Amphenol Air LB

QUALITY & ENVIRONMENT MANUAL

Version aa
Avril 2026

Your Satisfaction, Everyday, Everywhere

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1 SCOPE

1.1 General

Amphenol Air LB France (AALB-F) is a global leader specialized in electrical interconnection systems and cable and attachment accessories. Our expertise covers a wide range of standard and customized solutions, especially in the following areas:

- Rapid Junction Modules;
- Rectangular and Modular Connectors (EN4165, EN3545, Push-Pull, etc.);
- Optical Connectors;
- Industrial Circular Connectors;
- Relay Sockets;
- Electronic Component Carrier Modules;
- Terminal Blocks and Junction Strips;
- Accessories for cable, pipe and insulation support;
- Specific high value-added products.

Our internationally recognized expertise is based on an in-depth understanding of the challenges and specific requirements of the markets for which we design, manufacture and market very high-performance products. The main markets we serve are:

- Aerospace (civil and military);
- Defense;
- Railway;
- Industry;
- Energy.

The ability to study, develop and industrialize customized solutions (co-engineering and re-engineering with our customers), adapted to the most specific requirements and constraints, makes Amphenol Air LB the partner of choice for innovation.

Aware of its environmental impact, and although not required by its customers, Amphenol Air LB France chose to control and minimize its environmental impacts through ISO 14001 certification. To that end, Amphenol Air LB France has notably implemented:

- a life-cycle analysis approach (from design to recycling);
- regulatory, standards and legal monitoring;
- measures for recycling or recovery of waste and for reducing energy and natural resource consumption;
- a project aimed at energy independence.

Amphenol Air LB France has therefore established an integrated quality and environmental management system enabling it to consistently provide products that comply with customer requirements and applicable contractual, legal and regulatory requirements, while pursuing continuous improvement and satisfaction of interested parties, including:

- local community;
- external providers;

- customers (OEMs, manufacturers and subcontractors);
- regulatory bodies (Tax Administration, Customs, EASA, DGAC, DGA, etc.);
- shareholders;
- employees.

This Quality and Environmental Management System applies to Amphenol Air LB France (Wé-Carignan production site).

This Quality & Environment Manual is the reference document describing the overall organization, responsibilities, processes and control principles of the Amphenol Air LB France Integrated Management System.
It covers governance, support, customer relationship, design and development, supply chain, production, inspection, testing, non-conformity management and continuous improvement activities. For design, qualification, configuration management, change control and technical data management activities, this manual also serves as the umbrella document of the applicable document system, in addition to the associated procedures, instructions and records.

1.2 Applicable normative references

- ISO 9001:2015 - all clauses;
- ISO 14001:2015 - all clauses;
- EN 9100:2016 - all clauses;
- customer contractual standards.

2 PRESENTATION OF AMPHENOL AIR LB FRANCE

- Website: https://www.amphenol-airlb.fr/fr/
- Product catalogs: https://www.amphenol-airlb.fr/fr/produits/
- Company video: https://youtu.be/xW95Ktg3a_Q
- Company presentation: https://www.amphenol-airlb.fr/fr/download/371/Coordonnées de la société

2.1 Company details

- Company name: Amphenol Air LB
- Name and title of the manager: Mr. Luc WALTER (President)
- Registered office: 2, Rue Clément Ader - ZAC de Wé - 08110 CARIGNAN
- SIREN No.: 777 343 955
- SIRET No.: 777 343 955 000 61
- NAF code: 2611Z
- EC code: FR 72 777 343 955
- NATO / Cage Code: F 0394
- Telephone: +33 3 24 22 78 49
- Fax: +33 3 24 22 78 75

2.2 Plant and company establishment

General Management, Finance Department, Engineering, Development Quality, Test Laboratory, pre-series workshop, Production Unit, Customer Service, Operational Quality,

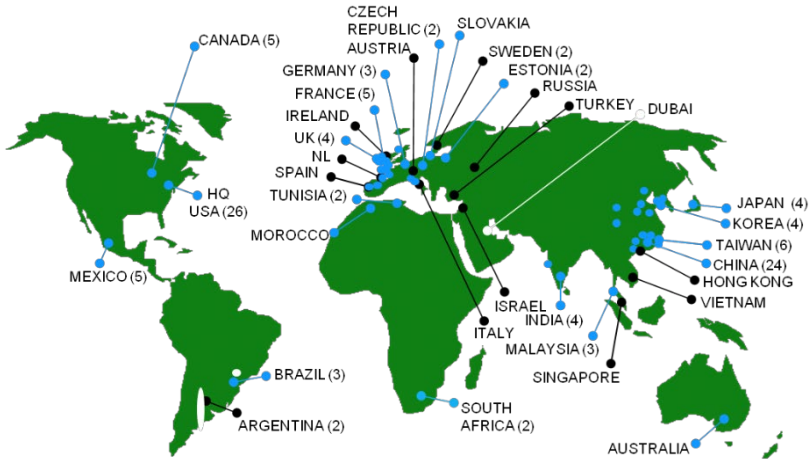
Purchasing, Logistics, IT, Maintenance, Human Resources and Sales Department are located at:

2, Rue Clément Ader - ZAC de Wé - 08110 CARIGNAN
+33 3 24 22 78 49 - +33 3 24 22 78 75

2.3 Legal and financial information

- Legal status: Simplified Joint-Stock Company (SAS)
- Share capital: EUR 2,872,900
- Land area: 48,000 m2
- Developed covered area: 10,000 m2
- Place and registration No.: RCS Sedan 777 343 955
- Date of foundation: July 1, 1958 (Air LB)
- Entry into the Amphenol Group: July 28, 2000
- Banks: BNP and CA
- Membership in a trade association or similar body: GIFAS

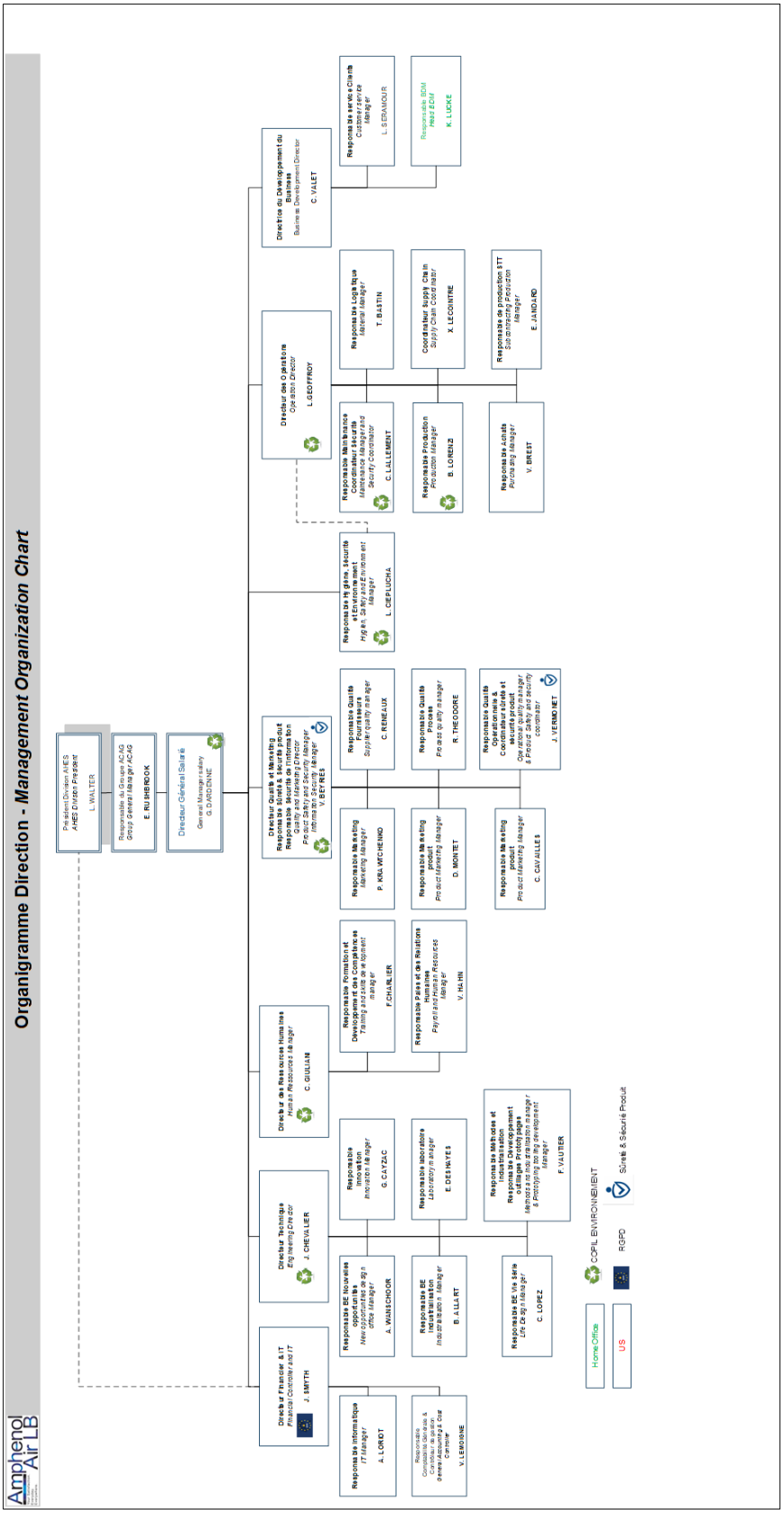
3 AMPHENOL GROUP



Amphenol global presence

Amphenol Air LB is a French subsidiary of Amphenol Corporation, a global player specialized in interconnection solutions for the Aerospace, Defense, Railway, Medical, Automotive, Telecommunications, Geophysical, Oil Exploration and Energy markets.
Amphenol Corporation's headquarters are located in Wallingford, Connecticut, United States, and the company is listed on the NYSE under the ticker symbol APH.
Amphenol Corporation is a global leader in connectors and the undisputed leader in aerospace and defense interconnection systems, demonstrating strong capabilities for harsh environments.
Amphenol Corporation has designed, manufactured and marketed standard and custom connectors for more than 75 years.
With nearly 100 sites in more than 60 countries, Amphenol Air LB relies on a unique network of expertise across Europe, the Americas and Asia.

