PROVIDERS' QUALITY CLAUSE

2	25/04/18	Update	M.ROCHE, Purchasing and launching manager	S. COLOMB, QSE manager
1	02/07/13	Modification of files' storage time	AM. THIOLOUSE, Purchasing manager	S. LINOSSIER, QSE manager
0	18/06/12	Creation	AM. THIOLOUSE, Purchasing manager	S. LINOSSIER, QSE manager
Revision	**Date**	**Subject**	**Editor, inspector**	**Approver**

In order to fulfil EN9100: 2016 and ISO9001: 2015 standard requirements, providers undertake to implement a quality management system and to respect the following clauses:

- **Put in place the necessary actions to meet our expectations expressed in our supplier charter**

This document is available on our website: https://www.pedersen.fr/wp-content/uploads/2019/05/Charte-fournisseurs-v2.pdf

- **Quality product mastery**

Providers have the responsibility to carry out all the necessary checks in order to verify and certify the conformity of the products according to the requirements specified in the order. Thus, providers undertake to pass on the requirements throughout their entire supply chain, including the requirements of PEDERSEN customers.
They also must inform PEDERSEN of any changes occurring on the product or processes, any supplier changes, any new manufacturing sites.
In addition, providers undertake to prevent the use of counterfeit parts.

- **Non-conform product mastery**

Providers has to inform urgently PDERSEN Quality Department of any defect which could have been discovered during production, control, shipment or after dispatch of the goods.
In case of non-compliance detection before shipment, providers must:

- Isolate and identify nonconformities
- Request approval to PEDERSEN Quality Department to deal with the non-conformity as to determine a curative action (scrapping, modification or waiver request)

In case of non-compliance detection after delivery, providers undertake to communicate to PEDERSEN:

- If other parts are concerned by this non-compliance

- Analysis of the non-conformity causes
- Corrective actions defined to eliminate by a sustainable manner the non-compliance risk to occur again and specify provisional commencement date (depending on the case)
- Evidences of these corrective actions (pictures, screenshots, training reports, quality documents created or updates, etc…)

➢ Quality registration mastery

Providers undertake to register, to hold and archive for a period of 30 years any document relating to the product conformity. After this period, providers may destroy documents in such a way that they cannot be used.

➢ Access to providers

Providers undertake to provide free access to PEDERSEN, its customers and regulatory authorities to the premises of all their sites, at any level of the supply chain and to all applicable registrations concerned by the order.

➢ Potential second level provider(s) :

Providers must enforce all of these requirements to potential second level provider(s). Moreover, providers must imperatively notify PEDERSEN in writing for acceptance.

Providers must ensure that their staffs are aware of their contributions in the conformity and safety of the product or service and of the importance of an ethical behaviour.