



QUALITY & ENVIRONMENT MANUAL

*Version w
April 2022*





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1. FIELD OF APPLICATION

1.1 GENERAL

Amphenol Air LB France (AALB-F) is a worldwide leader specialised in the area of electrical interconnection systems and wiring and attachment accessories. Our know-how covers a broad range of solutions, whether standard or customised, in particular concerning:

- Quick-connect modules;
- Rectangular and Modular Connectors (EN4165, EN3545, Push-Pull, etc.);
- Optical connectors;
- Industrial Circular Connectors;
- Relay Sockets;
- Electronic component holder modules;
- Junction Blocks and Bars ;
- Wiring, pipe, insulation, etc. support accessories;
- Specific and high added-value products.

Our expertise - acknowledged worldwide - is based on a perfect knowledge of the challenges and specific needs of the markets for which we design, manufacture and sell very high-performance products. We cover the following main markets:

- Aeronautics (civil and military);
- Defence;
- Railways;
- Industry;
- Energy.

The capacity to design, develop and industrialise customised solutions (co-engineering and re-engineering on our customers' sites) suited to the most specific needs and constraints makes Amphenol Air LB the ideal partner for all innovations.

Keenly aware of its environmental impact - and although this is not required by its customers - Amphenol Air LB France has decided, through its ISO 14001 certification, to control and minimise its environmental impact. With is in mind, Amphenol Air LB France has put the following in place in particular:

- A life-cycle analysis (from the design phase through to recycling);
- A standards and regulations-based intelligence system;
- A set of provisions for recycling and recovering its waste, reducing its consumption of energy and natural resources;
- A project for ensuring its energy independence.

Amphenol Air LB France has therefore set up an integrated quality and environment management system allowing it to regularly supply a product that meets the requirements of its customers, and of the contractual, legal and regulatory requirements that apply and with a view to continuous improvement and satisfying the interested parties:

- Local authorities;
- External service providers;
- Customers (manufacturers and subcontractors);
- Regulatory authorities (tax and customs authorities, EASA, DGAC, DGA, etc.);
- Shareholders;
- Employees.

This Environment and Quality Management System is applicable to Amphenol Air LB France (Wé-Carignan production site):

1.2 APPLICABLE REFERENCE STANDARDS

- ISO 9001 version 2015 all chapters;
- ISO 14001 version 2015 all chapters;
- EN 9100 version 2016 all chapters;
- Customer contractual standards



2. AMPHENOL AIR LB PRESENTATION

Website: <https://www.amphenol-airlb.fr/fr/>

Product catalogues: <https://www.amphenol-airlb.fr/fr/produits/>

Corporate video: https://youtu.be/xW95Ktg3a_Q

Company presentation: https://www.amphenol-airlb.fr/fr/download/371/Company_contact_details

Corporate name:	Amphenol Air LB
Manager's name and position:	Mr Luc WALTER (Chairman)
Head office address:	2, Rue Clément Ader – ZAC de Wé – 08110 CARIGNAN - France
S.I.R.E.N. No. :	777 343 955
S.I.R.E.T. No. :	777 343 955 000 61
NAF code No.:	2611Z
EC code No.:	FR 72 777 343 955
NATO code Cage Code:	F 0394
Telephone No.:	(33) 03.24.22.78.49
Fax No.:	(33) 03.24.22.78.75

Company Plant and Establishment

Senior Management, Financial Department, Engineering, Quality Development, Test Laboratory, Pilot Workshop, Production Unit, Departments: Customer Services, Operational Quality, Procurement, Logistics, IT, Maintenance and Human Resources, Sales Department

2, Rue Clément Ader – ZAC de Wé – 08110 CARIGNAN - France

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Legal and financial aspects

Legal status:	<i>Société Anonyme Simplifiée (S.A.S.) [Simplified Joint Stock Company]</i>
Share capital:	€2,872,900
Surface area:	
• Land area (m²):	48 000
• Built, covered area (m²):	10 000
Registration location and No.:	<i>Register of Commerce and Companies of Sedan 777 343 955</i>
Founding date:	<i>1 July 1958 (Air LB)</i>
Integration into the Amphenol group:	<i>28 July 2000</i>
Banks:	<i>BNP and CA</i>
Membership to a trade union committee or similar body:	<i>GIFAS</i>



3. AMPHENOL GROUP

Amphenol Air LB is a French subsidiary of the Amphenol Corporation group, a global player specialised in interconnection solutions designed for the Aeronautics, Defence, Railways, Medical, Automobile, Telecommunications, Geophysics, Oil Exploration and Energy markets, etc.