4 ORGANIZATION CHART



5 MANAGEMENT REPRESENTATIVES (QUALITY AND ENVIRONMENT)

Management appoints the representatives necessary to ensure the effectiveness of the Integrated Management System and control of the associated activities.

Quality Director

The Quality Director, Vincent BEYRIES, has the following main mission with regard to the IMS:

- ensure that the necessary processes are established, implemented, maintained and improved;
- report to Management on system performance and improvement needs;
- ensure that personnel are made aware of customer, regulatory and internal requirements;
- organize quality arrangements and take any decision required in case of risk of product non-conformity;
- coordinate interfaces with external parties on management-system-related matters.

The responsibilities and authority of the Quality Director are detailed in his job description.

The Management Representative's responsibilities include liaison with external parties, customers and suppliers on matters relating to the IMS.

HSE Manager

The Health, Safety and Environment Manager, Laura CIEPLUCHA, has the following main mission with regard to the IMS:

- ensure that the necessary processes are established, implemented and maintained;
- report to Management on the operation of the Environmental Management System and on all improvement needs, in particular during Management Reviews and management meetings;
- ensure that each employee is made aware of legal and regulatory requirements and other requirements, of the significant environmental aspects linked to Amphenol AirLB France's activities, knows the environmental policy and objectives, and that process owners relay the environmental policy defined by Management.

The responsibilities and authority of the Health, Safety and Environment Manager are detailed in her job description.

Management also appoints the persons necessary to lead the Hygiene, Safety, Environment, Design, Development, Industrialization, Laboratory, Supply Chain and document control areas.
The responsibilities, authority, delegations and interfaces of these functions are defined in the organization chart, job descriptions and applicable system documentation.
Any function having approval, verification, release, technical validation or quality-decision responsibility acts within the scope of its formally granted authorizations.

6 QUALITY - HEALTH - SAFETY - SECURITY - ENVIRONMENT POLICY

Top Management has established the Quality and Health, Safety, Security and Environment policies on the basis of customer needs and expectations, shareholders, corporation requirements, interested parties, legal and regulatory requirements, and other needs and expectations of Amphenol AirLB France.

These policies are communicated to all personnel whenever they are modified and to every new employee. Understanding of the Quality and Health, Safety, Security and Environment policies is verified during internal audits.
The policies are updated so that they remain aligned with Corporation objectives, customer requirements, the requirements of any other interested party, shareholders and employees.

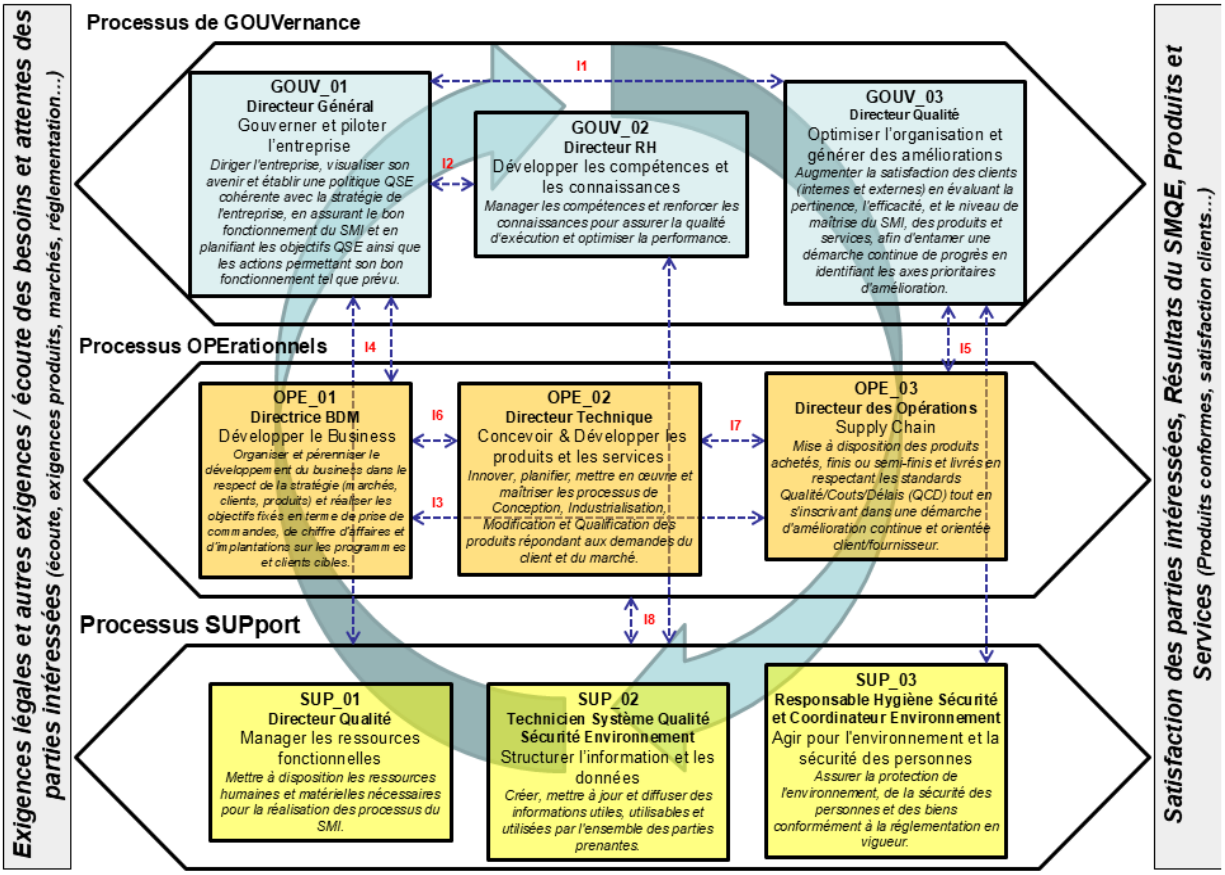
7 QUALITY AND ENVIRONMENT MANAGEMENT SYSTEM

7.1 Process-based management

Amphenol AirLB France has chosen to manage quality and environment through processes, in compliance with the applicable standards.

Each identified process is described through a standard model.
A process is defined as a set of activities transforming input data into output data.
Each process has an identity sheet and a process effectiveness assessment sheet - PEAR (Process Effectiveness Assessment Report).

7.2 Process map - sequence and interactions



8 GOVERNANCE PROCESSES

8.1 Process GOUV_01 - Govern and steer the company

Objective: Lead the company, envision its future and establish a QHSE policy consistent with the company's strategy, while ensuring proper operation of the IMS and planning QHSE objectives and the actions required for its intended operation.
Owner: Managing Director
Procedure: GOUV_01_P06___QSE "Quality, safety and environment management"

8.2 Leadership

8.2.1 Leadership and commitment

Management, supported by the management team:

- determines, understands and continuously fulfills all requirements (customer, legal and regulatory);
- determines risks and opportunities likely to affect products, offered services and business development. To do so, a multi-source information network is in place to identify risks and opportunities and allow their assessment;
- identifies risks and opportunities through, for example:

- field sales staff (visit reports);
- process owners;
- customers (monitoring market developments and customer requirements).

Examples of risks and opportunities include:

- technical and R&D;
- environmental;
- IT;
- operational (risks related to service provision, product and process);
- organizational;
- critical items and key characteristics of product/process;
- obsolescence;
- production and IT equipment;
- human resources in terms of competencies linked to product/process;
- components and consumables;
- natural disasters;
- financial matters;
- competition;
- occupational matters.

Contingency plan

- GOUV_01_P07___SECU “Environment and risk prevention”: Amphenol AirLB France has described the measures adopted to meet legal expectations regarding industrial risk prevention within the company and to ensure continuous improvement.
- GOUV_01_P09___TECH ind Ø “Obsolescence management”.
- GOUV_01_P01___ENV “Identification and assessment of environmental aspects”: a full analysis and assessment of our aspects is regularly carried out to determine our significant environmental aspects.
- GOUV_01_P02___ENV “Emergency situation control”: Amphenol AirLB France has established, implements, tests and maintains procedures to identify potential emergency situations and accidents affecting its environmental impacts, and to determine how to respond to them.
- GOUV_01_P04___QSE “Interested parties, legal requirements and other compliance assessments”: Amphenol AirLB France identifies the legal and other requirements with which it must comply and periodically evaluates compliance with these requirements.

