

Quality Assurance Requirements for Subcontractors (QSA)

QM Guideline 03

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Executive Summary

Introduction

The Quality Assurance Requirements for Subcontractors are valid for all activities which are related to providing services and producing goods on behalf of Altran S.A.S. & Co. KG (hereinafter called Altran).

Within this document the activities/services to be provided will be named "product" for convenience. All requirements within this document are applicable for services in the same way.

The objective of this document is to determine all applicable quality assurance measures and their adherence by our subcontractors. The quality assurance measures are related to ISO 9001, and if applicable to EN 9100, and aeronautical requirements (QSF-C) of the German Aerospace Industries Association, as well as further customer requirements.

Abbreviations

The abbreviations used are explained in the [abbreviation overview](#).



1. Quality policy and goals

The supplier/subcontractor must determine a quality policy in writing and define quality objectives, for which he needs to provide evidence for. It must be ensured that:

- The quality policy and objectives are known and understood at all levels of the company structure,
- The quality policy and objectives relate to customer needs and his satisfaction,
- Evidence of the implementation of quality objectives are available and
- The quality policy and objectives are defined as binding by the top management for all employees.



2. Quality assurance measures

The supplier/subcontractor must provide proof of suitability for the performance of the offered service / trade. For this, he has to determine the required quality assurance measures by means of suitable documented procedures and work instructions as well as their interaction. Upon request, the entire documentation of the quality assurance measures is made available to the customers and / or official departments.

The supplier/subcontractor must check the order before accepting it and prove that he can provide the necessary funds (e.g. resource plan, facilities, software, etc.) as well as sufficiently trained personnel for the activities to be carried out.



3. General requirements

Before taking over the responsibility for the documentation, the supplier/subcontractor must fulfill the following general requirements:

- The procedures described in this guideline must be clearly described in the subcontractors' internal procedures,
- Each department of the subcontractor's organization must at least name two qualified employees as authorized signatories (responsible person and deputy),
- If only one qualified employee is available, he / she must be designated as the person responsible and appropriate rules must be defined for his / her absence,
- Aeronautical and aerospace assignments must be executed according to the standard EN 9100, otherwise according to the ISO 9001 standard.

Before awarding responsibility on documentation to the supplier/subcontractor, Altran must be notified on the following commitments of the suppliers/subcontractors assigned to the tasks / fields of specialization:

- Persons with authorization and signature sample for the respective field,
- Function and authority of the persons with an associated organizational plan, from which their assignment to the project can be identified,
- Evidence of experience and training of persons according to chapter 12.

Note: In general, compliance with this directive also applies to subcontractors of the suppliers/subcontractors (see point 15).

3.1. Contemporaries/Surrounding

As a sustainable company, one of our general requirements is to provide services that are as safe as possible, environmentally friendly and resource-saving. This means among other things the lowest possible use of energy, the use of environmentally friendly equipment, and the protection of employees from operational hazards and harmful environmental influences.



4. Assessment of QM specifications

In order to prove that the required quality assurance measures are up-to-date during the term of the contract, evaluations / audits by Altran or its clients can be carried out if necessary.

If deviations / deficiencies are detected, these must be resolved prior to approval.

The quality assurance requirements are monitored by Altran as follows:

- Entry and maintenance in the Altran Contract database,
- Random control of the services provided.



5. Changes to the QM specifications

All changes to the QM specifications of the contractor, including those with regard to responsible personnel for carrying out the assignment, must be recorded and reported to Altran without delay.



6. Preparation of processes and work instructions

Processes and work instructions are defining sequences and demonstrate the client that the contracted service is performed under controlled conditions.

The following activities shall be described as work instructions:

- Customer request:
 - Feasibility study / risk assessment,
 - Offer / Cancellation,
 - Resource Planning,
 - Marking (traceability),

- Product Realization:
 - QM planning (including milestones, dates, sub-projects, examinations, approvals, personnel, responsibilities, etc.),
 - system of tests (input, intermediate and final test, 4-eye principle)
 - Marking (traceability),
 - Documentation (status reports, call notes and minutes, delivery note),
 - Behavior in case of errors and ambiguities, applicable forms,

- Control of documents and records:
 - Define responsibilities,
 - Creation of project folders, file structure, traceability, validity,
 - Archiving,

- Training:
 - Assessment of needs,
 - Training planning, effectiveness check,
 - Records of employee qualifications,
 - Requirements on Records.



7. Requirements for the records

It must be documented that requirements, which have been defined for the product/service have been met and that the tests (including results) provided in construction documents, test plans, contracts, order documents, etc. have been carried out.

The records must be legible and identifiable as well as clearly assignable to the product.

The records must at least contain:

- The part number of the manufacturer of the product (possibly product name, type no., Serial no., etc.),
- Documentation required test characteristics such as test location, testing device, test procedure, and scope of testing, completely filled in with signatures of the authorized inspector.