Amphenol Corporation's headquarters are located in Wallingford, Connecticut in the United States, and the company is listed on the international section of the NYSE under the code APH.

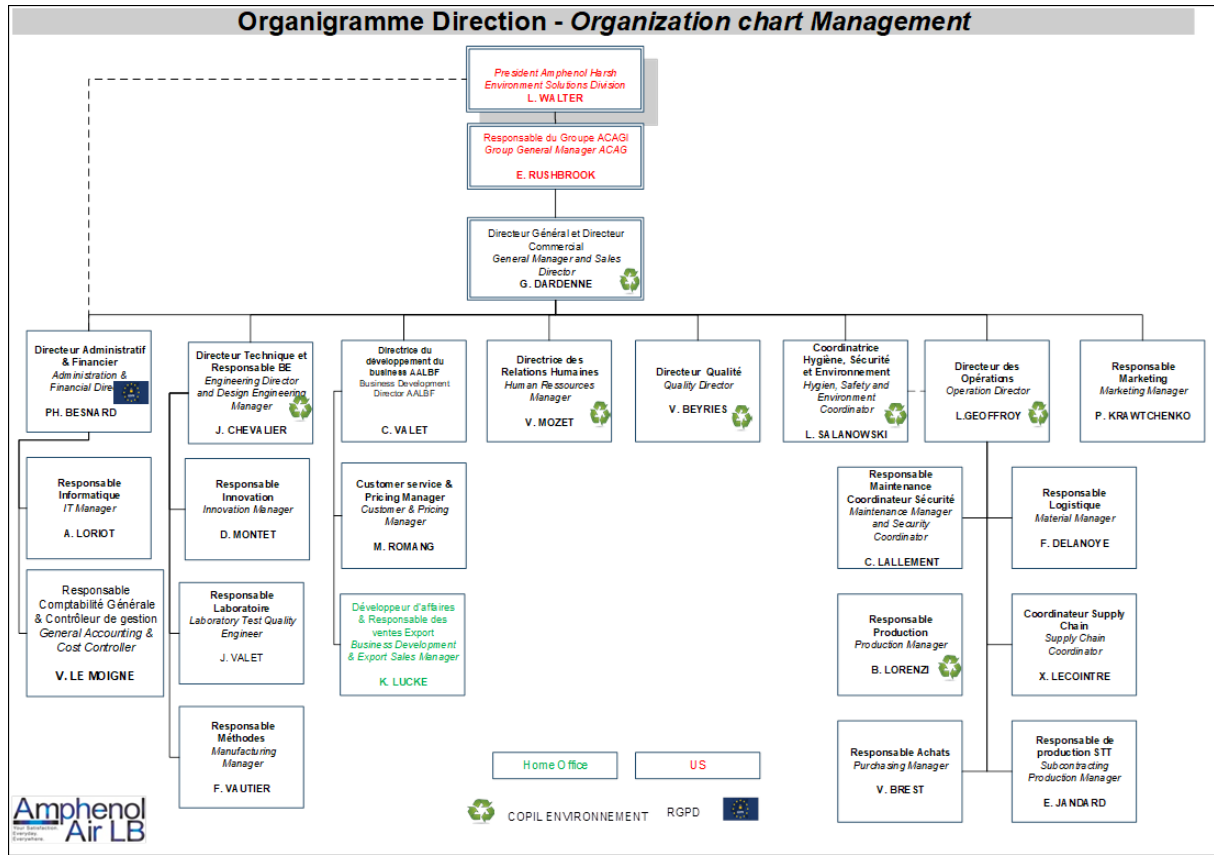
Amphenol Corporation is a worldwide leader in connection solutions and the uncontested leader in the area of Aeronautical and Defence interconnection systems, testifying to its capabilities in terms of harsh environments.

Amphenol Corporation has been designing, manufacturing and selling standard and made-to-measure connectors for more than 75 years.

With nearly 100 sites in more than 60 countries, Amphenol Air LB is backed up by a network of expertise that is unique in Europe, America and Asia.