8.2.2 Customer focus (interested and relevant parties)

Amphenol AirLB France:

- ensures, through all its processes, that applicable customer, legal and regulatory requirements are determined, monitored, understood and applied;

- ensures that the risks and opportunities listed in the previous paragraph, and which may affect the customer, are known by all;
- prioritizes and continuously improves customer satisfaction, notably by measuring logistics performance (on-time delivery) and quality performance, and by taking appropriate action when objectives are not met.

Related references:

- Strategic Plan (SWOT method)
- GOUV_01_P04___QSE "Interested parties, legal requirements and other compliance assessments"

8.2.3 Quality and Health, Safety, Security, Environment policies

Management, supported by the management team:

- establishes a quality policy consistent with the context and strategic direction of the company;
- establishes a Health, Safety, Security and Environment policy consistent with the context and strategic direction of the company;
- makes these policies available and keeps them up to date as documented information (including procedures and instructions);
- ensures communication, understanding and implementation of these policies;
- makes these policies available to interested parties.

References:

- Quality Policy
- Health, Safety, Security and Environment Policy

8.2.4 Roles, responsibilities and authorities

Management ensures that roles, responsibilities and authorities are defined, communicated, understood and applied at all levels of the organization.

Each process owner is responsible for performance, monitoring, risk assessment, non-conformity handling, indicator tracking and continuous improvement of their process.
Functions contributing to product quality, regulatory compliance, safety, environment, design, configuration, changes, validation, testing, document control and customer relations have authority appropriate to their mission.
Responsibilities for verification, approval, validation, release, deviation acceptance and non-conformity processing are formally assigned to ensure independence of judgment, decision traceability and record consistency.
The organization chart, job descriptions, authorizations and applicable system documents define these responsibilities in detail.
References:

- GOUV_01_P03___QSE "Roles, responsibilities and authorities of the Integrated Management System"
- Organization chart
- Job description

8.3 Planning

8.3.1 Actions to address risks and opportunities

Management, supported by the management team:

- determines and takes into account relevant external and internal issues for the company and the requirements of interested parties in order to improve IMS performance, enhance desired effects, reduce undesired effects and provide confidence that the IMS will achieve its intended results;
- plans and implements actions to address risks and opportunities;
- evaluates the effectiveness of actions within IMS processes.

Supporting tools and references:

- Strategic Plan
- OPS Review
- Metrics
- comprehensive risk analyses on product, process, supply chain, process, project, outsourcing and compliance with customer requirements
- product life cycle
- emergency or crisis situation planning
- QOS (Quality Operating System)
- Global CAPA / action plan tracking (PAC Global)

8.3.2 Quality objectives and planning to achieve them

Management, supported by the management team:

- establishes relevant, measurable quality and environmental objectives aligned with the associated policies, monitored, communicated and updated for each activity and process necessary to proper IMS operation;
- keeps quality and environmental objectives as documented information;
- plans how to achieve these objectives by determining actions, responsibility, resources, deadlines and the means of evaluating results.

References:

- Metrics
- QOS (Quality Operating System)
- PAC Global

8.3.3 Planning of changes

Any change likely to affect the product, process, equipment, organization, technical data, ERP data, inspection methods, applicable documents or key responsibilities is subject to prior planning.

Depending on the case, this planning includes:

- identification of the need for change;
- impact analysis on conformity, configuration, quality, deadlines, costs, environment, safety and associated risks;
- definition of required responsibilities and approvals;
- update of the relevant documents, data, bills of material, drawings, routings, instructions and training materials;
- verification of the effectiveness of the implemented change;
- necessary internal and external communication.

No change affecting product conformity or process control may be deployed without appropriate validation and without updating the relevant documented information.

Changes are handled in accordance with the applicable provisions for configuration management, change control, document control and customer communication where required.
References:

- GOUV_01_P06_I01__QSE “Management of operational projects”
- OP
- PAC Global

8.4 IMS performance evaluation

8.4.1 Process effectiveness

All processes are reviewed to measure their effectiveness.

These process reviews (PEAR) are intended to:

- review the relevance and quality of output data (each interacting process owner determines whether the reviewed process outputs are adequate as inputs for their own process);
- ensure permanent satisfaction of the process “customer’s” needs and expectations;
- identify any drift in a process;
- identify opportunities to improve process effectiveness and efficiency;
- measure process maturity;
- verify the consistency between contributing activities within the process;
- assess interactions with other processes.

References:

- GOUV_01_P06_I02__QSE “Process review using PEAR methods”
- Process Sheet and PEAR Sheet
- PAC Global

8.4.2 Management Review

The purpose of Management Review is to examine the IMS in order to assess its effectiveness, relevance and adequacy and to make decisions for its improvement, as well as for production improvement and resource needs. To that end, all indicators, audits, process

reviews, risks and opportunities, etc. are taken into account, reviewed and assessed, and actions and projects are defined where appropriate.

References:

- GOUV_01_P08___QSE “Management Review”
- Management Review
- PAC Global
- Target QOS (Quality Operating System)

8.4.3 Internal and external communication

Amphenol AirLB France has determined all arrangements for internal and external communication concerning its environmental aspects, its environmental management system, its quality commitments and business follow-up.

Amphenol AirLB France undertakes to receive, document and process all relevant requests from external parties and to provide responses.
Reference: GOUV_01_P06_I03__QSE “Internal and external communication”

8.4.4 Safety Management System (SMS)

Amphenol Air LB France has implemented a Safety Management System (SMS) in accordance with ICAO Annex 19 requirements, in addition to its Integrated Management System based on EN 9100 and ISO 14001. This system covers all design, production and service activities, as well as the internal and external partners involved in risk management.

The main objective of the SMS is to ensure a high level of safety performance throughout the product life cycle by ensuring product conformity, traceability, functional integrity and protection against threats or inappropriate uses. It distinguishes two scopes:

- Product Safety, managed by the Product Safety & Security Manager (see also Section 9.2.6);
- Health, Safety and Environment, managed by the HSE Manager (see SUP_03).

The SMS is based on the following four pillars:

- **Safety policy and objectives:** policy deployed in the document system, reviewed annually, with objectives such as zero product-related accidents, full traceability of critical changes and integration of customer requirements.
- **Risk management:** identification of hazards through FMEAs, risk analyses, incidents, audits and the 8D methodology, linked to design, process and supply chain processes.
- **Safety assurance:** monitoring of safety performance (QOS dashboards), change management, internal/external audits and continuous improvement.
- **Promotion of safety culture:** communication, mandatory safety training, feedback (Lessons Learnt), safety committee (CSE), visual communication and shop-floor awareness.
-

8.4.5 Notification of critical risks to customers

Amphenol Air LB France implements provisions allowing identification, assessment and notification to customers, within an appropriate timeframe, of any event, risk, doubt, deviation, non-conformity or development that could affect product conformity, safety, expected performance or compliance with contractual requirements.

This notification falls within controlled external communication and the handling of non-conformities, complaints, alerts and corrective actions.
Depending on the nature of the event, communication may take the form of information, a request for acceptance, a quality alert, a non-conformity notification, a post-delivery notification or any other format required by the customer.
Where relevant, the notification includes a description of the event, the affected scope, impact assessment, immediate containment measures, status of the investigation, actions taken and follow-up arrangements.
The Quality Department coordinates this notification with the relevant departments, in particular Design Office, Methods, Production, Laboratory, Supply Chain and Customer Service.

8.5 Process GOUV_02 - Develop competencies and knowledge

Objective: Manage competencies and strengthen knowledge in order to ensure execution quality and optimize performance.
Owner: Human Resources Director
Procedure: GOUV_02_P01___RH “Human resources development”

8.5.1 Assess and establish personnel competencies and knowledge

Personnel are assessed annually to ensure acquired competencies and knowledge and to define training and development needs.

Skills versatility charts are maintained in each department of the company.
For activities affecting product conformity, technical validation, testing, configuration, changes, document management, customer relationship or release, the required competencies are explicitly defined and subject to appropriate validation.
Competencies are established on the basis of initial training, experience, on-the-job practice, authorizations and, where necessary, validation by a competent manager.

8.5.2 Identify training needs

Based on needs arising from personnel requests and from guidance given by the Budget, the Strategic Plan and the Management Review, among others, a training plan is established for the current year.

Immediate and delayed assessments of training effectiveness are carried out and recorded.
Any significant change in requirements, tools, methods, technical data, processes or organization leads to an assessment of the need for additional training.
Completed training, granted authorizations, associated validations and evidence of competence are recorded and made available according to the applicable documented information control rules.

8.5.3 Define and provide human resource needs

Within the framework of the Strategic Plan, Management Review and Budget, Management defines the needs for and allocation of resources necessary for the operation of Amphenol Air LB France.

This supports workforce versatility, continuity of work, company development in line with growth needs, and ongoing staff training.

8.6 Process GOUV_03 - Optimize the organization and generate improvements

Objective: Increase satisfaction of internal and external customers by assessing the relevance, effectiveness and level of control of the IMS, products and services, in order to drive continuous improvement by identifying priority improvement areas.
Owner: Quality Director

8.6.1 Measure customer satisfaction

Internal customer satisfaction is measured every year by means of a questionnaire completed by all personnel.

