

<b>Dateiname</b>	Actemium SAM Electronics Supplier Requirements-EN		
<b>Dok.-Nr.</b>	DCAG00269778	<b>Dok. Revision</b>	a
<b>Dok.-Inhaber</b>	Assmann, Helge	<b>M-Files Version*</b>	-
<b>Überprüft von</b>	Assmann, Helge (Actemium - External)Assmann, Helge (Actemium - External)	<b>Seiten</b>	1 (9)
<b>Genehmigt von</b>	Thiede, Fridtjof (Actemium - External)Thiede, Fridtjof (Actemium - External)	<b>Status</b>	Approved

\* nur zu Informations- und DMS Zwecken

## Actemium SAM Electronics Supplier Requirements

## Document Revision History

Dok. Revision	Author	Date	Changes
-	Griesbach, Silja	4/15/2026	First Issue - EN
a	Assmann, Helge	5/6/2026	Dok.-Revision Number in header corrected/ included

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## 1 Definition

- Customer
- Contractor Contractor and all its vicarious agents
- Client Client of the Customer and client's Customer
- GQA Government Quality Assurance
- QP Quality Plan
- QMS Quality Management System

## 2 Reference

- **EN 9100:2018** Quality Management Systems - Requirements for Aviation, Space and Defense Organizations
- **ISO 9001:2015** Quality management system – Requirements
- **AQAP-2105:2019** NATO REQUIREMENTS FOR QUALITY PLANS
- **AQAP-2110:2016** NATO QUALITY ASSURANCE REQUIREMENTS FOR DESIGN, DEVELOPMENT AND PRODUCTION
- **AQAP-2310:2022** NATO QUALITY ASSURANCE REQUIREMENTS FOR AVIATION, SPACE AND DEFENCE SUPPLIERS

## 3 Purpose and Validity

All our orders and contracts for deliveries and services are based on the requirements set out below. They are relevant for all deliveries and apply to all delivery and service contracts related to products. Individual contractual agreements take precedence, as do the regulations of our clients, if and insofar as they have been adopted.

## 4 General

- The Contractor must ensure that:
  - Products and services consistently meet customer requirements as well as legal and regulatory requirements,
  - an assessment of risks and opportunities is performed,
  - product and service conformity, as well as on-time delivery, are measured,
  - actions are taken in case of non-achievement.

- The Contractor must provide the necessary infrastructure (e.g., buildings and utilities, hardware and software, transportation), as well as a suitable environment for human and physical factors, and establish knowledge management.
- The Contractor must establish training management.
- Where applicable, the Contractor must control documented information; this also includes preventing unintended use and, for electronic processing, implementing measures to protect against loss, unauthorized or unintended changes, and damage

## 5 Configuration Management

- The Contractor must establish configuration management that includes product identification and traceability to requirements, including changes, and ensures that documented information (e.g., requirements, development, verification, validation, and acceptance documentation) matches the actual characteristics of the products and services.

## 6 Product and Service Safety

- The Contractor must adequately plan, implement, and control the processes necessary to ensure product safety throughout the entire product lifecycle. This includes hazard assessment and control of associated risks, control of safety-critical items, as well as analysis, reporting, and communication of such events, and corresponding education and training measures.
- The Contractor is obliged to ensure that counterfeit or suspected counterfeit parts are neither used nor integrated into products. In addition, they must prevent their delivery and ensure that reintroduction into the supply chain is excluded.

## 7 Development

- If the Contractor assumes development responsibility, a structured process must be established, implemented, and maintained to ensure that the resulting products and services meet all customer requirements and regulatory specifications.

## 8 Production and Service Provision

- The Contractor must carry out production and service provision under controlled, monitored, traceable, and repeatable conditions
- Facilities, tools, and software programs for automating, controlling, monitoring, or measuring production processes must be validated before final production release and must be maintained. For stored production equipment or tools, storage requirements must be defined, including all necessary periodic checks of preservation or condition.
- The control and validation of all contractually identified special processes are carried out via a Quality Plan (QP). If processes have not yet been validated, the QP defines the necessary steps for validation as well as responsibilities.

## 9 Resources

- The Contractor must provide the necessary skills and availability of resources. This may also include external providers.
- The Contractor must:
  - use specified or approved external providers, including those for procedures (e.g., special processes), if required in the engagement.
  - perform and document appropriate controls at its direct providers and, where applicable, subsequent external providers to ensure that the requirements regarding the conformity of processes, products, and services, as well as on-time delivery performance, are met. In addition, it must define necessary actions for noncompliance.