4. ORGANISATION FLOWCHART



5. MANAGEMENT REPRESENTATIVES (QUALITY AND ENVIRONMENT)

Management has appointed a Quality Director: Vincent Beyries, who, in relation to the QMS, is mainly responsible for:

- ensuring that the processes required are drawn up, implemented and maintained;
- reporting to Management on the functioning of the SMI and all needs for improvement, in particular at the time of Management Reviews and management meetings;
- ensuring that all the staff are made aware of our customers' requirements, know the policy and quality objectives, and that the process owners play their part in spreading the quality policy defined by Management;
- implementing the quality organisation and making the decision to stop production in the event of a risk of product non-compliance.

The responsibilities and powers of the Quality Director are described in detail in the job description.

The responsibility of the Management representative includes creating a link with parties external to the organisation, with customers and with suppliers on SMQ-related subjects.



Management has appointed an Hygiene, Safety and Environment Manager: Léa SALANOWSKI, who, in relation to the HSE Management System, is mainly responsible for:

- a) ensuring that the processes required are drawn up, implemented and maintained;
- b) reporting to Management on the functioning of the SME and any areas for improvement, in particular at the time of Management Reviews and management meetings;
- c) ensuring that all the staff are made aware of the legal, regulatory and other requirements, the significant environmental aspects relative to Amphenol Air LB France's activities, know the environmental policy and objectives, and that the process owners play their part in making known the environmental policy defined by Management.

The responsibilities and powers of the Hygiene, Safety and Environment Manager are described in detail in the job description.

6. QUALITY, SAFETY AND ENVIRONMENT POLICY

Senior Management has set up the Quality, Health, Safety, Security and Environment policies based on the needs and expectations of customers, shareholders, the corporation, interested parties, legal and regulatory requirements and any other needs and expectations of Amphenol Air LB France.

These policies are transmitted to all staff upon each modification thereof and to all new arrivals. Correct understanding of the Quality, Health, Safety, Security and Environment policies is checked at the time of internal audits.

The policies are updated to ensure they stay in line with the Corporation's objectives, customer requirements and the requirements of all other interested parties, shareholders and employees.

7. QUALITY AND ENVIRONMENT SYSTEM (QES)

7.1 PROCESS-BASED MANAGEMENT

In compliance with the stipulated standards, Amphenol Air LB France has chosen to perform quality and environment management operations based on processes.

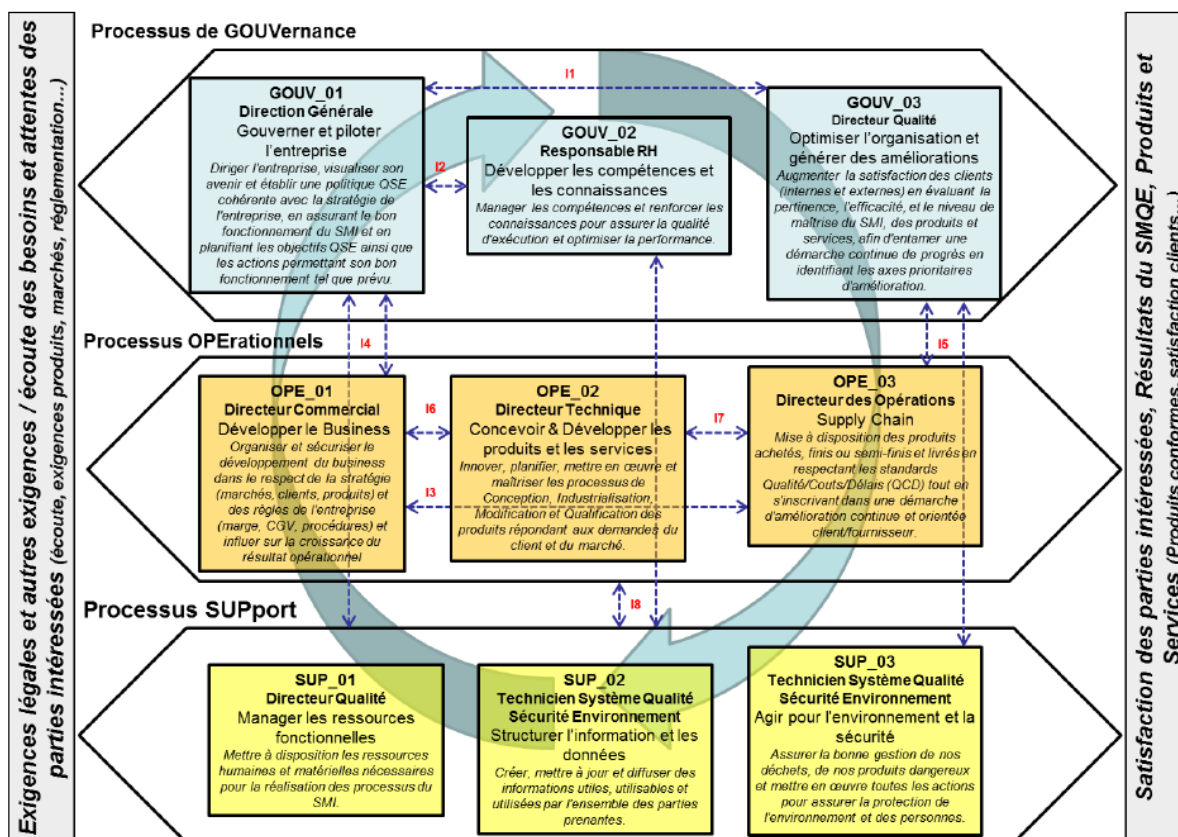
Each identified process is described in the form of a model.