External customer satisfaction is measured using several inputs:

- feedback after customer visits;
- daily phone discussions with customers;
- customer ratings;
- annual "Customer Satisfaction" questionnaire.

These elements are presented during Management Review and a corrective action plan is presented, validated and tracked.

Reference: GOUV_03_P05___QSE "Improvement"

8.6.2 Measure IMS performance

8.6.2.1 Analysis of company data

Management has defined rules for determining, collecting and analyzing appropriate data in order to:

- demonstrate the relevance and effectiveness of the IMS;
- assess improvement areas and objectives.

All data are monitored through QOS systems according to arrangements defined in the procedures:

- GOUV_03_P07___QSE "Analysis and use of company data (QOS)";
- GOUV_03_P01___ENV "Monitoring and measurement of environmental performance";
- GOUV_03_P02___ENV "Environmental QOS".

They notably include results versus set objectives, customer complaints, customer satisfaction, audit results, supplier non-conformities and environmental performance.

Depending on significant environmental aspects, Amphenol AirLB France deploys a number of actions to achieve environmental objectives (GOUV_03_P03___ENV "Environmental objectives and action plans").
Follow-up and effectiveness measurement of the action plan are carried out through QOS ENV 01 and during regular Environmental Steering Committees.

Analysis of QOS data allows Top Management to define improvement areas.

8.6.3 Continuous improvement

Top Management is responsible for this process, supported by the Quality Director, the Health, Safety and Environment Manager and the management team.

The continuous improvement process includes, among others:

- defining the quality policy priorities, setting associated objectives, deploying them and planning their achievement;
- measuring customer satisfaction;
- identifying internal and supplier malfunctions;
- employee assessment, awareness and training;
- monitoring process effectiveness;
- process review using PEAR sheets;
- internal audits;
- corrective and preventive actions;
- data analysis;
- conducting Management Review;
- safety audits;
- environmental audits;
- environmental impacts;
- legal and other requirements;
- safety, quality or environmental non-conformities;
- reports from crisis or emergency drills;
- analysis of environmental impacts;
- regulatory monitoring;
- operational control (waste management, etc.).

8.6.4 Non-conformity and corrective actions

When an internal, legal or regulatory non-conformity, a request from interested parties, an external complaint, or a written or verbal customer complaint has been detected, recorded and processed in accordance with GOUV_03_P06___QUA “Control of nonconforming outputs”, the Quality Director evaluates, according to severity and/or recurrence, whether a corrective action should be undertaken to eliminate the causes of the non-conformity and prevent recurrence.

Procedure GOUV_03_P05___QSE “Improvement” defines the rules to be applied whenever corrective action is required.
Whenever considered necessary, the Quality Director and/or the Environment Manager, after analysis of the non-conformity, determines the need to initiate an 8D improvement report.
Causes, solutions, actions, results and effectiveness verification are recorded in the 8D.
Causes may be linked to the process (production and inspection means, compliance with operating instructions), product design, human factors, etc.
The status and summary of corrective actions are presented by the Quality Director during Management Review.
Every customer complaint is subject to corrective action, the details of which are communicated to the customer by the Quality Department.

Every supplier non-conformity is subject to a corrective action request followed up by Purchasing and Quality.
Every environmental non-conformity (legal, regulatory or other) is subject to corrective action issued and communicated by the Environment Manager.
When corrective action:

- has not been completed on time, the Quality Director follows up with the action owner;
- has not achieved the expected effectiveness, the Quality Director may, after analysis, decide to open a new corrective action.

8.6.5 Audit management

Amphenol Air LB France plans, performs and follows up internal audits in order to evaluate conformity, effectiveness and the level of control of its processes, products, services, quality, safety and environmental provisions, documentation and interfaces with external providers.

The audit program takes into account the importance of processes, results of previous audits, identified risks, changes made, observed performance, customer complaints, non-conformities and applicable special requirements.
Audits may cover processes, products, technical files, records, projects, tests, configuration, changes, outsourced activities and interfaces with suppliers and subcontractors.
Each audit results in findings, a rating or appreciation of the level of control where applicable, an action plan, deadline follow-up and effectiveness verification.
Audit results are consolidated and taken into account in process reviews, management reviews and the continuous improvement process.
Reference: GOUV_03_P04___QSE "Audits"

9 9. OPERATIONAL PROCESSES

9.1 Process OPE_01 - Develop the business

Objective: Organize and secure business development in line with strategy (markets, customers, products) and company rules (margin, terms and conditions, procedures), and contribute to operating result growth.
Owner: Sales Director
Procedure: OPE_01_P01___CS "Procedure relating to customers"

Amphenol AirLB France has implemented, through its ERP, management of external documents to ensure that customer requirements are available and consultable by all.
Where customer requirements cannot be distributed, are not distributed or are not maintained, Amphenol AirLB France's own provisions prevail through its risk management system, quality system and its own procedures or deliverables.
In addition, Amphenol AirLB France manages a contingency plan to communicate risks relating to continuity of supply of our products to our customers, and their duty to take them into account in their own risk analysis related to our activity.
This document is updated annually and is available upon request.

9.1.1 Develop the business

Amphenol AirLB France remains close to its customers and positions itself as a partner in the development of new solutions.

Amphenol AirLB France may also define and develop its own solutions for a given market and develop that market accordingly.

All new business proposals are managed, assessed and processed through a Technical / Marketing / Business Development dynamic.
All inputs from customers, field sales staff and business developers are considered to support business development.

9.1.2 Manage the customer relationship

Our Customer Service manages the customer relationship by handling customer orders (quotations, amendments, lead times), EDI deployment and use, implementation of business contracts, etc.

Amphenol Air LB France informs its customers, through Customer Service, about any obsolescence risks or modifications to products/processes by means of tailored follow-up.

9.1.3 Technical support

Our Customer Service listens to customers and responds to technical requests relating to the product and our compliance with REACH/RoHS regulations.

For this purpose, Customer Service relies on Sales Engineers and the Technical Support department.

9.1.4 Manage customer complaints

All customer complaints are recorded by Customer Service in order to provide a rapid and appropriate response.

Amphenol AirLB France has a department dedicated to customer relations in the event of product non-conformity.
If a defect is acknowledged, Amphenol AirLB France arranges return of the parts, expert analysis, replacement and handling of the claim through an 8D format.
The relevant information is then communicated within the company for awareness and information purposes.
This department works closely with Incoming Inspection and Production Quality, Design Office, Methods, Production, Customer Service and Scheduling.
Procedure GOUV_03_P06___QUA "Control of nonconforming outputs" details this operation and its interfaces.

9.2 Process OPE_02 - Design & Develop

Objective: Innovate, plan, implement and control the Design, Industrialization, Change and Qualification processes for products meeting customer and market requirements.
Owner: Technical Director
Procedure: OPE_02_P01___TECH "Design and development (APQP)"

9.2.1 Product/process design and development

The development of a new product is managed according to project-mode operating principles derived from APQP (Advanced Planning Quality Product) through the PIP (Product Industrialization Planning), which defines all feasibility, design, industrialization and series-life launch stages.

The PIP consists of five phases:

1. **Feasibility:** determines the product design, evaluates compliance with customer technical specifications, defines the qualification program (QTP), takes environmental and legal requirements into account, presents the project to the APQP team, analyzes product design failure modes (Product FMEA), takes marketing into account (catalog creation/update), and determines the process.
2. **Prototype:** first prototype manufacture with design review if necessary after functional testing and product pre-qualification.
3. **Technical pre-series:** development and validation of purchased parts, tooling manufacture, incoming inspection control plan definition, initialization of manufacturing documents, process FMEA, definition of Key Characteristics (KC), consideration of environmental impacts and product qualification.
4. **Industrial pre-series:** finalization of manufacturing documents, personnel training, transition of tooling to serial life, finalization of incoming inspection plans, definition of an acceptable PPM level, completion of FAIR (First Article Inspection Report in accordance with EN9102), completion of first manufacturing orders, economic review of the project.
5. **Series life:** launch into serial production and transfer of responsibility to Operations.

9.2.2 Product / process qualification

9.2.2.1 First article acceptance - FAI

Amphenol AirLB France performs, for each Product/Process development or major change, a complete product/process qualification and issues a first article report according to EN9102.

Communication to customers is carried out either for information or for acceptance.
Reference: OPE_02_P01_I04_QUA_ "First Article Inspection Report (FAIR)"

9.2.2.2 Prototype workshop

If required, to validate a shape or a process, AALB-F is able to design prototypes using a variety of advanced fabrication equipment.

Reference: OPE_02_P02___PROTO "Operation of the prototype department"

9.2.2.3 Laboratory

Amphenol AirLB France has high-performance test means to carry out part qualification tests. Only lightning and vibration tests are outsourced.

Reference: OPE_02_P03___LABO "Test laboratory"

9.2.3 Configuration management and changes

Amphenol AirLB France carries out configuration management (OPE_02_P05___TECH "Configuration management") in order to guarantee, accurately and at any time during the product life cycle, visibility of the product through its physical and functional characteristics.

Two types of configuration management are distinguished:

- **Dynamic configuration management**, adapted to development and primarily used to coordinate team development activities and track each component of the product through to qualification;
- **Static configuration management**, which tracks the product in production (series life) and includes changes that may occur.

Configuration management is directly linked to change control (OPE_02_P04___TECH "Change control") and to the established communication system.