8. Labeling and traceability

All orders and associated documents / records must be clearly marked (e.g., order number) and traceable (e.g., revision level, change history, date, location).

This is to be ensured by:

- The definition of unique numbering for enquiries, proposals and orders,
- Meeting minutes, notes and/or project management plans in order to follow up and track changes and/or agreements,
- Providing evidence for entry inspections, intermediate examinations and final inspections,
- Project Status Reports,
- Harmonized structure of folders and files,
- Delivery documentation (e.g.: delivery notes, final reports),
- References to applicable documents (e.g.: requirements, regulations, and forms/templates).



9. Qualification & examination of authorized personnel

Employees designated for the nomination must fulfill the following requirements / preconditions as proof of their qualification:

- Proof of completed vocational training compatible with the subject or at least 7 years' professional experience,
- Proof of experience in the relevant subject area of at least 3 years,
- Specific knowledge to the subject,
- Knowledge of the specialist / program-specific building regulations,
- German / English knowledge.



10. Training

A procedure for planning and conducting trainings must be established. It has to consider the following items/points:

- Records of employee qualifications,
- Determination of training needs,
- Training schedules,
- Tests of effectiveness,
- Resource planning.

The contractor's employees who are responsible for the fulfillment of the assignments will be trained, if necessary, by Altran or its contractor to ensure that the requirements can be met. These include, among others:

- Aviation legislation,
- Knowledge of airworthiness regulations,
- Knowledge of special client procedures (e.g.: software, computer tools, factory standards).

The employee must be informed of the participation in training in writing.



11. Planning of product realization

To ensure the required quality, the subcontractor must plan the provision of services (processing orders). The following elements must be included in the planning (QM plan):

- Resource planning,
- Scheduling,
- Subprojects and their interfaces,
- Responsibilities,
- Exams and approvals,
- Interfaces to the Altran,
- Risks and countermeasures,
- Involvement of subcontractors (if approved by Altran).

Note: A QM plan may be part of the offer, if requested by Altran.



12. Integration of subcontractors

If the Suppliers/subcontractors themselves involve subcontractors in the provision of services (order processing), the following requirements must be ensured:

- Approval by Altran,
- Disclosure and compliance with Altran requirements (documented and verifiable),
- Proof of the subcontractor's ability (e.g.: employee qualifications, reference projects),
- Unrestricted and unimpeded access to the subcontractor's premises to examine and possibly audit the subcontractor by Altran, its customers and aviation authorities.



13. Communication

During the inquiry, offer and realization of services as well as during a possible complaint, the communication is to be ensured by definition of all interfaces to Altran and / or their client. Communication regarding important project matters / changes must be documented (e.g.: protocols, status reports, etc.).



14. Behavior in case of errors / complaints

Errors and complaints that are caused by the subcontractor (or its subcontractors) must be communicated to Altran immediately and rectified by the subcontractor thereafter. Furthermore, they have to be analyzed and further proceedings have to be agreed on with Altran.

Altran reserves the right to determine the further course of action itself. A recurrence of the errors must be avoided by taking appropriate measures.

In case of occurrence / recognition of errors, the following must be considered:

- Immediately notifying Altran on the error itself and predefined corrective actions,
- Ensuring that defective products / services are marked and excluded from further use / processing,
- Review and release/approval of corrected products / services,
- Special release only with the agreement of Altran,
- Unrestricted and unimpeded access to the subcontractors (and if applicable its subcontractors) premises to examine and possibly audit the subcontractor by Altran, its contracting entities and aviation authorities,
- Invalid products / documents must be marked accordingly. They have to be demonstrably declared to be "INVALID" and possibly withdrawn by the subcontractor when already delivered to the customer.



15. Continuous improvement

A continuous improvement of all processes (including support processes) must be ensured. This should strengthen competitiveness and reduce costs. Improvements can be generated from:

- Feedback from customers,
- Risk assessments,
- Errors / Complaints,
- Operational suggestion system,
- Market analysis,
- Internal audits,
- External advice,
- Management reviews.



16. Customer satisfaction

A high level of customer satisfaction is a core target of every company. In order to secure and improve it, it must be recorded and evaluated. The findings will serve to generate improvement measures.

The subcontractors are obliged to determine the customer satisfaction for their projects. For long-running projects (> = 6 months), a periodic (= quarterly) evaluation is expected; for a shorter duration, a single evaluation at the end of the project is expected.



17. Project transfer

The Project handover is regulated accordingly in the General Terms and Conditions of Purchase of Altran Deutschland S.A.S. & Co KG and Altran Service GmbH. In addition to this, the final project status report, proof of final inspection and signed delivery note (subcontractor and customer) must be submitted to Altran with the final account statement.



18. Data security

Electronic data must be saved at regular intervals (e.g.: daily / weekly). The secured data must be stored in at least two different locations and protected from external influences (fire, water temperature, radiation). The recovery of lost data must be ensured within 2 working days.

