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# **QUALITY MANUAL FOR SUPPLIERS**

**ISSUE 1**

<b>Effective from:</b> <b>1.1.2025</b>	<b>Developed by:</b>	<b>Approved by:</b>
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<b>Date:</b>	<b>20.11.2024</b>	<b>30.12.2024</b>
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<b>Replaces:</b>		

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## INTRODUCTION

- AirStream System, a.s. is engaged in the production of electromagnetic pneumatic valves, assembly of components for diesel injection systems and other industrial units, assembly of sub-assemblies in the Scientific sector, and the production and maintenance of seats for the Prague Metro.
- The company is primarily oriented toward deliveries to final manufacturers.
- Reliability, high technical standards, and the quality of our products are conditions for customer satisfaction.
- Being competitive means meeting current market requirements.
- Our interest is to cooperate with companies capable of responding to our requirements and meeting our needs.
- Both existing and new suppliers must not only meet and maintain a certain level of quality but also be able to increase it.

## 1 SCOPE AND APPLICABILITY

- This manual applies to and is binding for all suppliers of parts and materials, including suppliers of packaging material, delivering to AirStream System, a.s.
- Suppliers are obliged to transfer and ensure the fulfilment of these requirements with all their sub-suppliers.
- Failure to comply with the requirements specified in this manual may lead to the loss of current and/or future cooperation, as well as to compensation for damages and extra costs resulting from them.

## 2 SUPPLIER RESPONSIBILITY FOR QUALITY

- The supplier guarantees that the delivered goods are free of defects and correspond to agreed requirements, technical specifications, and valid technical documentation.
- The supplier is liable for the quality of materials and services from its sub-suppliers.
- The warranty period for delivered goods is according to the General Terms and Conditions of Purchase contract (unless agreed otherwise).
- By confirming the order, the supplier agrees to the rules set out in this manual.
- The supplier bears full responsibility for the quality of its products, the quality of materials from its sub-suppliers, ensuring compliance with defined technical specifications, and providing documentation requested by the customer.
- The supplier commits to this by confirming the Order (framework order).
- Even by delivering materials without prior order confirmation, the Supplier is bound by this manual.

## 3 ENVIRONMENTAL RESPONSIBILITY

- Suppliers are obliged to perform their activities so that their impact on the environment is minimal.

- Suppliers must ensure that all used materials and raw materials in their production chain correspond to legal requirements and requirements from AirStream System a.s. customers, especially regarding the restriction of hazardous and prohibited substances.
- The supplier is obliged to comply with valid environmental legislation, particularly:
  - The Water Act (No. 254/2001 Coll.).
  - The Air Protection Act (No. 201/2012 Coll.).
  - The Waste Act (No. 185/2001 Coll.).
  - EC Regulation 1907/2006 (REACH).
  - EC Regulation 1272/2008 (CLP).
  - EU Directive 2011/65/EU (ROHS).
- Suppliers are obliged to submit evidence of the origin of tin, tantalum, tungsten, gold, and other raw materials according to the Responsible Minerals Initiative.
- Suppliers are recommended to implement management systems according to ISO 14001 (Environment) and ISO 45001 (Occupational Health and Safety).

#### **4 CORPORATE SOCIAL RESPONSIBILITY**

- ASS expects its suppliers and sub-suppliers to take steps to implement a code of ethics regarding social responsibility.
- ASS may conduct an inspection of compliance with these processes at any time.

#### **5 QUALITY REQUIREMENTS**

- The supplier undertakes to deliver products and services in accordance with the following quality requirements:
  - Fulfilment of all technical specifications stated in orders or contracts.
  - Compliance with applicable standards (e.g., ISO 9001, ISO 14001, or other sector standards).
  - Use of materials approved by the Purchaser.
  - Implementation of control mechanisms to ensure quality.
- The supplier shall ensure that all its production processes and quality management systems meet the above requirements.

#### **6 INSPECTION AND TESTING**

- The supplier is responsible for performing all necessary quality inspections and tests before shipping products to the Purchaser.
- The supplier must provide the Purchaser with relevant documentation regarding inspections and tests (e.g., test reports, material certificates).
- The Purchaser reserves the right to perform its own quality inspections at the Supplier's premises or at a third party before or after delivery.
- If non-conformities are found, the Supplier is obliged to take corrective actions at its own expense.

## 7 AUDITS

- The supplier undertakes to tolerate audits by the Purchaser or a third party authorized by the Purchaser.
- Audits may be performed at any time the Purchaser deems appropriate to verify quality requirements or the state of the quality system.
- The supplier shall provide necessary cooperation and allow access to its premises, relevant documents, and production processes.
- The parties agree to arrange a suitable audit date in advance, unless the audit is conducted due to serious non-conformities or emergency situations.

## 8 QUALITY ASSURANCE DURING DELIVERY

### 8.1 Delivery Identification

- Each delivery (packaging unit) must be marked with: Customer name, Supplier name, Part name and number (including change index), quantity, and date of manufacture.
- Barcodes must be provided if required in the order and if the code is provided by the Purchaser.

### 8.2 Packaging

- Only one type of part must be packed in each packaging unit.
- Each production series must be packed separately unless specified otherwise.
- Packaging must ensure protection and quality preservation for a minimum of 2 years under prescribed conditions.

### 8.3 Delivery Documentation

- Each delivery must include documentation such as:
  - Inspection Certificate (DIN EN 10204-3.1).
  - Material Certificate (DIN EN 10204-3.1).
  - Delivery Note.
- Missing documentation is grounds for non-acceptance and refusal of payment until rectified.
- Invoice maturity begins only once defects are removed.

## 9 DEVIATION AND CHANGE MANAGEMENT

### 9.1 Deviation Management

- Suppliers must have a system for deviation management.
- A deviation is a written permission to deviate from documentation and must be approved by the customer before implementation.
- Requests are sent to the AirStream System a.s. purchasing department.

- Requests must include: validity (dates or pieces), part number/name, cause, and corrective action.
- Items sent under deviation must be clearly marked.

## **9.2 Change Management**

- **Supplier-side:** The supplier requests changes in writing; oral requests are not accepted. A decision is sent electronically within 30 days.
- **Purchaser-side:** AirStream System a.s. may change designs or technical specifications. Suppliers must provide stock info and implementation timelines within 10 working days of notification.

# **10 COMPLAINTS PROCEDURE**

- AirStream System a.s. will notify the supplier in writing if a part or service does not meet specifications.
- Suppliers must implement immediate actions within 24 hours.
- Suppliers must establish a resolution team and propose measures targeting root causes.
- The use of an 8D Report is recommended and must be submitted according to required deadlines.

## **10.1 Handling of Non-Conforming Delivery**

- Return of the entire delivery at the supplier's expense.
- Sorting of the delivery by the supplier or by the customer at the supplier's expense.
- Reworking of the delivery by the supplier.

## **10.2 Compensation for Damages**

- The supplier is liable for all costs and damages resulting from defects in materials or services.
- This includes affected production, transport, and damages claimed by AirStream's customers (e.g., line downtime).
- AirStream System a.s. reserves the right to charge **80 Euro** for issuing a complaint.