Configuration identification is mainly based on ERP data: drawings and bills of material.
This document base may refer to other technical documents (control, manufacturing, material, protection specifications, etc.) used to characterize the product.
The date code applied on parts makes it possible to identify product configuration and is the starting point for traceability of components and manufacturing orders.

9.2.4 Innovation

Amphenol AirLB France has an Innovation cell whose role is to allow the design & development process to rely on innovative but already validated solutions when its work starts. It can thus propose innovative solutions that differentiate our products.

An innovation group is in place to enrich the Innovation Knowledge Base (IKB) with information from different sources.
The innovation group defines innovation project sheets leading to concepts and prototypes. If the innovation is validated, its development is then handled by the Design and Development (APQP) department.
Reference: OPE_02_P07___TECH "Innovation"

9.2.5 Technical support and REACH / RoHS

Customers may contact Amphenol AirLB France (by phone or through the website) and ask technical questions about our products.

In addition, a REACH / RoHS regulatory and legal monitoring function is in place in order to identify developments and anticipate risks that may affect products and processes implemented by Amphenol AirLB France and by its suppliers and subcontractors.
Reference: SUP_03_P06___TECH "Processing customer requests related to REACH / RoHS"

9.2.6 Product safety

Amphenol Air LB France does not knowingly produce so-called "safety" parts.

Any customer request for the development or manufacture of a "safety" part is rejected.
Integration of Amphenol Air LB France parts into safety equipment is and remains the customer's responsibility.
Amphenol Air LB France does not perform maintenance operations on its customers' equipment.
Defective parts are replaced by shipping new parts from stock, thereby limiting the risk of counterfeit parts.
Amphenol Air LB France implements provisions to:

- assess risks related to the product and manufacturing processes through product and process FMEAs;

- monitor product key characteristics (KC) throughout product life to ensure compliance with expected requirements;
- inform personnel and providers in the event of non-conformity;
- improve product performance based on customer feedback or returns due to non-conformity;
- apply export restrictions with certain countries (as referenced in the source document);
- avoid sourcing from countries subject to Conflict Minerals restrictions (as referenced in the source document).

9.3 Process OPE_03 - Supply Chain

Objective: Make purchased, finished or semi-finished products available and deliver them in compliance with Quality/Cost/Delivery (QCD) standards while following a customer- and supplier-oriented continuous improvement approach.
Owner: Operations Director

9.3.1 Purchasing - products and services provided by external providers

Purchasing-related activities include:

- qualification of external providers;
- evaluation and rating of external providers;
- flow-down of customer and technical requirements;
- receipt of purchased products;
- verification of purchased products;
- processing of purchase orders and purchase requests;
- supply chain follow-up;
- audits;
- supplier action plans;
- consultations.

Procedure OPE_03_P01___ACH “Purchasing” defines in detail the content of all these activities. Related procedures are:

- OPE_03_P05___QUA “Incoming Inspection”;
- OPE_03_P05-01___QUA “AQPP approach”;
- OPE_03_P05-02___QUA “Supplier first article approval (DHPA)”;
- OPE_03_P08___FIN “Processing supplier invoices”.

Amphenol AirLB France is responsible for the quality of purchased or subcontracted products.

9.3.2 Production and service provision preparation

Activities linked to product manufacturing include:

- production planning;
- subcontracted manufacturing;
- product inspection;
- direct personnel training;
- trade/skill management;
- execution and follow-up of manufacturing orders;
- environmental aspects related to the activity;
- documentary support for execution (Blue Book, Grey Book, drawings, etc.);
- provision of resources (tooling, machines, inspection means);
- load management;
- monitoring (PPM, quality alerts, etc.).

Relevant procedures include:

- OPE_03_P02___OUT “Tooling maintenance”;
- OPE_03_P03___PROD “Molding workshop”;
- OPE_03_P04___PROD “Assembly workshop”;
- OPE_03_P07___QUA “Monitoring and measurement of the product”.

Logistics-related activities include:

- production planning;
- shipments;
- stock management;
- MRP / net requirements calculation (CBN);
- portfolio management;
- marking and packaging;
- purchasing and subcontracting logistics management.

Procedure OPE_03_P06___LOG “Logistics organization” defines these activities in detail.

9.3.3 Control of subcontracting

Amphenol AirLB France has defined a process (OPE_03_P06-07___LOG “Subcontracting management”) describing how subcontracting activities are managed, followed up and controlled.

Any subcontracting arrangement is subject to review and risk analysis by a cross-functional team, followed by product/site qualification.
Depending on the importance of the transfer, Methods/Quality support is provided to the subcontractor.
Subcontracting is monitored and rated by Purchasing and managed operationally by Scheduling.
The decision to subcontract may come from Production, Logistics or Technical Department.

9.3.4 Special processes

The list of the company's general processes is established and reviewed at least annually. Monitoring is carried out and an assessment performed during the study and implementation of any new manufacturing process or machine. Reference: OPE_02_P_TECH_ "Manage Manufacturing Processes".

Amphenol AirLB France has implemented procedures and means to ensure identification of its "sensitive" processes (those that influence product quality and can be controlled at any time during the process) and adequate non-destructive quality control.
Personnel are trained and then qualified in the different manufacturing processes. Competence is monitored continuously.
Each production start-up is subject either to functional tests or to dimensional, torque, appearance or other measurements, ensuring compliance with product/process requirements throughout manufacturing.
All setting and monitoring parameters, as well as the control arrangements at start-up, during production and at the end of production, are defined in manufacturing files. These files also specify how and by whom these start-ups and checks are established.
Formalization of these start-ups is carried out by qualified and trained personnel.
Machines self-monitor their parameters (pressure, speed, injection time, material weight, etc.). Exceeding any of these setpoints causes the machine and therefore the manufacturing operation to stop.
In case of incident or production stop, a complete restart is performed and recorded for traceability.

9.3.5 After-sales support

Amphenol AirLB France does not provide an on-site repair after-sales service at the customer premises.

In case of customer return, parts are replaced under legal warranty or in accordance with contractual terms.

9.3.6 FOD approach

Amphenol AirLB France has implemented an FOD approach.

Workshops likely to generate FOD are identified and monitored.
Personnel are trained and made aware.
Risk-reduction actions regarding FOD are implemented as part of continuous improvement.
Reference: GDBP 13_FOD_TOUS

9.3.7 Quality and security throughout the supply chain (counterfeit parts)

Throughout the product life cycle, Amphenol AirLB France ensures control of the quality and security of products and services supplied by external providers by:

- defining qualification, evaluation and follow-up criteria for suppliers | OPE_03_P01___ACH "Purchasing";
- requiring all suppliers to use only qualified materials and qualified material suppliers, and to manufacture parts according to drawings and specifications provided by Amphenol AirLB France, or to use approved sources (ASD, MIL certification, etc.);
- flowing down, in purchase orders, all requirements necessary for realization of the product and service | OPE_03_P01___ACH "Purchasing";

- evaluating and qualifying the product after a design change or process change by following the configuration of the entire supply chain | OPE_02_P04___TECH "Change control";
- verifying the conformity of incoming supplies by relying on material certificates of conformity and dimensional and functional tests on products | OPE_03_P05___QUA "Incoming inspection";
- regularly carrying out type tests on surface treatments to ensure conformity with defined requirements | OPE_03_P05_I01__QUA "All products control plan";
- carrying out, throughout product manufacturing, conformity tests, electrical tests, destructive tests and functional tests to ensure compliance with defined product/process requirements and therefore product safety | OPE_02_P01_I10___METH "Blue Book";
- assessing the potential impacts of changes in regulations, laws and product standards through technological monitoring to anticipate obsolescence risks | GOUV_01_P09___TECH "Obsolescence management";
- analyzing customer feedback in order to communicate major risks encountered to other customers and train internal personnel | GOUV_03_P05___QSE "Improvement";
- identifying all delivered products to indicate origin and ensure traceability | permanent marking and upward/downward traceability ensured by the ERP;
- innovating in production and manufacturing means and improving products | OPE_02_P07_**TECH "Innovation" and GOUV_03_P05**_QSE "Improvement";
- rendering unusable products that do not meet expected quality criteria | SUP_03_P01___ENV "AALB waste management".

References:

- GOUV_01_P10_QSE_ "Prevention of counterfeit parts"
- QAP "Counterfeit Parts"

9.3.8 Products belonging to customers or external providers

All products belonging to customers or external providers are:

- identified by a specific code in the ERP;
- coded distinctly by the Design Office;
- preserved, protected and handled like all other products;
- managed according to the same internal rules in case of product non-conformity.

References:

- OPE_03_P06-08___LOG "Handling, Protection and Preservation of products"
- OPE_02_P01_I18___BE "Design Office reference coding"

10 10. SUPPORT PROCESSES

10.1 Process SUP_01 - Manage functional resources

Objective: Provide the human and material resources necessary for the realization of IMS processes.
Owner: Quality Director

10.1.1 Infrastructure

10.1.1.1 Equipment and infrastructure maintenance

Maintenance of equipment and infrastructure is defined in procedure SUP_01_P04_**MAINT "Infrastructure and maintenance" and in SUP_01_P07**_ENV "Control of refrigeration equipment".

Intervention requests (corrective maintenance) as well as preventive maintenance actions and records are managed in a CMMS software package.
An analysis of critical resources is established to manage preventive maintenance and define a list of critical spare parts. The objective is to minimize and control the impact of production stoppage.

