

# **NATO STANDARD**

## **AQAP-2310**

# **NATO QUALITY MANAGEMENT SYSTEM REQUIREMENTS FOR AVIATION, SPACE AND DEFENCE SUPPLIERS**

**Edition A Version 1**

**April 2013**



**NORTH ATLANTIC TREATY ORGANIZATION**

**ALLIED ADMINISTRATIVE PUBLICATION**

**Published by the  
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**NATO LETTER OF PROMULGATION**

11 April 2013

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Dr. Cihangir Aksit, TUR Civ  
Director NATO Standardization Agency

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## Table of Contents

Section	Page number
<b>CHAPTER 1 INTRODUCTION</b> .....	1
1.1 General.....	1
1.2 Purpose .....	1
1.3 Applicability.....	1
<b>CHAPTER 2 COMPLIANCE WITH THIS PUBLICATION</b> .....	2
2.1 Organisational compliance .....	2
2.2 Contractual compliance .....	2
<b>CHAPTER 3 COMPOSITION OF REQUIREMENTS IN AQAP-2310</b> .....	3
3.1 COMPOSITION.....	3
3.2 REFERENCES.....	3
3.3 DEFINITIONS.....	4
<b>CHAPTER 4 QUALITY MANAGEMENT SYSTEM</b> .....	6
4.1 GENERAL REQUIREMENTS.....	6
4.2 DOCUMENTATION REQUIREMENTS .....	6
<b>CHAPTER 5 MANAGEMENT RESPONSIBILITY</b> .....	8
5.1 MANAGEMENT COMMITMENT .....	8
5.2 CUSTOMER FOCUS .....	8
5.3 QUALITY POLICY .....	8
5.4 PLANNING .....	8
5.5 RESPONSIBILITY, AUTHORITY AND COMMUNICATION.....	9
5.6 MANAGEMENT REVIEW.....	9
<b>CHAPTER 6 RESOURCE MANAGEMENT</b> .....	11
6.1 PROVISION OF RESOURCES.....	11
6.2 HUMAN RESOURCES.....	11
6.3 INFRASTRUCTURE.....	11
6.4 WORK ENVIRONMENT .....	11
<b>CHAPTER 7 PRODUCT REALISATION</b> .....	12
7.1 PLANNING OF PRODUCT REALISATION .....	12
7.2 CUSTOMER-RELATED PROCESSES .....	13
7.3 DESIGN AND DEVELOPMENT .....	13
7.4 PURCHASING.....	14
7.5 PRODUCTION AND SERVICE PROVISION .....	15
7.6 CONTROL OF MONITORING AND MEASURING EQUIPMENT .....	16
7.7 RELIABILITY AND MAINTAINABILITY (R&M).....	17
<b>CHAPTER 8 MEASUREMENT, ANALYSIS AND IMPROVEMENT</b> .....	18
8.1 GENERAL .....	18
8.2 MONITORING AND MEASUREMENT .....	18
8.3 CONTROL OF NON-CONFORMING PRODUCT .....	19
8.4 ANALYSIS OF DATA .....	19
8.5 IMPROVEMENT.....	20
<b>CHAPTER 9 NATO ADDITIONAL REQUIREMENTS</b> .....	21
9.1 ACCESS TO SUPPLIER AND SUB-SUPPLIERS AND SUPPORT FOR GQA ACTIVITIES.....	21
9.2 PRODUCTS FOR RELEASE TO THE ACQUIRER .....	21

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## CHAPTER 1 INTRODUCTION

### 1.1 GENERAL

AQAP-2310 contains the NATO quality management system requirements for Aviation, Space and Defence Suppliers. These are based on AS/EN 9100:2009.

### 1.2 PURPOSE

This publication contains requirements, which, if applied appropriately, provide confidence in the Supplier's capability to deliver products that conform to Acquirer contract requirements.

### 1.3 APPLICABILITY

1. This publication is primarily intended for use in a contract between two or more parties.
2. When referenced in a contract, this publication shall apply to all of the processes necessary for the Supplier to fulfil the contractual requirements.
3. This publication may also be used internally by a Supplier or a potential Supplier to cover the Quality aspects of the Management System (MS).
4. Where identified by the Acquirer this publication can be used in conjunction with other appropriate standards to manage processes of the MS.
5. If inconsistencies exist between the contract requirements and this publication, the contract requirements shall prevail.