The process is defined as a sum of activities transforming input data into output data.

Each process has its identity sheet and a Process Effectiveness Assessment Report - PEAR.



7.2 PROCESS MAPPING – SEQUENCE and INTERACTIONS



Ref	Processus Amont	Description	Processus Aval
11	GOUV_03	Evalue la performance du SMI : analyse et rend compte du fonctionnement du SMI en vue d'optimiser l'organisation et de générer des améliorations -Mesure de la satisfaction client -Etat des actions correctives	GOUV_01
12	GOUV_01	Défini les besoins en ressources humaines Détermine les rôles et responsabilités et autorités	GOUV_02
	GOUV_02	Assure la veille réglementaire et autres obligations	GOUV_01
13	OPE_01	Communique les commandes clients (commandes, plans d'apros, EDI...)	OPE_03
	OPE_03	Communique les délais des commandes clients (ARC) et planifie les besoins	OPE_01
14	GOUV_01	Détermine et communique la stratégie, le budget, les politiques et les axes d'amélioration Gère les risques processus Gères les risques & opportunités Détermine et communique les objectifs QOS Communique en interne et en externe	Tous processus
15	TOUS	Communiquent les résultats de leurs fonctionnement Evalue les formations, les compétences et les connaissances du personnel	GOUV_03 GOUV_02
	GOUV_03	Communique les actions d'amélioration à réaliser	TOUS
16	OPE_02	Détermine et communique les solutions techniques, coûts et délais du produit fini suite demande client (FEC) Gère les modifications et assure le soutien technique	OPE_01
	OPE_02	Gère les modifications et assure le soutien technique	OPE_03
17	OPE_02	Communique les prix et délais réalisables des fournisseurs	OPE_02
	OPE_03	Réalise la qualification fournisseur (mise en AQF)	OPE_02
18	OPE_02	Communique la documentation nécessaire à la réalisation du produit	SUP_01
		Fourni les infrastructures nécessaires à la réalisation du produit	TOUS
		Fourni les équipements nécessaires à la mesure et à la surveillance du produit	OPE_02 et OPE_03
		Réalise des mesures et essais	OPE_02
		Qualifie les ressources directes (capacité court terme)	GOUV_02
		Met à disposition les informations nécessaires à la réalisation du produit	OPE_03
		Gère les informations internes et externes nécessaires au fonctionnement du SMI	OPE_01
		Communique les informations sur les produits dangereux	TOUS
	SUP_01	Communique les risques détectés situation d'urgence ou de crise ou d'audit sécurité / environnement	GOUV_01
	TOUS	S'assure de la polyvalence du personnel (direct et indirect)	GOUV_02



8. GOVERNANCE PROCESSES

8.1 GOUV_01 PROCESS – GOVERNING AND STEERING THE COMPANY

Goal: Manage the company, visualise its future and draw up a QSE policy in line with the company's strategy, ensuring the correct operation of the SMI and planning the QSE goals as well as the actions for ensuring its proper functioning such as planned.