10.1.1.2 IT and telephony

The IT Department manages hardware and software assets according to procedure SUP_01_P03___IT "IT and telephony".

An independent and cross-checked backup system covering all company data is performed daily.
The IT Department also manages IT interfaces with customer ordering systems (such as EDI).

10.1.1.3 Work environment

Amphenol AirLB France has implemented safety and environmental rules to ensure a safe, efficient and environmentally respectful work environment (including waste sorting).

Temperature throughout the building is controlled in order to maintain a constant temperature all year round and thus ensure control of manufacturing and inspection processes.
Lighting has been designed to facilitate work at the workstation and quality inspection.

10.1.2 Control of monitoring and measuring equipment

Amphenol AirLB France has a metrology department located in a controlled climate area (temperature and humidity controlled), used to verify our inspection, measurement and test equipment and to perform dimensional inspection on a coordinate measuring machine.

All means necessary for product quality and process monitoring are managed and traceable through a computerized database.
Inspection conditions and test reports are recorded there.
Reference: SUP_01_P05___QUA "Control of monitoring and measuring devices"

10.1.3 Invest - Finance Department

The Finance Department is responsible for applying and enforcing accounting rules and regulations, monitoring the budget (company performance monitoring), supplier invoicing and payments, Group reporting and validation of all company investments (machines, tooling, miscellaneous equipment).

The Finance Department manages all investment requests for means, equipment and infrastructure in line with the budget and strategic plan.
Reference: SUP_01_P02___FIN "Processing an investment request (Appropriation Request - A.R.)"

10.1.4 Functional human resources management

In order to build a temporary staff pool to support operations, the Human Resources Department manages and develops temporary workers by:

- recruiting and hiring temporary workers;
- evaluating their adaptation and competence.

Reference: SUP_01_P06___RH "Functional human resources management"

Operations are responsible for training and validating personnel in a trade/skill through management of competence sheets.
Operations and Human Resources manage, track and maintain the competencies and versatility of direct personnel and establish competence and versatility matrices.
Reference: SUP_01_P06_I01__PROD "Management of competence sheets"

10.1.5 Welcome new arrivals (awareness)

Upon joining the company, every new employee attends an induction session consisting of:

- a site tour;
- a presentation of the company and of key quality, safety and environment points;
- Quality, Safety, Environment and Human Resources handbooks;
- a waste sorting guide.

The line manager in charge of the new employee supplements this information through awareness and training on:

- risks in the relevant area(s);
- technical rules of the trade or job;
- good practice guides.

Reference: SUP_01_P06___RH "Functional human resources management"

10.1.6 Intervention by external companies

Any external company required to work on the site and installations is subject to the arrangements defined in SUP_01_P09___SECU "Management of external contractors (prevention plan)", aimed at ensuring safety of the intervention and interveners.

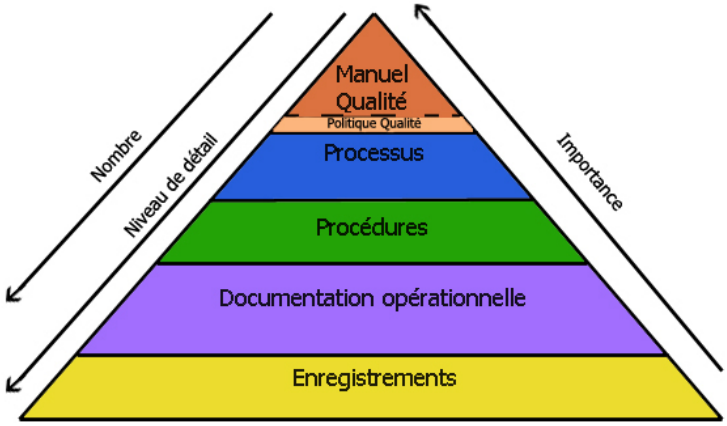
10.2 Process SUP_02 - Structure information and documented data

Objective: Create, update and disseminate useful, usable and used information for all stakeholders.
Owner: Quality Director

10.2.1 Control documented information required for the IMS

Amphenol AirLB France establishes, documents, implements and maintains a quality and environmental management system whose effectiveness it continually improves in accordance with the requirements of the applicable international standards.

To optimize operation of its quality and environmental management system, Amphenol AirLB France has chosen to manage its QMS/EMS according to the document pyramid model shown in the source document.



Procedure SUP_02_P01___QSE "Document control" defines the rules to be followed by Amphenol Air LB personnel regarding drafting, verification, approval, distribution, modification, filing and archiving of quality and environmental management system documents.
Procedure SUP_02_P02___QSE "Record control" defines the rules to be followed regarding retention periods, identification, storage, protection, accessibility and disposal.

10.2.2 Control customer information

All customer information, whether provided by Customer Service or directly by the customer, and stated in contracts or orders, is reviewed by the Quality Department.

The reviewed document is annotated and dated by the person who performed the review, then made available on the IT server and recorded in the ERP in order to perform contract review by Customer Service. A dynamic list of customer requirements is generated from the ERP.
Any disagreement or partial application of requirements is formalized by the Quality Department with Customer Service or directly with the customer.

10.2.3 Control technical data for the ERP

Control of the technical data necessary for product definition, manufacture, inspection, qualification and management is ensured through the company's IT and document tools.

Technical data notably include drawings, bills of material, specifications, manufacturing documents, inspection documents, associated parameters, quality data, purchasing data and commercial information necessary for proper execution of activities.
The department responsible for technical data administration guarantees consistency, update at the correct revision level, availability, controlled accessibility and traceability of the information required in the ERP and associated document spaces.
Rules for creation, modification, verification, approval, distribution, protection and archiving of this data are defined by the applicable procedures and instructions.
Access is restricted according to user profile, and only the data made available in authorized systems are authoritative for activity execution.

10.2.4 Manage access to IT data

IT is responsible for individually managing access rights to the various servers and ERP data.

Any request to create, modify or remove access is initiated by the requester through the IT request management system (GLPI).
IT also ensures protection, retention and deletion of IT data in compliance with applicable laws and regulations.
Reference: SUP_01_P03___IT "IT and telephony"

10.2.5 IT development

IT also develops and improves software applications according to user requests. For this purpose, the IT department relies on three developers.

Note: the purchase and maintenance of IT infrastructure (servers, computers, etc.) are handled in Process SUP_01 "Manage functional resources".
Reference: SUP_01_P03___IT "IT and telephony"

10.2.6 Communicate safety data for hazardous products

All products entering the Amphenol AirLB France site are listed and continuously updated in a safety data sheet (SDS) database managed by an external provider.

SDSs are accessible to all personnel via the company intranet.
Initial information originates from Process SUP_03 "Act for the environment".

10.2.7 Protection of personal data (GDPR)

Amphenol AirLB France applies the European Directive on personal data protection.

Amphenol AirLB France has appointed a Data Protection Officer (DPO) and implemented a register of personal data available upon request.
Reference: SUP_02_P03___RH "GDPR"

10.3 Process SUP_03 - Act for the environment and safety

Objective: Ensure proper management of waste and hazardous products and implement all actions required to protect the environment and people.
Owner: Health, Safety and Environment Manager

10.3.1 Control of hazardous products

To ensure the safety of people and property, Amphenol AirLB France has implemented a set of rules governing the supply and use of hazardous products and ensuring compliance with regulations and legislation, particularly regarding classified facilities for environmental protection (ICPE).

Any introduction of a new product is subject to authorization.
A list of hazardous products is kept up to date and distributed to all personnel (according to the provisions defined in SUP_02 "Structure information and data").
Reference: SUP_03_P03___ENV "Control of hazardous and non-hazardous products"

10.3.2 Waste management

Amphenol AirLB France has implemented waste management from collection to disposal.

This management covers improvement of our environmental impact, selection of disposal channels and selection of waste-disposal service providers.
Waste types and categories are identified and subject to collection, removal and disposal follow-up.
Production scrap is systematically destroyed.
Reference: SUP_03_P01___ENV “Waste management”

10.3.3 Management of emergency or crisis situations

Amphenol AirLB France has implemented, in order to ensure safety of people and property, a set of instructions to be followed in emergency or crisis situations.