## **CHAPTER 2 COMPLIANCE WITH THIS PUBLICATION**

### **2.1 ORGANISATIONAL COMPLIANCE**

Compliance with AQAP-2310 at Supplier organisational level is defined as the fulfilment of the requirements of AQAP-2310, sections 4 to 9.

### **2.2 CONTRACTUAL COMPLIANCE**

Compliance with this publication for a contract is defined as the fulfilment of the requirements in sections 4 to 9.

In this publication NOTEs are not contractual requirements.

## CHAPTER 3 COMPOSITION OF REQUIREMENTS IN AQAP-2310

### 3.1 COMPOSITION

1. A requirement in this publication is composed as follows:
  - a. A title.
  - b. A NATO requirement or an AS/EN requirement. Each AS/EN-requirement may have one or more NATO supplements. The supplements are grouped under the AS/EN-requirement. A supplement is characterised as follows:
    - (1) “Change”: a change to one or more words, a sentence and/or section of the AS/EN-requirement(s).
    - (2) “Delete”: a deletion of one or more words, a sentence and/or section of the AS/EN-requirement(s).
    - (3) “Add”: an addition of one or more words, a sentence and/or section to the AS/EN-requirement(s). The addition can be of the following types:
      - (a) An addition of a NATO specific requirement
      - (b) A link to other AQAPs
2. Whenever the AS/EN requirement refers to “this international standard” it shall be read as “this publication”.

### 3.2 REFERENCES

#### 3.2.1 Normative references:

1. AS/EN 9100:2009 Quality Management Systems – Requirements for Aviation, Space and Defence Organizations
2. AQAP-2105 NATO Requirements for Deliverable Quality Plans
3. AQAP-2210 NATO Supplementary Software Quality Assurance Requirements to AQAP-2110
4. AQAP-160 NATO Integrated Quality Requirements for Software throughout the Life Cycle
5. ISO 9000:2005 Quality Management Systems – Fundamentals and Vocabulary

6. ISO 10012:2003 Measurement Management Systems – requirements for measurement processes and measuring equipment.

**3.2.2. Informative references:**

1. AQAP-2000 NATO Policy on an Integrated Systems Approach to Quality Through the Life Cycle
2. AQAP-2009 NATO Guidance on the use of the AQAP-2000 series
3. AQAP-2070 NATO Mutual Government Quality Assurance(GQA) Process
4. AQAP-169 NATO Guidance on the use of AQAP-160 Edition 1
5. ACMP Allied Configuration Management Publications
6. ARMP Allied Reliability and Maintainability Publications
7. STANAG 4159 NATO Materiel Configuration Management Policy and Procedure for Multinational Joint Projects
8. STANAG 4174 Allied Reliability and Maintainability Publications
9. STANAG 4427 Introduction of Allied Configuration Management Publications (ACMPs)

**3.3 DEFINITIONS**

Unless stated otherwise, ISO 9000:2005 and AS/EN 9100:2009 definitions shall apply.

Acquirer	Governmental and/or NATO Organisations, that enter into a contractual relationship with a Supplier, defining the product and quality requirements
Certificate of Conformity	A document, signed by the Supplier, which states that the product conforms with contractual requirements
Government Quality Assurance	Government Quality Assurance is the process by which the appropriate National Authorities establish confidence that the contractual requirements relating to quality are met
Government Quality Assurance Representative	Government Quality Assurance Representatives are the Personnel with responsibility for Government Quality Assurance (GQA), acting on behalf of the Acquirer
GQAR and/or Acquirer	The term “GQAR and/or Acquirer” has been used in this document to enable the Acquirer to be the default in situations in which there is either no GQAR associated with the contract or where the appointed GQAR has not been delegated the authority to conduct particular activities



Product	The result of activities, processes and tasks. A product may include service, hardware, processed materials, software or a combination thereof. A product can be tangible (e.g. assemblies or processed materials) or intangible (e.g. knowledge or concepts), or a combination thereof. A product can be either intended (e.g. offering to customers) or unintended (e.g. pollutant or unwanted effects)
Quality Plan	A Quality Plan is a Supplier's document that specifies which procedures and associated resources shall be applied by whom and when to a specific project, product, process or contract requirement
Sub-supplier	Provider of products to the Supplier
Supplier	Organisation that acts in a contract as the provider of products to the Acquirer

## CHAPTER 4 QUALITY MANAGEMENT SYSTEM

### 4.1 GENERAL REQUIREMENTS

AS/EN 9100:2009 4.1 “General requirements” shall apply.