Data must be protected against unauthorized access. This is to be ensured above all in the transmission of data using suitable encryption and access authorizations. Jobs may not be made accessible to unauthorized persons (password protection with regular change - every 6 weeks, consisting of at least 8 characters, one of which must be a number, a capital letter and a special character - and possibly the creation of security areas).

Project data must be stored in uniform folder structures.



19. Availability of documents and records

All documents and records of an order must be kept available in accordance with the standard DIN EN 9130 "Record-keeping" and customer requirements.

This means:

- Archiving over the agreed period,
- Redundant document, recording and data management,
- Readability of data (if necessary: archiving of software / hardware),
- Definition of access rights and responsibilities,
- Regulation of the handling of provided documents,
- Destruction of order documents and data only after consultation with Altran (even after expiry of the agreed archiving period).



20. Acquisition, archiving and storage

The quality records and documents are to be recorded and listed and the retention periods are to be assigned individually analogous to the standard DIN EN 9130 "Retention of records".

NOTE: For orders of the customer Airbus, the latest versions of the guidelines A1001.0 and A1001.1 apply for the storage of records.

For data storage paper, microfilm or electronic media (if tested and approved) can be used. *If required, the records must be made available to Altran within two working days in electronic or paper form.* The records are meaningful, legible and clearly identifiable; they are to be arranged and the access is to be regulated.

All records, including all previous revision levels, must be kept in a safe place to avoid misuse, damage and loss, and to be available in case of product liability and warranty claims. It has to be taken into account that the reading especially of the electronic data carrier is to be ensured over the entire storage period.

Therefore, the location, its configuration and composition and the equipment of the rooms and electronic data systems must rule out damage caused by fire, water, high humidity, unauthorized removal, unauthorized access and theft as good as possible.

Electronic data carriers must be protected against electromagnetic influences and stored as follows:

- twice in different places spatially separated or
- once and additionally as a paper document or as a backup copy of the data medium.



21. Retention period of the records

The retention periods specified in *the guidelines A1001.0 and A1001.1* are minimum periods.

The contractor must decide for himself how long he keeps the records beyond the minimum deadlines, unless other contractual arrangements exist. In these cases, unless otherwise agreed, Altran must be informed at least three months in advance of the destruction of documents in order to give Altran the option of accepting the documents.

In the case of a liability procedure, the destruction of documents is permitted only after completion of the procedure.



22. Changes in the contractor

In the case of sale, takeover, merger or name change, the aforementioned claims and obligations of the successor company are to be assumed without any restrictions.

If the contractor stops his deliveries, in the case of business or bankruptcy, the documents subject to retention must be handed over to the client in an orderly form on data carriers (individual coordination) without delay. In any case, the Altran requires the latest qualifications.



23. Liability, insurance

The relevant provisions are set out accordingly in the general terms and conditions of purchase of Altran Deutschland S.A.S. & Co KG and Altran Service GmbH.

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24. Document Information

24.1. Applicable Documents

- Quality assurance requirements (QSF-A, QSF-B, QSF-C, QSF-D) of the Federal Association of the German Aerospace Industry e. V. (BDLI).
- DIN EN ISO 9001
- DIN EN 9100
- DIN EN 9130
- *Guidelines A1001.0 and A1001.1 (Airbus)*
- Other documents required in affected contracts
- outsourcing contract

Note: *As far as applicable, the latest edition of the documents apply.*

24.2. Responsibilities

The document owner (see footer at the bottom left) is in charge of this document including all changes. Original signature or electronic approvals are in place in QM.

24.3. Revisions

Version	Page	Section	Changes
R02 2018-01	all	all	First edition (see also Ticket#10107146)
V3.0-04.02.2019	all	all	Administrative change: insert new steering characteristics
V4.0-10.03.2020	all	all	Various corrections (see also Ticket-A-DE#6666063389). Replacement of Airbus Guideline AP2003 by the new A1001.0 and A1001.1 guidelines. Addition of Section 26 Distributor.
V5.0-03.06.2021	alle	alle	Rebranding 2021 (see also Ticket-A-DE#6666137782)

Paragraphs changed since last version are *in italics and grayed out* (except for complete revisions).



24.4. Distributor

- Management
- Quality Management Representative
- Process owner
- Subcontracting Coordinator

About Capgemini Engineering

Capgemini Engineering combines, under one brand, a unique set of strengths from across the Capgemini Group: the world leading engineering and R&D services of Altran – acquired by Capgemini in 2020 - and Capgemini’s digital manufacturing expertise. With broad industry knowledge and cutting-edge technologies in digital and software, Capgemini Engineering supports the convergence of the physical and digital worlds. Combined with the capabilities of the rest of the Group, it helps clients to accelerate their journey towards Intelligent Industry. Capgemini Engineering has more than 52,000 engineer and scientist team members in over 30 countries across sectors including aeronautics, automotive, railways, communications, energy, life sciences, semiconductors, software & internet, space & defence, and consumer products.

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