

Purpose and Scope of Application

This document is sent out to the External providers of the different branches of DANIELSON. The DANIELSON requirements contained in this document are applicable to the processes, products and services provided by our External providers. They are the processes, products and services that affect the requirements of our customers. The term "External provider" includes both suppliers and subcontractors.

When the name DANIELSON appears in this document, it refers to one of the following entities:

- The DANIELSON Group
- DANIELSON ENGINEERING
- DANIELSON AIRCRAFT SYSTEMS

Documentary references

Quality management system - requirements for ASD organisations: Standard EN 9100
Quality management system: ISO 9001 standard

Responsibility

It is the responsibility of the External provider to read the "External provider Manual" and to ask their DANIELSON contact for any further details on our requirements concerning the supply of processes, products and services. The reference of the External provider's Manual is specified on our orders.

Validation

Writer	Approver
Thomas Shephard QSE Manager	Didier Curieux Purchasing Manager
Date et signature	Date et signature
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Contents of the Modification

Date	Index	Modification of the document
	After	
05/03/2019	00	Création
05/10/2022	01	Addition of 3.4, change of § 4, addition of § 5.9.1, suppression of § 8 , § 7 becomes §8, clarification of §6, addition §7, modification of writer
29/10/2025	A	Redesign of the document

Applicable on : 14/11/2025

Validated Annexes:

Annex B: Shelf life

Annex C: Request for Information

Cancelled Annexes:

Acronyms:

ASD: Aeronautics, Space, Defence

QMS: Quality Management System

QCD: Quality, Cost, Delivery

SP: Special Process

NDT: Non-destructive testing

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1. **TERMINOLOGY:**

1.1. **Serial product:**

Product whose manufacturing and control conditions are defined and fixed between Danielson and/or its client and the provider. The industrialization of this product has been approved by DANIELSON and can be identified through a specific line on the purchase order type FAI, DVI or PPAP.

2. **GENERAL REQUIREMENTS:**

These requirements are applicable to all manufacturing and services provided to Danielson.

2.1. **Requirements associated with the processes, products and services provided:**

The External provider undertakes to comply with the supplied specifications: plans, specifications, special requirements relating to the products and processes, instructions, packaging and transport requirements.

2.2. **Legal and regulatory requirements:**

Each External provider must comply with the labour, safety and environmental regulations in force in their own country. As such, they have all the authorisations to operate their manufacturing and commercial activities. If these authorisations are withdrawn, the External provider is obliged to inform DANIELSON.

2.3. **Approval, qualification and validation:**

Each provider must:

- be approved by Danielson's purchasing department
- in the case of a special process, be qualified by Danielson or his client

Each industrialized product or service must be validated in accordance with chapter 5 of this manual.

2.4. **Conditions of Order and Delivery:**

- Return the Acknowledgement of Receipt of our Order within 48 hours
- All Deliveries must be accompanied by a Delivery Note
- Include the requested accompanying documents with the delivery
- In the case of a change of deadline, please send the information immediately to the following email address:
didier.curieux@danielson-groupe.fr

2.5. **Treatment of non-conformities:**

Following the issue by DANIELSON of a "Supplier Quality Claim" form, the External provider must:

- Inform DANIELSON in writing within 48 hours of the immediate actions taken, taking into account the work-in-progress and stocks
- Carry out an analysis of the cause(s) of non-compliance
- Define the corrective actions within one month to eliminate the cause(s)
- Return the duly completed supplier claim form within one month.

To release a product that does not conform or is in the process of demonstrating its conformity, the External provider must have received formal acceptance by DANIELSON of the exemption.

2.6. **Audit of the facilities**

DANIELSON reserves the right to carry out an audit in order to check that the criteria have been implemented on the site of the External provider. The result of the audit is taken into account in the evaluation. The audit is divided into 2 parts: a Systems Part used when the External provider does not have certification, and a Process Part when the External provider is already certified

3. **ADDITIONAL REQUIREMENTS FOR AN INDUSTRIALIZED PRODUCT:**

The additional requirements below are applicable as soon as the product or service is industrialized (cf §1)

Additional Requirements

3.1. Customer Orientation:

The External provider must allow the persons designated below free access to all the facilities involved in the production of DANIELSON supplies and the ability to consult all the corresponding recordings until the end of their storage period.

List of authorised persons:

- Representatives of DANIELSON
- The Authorities or authorised representatives of the Authorities
- Customers accompanied by DANIELSON representatives.

3.2. Planning :

The External provider must notify DANIELSON of any changes or developments in the products or services carried out that involve a high risk.