#### **NATO specific requirement:**

Add:

The Supplier shall establish, document, implement, assess and improve an effective and economical system in accordance with this document, which includes the requirements of AS/EN 9100: 2009 as necessary to satisfy the contract requirements.

The Acquirer and/or Government Quality Assurance Representative (GQAR) reserves the right to reject this system as it applies to the contract.

Objective evidence, which may include documentation from first, second and/or third party assessment/certification processes that this system is compliant with this Publication and is effective shall be readily available to the GQAR and/or Acquirer.

NOTE 1:

The Quality Management Systems should be reviewed in conjunction with the Quality Plan (see paragraph 7.1 of this publication).

### 4.2 DOCUMENTATION REQUIREMENTS

#### 4.2.1 General

AS/EN 9100:2009 4.2.1 “General” requirements shall apply

#### 4.2.2 Quality manual

AS/EN 9100:2009 4.2.2 “Quality Manual” requirements shall apply

#### **NATO specific requirement:**

Delete:

Last part of the sentence a): “including details of and justification for any exclusions (see 1.2)”.

#### 4.2.3 Control of documents

AS/EN 9100:2009 4.2.3 “Control of documents” requirements shall apply

#### **4.2.4 Control of records**

AS/EN 9100:2009 4.2.4 “Control of records” requirements shall apply

##### **NATO specific requirement:**

Add:

The Supplier shall provide the GQAR and/or the Acquirer with the necessary access to the records pertinent to the contract, in a format agreed with the GQAR and/or Acquirer.

## CHAPTER 5 MANAGEMENT RESPONSIBILITY

### 5.1 MANAGEMENT COMMITMENT

AS/EN 9100:2009 5.1 "Management commitment" requirements shall apply.

### 5.2 CUSTOMER FOCUS

AS/EN 9100:2009 5.2 "Customer focus" requirements shall apply.

### 5.3 QUALITY POLICY

AS/EN 9100:2009 5.3 "Quality Policy" requirements shall apply.

### 5.4 PLANNING

#### **NATO specific requirement:**

Add:

The Supplier shall submit a Quality Plan (QP) which addresses the contractual requirements to the GQAR and/or the Acquirer prior to the start of the activities unless otherwise directed. The QP shall be a clearly identified discrete document or part of another document that is prepared under the contract.

The QP shall play two complementary roles:

1. Describe and document the quality management system requirements "contract-specific" necessary to satisfy the contract requirements (making reference, where applicable, to the "supplier-wide" quality management system);
2. Describe and document the planning of the product realisation, in terms of quality requirements for the product, needed resources, required control activities (verification, validation, monitoring, inspection, testing), and acceptance criteria. The Supplier and Sub-supplier shall provide objective evidence, that risks are considered during planning, including but not limited to Risk Identification, Risk Analysis, Risk Control and Risk Mitigation. The planning shall start with risk identification during contract review and updated thereafter in a timely manner. The Acquirer and/or GQAR reserve the right to reject QPs, Risk Plans and their revisions.

#### **NOTE:**

The QP requirements for role 1 relate to clause 5.4, while the QP requirements for role 2 relate to clause 7.1.

Contractual requirement for the content of the Quality Plan is established in AQAP 2105 "NATO Requirements for Deliverable Quality Plans."

#### **5.4.1 Quality objectives**

AS/EN 9100:2009 5.4.1 "Quality Objectives" requirements shall apply.

#### **5.4.2 Quality Management system planning**

AS/EN 9100:2009 5.4.2 “Quality Management system planning” requirements shall apply.

