the loss suffered by CMID to its supplier.

5.26.3 Non-compliance with quality assurance requirements

In the event of non-compliance with quality assurance requirements, sanctions may be applied in accordance with our internal procedure for the selection, approval and evaluation of suppliers.



5.27 CODE OF ETHICS

The code of supplier ethics defines a certain number of standards of behaviour and business practice which CMID suppliers must respect.

The provisions of the code of ethics are merely minimum standards. They are additional to, but do not replace, any specific obligation stipulated contractually between CMID and its suppliers.

Suppliers must:

- Comply with all laws and regulations applicable to their activities and require their representatives and suppliers to do the same.
- Refrain from making any payment or offering money or any other thing of value, whether directly or indirectly, to any person with a view inappropriately to obtaining or retaining a contract or for the purposes of obtaining for the supplier an inappropriate or undeserved commercial advantage.
- Refrain from entering into exclusivity agreements with any other supplier for the production of CMID parts. Only CMID may enter into this type of exclusivity agreement.
- Refrain from applying pressure to third party suppliers with a view inappropriately to obtaining or retaining a contract.
- Behave in an honest, direct and transparent manner in discussions with CMID, with representatives of regulatory bodies and public employees.
- Ensure the confidentiality of products, projects and information emanating from CMID. Use information provided by CMID solely for business purposes authorised by CMID.
- Exercise their activities without discrimination, make sure workplaces are free from sexual or any other type of harassment, and prohibit the verbal or physical abuse of employees.
- Comply with environmental laws and the corresponding regulations.
- Provide a healthy, safe working environment, respecting all applicable laws, regulations and practices in matters of health and safety.
- Comply with all laws in force regarding the minimum working age and never have recourse to child labour.
- Comply with all laws in force regarding remuneration, overtime, working hours and working conditions.

CMID invites its suppliers to adhere to the United Nations Global Compact.

<http://www.unglobalcompact.org>

5.28 PARTICULAR REQUIREMENTS

5.28.1 Software

The supplier must be able to demonstrate and document the verification and qualification of software supplied. The ISO 12207 standard is applicable.

The supplier must submit and document a derogation request for all software modifications.



5.28.2 Management of obsolescence

The supplier will take all steps to identify potentially obsolescent materials, processes or products.

The use of products with programmed obsolescence is not permitted.

The supplier must immediately inform CMID Procurement of the obsolescence of any component of the product to be supplied as soon as the supplier becomes aware of this, providing proof from the manufacturer and if possible proposing an equivalent reference.

5.28.3 Anti-counterfeiting policy

CMID endeavours to ensure that its products present the highest possible level of quality and reliability.

This means that CMID must avoid the use of counterfeit parts in its products

The supplier must:

- Establish a process designed to detect and report parts that are or are suspected of being counterfeit which may appear in its supply chain.
- Be aware of the origin of all parts and materials and ensure that they are authentic.
- Reply to any questions concerning the source of a part or material.

5.28.4 Control of any damage caused by a foreign object (FOD)

The supplier will take steps to avoid damage that might be caused by foreign bodies or unexpected objects.

5.28.5 Perishable or limited-life products

Information must be provided concerning products which may deteriorate over time due to storage or transport conditions. The supplier will state on the label the date of original product manufacture, with the storage life or the date of expiry.

All products with limited storage life must have at least 75% of their useful life remaining on the date of delivery.

5.28.6 Electronic products

5.28.6.1 Control of ageing of electronic parts

The supplier must only deliver parts manufactured less than

- 7 years before the date of shipment (for components)
- 2 years before the date of shipment (for printed circuit board assemblies)

A derogation request must be issued for articles beyond these time limits.

5.28.6.2 ESD protection

The supplier will ensure ESD protection for all sensitive components or PCBA's until shipment of the components, PCBA or functional unit.

The following standards are quoted for guidance

- JS625-A Requirements for Handling ESDs Devices
- ANSI/ESD S20.20 Electrostatic Discharge Control Program Standard



5.28.6.3 Category of PCBA (IPC-A-600, I611, IPC-A-612)

The EMS supplier (Electronic Manufacturing Services) must supply PCBA's of a suitable category for the CMID design and specifications.

The PCBA supplier-designer will supply PCBA's in category 3.

5.28.6.4 In-circuit test

The EMS supplier of PCBA's must be able to implement the in-circuit test required by CMID specifications.

The PCBA supplier-designer must use ICT suitable for the de-risking of the product delivered.

5.28.6.5 Inspection

Independently of the in-circuit, functional and qualification tests required by the contract, the following standards must be used as guidance for carrying out inspections:

- IPC-TM-650 Test Methods Manual
- IPC-A-600 Acceptability of Printed Circuit Boards
- IPC-A-610 Acceptability of Electronic Assemblies
- [IPC-A-630 Acceptability Standard for Manufacture, Inspection and Testing of Electronic Enclosures.](#)

5.28.6.6 Rework and repair process *r*ework/*p*air process must use the following

IPC 7711/7721 Rework, Modification and Repair of Electronic Assemblies

5.28.6.7 Burn In / debugging

The supplier must ensure that debugging is adequate for the product delivered.

5.28.6.8 Special processes

The processes listed below are special processes and must be treated in accordance with §5.13:

- Crimping (terminals, cables)
- Wave soldering, selective soldering
- Soldering with an iron (manual)
- Paste printing
- Remelting (furnace soldering)
- Gluing
- PCBA cleaning
- Varnishing, conformal coating
- Potting



5.28.6.9 Broker

The use of a broker for the provision of passive components (specifically identified) component is subject to deviation or waiver.

If CMID agrees, only the broker(s) - component(s) couples (or type of component) will be allowed. Further tests may be required to demonstrate the conformity of the components.