3.3. Traceability of Measurements:

The External provider must ensure that any calibration laboratory used is recognised in its field of work by a nationally or internationally approved body (e.g. COFRAC...).

3.4. Communication:

The External provider must guarantee the availability of the elements of traceability of the articles if requested. In the event of any damage affecting the recordings under its responsibility or in the event of cessation of operations, the External provider must immediately inform DANIELSON in writing.

The External provider must inform DANIELSON without undue delay of any change in its Quality Management System that may affect DANIELSON:

- Expiry date of certifications
- New certificate following the renewal audit
- Notification in case of loss of certification
- Change of Quality Manager
- Others

3.5. Control of documented Information:

The External provider must keep the records for a minimum time according to the duration provisions (see Annex B on shelf life).

Note 1: Recordings on magnetic, optical and electronic media must remain readable, even if the technology or software for playing the recordings changes.

Note 2: Parts, material samples or micrographic samples must be protected against damage with appropriate packaging.

3.6. Planning and Operational Control:

- The External provider must control its processes by determining its requirements relevant to product and personal safety.
- The External provider must, in the event of sudden and/or significant changes in demand, assess the impact on its costs/capacities and must alert DANIELSON.
- In the case of product development with DANIELSON, the External provider must appoint a Project Manager with authority over the supply of all the elements of the project: design, manufacture, quality, performance management, supply chain management, risk analysis, etc.
- The External provider must obtain the prior approval of DANIELSON 3 months beforehand, in the event of changes in its shareholder base, infrastructure or manufacturing plan or in the event of a transfer of activity that affects production for DANIELSON.

3.7. Prevention of Counterfeit Parts:

The External provider must set up a monitoring plan to prevent the supply of counterfeit parts.

3.8. Control of Processes, Products and Services provided by external External providers:

DANIELSON's External provider must exercise appropriate control over its external External providers in order to ensure that the requirements are met.

3.9. Validation and Control of Special Processes:

Special Processes must, for its Special Processes (including laboratory tests):

- carry out the qualification of its Special Processes following its own procedures by personnel with knowledge of the process
- define the criteria for approval of the process and the conditions for maintaining approval
- define the methods of staff qualification and maintaining them
- carry out qualification tests
- monitor Special Processes according to their own procedures
- define archiving

Note: these requirements are also applicable to non-destructive testing.

3.10. Validation of Production Processes:

- At the request of DANIELSON, the External provider undertakes to carry out a review of the first article.
- At the request of DANIELSON, the External provider must participate in the Supply Risk Analysis.

3.11. Identification and Traceability:

- The External provider must implement traceability of the products and services provided. In particular, the External provider must apply the individual or batch numbers of the products when these numbers are provided by DANIELSON.
- The External provider must ensure the traceability of any repaired items (item number, serial number) and the operations carried out (operator identification, date and signature/stamp). This traceability must be ensured at all times and in all places.
- The External provider must ensure a physical separation on their own premises between the parts entrusted for repair by DANIELSON and new production parts.
- Parts returned to DANIELSON for processing must be marked visibly on the delivery note, in red characters: "NON-CONFORMING PART - RETURNED".

3.12. Control of Modifications:

- For a serial product, all modifications envisaged by the External provider on the product or on the manufacturing and control process must be approved by DANIELSON.
- The External provider must notify DANIELSON of any modifications to the product or the manufacturing process that could affect the conformity of the delivered product.

3.13. Release of Products and Services:

- The External provider must deliver the product or service together with documented information attesting to its conformity.
- If the External provider receives from DANIELSON a product released for use in production before all monitoring and measurement activities have been carried out, they must ensure its traceability. The External provider may only deliver the assembly incorporating this product subject to the lifting of the initial pre-release.

Note: When a product is released for use in production before all the required verification activities have been completed, the early delivery authorisation is initialised and validated by DANIELSON.

3.14. Treatment of Non-Conformities:

- To release a product that does not conform or is in the process of demonstrating its conformity, the External provider must have received formal acceptance by DANIELSON of the exemption.
- Actions for Products: special cases of Scrap - Individual serial-numbered products:
- If the serial number has been allocated by DANIELSON, the External provider must comply with the conditions for the supply of a new number specified by DANIELSON. The External provider must inform DANIELSON of the rejected serial number.

Actions for Products: special cases of Scrap - Delivery:

- If a rejected product is returned to DANIELSON, the External provider must use a separate delivery from the products accepted as they are. The document, the delivery slip and any other attached document must bear the words "REJECT" or "NOT REPAIRABLE" in large red characters.

3.15. Improvement:

The External provider must deal with any variances that have an impact on meeting the delivery deadline, using a suitable method (e.g. 8D).