### **5.5 RESPONSIBILITY, AUTHORITY AND COMMUNICATION**

#### **5.5.1 Responsibility and authority**

AS/EN 9100:2009 5.5.1 “Responsibility and authority” requirements shall apply.

#### **5.5.2 Management representative**

AS/EN 9100:2009 5.5.2 “Management representative” requirements shall apply.

#### **NATO specific requirement:**

Add:

The management representative shall have the necessary organisational authority and freedom to resolve matters pertaining to quality. The management representative shall report directly to top management.

The responsibility of the Management Representative shall include liaison with the GQAR and/or Acquirer on matters related to quality.

#### **5.5.3 Internal communication**

AS/EN 9100:2009 5.5.3 “Internal communication” requirements shall apply.

#### **NATO specific requirement:**

Add:

The Supplier shall ensure that lines of communication are established with the GQAR and/or Acquirer.

### **5.6 MANAGEMENT REVIEW**

#### **5.6.1 General**

AS/EN 9100:2009 5.6.1 “General” requirements shall apply.

#### **5.6.2 Review input**

AS/EN 9100:2009 5.6.2 “Review input” requirements shall apply.

#### **NATO specific requirement:**

Add:

Records of review input, related to the contract, shall be available to the GQAR and/or Acquirer

### **5.6.3 Review output**

AS/EN 9100:2009 5.6.3 “Review output” requirements shall apply.

#### **NATO specific requirement:**

Add:

Records of the review output, related to the contract, shall be available to the GQAR and/or Acquirer.

The Supplier shall notify the GQAR and/or Acquirer of proposed action, resulting from Review Output that will affect compliance with contractual requirements.

Review output shall, where action item(s) are identified, specify the responsible person/function and due date of the action item(s).

## CHAPTER 6 RESOURCE MANAGEMENT

### 6.1 PROVISION OF RESOURCES

AS/EN 9100:2009 6.1 “Provision of resources” requirements shall apply.

### 6.2 HUMAN RESOURCES

#### 6.2.1 General

AS/EN 9100:2009 6.2.1 “General” requirements shall apply.

#### 6.2.2 Competence, training and awareness

AS/EN 9100:2009 6.2.2 “Competence, training and awareness” requirements shall apply.

### 6.3 INFRASTRUCTURE

AS/EN 9100:2009 6.3 “Infrastructure” requirements shall apply.

#### **NATO specific requirement:**

Add:

The infrastructure shall include an area to segregate nonconforming product (see paragraph 8.3 of this publication).

### 6.4 WORK ENVIRONMENT

AS/EN 9100:2009 6.4 “Work environment” requirements shall apply.

## CHAPTER 7 PRODUCT REALISATION

### 7.1 PLANNING OF PRODUCT REALISATION

AS/EN 9100:2009 7.1 “Planning of product realisation” shall apply.

**NATO specific requirement:**

Add:

For details, see this publication clause 5.4.

NOTE:

The Quality Plan should be reviewed in conjunction with the Quality Management Systems (see paragraph 4.1 of this publication).

#### 7.1.1 Project Management

AS/EN 9100:2009 7.1.1 “Project Management” shall apply.

**NATO specific requirement:**

Add:

The Project Management planning shall be documented in accordance with the paragraph 4.2.3, prior to the start of the activities.

#### 7.1.2 Risk Management

AS/EN 9100:2009 7.1.2 “Risk Management” shall apply.

**NATO specific requirement:**

Add:

The Risk Management planning shall be documented in accordance with the paragraph 4.2.3, prior to the start of the activities.

#### 7.1.3 Configuration Management

AS/EN 9100:2009 7.1.3 “Configuration Management” shall apply.

**NATO specific requirement**

Add:

As a minimum, the Supplier shall describe and document the Configuration Management procedures for:

- Configuration Identification
- Configuration Control
- Configuration Status Accounting
- Configuration Audit



The Supplier shall prepare a Configuration Management Plan, which describes the application of Configuration Management to the contract.

**NOTE:**

The Configuration Management Plan may form part of another plan if appropriate. NATO Configuration Management Policy is established in STANAG 4159 while detailed contractual requirements for Configuration Management are contained within STANAG 4427 and associated Allied Configuration Management Publications (ACMP).