## 10 Approvals and Requirements

### a) Approvals

Required approvals and releases of products, services, methods, processes, and equipment will be communicated to the Contractor by the Customer as needed.

### b) Requirements

There is a requirement that the Contractor:

- establish an effective and economical Quality Management System (QMS) in accordance with ISO 9001 that encompasses the requirements of ISO 9001 to the extent necessary to fulfill the contractual requirements,
- communicate to the Customer changes to processes, products, or services relevant to fulfilling the contractual requirements, including changes to its external providers or to the production site, and obtain the Customer's approval for these,
- pass on the applicable requirements, including customer requirements to external providers,
- provide test samples for development approvals, tests/verifications, examinations, or audits,
- retain documented information taking into account retention periods and disposal requirements,
- grant the right of access for the Customer, its relevant clients, and regulatory authorities to the affected areas of all facilities and to the corresponding documented information at every level of the supply chain after reasonable prior notice,
- ensure that all people are aware of the following aspects:
  - their contribution to product or service conformity,
  - their contribution to product safety,
  - the importance of ethical behavior.

## 11 Documentation

- The Contractor must submit all documented information required to be supplied for the product and the service no later than at the time of delivery.

## 12 Nonconformities

- The Contractor must ensure that outputs (products or services, counterfeit or suspected counterfeit parts) that do not meet requirements, are identified and controlled to prevent their unintended use or delivery or provision.
  - The Contractor must deal with nonconforming outputs in one or more of the following ways:
    - immediately notify the Customer in every case,
    - establish corrective actions so that the impact of the nonconformity is adequately contained (this applies to detection of the nonconformity before or, if applicable, after delivery) and verify the effectiveness of corrective actions,
    - segregate, block, return/recall, or suspend the provision of products and services,
    - obtain special approval from the Customer for acceptance of the delivery.
  - A product intended for scrapping must be conspicuously and permanently marked or actively controlled until it has been made physically unusable.
  - The Contractor must retain documented information on the nonconformity that:
    - describes the nonconformity,
    - describes the actions taken,
    - describes any special approvals received,
    - identifies the responsible body that makes the decision regarding the action in relation to the nonconformity.

## 13 Measurement and Monitoring

- The Contractor must provide suitable resources for monitoring and measurement and maintain their suitability and document it appropriately
- The Contractor must determine what will be monitored and measured, when, and how, to ensure the specified results. The results of monitoring and measurement must be analyzed and evaluated. Appropriate and documented information must be retained as evidence.
- In addition to the conformity of products and services, the ability to deliver on time, customer complaints, and requests for corrective actions must be included in monitoring and measurement. Plans for improvement must be developed from this and implemented effectively.

- Top management of the Contractor must evaluate the Quality Management System (QMS) at planned intervals to ensure its continuing suitability, adequacy, and effectiveness, as well as its alignment with the organization's strategic direction. Documented information must be retained as evidence of the results of the management review.

## 14 Risk and opportunity management

- The Contractor is obliged to apply risk-based thinking, ensure the necessary resources, pursue objectives, and promote improvement. To this end, the Contractor must establish a plan for dealing with risks and opportunities. Improvements must be determined and selected, and any necessary actions initiated in order to meet the customer's requirements and increase customer satisfaction, as well as to monitor implementation and assess the effectiveness of the results.
  - The company's risk management must
    - assign responsibilities for risk management within the company,
    - define risk criteria,
    - identify and assess risks, communicate them, and plan and implement mitigating measures,
    - accept, document, and monitor remaining residual risks.

## 15 Additional requirements for procurements with special security provisions by public contracting authorities

- The requirements will be specifically communicated to the Contractor if needed.
- If the contract includes the requirement to comply with AQAP-2110 or AQAP-2310, the Contractor must submit a Quality Plan (QP) implementing the requirements of AQAP-2105. This must
  - describe and document the contract-specific requirements for the QM system,
  - describe and document the planning of product realization,
  - document the requirements from the planning process and ensure their traceability. A matrix for meeting the requirements and solutions must be included.
  - The Contractor should review and update the Quality Plan (QP) during the following phases:
    - Planning
    - Product design and development
    - Process design and development
    - Product and process validation
    - Production, application, and customer service

- If the contract includes the requirement to comply with AQAP-2110 or AQAP-2310, the following requirement is part of the contract:
  - "All requirements of this contract may be subject to GQA. You will be notified of any GQA activity to be performed."