Process Owner: Chief Executive Officer

Procedure: *GOUV_01_P06__QSE 'Management of Quality, Safety and the Environment'*

8.1.1 LEADERSHIP

8.1.1.1 LEADERSHIP AND COMMITMENT

Management assisted by the managers:

- Determines, understands and meets **all the requirements** (customer, legal and regulatory) at all times;
- Determines which **risks and opportunities** could have an impact on the products, proposed services and business development. To achieve this, a multi-source information network has been put in place to make the risks and opportunities known and make it possible to assess them.
 - The risks and opportunities can be identified by:
 - Sales people in the field (visit reports);
 - Process owners;
 - Customers (follow-up of market trends and customer requirements);
 - For example, risks and opportunities may include:
 - Technical and R&D;
 - Environmental;
 - IT;
 - Operational (risks relative to services, products and processes);
 - Organisational:
 - Critical elements and key characteristics of the product/process;
 - Obsolescence:
 - Production equipment and IT hardware;
 - Human resources in terms of product/process-related skills;
 - Components and consumables.
 - Natural disasters;
 - Financial;
 - Competition, etc.
- Professional.

Contingency plan

Single document: *GOUV_01_P07__SECU 'Environment - risk prevention': Amphenol Air LB France has described the measures adopted by Amphenol Air LB to meet its legal requirements concerning the prevention of industrial risks in the company and ensure continuous improvement.*

GOUV_01_P09__TECH Rev. Ø 'Obsolescence management'

GOUV_01_P01__ENV 'Identifying and assessing environmental aspects': *A complete analysis/assessment of these aspects is performed regularly with a view to determining significant environmental aspects*

GOUV_01_P02__ENV 'Control of emergency situations' *Amphenol Air LB France has drafted, implements, tests and updates procedures for identifying potential emergency situations and potential accidents that could affect its environmental impact, and for determining how to respond to them.*

GOUV_01_P04__QSE 'Interested parties, legal requirements and other compliance assessments' *Amphenol Air LB France's legal and other requirements that it must comply with, and periodically assess to ensure its compliance with them.*



8.1.1.2 CUSTOMER FOCUS (INTERESTED PARTIES AND RELEVANT PARTIES)

Amphenol Air LB France makes sure that:

- through all of its processes, the applicable customer, legal and regulatory requirements are known, followed up, understood and applied;
- the risks and opportunities listed in the previous paragraph that could have an impact on the customer, are known to everyone;
- customer satisfaction is permanently prioritised and improved, in particular by measuring its logistical performance (delivery punctuality) and quality by taking appropriate actions if the goals are not met.

STRATEGIC PLAN (SWOT method)

GOUV_01_P04__QSE 'Interested parties, legal requirements and other compliance assessments'

8.1.1.3 QUALITY, HEALTH, SAFETY, SECURITY AND ENVIRONMENT POLICIES

Management assisted by the managers:

- establishes a quality policy in line with the context and the company's strategic orientation;
- establishes a Health, Safety, Security and Environment policy in line with the context and the company's strategic orientation;
- makes these policies available in the form of documented information (notably procedures and instructions) and keeps it up to date;
- ensures the transmission, understanding and application of these policies;
- places these policies at the disposal of the interested parties.

Quality Policy, Health, Safety, Security and Environment Policy

8.1.1.4 ROLES, RESPONSIBILITY AND POWERS

The Management is responsible for defining responsibilities and authorities.

Managers allocate the responsibilities and powers for:

- ensuring the compliance and performance of the SMI as well as its integrity in the case of modifications;
- guaranteeing the effectiveness of the processes.

GOUV_01_P03__QSE 'Roles, responsibilities and powers regarding the Integrated Management System'

Organisation flowchart

Description of function

8.1.2 PLANNING

8.1.2.1 ACTIONS TO BE TAKEN REGARDING RISKS AND OPPORTUNITIES

Management assisted by the managers:

- determines and takes into account the external and internal challenges relevant for the company, and the requirements of the interested parties to improve the performance of the SMI, enhance the desired effects, reduce the unwanted effects and provide confidence to ensure the SMI achieves the expected results;
- plans and implements the actions regarding the risks and opportunities;
- assesses the effectiveness of the actions in the SMI process.