**7.1.4 Control of Work Transfers**

AS/EN 9100:2009 7.1.4 “Control of Work Transfers” shall apply.

**7.2 CUSTOMER-RELATED PROCESSES**

**7.2.1 Determination of requirements related to the product.**

AS/EN 9100:2009 7.2.1 “Determination of requirements related to the product” shall apply.

**7.2.2 Review of requirements related to the product**

AS/EN 9100:2009 7.2.2 “Review of requirements related to the product” shall apply.

**7.2.3 Customer communication**

AS/EN 9100:2009 7.2.3 “Customer communication” shall apply.

**NATO specific requirement:**

Add:

The Supplier shall ensure that lines of communication are established with the GQAR and/or Acquirer.

The Supplier shall notify the GQAR and/or Acquirer upon changes to its organisation that affect product quality or the Quality Management System.

**7.3 DESIGN AND DEVELOPMENT**

**7.3.1 Design and development planning**

AS/EN 9100:2009 7.3.1 “Design and development planning” shall apply.

**7.3.2 Design and development inputs**

AS/EN 9100:2009 7.3.2 “Design and development inputs” shall apply.

**7.3.3 Design and development outputs**

AS/EN 9100:2009 7.3.3 “Design and development outputs” shall apply.

#### **7.3.4 Design and development review**

AS/EN 9100:2009 7.3.4 “Design and development review” shall apply.

#### **7.3.5 Design and development verification**

AS/EN 9100:2009 7.3.5 “Design and development verification” shall apply.

#### **NATO specific requirement:**

Add:

Unless invoked in the contract, the Supplier shall determine the test methods required and perform the tests to demonstrate conformity with the corresponding requirements at appropriate stages up to and including the final product.

#### **7.3.6 Design and development validation**

AS/EN 9100:2009 7.3.6 “Design and development validation” shall apply.

##### **7.3.6.1 Design and Development Verification and Validation Testing**

AS/EN 9100:2009 7.3.6.1 “Design and development Verification and Validation Testing” shall apply.

##### **7.3.6.2 Design and Development Verification and Validation Documentation**

AS/EN 9100:2009 7.3.6.2 “Design and development Verification and Validation Documentation” shall apply.

#### **7.3.7 Control of design and development changes**

AS/EN 9100:2009 7.3.7 “Control of design and development changes” shall apply.

### **7.4 PURCHASING**

#### **7.4.1 Purchasing process**

AS/EN 9100:2009 7.4.1 “Purchasing process” shall apply.

#### **NATO specific requirement:**

Add:

The Supplier shall on request provide the GQAR and/or Acquirer with a copy of any subcontracts or orders for products related to the contract. The Supplier shall notify the GQAR and/or Acquirer if a subcontract or order has been identified as constituting or involving risk. This shall be documented in accordance with paragraphs 5.4 and 7.1.2 of this publication.

## **7.4.2 Purchasing information**

AS/EN 9100:2009 7.4.2 “Purchasing information” shall apply.

### **NATO specific requirement:**

Add:

The Supplier shall flow down the applicable contractual requirements to Sub-suppliers by referencing the stated contractual requirement, including relevant AQAP(s). The Supplier shall insert the following in all purchasing documents: "All requirements of this contract may be subject to GQA. You will be notified of any GQA activity to be performed."

Only the Supplier placing the purchasing documents with a Sub-supplier will issue consequential instructions to that Sub-supplier. It is the Supplier's responsibility to ensure that the procedures and processes required to fulfil contract requirements are fully implemented at the Sub-supplier's facilities.

GQA activities at Sub-supplier's facilities do not relieve the Supplier from any contractual quality responsibilities.

NOTE:

Conduct of GQA and associated GQAR and/or Acquirer access rights, at Sub-supplier's facilities can only be requested by the GQAR and/or Acquirer.

## **7.4.3 Verification of purchased product**

AS/EN 9100:2009 7.4.3 “Verification of purchased product” shall apply.

### **NATO specific requirement:**

Add:

Suppliers shall notify the GQAR and/or Acquirer if a sub-supplied product is rejected or repaired which has been identified as involving risk or supplied by a Sub-supplier whose selection or subsequent performance has been identified as involving risk.