Amphenol AirLB France regularly assesses its ability to react in the event of an emergency.
These tests are conducted as realistically as possible.
Every test or actual incident gives rise to a report and may lead to corrective actions.
Reference: GOUV_01_P02___ENV “Control of emergency situations”

11 CHANGE HISTORY

Vérifié par :	Laura CIEPLUCHA Responsable Hygiène Sécurité Environnement	Date : 27/03/2026	Signature :
Vérifié par :	Vincent BEYRIES Directeur Qualité & Marketing	Date : 27/03/2026	Signature :
Approuvé par :	Gilles DARDENNE Directeur général	Date : 27/03/2026	Signature :

CHANGE MANAGEMENT

	Date	Purpose	Chap. or §	Drafted by	Signature
j	04/07/2013	Update of the map §4.3	All	L. Bailleul	/
k	05/08/2014	Change of address at foot of page Addition of §7.1 "Configuration management" + §9 "Environment" + mapping + §8.5.4 "Customer complaints – RMA" + §7.3.1 "FAI" + revision of §7.5.2 (notions not excluding our manufacturing processes)	§7.1, 7.3.1, 7.5.2, 8.5.4, 9	L. Bailleul	/
l	17/08/2015	Change of logo + modification of the process mapping	§4.3	L. Bailleul	/
m	25/11/2015	Creation of an annex for presenting the compliance matrix between the requirements of ISO14001 and EN9100 and our procedures/processes	§4.4	V. Beyries	/
n	16/02/2016	Deletion of IRIS certification Added details regarding customer requirements that are not issued, cannot be issued or are not kept	§1 & §7.2	V. Beyries	/
o	28/06/2016	Incorporation of activities	§10 Annex 1	V. Beyries	/
p	07/04/2017	Added FOD initiative	§8.5.6	L. Bailleul	/
q	02/03/2018	Manual rewritten to take into account the requirements of EN9100 :2016 and ISO 14001 : 2015	All	L. Bailleul	/
r	25/04/2018	Review of the sector and of the application area Mapping review	§1 §7.2	L. Bailleul	/
s	04/07/2018	Review of the application area	§1	L. Bailleul	/
t	19/02/2019	Review of the application area + miscellaneous corrections further to 2018 Management Review + addition of § GDPR + addition regarding the supply of customer or external supplier property	§1 ; §7.2 ; §93.8 ; §10.2.7	V. Beyries	/
u	03/03/2020	Updating of the organisation chart, mapping + Change of name for Procedures and Instructions	§4 ; §7.2 ; §8.1.1 ; §8.2 ; §8.3.4 ; §10.1.5 ; §10.3	J. Didier	/
v	16/03/2021	Integration of the Health, Safety and Environment Manager in place of the Environment Manager + modification of the organization chart	§4 ; §5 ; §7.2 ; §10.2	V. Beyries	/
w	12/04/22	Change of name of the Health and Safety Manager + modification of the organization chart + minor modifications	§4 ; §5	V. Beyries	/
x	24/05/2023	Update of the organization chart Correction of the cartography of processes Minor corrections on "Special Processes	§4 §7.2 §9.3.4	V. Beyries	/
y	17/06/2024	Updated organization chart Minor addition	§4 §10.3.2	V. Beyries	/
z	04/06/2025	Updated organization chart Add "Safety Maangement System"	§4 §8.1.5	V. Beyries	/
aa	27/03/2026	Manual update: strengthening of roles and authorities, change planning, addition of notification of critical risks to customers, reinforcement of competencies/authorizations, consolidation of audit management, revision of technical data control	Section 1; Section 5; Section 8.1.1.4; Section 8.1.2.3; Section 8.1.6; Section 8.2; Section 8.3.4; Section 10.2.3	V. Beyries	

12 APPENDIX - TERMS AND DEFINITIONS

ABBREVIATION	MEANING	DEFINITION
PEAR	**P**rocess **E**ffectiveness **A**ssessment **R**eport	PROCESS EFFECTIVENESS ASSESSMENT REPORT
ALF	**A**vis de **L**itige **F**ourniture [Procurement Dispute Notification]	FORM USED TO DOCUMENT SUPPLIER COMPLAINTS (QUALITY ISSUE)
ANACAP	**Ana**lyse de la **Cap**acité [Capacity Analysis]	TOOL USED BY OPERATIONS TO DETERMINE THE PRODUCTION CAPACITY IN RELATION TO THE PLANNED LOAD
APQP	**A**dvance **P**lanning **Q**uality **P**roject	PRINCIPLE DERIVED FROM QS9000 FOR THE MANAGEMENT OF PROJECTS COMPRISING MIXED-PROFESSION TEAMS
AQF	**A**ssurance **Q**ualité **F**ournisseur [Supplier Quality Assurance]	APPROACH CONSISTING IN DELEGATING INSPECTION TO SUPPLIERS
AQP	**A**lerte **Q**ualité **P**roduit [Product Quality Alert]	DOCUMENT DESIGNED TO ALERT THE CUSTOMER IN A PREVENTIVE MANNER REGARDING A PROBLEM OR DOCUMENT DESIGNED TO ALERT INTERNAL SERVICES ON THE ORIGIN OF AN EXTERNAL AND/OR INTERNAL NON-COMPLIANCE
AQPP	**A**ssurance **Q**ualité **P**roduit **P**rocess [Product-Process Quality Assurance]	APPROACH CONSISTING IN DELEGATING INSPECTION TO SUPPLIERS
ARTEC	**Ar**ticle **Tec**hnique [Technical Item]	DEPARTMENT WHOSE PURPOSE IS TO PROVIDE ENGINEERING AND METHODS DATA (Costs, Rate, Technical and Operations Documentation)
AV	**A**ide **V**isuelle [Visual Aid]	DOCUMENT DESIGNED TO VIEW WHAT IS ACCEPTABLE OR UNACCEPTABLE ON A PRODUCT/PROCESS (Fault library)
BB	**B**lue **B**ook	DOCUMENT CREATED BY THE METHODS DEPARTMENT FOR DIRECT SERVICES DESCRIBING THE OPERATING MODE FOR MANUFACTURING THE PRODUCT AND FOR STARTING THE PROCESS. THIS DOCUMENT ALSO INCLUDES THE PRODUCT/PROCESS INSPECTION (Surveillance Plan)
BIP	**B**ulletin d'**I**nformation **P**roduit [Product Information Bulletin]	DOCUMENT DESIGNED TO INFORM CUSTOMERS OF A PRODUCT DEVELOPMENT
CMP	**C**ompliance **M**atrix **P**arts	PRODUCT COMPLIANCE MATRIX CONNECTED TO THE TECHNICAL AND/OR DIMENSIONAL SPECIFICATIONS
COPIL	**Co**mité de **Pil**otage [Steering Committee]	GROUP OF PEOPLE APPOINTED BY THE MANAGEMENT, DEFINED AS A PROJECT OR SYSTEM MANAGEMENT TEAM
CRE	**C**ompte-**R**endu d'**E**ssai [Test Report]	DOCUMENT USED TO RECORD TEST RESULTS
CRX	**C**ompte-Rendu d'e**X**pertise [Expert Assessment Report]	DOCUMENT USED TO RECORD EXPERT ASSESSMENT RESULTS
CS	**C**ustomer **S**ervice	AALB-F CUSTOMER SERVICE
DAT	**D**emande d'**A**ssistance **T**echnique [Request for Technical Assistance]	DOCUMENT DESIGNED TO RECORD MODIFICATION REQUESTS DURING THE SERIES LIFE
DEC	**D**emande d'**E**ssai **C**ontrôle [Request for Inspection Test]	DOCUMENT DESIGNED TO RECORD REQUESTS FOR INSPECTION TESTS
DHPA	**D**ossier d'**H**omologation **P**remier **A**rticle [First Article Inspection File]	PRESENTATION FILE OF THE FIRST ARTICLE INSPECTION OF A SUPPLIER FOLLOWING PRODUCT AND PROCESS MODIFICATION AND/OR A NEW PRODUCT (Corresponds to the Customer section of the FAI)
FAIR	**F**irst **A**rticle **I**nspection **R**eport	VALIDATION FILE ACCOMPANYING THE FIRST DELIVERY OR FIRST SERIES MANUFACTURE OF A PRODUCT AND/OR A MEANS (TOOLING, MACHINERY)
FEC	**F**iche d'**E**tude **C**onfidentielle [Confidential Study Form]	DOCUMENT DESIGNED TO PROCESS A NEW CUSTOMER REQUEST, USED TO ANALYSE FEASIBILITY, TECHNICALLY AND ECONOMICALLY MEET A CUSTOMER REQUEST OR MARKET REQUEST
FMEA	**F**ailure **M**ode **E**ffect **A**nalysis	FAILURE MODE EFFECTS AND CRITICALITY ANALYSIS. VALUING THE POTENTIAL FAILURES OF A PRODUCT COMPARED TO A FUNCTION (Product) OR COMPARED TO ITS MANUFACTURE (Process)
FX	**F**iche Technique [Data Sheet]	PRODUCT PLAN FOR THE CUSTOMER
GRAMS	**G**eneral **R**equirements **A**erostructures & **M**aterials **S**uppliers	AIRBUS GENERAL REQUIREMENTS
GRAMS CAM	GRAMS **C**ompliance **M**atrix	AMPHENOL AIR LB SMQ TO AIRBUS GRAMS COMPLIANCE MATRIX
IPCA	**I**ndustrial **P**rocess **C**ontrol **A**ssessment	SITE QUALIFICATION AUDIT IN RELATION TO THE AIRBUS GRAMS REQUIREMENTS
KPI	**K**ey **P**erformance **I**ndicator	KEY PERFORMANCE INDICATOR
NC	**N**on-**c**ompliance	NON-COMPLIANCE
OP	**O**perational **P**roject	PROJECT MANAGEMENT SUPPORT USED FOR NON-PRODUCT DEVELOPMENTS
PEAR	**P**rocess **E**ffectiveness **A**ssessment **R**eport	PROCESS EFFECTIVENESS ASSESSMENT REPORT
PIP	**P**lanning d'**I**ndustrialisation **P**roduit [Product Industrialisation Schedule]	DOCUMENT DETERMINING THE DEVELOPMENT SCHEDULE FOR A NEW PRODUCT
PS	**P**lan de **S**urveillance [Surveillance Plan]	DOCUMENT USED FOR PRODUCT INSPECTION
PVE	**P**rocès-**V**erbal d'**E**ssai [Test Report]	TEST REPORT
PVR	**P**rocès-**V**erbal de **R**ecette [Acceptance Test Report]	REPORT FOR TEST CONDUCTED UPON CUSTOMER REQUEST BEFORE DELIVERY
QAP	**Q**uality **A**ssurance **P**lan	QUALITY ASSURANCE PLAN TO BE LINKED WITH THE QUALITY MANUAL
QOS	**Q**uality **O**perating **S**ystems	MONITORING AND PERFORMANCE INDICATORS DESIGNED TO MEASURE THE OBJECTIVES SET FOR EACH PROCESS
QRQC	**Q**uick **R**esponse **Q**uick **C**ontrol	MECHANICAL PARTS PRODUCTION ANALYSIS AND MONITORING MEETING WITH THE DEFINITION OF ACTIONS AT TWO LEVELS (FIELD AND MANAGEMENT)
QTP	**Q**ualification **T**est **P**rogram	PRODUCT QUALIFICATION TEST PROGRAMME
QTR	**Q**ualification **T**est **R**eport	QUALIFICATION REPORT OF A PRODUCT WITH RELATED TEST RESULTS
RMA	Return Material Authorisation	CUSTOMER RETURN TRACKING NUMBER