STRATEGIC PLAN

OPS REVIEW

METRICS

All the risk analysis operations applied on products, procedures, supply chain, processes, project, subcontracting, compliance with the customer's requirements

Product life cycle

Planning for emergency or crisis situations

QOS (Quality Operating System)

Global PAC



8.1.2.2

QUALITY GOALS AND PLANNING THE GOALS FOR ACHIEVING THEM

Management assisted by the managers:

- establishes the relevant quality and environment goals, that are measurable, coherent with the associated monitored, notified and updated policies, for each activity and process required for the proper operation of the SMI;
- updates the quality and environmental goals in the form of documented information;
- plans the way for achieving the quality and environmental goals by determining the actions, who is responsible, and the resources, deadlines and methods for assessing the results.

METRICS

QOS (Quality Operating System)

Global PAC

8.1.2.3

PLANNING MODIFICATIONS

Management assisted by the managers plans the modifications to be made to the SMI, taking the following into account:

- SMI integrity;
- possible consequences of the planned modifications;
- resources, responsibilities and powers required to make the modifications.

An **Operational Project** may be initiated for example for:

- development of a new process;
- development of a new substance and/or new materials;
- commissioning a new machine;
- implementing a new working procedure (ERP, etc.);
- applying a new Standard, etc.

The key steps in the process are determined by each Project Manager.

GOUV_01_P06_I01__QSE 'Managing operational projects'

OP

Global PAC

8.1.3

ASSESSMENT OF SMI PERFORMANCE

8.1.3.1

PROCESS EFFECTIVENESS

All of the processes are reviewed to measure their effectiveness.

These process reviews (PEAR) aim to:

- review the relevance and quality of the output data (each interacting process manager determines whether the data output from the process reviewed is consistent with their own process as input data);
- ensure that the needs and expectations of the process "customer" are constantly met;
- identify any process deviation;
- identify the areas for improving the effectiveness and efficiency of the process;
- measure process maturity;
- check the correct correlation between activities contributing to the process;
- assess interactions with other processes;

GOUV_01_P06_I02__QSE 'Review of the processes by means of PEAR methods'

PROCESS SHEET and PEAR REPORT

Global PAC



8.1.3.2 MANAGEMENT REVIEW

The purpose of the Management Review is to examine the SMI to assess its efficiency, relevance and appropriateness and to make decisions regarding its improvement, as well as to improve production and the resource requirements. To achieve this, all of the indicators, audits, process reviews, risks and opportunities, etc. are taken into account, reviewed, assessed and, where applicable, actions and projects are defined.

GOUV_01_P08__QSE 'Management Review'

Management Review

Global PAC

Target QOS (Quality Operating System)

8.1.4 INTERNAL AND EXTERNAL COMMUNICATION

Amphenol Air LB France has determined all the internal and external communication procedures concerning its environmental aspects, environmental management system, quality commitments and business follow-up.

Amphenol Air LB France undertakes to receive, document and process all relevant requests from external parties, and to provide answers.

GOUV_01_P06_I03__QSE 'Internal and external communication'

8.2 PROCESS GOUV 02 – DEVELOPING SKILLS AND KNOWLEDGE

Goal: Manage the skills and enhance knowledge to ensure execution quality and optimise performance.

Process Owner: Human Resources Director

Procedure: **GOUV_02_P01__RH 'Developing human resources'**

8.2.1 ASSESSING AND ESTABLISHING THE PERSONNEL'S SKILLS AND KNOWLEDGE

The personnel are assessed annually to verify the skills and knowledge acquired and define the needs in terms of training and development.

Versatility tables are thus kept up to date in each of the company's departments.

8.2.2 ESTABLISHING THE TRAINING NEEDS

A training plan is drawn up for the current year, depending on the needs stemming from the personnel's requests, the orientations given by the Budget, Strategic Plan and Management Review in particular.

On-the-spot and delayed assessments are conducted and documented.

8.2.3 DEFINING AND MEETING THE NEEDS IN TERMS OF HUMAN RESOURCES

In the framework of the Strategic Plan and of the Management and Budget Review, Management defines the needs and allocates the resources required for the functioning of Amphenol Air LB France.

This makes it possible to ensure the versatility of the company's personnel and work continuity, and to grow the company in line with its development needs and ensure the ongoing training of its personnel.