The Supplier shall establish and implement a process for the avoidance, detection, mitigation, and disposition of the Counterfeit Parts.

## **7.5 PRODUCTION AND SERVICE PROVISION**

### **7.5.1 Control of production and service provision**

AS/EN 9100:2009 7.5.1 “Control of production and service provision” shall apply.

#### **7.5.1.1 Production Process Verification**

AS/EN 9100:2009 7.5.1.1 “Production Process Verification” shall apply.

#### **7.5.1.2 Control of Production Process Changes**

AS/EN 9100:2009 7.5.1.2 “Control of Production Process Changes” shall apply.

### **7.5.1.3 Control of Production Equipment, Tools and Software Programs**

AS/EN 9100:2009 7.5.1.3 “Control of Production Equipment, Tools and Software Programs” shall apply.

### **7.5.1.4 Post-Delivery Support**

AS/EN 9100:2009 7.5.1.4 “Post-Delivery Support” shall apply.

### **7.5.2 Validation of processes for production and service provision**

AS/EN 9100:2009 7.5.2 “Validation of processes for production and service provision” shall apply.

### **7.5.3 Identification and traceability**

AS/EN 9100:2009 7.5.3 “Identification and traceability” shall apply.

#### **NATO specific requirement:**

Add:

The Supplier shall establish and implement a marking method for identification and traceability.

### **7.5.4 Customer property**

AS/EN 9100:2009 7.5.4 “Customer property” shall apply.

#### **NATO specific requirement:**

Add:

If products provided by the Acquirer are lost, damaged or otherwise found to be unsuitable for their intended use in accordance with the contract, the Supplier shall immediately inform the Acquirer and GQAR.

### **7.5.5 Preservation of product**

AS/EN 9100:2009 7.5.5 “Preservation of product” shall apply.

## **7.6 CONTROL OF MONITORING AND MEASURING EQUIPMENT**

AS/EN 9100:2009 7.6 “Control of monitoring and measuring equipment” shall apply.

#### **NATO specific requirement:**

Add:

The measurement and calibration system applied to the contract shall be in accordance with the requirement of ISO 10012.

When an item of measuring equipment is found to fail re-calibration or is not in calibration, and when there are affected products, the GQAR and/or Acquirer is to be informed and presented with details of affected products, including products already delivered.

## **7.7 RELIABILITY AND MAINTAINABILITY (R&M)**

No AS/EN requirement available

### **NATO specific requirement:**

Add:

If stated in the contract, the Supplier's R&M system, appropriate to the design of the product, shall ensure that R&M issues and related documents, including those from associated Sub-suppliers, are controlled.

### **NOTE:**

NATO Reliability and Maintainability Policy is established in STANAG 4174 while detailed contractual requirements for Reliability and Maintainability Management are contained within Allied Reliability and Maintainability Publications (ARMP).

## CHAPTER 8 MEASUREMENT, ANALYSIS AND IMPROVEMENT

### 8.1 GENERAL

AS/EN 9100:2009 8.1 “General” requirements shall apply.

#### **NATO specific requirement:**

Add to NOTE:

Statistical techniques can also be used to support other activities applicable to measurement, analysis and improvement processes.

### 8.2 MONITORING AND MEASUREMENT

#### 8.2.1 Customer satisfaction

AS/EN 9100:2009 8.2.1 “Customer satisfaction” requirements shall apply.

#### **NATO specific requirement:**

Add:

Any complaints or deficiencies relevant to the contract, reported by the GQAR, shall be recorded as customer complaints.

#### 8.2.2 Internal audit

AS/EN 9100:2009 8.2.2 “Internal audit” requirements shall apply.

#### **NATO specific requirement:**

Add:

The Supplier shall ensure that all contractual requirements, including NATO supplements, are included in internal audits.

The Supplier shall inform the GQAR and/or Acquirer of deficiencies identified during internal audit unless otherwise agreed between the GQAR and/or Acquirer and the Supplier.

During the planning of internal audits, the Supplier shall consider the output from the risk assessment.

