1- Application domain

This instruction defines the quality management system requirements to be applied by the suppliers of ROLLVIS SA. The term supplier designates both a supplier and a subcontractor.

This instruction applies to all suppliers / subcontractors involved in the production of our products or services when EN 9100 requirements are required (Aero).

2- Normative references

The requirements of ISO 9001 and EN 9100 latest version apply.

The supplier should ideally have ISO 9001 certification; in the event that it is not certified, a prior audit of its quality system will be carried out by ROLLVIS with a view to its qualification.

4- Requirements of the quality management system according to EN 9100 (aerospace)

4.1 - Documents mastership

The supplier undertakes not to transmit any information, document or material to a third party without the approval of ROLLVIS.

4.2 - Recordings mastership

The supplier must define the method to master the records issued and their archiving.

Product records :
- Material certificates
- Tracking sheets
- Control reports
- Non-conformance sheets
- Exemption requests
- Surface treatment or quenching certificates
- Declarations of conformity.

Records relating to services :
- Calibration results of measuring instruments
- Maintenance monitoring of production facilities.

The recordings must be archived by the supplier. By default, the archiving period is 30 years, unless otherwise stipulated in our order.

5- Leadership responsibility

5.2 - Listen client

The supplier must ensure that the performance in terms of product conformity and respect of delivery deadlines is measured and that appropriate actions are taken if the expected results are not, or will not be achieved.

6- Resource management

The supplier must ensure that the qualification of its staff is in line with the existing workstations. If requested, the supplier must be able to prove the qualification of its staff (internal or external training).

The supplier must make its staff aware of:
- The importance of individual ethical behavior.
- The personal contribution of each on the conformity and the safety of the product.

The supplier must inform Rollvis of any changes to its infrastructure presenting a risk to the quality of the product or service (moving, relocation of machines, reorganization, machine, software, ...).

7- Product manufacturing

7.1 - Planning of product manufacturing

The supplier must implement an organization capable of ensuring the planning of our order in accordance with the contractually agreed requirements (quality, lead time, etc.).

7.2 - Review of product requirements

The supplier must ensure during the order review that he has all the documents in force to perform his service and claim them from Rollvis if they are not at his disposal.
Any deviation from the planned and announced planning must be communicated to ROLLVIS as soon as possible.

7.3 - Purchasing and subcontracting

The raw material will be supplied by ROLLVIS which will be identified by a color code according to the IT ACH 002 instruction.

No transfer of activity will be allowed without the consent of ROLLVIS, if transfer is necessary after agreement, the supplier of Rollvis will have to apply the requirements of IT RAQ 004 to its supplier.

The inspection upon receipt from the supplier must ensure that the materials and components received comply with the requirements specified on the ROLLVIS purchase orders.

The supplier must guarantee the traceability of the documentation relating to each delivery (link between the purchase order, the declaration of conformity and the control or analysis reports if required).

7.4 - Production

Production mastery

The supplier must document the workflow, production documents (eg, production lines, tracking sheets, operation sheets, production orders, work instructions and control documents).

The supplier will ensure the quantitative monitoring of products in production (e.g., quantities of parts, split of launches, non-conformities) as well as proof that all production and control operations were carried out as planned.

Any modification concerning the production processes must be reported to ROLLVIS.

Identification and traceability

The supplier must ensure the identification of the products throughout the production stages, making it possible to prove the link between the documentation in force and the product produced.

Customer property

The supplier must keep an up-to-date list of tools, control devices and products owned or supplied by Rollvis.

Product preservation

The supplier must take all the necessary measures to ensure the preservation of the materials, product, components, materials, tools which are the property of ROLLVIS.
This preservation includes handling, packaging, storage and packaging during delivery.

Product delivery

Each delivery will be accompanied by the following delivery documents:

- Delivery note
- Control report(s) or FAI if requested
- Declaration(s) of conformity according to NF L00-015
- Non-conformity sheet(s) validated by the 2 parties if existing.
- Exemption request (s) validated by both parties if existing.

Prevention of counterfeit parts

The supplier must ensure that it does not use counterfeit parts (or materials) in its products and must therefore:

- Train its relevant staff.
- Get supplies from authorized sources.
- Know the origin of all parts (or materials) by requiring the appropriate certificates of conformity and origin.
- Isolate the parts and notify Rollvis in case of detection of counterfeit parts or suspected to be counterfeit.
- Be able to respond to requests for information relating to the source of any part (or materials).

Foreign Object Damage - FOD

The supplier must take the necessary measures for the prevention, detection and elimination of FOD

7.5 - Mastership of special processes

Any special process will be the subject of a specific description by the supplier (work instruction) qualified and validated by ROLLVIS.
ROLLVIS will ensure through internal audit that these procedures are followed.

7.6 - Mastership of monitoring and measurement devices

The supplier must ensure that control and measurement equipment is calibrated and / or verified at specified intervals or before use, against measurement standards linked to international or national measurement standards.

Records of calibration and verification results must be kept.

8- Measurements, analyzes and improvement

8.1 - Quality system overseeing

The supplier undertakes to give the right of access to ROLLVIS, its customers and to the regulatory authorities to the appropriate premises of the company and to the applicable documented information.

8.2 - Product overseeing and measurement

Le fournisseur doit surveiller et mesurer les caractéristiques du produit à des étapes appropriées du processus de production conformément aux dispositions planifiées (fiches suiveuses, instructions de contrôle, etc).

Proof of compliance with specifications must be recorded (inspection report) and provided to ROLLVIS upon delivery.

8.3 - CMastership of non-conforming product

The supplier must inform ROLLVIS of any non-conformity observed which cannot be corrected in a conventional manner.

The non-conformity will be recorded according to supplier process (non-conformity sheet).

In the event that the defect cannot be corrected in a conventional manner, the supplier will send a request for exemption to ROLLVIS in order to decide on the action to be taken.

Upon acceptance of a derogation by ROLLVIS, the NC products shall be identified, and isolated from the rest of the batch. The "Derogation" document is join with the delivery.

A derogation shall not be request more than twice for a same defect. An action plan must be carried out to avoid recurrence.

8.4 - Corrective or preventive actions

Any non-conformity detected by ROLLVIS will be documented in the NCGest system and sent to the supplier who The supplier will provide proof of the implementation of corrective / preventive action (s) via a DAC corrective action request (FO RAQ 117) in order to prevent the observed fault from recurring.