8.3 PROCESS GOUV_03 - OPTIMISING THE ORGANISATION AND GENERATING IMPROVEMENTS

Goal: Improve customer satisfaction (internal and external) by assessing the relevance, effectiveness and level of control of the SMI, products and services, in order to initiate a continuous approach to progress by identifying the priority areas of improvement.

Process Owner: Quality Director

8.3.1 MEASUREMENT OF CUSTOMER SATISFACTION

Internal customer satisfaction is measured annually by means of a survey completed by all of the personnel.

External customer satisfaction is measured by means of several parameters:

- feedback following a customer inspection;
- daily telephone conversations with customers;
- customer scores;
- annual "Customer Satisfaction" survey.

These different elements are presented in the Management Review, and a corrective action plan is presented, validated and monitored.

GOUV_03_P05__QSE 'Improvement'

8.3.2 MEASUREMENT OF SMI PERFORMANCE

8.3.2.1 ANALYSIS OF COMPANY DATA

The Management has defined the rules for determining, collecting and analysing the appropriate data to:

- show the relevance and efficiency of the SMI;
- assess the areas for improvement and goals.

All of the data are followed up in QOSs according to the methods defined in the procedures:

- **GOUV_03_P07__QSE 'Analysis and use of company data (QOS)'**.
- **GOUV_03_P01__ENV 'Monitoring and measuring environmental performance'**
- **GOUV_03_P02__ENV 'Environment QOS'**.

It includes in particular the results in relation to the objectives set, customer complaints, customer satisfaction, audit results, supplier non-compliances and environmental performance, etc.

Taking into account significant environmental aspects, Amphenol Air LB France deploys a certain number of actions with a view to meeting its environmental objectives. (**GOUV_03_P03__ENV 'Environmental action plan and objectives'**)

The effectiveness of the action plan is regularly measured and followed up through **QOS ENV 01** and at the time of the Environment Steering Committee meetings.

The QOS analysis enables the Senior Management to define the areas for improvement.



8.3.2.2 CONTINUOUS IMPROVEMENT

Senior Management is responsible for this process, with assistance from the Quality Director, Hygiene, Safety and Environment Manager and the Management team. The continuous improvement process comprises various activities:

- determining the quality policy priorities, setting the associated objectives and deploying them and planning their accomplishment;
- measuring customer satisfaction;
- identifying internal and supplier malfunctions;
- assessing the staff and their awareness and training;
- monitoring process efficiency;
- process reviews via the PEAR sheet;
- internal audits;
- corrective and preventive actions;
- data analysis;
- holding the Management Review;
- safety audits;
- environment audits;
- environmental impacts;
- legal and other requirements;
- safety, quality or environmental non-compliances;
- test reports for crisis or emergency simulations;
- environmental impact analyses;
- regulatory monitoring activities;
- operations control (Waste management, etc.).

8.3.3 NON-COMPLIANCE AND CORRECTIVE ACTIONS

When an internal, legal or regulatory non-compliance, a request from an interested party or an external written or verbal customer complaint is detected, recorded and processed per **GOUV_03_P06__QUA "Control of nonconforming product"** the Quality Director assesses the possibility of undertaking a corrective action, according to severity and/or recurrence, with the aim of removing the causes of non-compliance and preventing its recurrence.

Procedure **GOUV_03_P05__QSE 'Improvement'** defines the rules to be applied when a corrective action is required.

When deemed necessary, the Quality Director and/or the Hygiene, Safety and Environment Manager, after analysing the non-compliance, determine(s) the need to start an 8D improvement report.

The causes, solutions, actions, results and efficiency check are recorded in the 8D.

The causes may be related to the process (production and inspection resources, compliance with the procedures, product design, human factors, etc.).

The status and report of the corrective actions are presented by the Quality Director and by the Hygiene, Safety and Environment Manager at the time of the Management Review.

All customer complaints are subject to a corrective action, the details of which are transmitted to the customer by the quality department.

All supplier non-compliances are subject to a corrective action request, monitored by the procurement and quality departments.

All environmental non-compliances (legal, regulatory or other), are subject to a corrective action, which is published and transmitted to the relevant person by the Hygiene, Safety and Environment Manager.

When the corrective action:

- has not been implemented on time, the Quality Director sends a reminder to the person responsible for the action;
- has not been as effective as expected, the Quality Director may, after analysis, decide to open a new corrective action.