Records of the audit shall include the training and experience level of the auditors who conducted audit.

#### 8.2.3 Monitoring and measurement of processes

AS/EN 9100:2009 8.2.3 “Monitoring and measurement of processes” requirements shall apply.

#### **8.2.4 Monitoring and measurement of product**

AS/EN 9100:2009 8.2.4 “Monitoring and measurement of product” requirements shall apply.

##### **NATO specific requirement:**

Add:

The Supplier shall provide a Certificate of Conformity at release of product to the GQAR and/or Acquirer unless otherwise instructed.

The Supplier is solely responsible for the conformance to requirements, of products provided to the Acquirer.

#### **8.3 CONTROL OF NON-CONFORMING PRODUCT**

AS/EN 9100:2009 8.3 “Control of non-conforming product” requirements shall apply.

##### **NATO specific requirement:**

Add:

The Supplier shall issue and implement documented procedures which identify, control and segregate all non-conforming products.

Documented procedures for the disposition of non-conforming product are subject to disapproval by the GQAR and/or Acquirer when it can be shown that they do not provide the necessary controls.

The Supplier shall notify the GQAR and/or Acquirer of non-conformities and corrective actions required, unless otherwise agreed with the GQAR and/or Acquirer.

All rework, repair and use-as-is dispositions must be acceptable to the GQAR and/or Acquirer. When the Supplier establishes that an acquirer-supplied product is unsuitable for its intended use, he shall immediately report to and coordinate with the Acquirer the remedial actions to be taken. The Supplier shall also inform the GQAR.

The Supplier shall notify the GQAR and/or the Acquirer of non-conforming product received from a Sub-supplier that has been subject to Government Quality Assurance. As one of the measurements of the performance of the quality management system, the Supplier shall monitor information relating to non-conformances and cost associate with nonconforming product. The methods for obtaining and using this information shall be determined.

#### **8.4 ANALYSIS OF DATA**

AS/EN 9100:2009 8.4 “Analysis of data” requirements shall apply.

##### **NATO specific requirement:**

Add:

e) costs associated with non-conforming products (see 8.3).

## **8.5 IMPROVEMENT**

### **8.5.1 Continual improvement**

AS/EN 9100:2009 8.5.1 “Continual improvement” requirements shall apply.

#### **NATO specific requirement:**

Add:

NOTE:

The application of this section is intended to be limited to the scope of the contract.

### **8.5.2 Corrective action**

AS/EN 9100:2009 8.5.2 “Corrective action” requirements shall apply.

### **8.5.3. Preventive action**

AS/EN 9100:2009 8.5.3 “Preventive action” requirements shall apply.



## CHAPTER 9 NATO ADDITIONAL REQUIREMENTS

### 9.1 ACCESS TO SUPPLIER AND SUB-SUPPLIERS AND SUPPORT FOR GQA ACTIVITIES

- 9.1.1 The Supplier and/or Sub-suppliers shall provide the GQAR and/or Acquirer:
- The right of access to facilities where parts of the contracted activities are being performed.
  - Information pertaining to the fulfilment of requirements in the contract.
  - Unrestricted opportunity to evaluate Supplier compliance with this Publication.
  - Unrestricted opportunity to evaluate Sub-Supplier compliance with this Publication. The Supplier shall be informed before the evaluation takes place.
  - Unrestricted opportunity to conduct verification of product conformity with the contract requirements.
  - Required assistance for evaluation, verification, validation, testing, inspection or release of the product for the accomplishment of GQA to contract requirements.
  - Accommodation and facilities.
  - The necessary equipment available for reasonable use for performing GQA.
  - Supplier and or Sub-suppliers personnel for operation of such equipment as required.
  - Access to information and communication facilities.
  - The necessary Supplier documentation, to confirm product conformance to specification.
  - Copies of necessary documents, including those on electronic media.

### 9.2 PRODUCTS FOR RELEASE TO THE ACQUIRER

The Supplier shall ensure that only acceptable products, intended for delivery, are released. The Supplier shall ensure that the risk management process has been followed prior to release of product to the Acquirer. GQAR and or Acquirer reserve the right to reject non-conforming products.



**AQAP-2310 (A)(1)**