4. SELECTION, APPROVAL AND REVIEW OF THE PROVIDER'S PERFORMANCE:

Danielson selects its service providers according to the type of activity carried out, the expected level of requirement and the quality certifications of the provider. To ensure supply chain control:

- A risk analysis is carried out during the initial consultation phase; in the event that a significant risk is identified, an action plan will be requested from the provider.
- Danielson carries out an annual review of the performance of its providers, the criteria for this review are the number of non-conformities, the service rate and the level of certification of the provider. At the end of this review, an action plan will be requested from providers who do not reach the required performance index.

Depending on the results, an approval status is assigned to the providers, the table below summarizes the different levels of approval and the criteria applicable at each level.

Approved status:	Status subject to change:	Status not approved:
<ul style="list-style-type: none"> - The evaluation of criteria is accepted - Risks addressed - If an audit has been carried out : No major non-conformity - In the case of a External provider already present on the panel: No major incident noted in terms of quality or delivery during the annual performance review carried out by DANIELSON. - For PS and NDT: NADCAP certification or acceptance of the qualification file 	<p>At least one of the three following conditions apply:</p> <ul style="list-style-type: none"> - The review of the first article is not finished - If an audit has been carried out: The major non-conformities have been dealt with - In the case of a External provider already present on the panel: A major incident in quality or delivery has been resolved (assessment of the annual performance review carried out by DANIELSON) 	<p>One of the following 5 conditions is applicable:</p> <ul style="list-style-type: none"> - The review of the first article is not finished - Significant risk not addressed - If an audit has been carried out: major non-conformities have not been dealt with - In the case of a External provider already present on the panel: A major incident in quality or delivery not treated (assessment of the annual performance review carried out by DANIELSON) - In the case of a PS or NDT provider: Refusal of the qualification file

DANIELSON cannot commit to new orders if the "not approved" status is not lifted.

The "not-approved" status requires the provider to open an action plan in order to return to compliance with the requirements. The action plan must be sent to DANIELSON.

The approval status can be changed at any time if a major incident occurs in quality or delivery and depending on the results of the annual performance review.

5. VALIDATION OF THE PRODUCT OR SERVICE:

For industrialized products or services performed on an industrialized product, a FAI, DVI or PPAP will be requested. This requirement will be specified in the initial order and will be the subject of a separate line.

The FAI, DVI or PPAP can be submitted in the service provider's standard format; if not, Danielson can provide templates.

6. QUALIFICATION OF SPECIAL PROCESSES:

This chapter is applicable to all industrialized products

6.1. Objective: reminder of the definition of a Special Process

A process whose results cannot be fully verified a posteriori by checking or testing the product, and the consequences of failure in use can only become apparent when the product is used.

6.2. The qualification of the Special Process is based on:

- Analysis of the qualification file submitted by the External provider
- Tests if necessary
- An on-site audit if DANIELSON deems it necessary

Note: A NADCAP qualification of the External provider for the process in question enables the qualification of the Special Process.

6.3. Constitution of the Qualification File :

The file must include the following elements where applicable:

- All the technical specifications of the SP
- Evidence of compliance with all the specifications declared in the qualification file
- The name of the process (or family of processes) concerned
- The list of facilities or methods concerned by the qualification
- The list of documents used to establish the qualification with their indices of evolution. The documentation identifies the applicable specifications for the process, the necessary internal procedures
- The list of qualified operators and/or skills matrix
- The reference of the procedure describing the qualification methods and maintaining the operators' skills
- The identification and description of each of the installations covered by the qualification file
- A copy of the range or the test procedures used to implement the process
- The list of regular tests and measurements and associated frequencies
- The main elements and regular measurements carried out on the installation over a significant period of time proving compliance with the technical requirements
- Declarations of conformity for commercial products
- The test report in accordance with the technical programme validated by DANIELSON
- Analysis of the differences between the tests carried out and the technical reference system: the variances are determined by DANIELSON.
- Proof of the qualification of the installations and the process by the External provider
- The Shelf Life taken into account as specified in Annex B
- The list of Annex documents attached to the qualification file

6.4. Monitoring of Special Processes:

Maintaining the qualification is ensured by a monitoring process controlled by DANIELSON. The External provider must respond to requests from DANIELSON to ensure this is monitored.

Special Process audits may be carried out whenever DANIELSON deems it necessary.

6.5. Suspension of Qualification:

- The following elements lead to a suspension of qualification:
 - Repetitive process-related non-conformities
 - Breach of professional obligations and practices

DANIELSON will inform the External provider of any suspension of qualification