Evidence of the source of supply (the broker) must be demonstrated by our supplier.

To submit a request, the supplier must be able to provide evidence of its compliance with the anti-counterfeiting policy §5.28.3.

The use of used components, refurbished (refurbishing) is forbidden.

The use of a broker is forbidden for 'critical': classified components

- Active components;
- Electronic power components;
- Electronic hyper frequency components.

5.28.6.10 Training and Certification Program

The IPC/WHMA-A-620 standard (Training and Certification Programs) is referenced as guidance.

5.28.7 Control of non-deliverable software

The supplier will have to have established measures and records to manage versions, changes and computer security of software used in product manufacturing, inspection and testing. Software may include, without being limited to, machine control, CNC machining programs, etc. Arrangements must be documented, clearly stating the persons responsible for modifying and maintaining the software.

Computer programs used for the monitoring and surveillance of manufacturing processes must be validated before being made available for production and maintained.

The organisation must verify the production procedures used for loading the software. Production procedures must validate the correctness and integrity of loading operations, and the ability to initialise the target machine after loading.

5.28.8 Product qualification tests

When qualification tests are required by CMID or its client, these must be planned, managed, reviewed and documented.

The supplier must submit to CMID, for approval, the programs or test specifications identifying and defining the following:

- the product to be tested
- resources to be used
- test objectives and conditions
- parameters to be recorded
- the corresponding acceptance criteria (CMID or defined by a standard)



- procedures
- operating procedures

The supplier must:

- either provide its own file and obtain approval for it
- or possess ISO 17025 certification for the scope corresponding to the tests to be carried out.

If the supplier cannot meet the two above-mentioned conditions, the supplier must subcontract to a third party. The supplier is authorised to subcontract to a third party organisation.

The third party organisation must:

- either provide its own file and obtain approval for it
- or possess ISO 17025 certification for the scope corresponding to the tests to be carried out.

The supplier must guarantee:

- the correct configuration of the product to be tested.
- compliance with the requirements of the test programme, test procedures, operating procedure, etc.
- the execution of the tests and recording of results.
- the results.

CMID is responsible for verifying that the acceptance criteria are met.

5.28.9 Overproduction

Every overproduced article must be:

- traced on manufacturing orders, traveller files and subcontracting documents
- clearly identified with the article reference and version number
- held in quarantine
- recorded in an up-to-date register

CMID cannot guarantee that overproduced articles will subsequently be purchased.

Those articles must not be sold or transferred to anyone other than CMID.

They must not be used or removed from quarantine without the written approval of CMID.

CMID may require the articles to be destroyed.

5.28.10 Design change on no CMID conception.

Any modifications impacting the function or the shape either or the dimensions or the performance have to be the object of an approval CMID.

CMID can require complements of information or test.

5.29 IMPORT – EXPORT LICENCES

5.29.1 Import licence

We remind you that for all suppliers from Member States of the European Union, it is important that all material delivered be accompanied by a delivery note containing the following information:

- Purchase order number;
- Item number;
- The description of the equipment;



- The part number;
- The quantity;
- The value;
- The customs code;
- The origin (the last major step of manufacturing);
- The weight and dimensions;
- The ML No. (Military List) and (if applicable) export permit number.

Note: For material from the BENELUX, the supplier must request a *consent* from the competent authority.

For all components that come from outside the European Union, an import permit requirement is applied. To do this, we need to receive prior to delivery (1 month before delivery outside of business closure) a proforma invoice for the supplier part with the information listed below:

If for any reason, the supplier cannot issue a proforma invoice, an A4 sheet with its logo and its stamp containing all the required information is sufficient for us, in addition to the information listed below:

- Purchase order number;
- Item number;
- The description of the equipment;
- The PN (Part Number);
- The quantity;
- The value;
- The weight and dimensions;
- The origin;
- The customs code.

5.29.2 Export Licences

CMI DEFENCE needs the export licence to export its material (military use) outside of Belgium.

Our suppliers are obliged to inform us if the equipment supplied is subject to an export licence. To this end, it is their responsibility to contact the relevant administration to find out if the equipment provided to CMI DEFENCE is subject or not to the requirement for an export licence.

Consult the administration of each country which sets the rules to be complied with.

The supplier must inform CMI DEFENCE of the necessity or not of a document emanating from CMI DEFENCE to initiate its application for an export licence or to be able to deliver the material to us.

It is important to know which document the supplier needs to initiate the application and who must sign this document so that it can deliver the material to CMI DEFENCE. The supplier may send a DRAFT of this document to CMI DEFENCE.

Benelux – the flows of intra-Benelux goods are subject to "consent".

Exempt from authorisation is any transaction of arms and military equipment INTRA-BENELUX with the final destination BENELUX. If the final destination is outside the BENELUX, a licence or authorisation will be required (from the "Région Wallonne" website). Some suppliers forget this or are not aware of it. CMI DEFENCE will inform the supplier about the end user.



5.29.3 ITAR

Our suppliers are obliged to inform us if the material provided is subject to ITAR regulations.

6 DOCUMENT HISTORY

Table with 4 columns: Rev., Date, Reason for the change, Author(s). Rows A-F detailing document revisions.

7 ANNEXE

7.1 CMID DOCUMENTS AVAILABLE ON OUR WEB SITE

The documents referenced in the Supplier Quality Manual and listed below are directly available on our website

http://www.cmigroupe.com/cmi-defence-sa

- AQDEF.061 Request For Waiver / Deviation
AQDEF.082 Acceptance Request
AQDEF.403 FAIR Supplier Cover Page
AQDEF.404 Process Flow Chart Form
AQDEF.405 Special Process Qualification Check List
AQDEF.406 8D Problem Solving Worksheet