APPENDIX - STANDARDS / PROCESSES / QSE MANUAL CORRESPONDENCE MATRIX

§ NORME EN9100	§ NORME ISO 14001	# PROCESSUS	§ MANUEL QSE
4 Contexte de l'organisme	4 Contexte de l'organisme	GOUV_01	8.1
4.1 Compréhension de l'organisme et de son contexte	4.1 Compréhension de l'organisme et de son contexte	GOUV_01	8.1
4.2 Compréhension des besoins et des attentes des parties intéressées	4.2 Compréhension des besoins et attentes des parties intéressées	GOUV_01	8.1
4.3 Détermination du domaine d'application du système de management de la qualité	4.3 Détermination du domaine d'application du système de management environnemen	GOUV_01	1
4.4 Système de management de la qualité et ses processus	4.4 Système de management environnemental	GOUV_01	7.2
5 Leadership	5 Leadership	GOUV_01	8.1.1
5.1 Leadership et engagement	5.1 Leadership et engagement	GOUV_01	8.1.1.1
5.1.1 Généralités		GOUV_01	8.1.1.1
5.1.2 Orientation client		GOUV_01	8.1.1.2
5.2 Politique	5.2 Politique environnementale	GOUV_01	8.1.1.3
5.2.1 Établissement de la politique qualité		GOUV_01	8.1.1.3
5.2.2 Communication de la politique qualité		GOUV_01	8.1.1.3
5.3 Rôles, responsabilités et autorités au sein de l'organisme	5.3 Rôles, responsabilités et autorités au sein de l'organisme	GOUV_01	8.1.1.4
6 Planification	6 Planification	GOUV_01	8.1.2.1
6.1 Actions à mettre en oeuvre face aux risques et opportunités	6.1 Actions à mettre en oeuvre face aux risques et opportunités	GOUV_01	8.1.2.1
	6.1.1 Généralités	GOUV_01	8.1.2.1
	6.1.2 Aspects environnementaux	GOUV_01	8.1.2.1
	6.1.3 Obligations de conformité	GOUV_01	8.1.2.1
	6.1.4 Planification d'actions	GOUV_01	8.1.2.1
6.2 Objectifs qualité et planification des actions pour les atteindre	6.2 Objectifs environnementaux et planification des actions pour les atteindre	GOUV_01	8.1.2.2
	6.2.1 Objectifs environnementaux	GOUV_01	8.1.2.2
	6.2.2 Planification des actions pour atteindre les objectifs environnementaux	GOUV_01	8.1.2.2
6.3 Planification des modifications		GOUV_01	8.1.2.3
7 Support	7 Support		
7.1 Ressources	7.1 Ressources	GOUV_02 & SUP_01	8.2 / 10.1.4 / 10.1.5
7.1.1 Généralités		GOUV_02 & SUP_01	8.2 / 10.1.4 / 10.1.5
7.1.2 Ressources humaines		GOUV_02 & SUP_01	8.2 / 10.1.4 / 10.1.5
7.1.3 Infrastructure		SUP_01	10.1.1
7.1.4 Environnement pour la mise en oeuvre des processus		GOUV_01	10.1.1
7.1.5 Ressources pour la surveillance et la mesure		SUP_01	10.1.2
7.1.6 Connaissances organisationnelles		GOUV_02	8.1
7.2 Compétences	7.2 Compétences	GOUV_02	8.1
7.3 Sensibilisation	7.3 Sensibilisation	SUP_01	10.1.5
7.4 Communication	7.4 Communication	GOUV_01	8.1.4
	7.4.1 Généralités	GOUV_01	8.1.4
	7.4.2 Communication interne	GOUV_01	8.1.4
	7.4.3 Communication externe	GOUV_01	8.1.4
7.5 Informations documentées	7.5 Informations documentées	SUP_02	10.2
7.5.1 Généralités	7.5.1 Généralités	SUP_02	10.2
7.5.2 Création et mise à jour des informations documentées	7.5.2 Création et mise à jour des informations documentées	SUP_02	10.2
7.5.3 Maîtrise des informations documentées	7.5.3 Maîtrise des informations documentées	SUP_02	10.2
8 Réalisation des activités opérationnelles	8 Réalisation des activités opérationnelles		
8.1 Planification et maîtrise opérationnelles	8.1 Planification et maîtrise opérationnelles	GOUV_01 & SUP_03	
8.1.1 Gestion des risques liés aux activités opérationnelles		GOUV_01	8.1.2
8.1.2 Gestion de configuration		OPE_02	9.2.3
8.1.3 Sécurité du produit		OPE_02	9.2.6
8.1.4 Prévention des pièces contrefaites		OPE_03	9.3.7
	8.2 Préparation et réponse aux situations d'urgence	GOUV_01	10.3.3
8.2 Exigences relatives aux produits et services		OPE_01	9.1
8.2.1 Communication avec les clients		OPE_01	9.1
8.2.2 Détermination des exigences relatives aux produits et services		OPE_01	9.1
8.2.3 Revue des exigences relatives aux produits et services		OPE_01	9.1
8.2.4 Modifications des exigences relatives aux produits et services		OPE_01	9.1
8.3 Conception et développement de produits et services		OPE_02	9.2
8.3.1 Généralités		OPE_02	9.2
8.3.2 Planification de la conception et du développement		OPE_02	9.2
8.3.3 Éléments d'entrée de la conception et du développement		OPE_02	9.2
8.3.4 Maîtrise de la conception et du développement		OPE_02	9.2
8.3.5 Éléments de sortie de la conception et du développement		OPE_02	9.2
8.3.6 Modifications de la conception et du développement		OPE_02	9.2
8.4 Maîtrise des processus, produits et services fournis par des prestataires externes		OPE_03	9.3
8.4.1 Généralités		OPE_03	9.3
8.4.2 Type et étendue de la maîtrise		OPE_03	9.3
8.4.3 Informations à l'attention des prestataires externes		OPE_03	9.3
8.5 Production et prestation de service		OPE_03	9.3
8.5.1 Maîtrise de la production et de la prestation de service		OPE_03	9.3
8.5.2 Identification et traçabilité		OPE_03	9.3
8.5.3 Propriété des clients ou des prestataires externes		OPE_03	9.3
8.5.4 Préservation		OPE_03	9.3
8.5.5 Activités après livraison		OPE_01	9.1.3 / 9.1.4 / 9.2.5 / 9.3.5
8.5.6 Maîtrise des modifications		OPE_02	9.2.3
8.6 Libération des produits et services		OPE_03	9.3
8.7 Maîtrise des éléments de sortie non conformes		GOUV_03	8.3.3
9 Évaluation des performances	9 Évaluation des performances	GOUV_03	8.3.2
9.1 Surveillance, mesure, analyse et évaluation	9.1 Surveillance, mesure, analyse et évaluation	GOUV_03	8.3.2
9.1.1 Généralités	9.1.1 Généralités	GOUV_03	8.3.2
9.1.2 Satisfaction du client		GOUV_03	8.3.1
9.1.3 Analyse et évaluation	9.1.2 Évaluation de la conformité	GOUV_03	8.3.2.1
9.2 Audit interne	9.2 Audit interne	GOUV_03	8.3.4
	9.2.1 Généralités	GOUV_03	8.3.4
	9.2.2 Programme d'audit interne	GOUV_03	8.3.4
9.3 Revue de direction	9.3 Revue de direction	GOUV_01	8.1.3.2
9.3.1 Généralités		GOUV_01	8.1.3.2
9.3.2 Éléments d'entrée de la revue de direction		GOUV_01	8.1.3.2
9.3.3 Éléments de sortie de la revue de direction		GOUV_01	8.1.3.2
10 Amélioration	10 Amélioration	GOUV_03	8.3
10.1 Généralités	10.1 Généralités	GOUV_03	8.3
10.2 Non-conformité et action corrective	10.2 Non-conformité et actions correctives	GOUV_03	8.3
10.3 Amélioration continue	10.3 Amélioration continue	GOUV_03	8.3