8.3.4 AUDIT MANAGEMENT

Procedure **GOUV_03_P04** *QSE 'Audits'* aims to define the rules for internal and supplier audits, used to determine whether the company's SMI complies with:

- the planned provisions;
- the requirements of the relevant standards;
- the requirements of the SMQ and SME implemented and maintained in an efficient manner.

This procedure also defines the provisions required to audit:

- suppliers and subcontractors;
- the product/process;
- safety;
- the environment;
- function allocation, etc.

9. OPERATIONAL PROCESSES

9.1 PROCESSES, OPE 01 - DEVELOPING OUR BUSINESS

Goal: Organise and secure the development of the company's business in line with its strategy (markets, customers, products) and rules (margins, General Terms of Sale, procedures), and influence the growth of operating profit.

Process Owner: Sales Director

Procedure: **OPE_01_P01** *CS 'Customer-related procedure'*

Amphenol Air LB France has put a system in place for managing external documents via its ERP to ensure that the customer requirements are present and can be consulted by everyone.

In the case of customer requirements that cannot be distributed, are not distributed or not kept, it is Amphenol Air LB France's provisions that take priority through its risk management system, its quality system and its own procedures or deliverables. Furthermore, Amphenol Air LB France manages a contingency plan in order to make our risks known regarding the continuity of supply of our products to our customers, and their duty to take them into account in their own risk analysis relative to our activity.

This document is updated annually and available on request.

9.1.1 DEVELOPING OUR BUSINESS

Amphenol Air LB France is close to its customers and positions itself as a partner in the development of new solutions.

Amphenol Air LB France can also define and develop proprietary solutions for a given market and develop that market accordingly.

All proposals for new business are managed and processed by the Sales Department in close cooperation with the Technical Department and Operations.

All the elements provided by the customers and Salespeople in the field are taken into account to help develop our business.

9.1.2 MANAGING THE CUSTOMER RELATIONSHIP

Our Customer Service manages the customer relationship by proposing to process the customer orders (price offer, amendment, lead-time, etc.), deploy and use the EDI, put commercial contracts in place, etc.

Amphenol Air LB France keeps its customers informed via its Customer Service of all risks of obsolescence or of modifications made to the products/processes by putting a customised follow-up system in place.



9.1.3 TECHNICAL ASSISTANCE

Our Customer Service is attentive to our customers and proposes to answer all technical requests regarding the product and our compliance with the REACH/RoHS regulations.

To achieve this, our Customer Service relies on its Sales Engineers and on its Technical Support department.

9.1.4 MANAGING CUSTOMER COMPLAINTS

All customer complaints are recorded by the Customer Service in order to answer them quickly and appropriately.

Amphenol Air LB France has a department dedicated to customer relations in the event of product non-compliance.

When a defect has been recognised, Amphenol Air LB France deals with retrieving and analysing the parts, replacing them, and processing the complaint with the 8D format system.

Information is then circulated within the company, for information purposes and to bring the problem to the attention of those involved.

This department works closely with the Incoming Inspection and Production Quality Department, Design Office, Methods, Production, Customer relations and Production Scheduling Departments.

Procedure *GOUV_03_P06* *QUA 'Control of nonconforming product'* details this functioning and its interactions.

9.2 PROCESS OPE 02 - DESIGNING & DEVELOPING

Goal: Innovate, schedule, implement and control the Design, Industrialisation, Modification and Qualification processes for products that meet the customer and market requirements.

Process Owner: Technical Director

Procedure: *OPE_02_P01* *TECH 'Design development (APQP)'*

9.2.1 PRODUCT/PROCESS DESIGN AND DEVELOPMENT

The development of a new product is processed on the basis of functioning in a project mode stemming from the APQP (Advanced Planning Quality Product) via the PIP (Product Industrialisation Plan), which defines all steps in the feasibility study, design, industrialisation and serialisation of a product.

The PIP comprises 5 phases:

- ➔ **Phase 1: Feasibility:** This phase is used to determine the product design, assess its compliance with the customer's technical specifications, determine the qualification programme (QTP), incorporate the environmental requirements, incorporate legal and other requirements, present the projects to the APQP TEAM, analyse the failure modes connected to the product design (Product FMEA), incorporate the marketing aspects (catalogue update or creation) and determine the process.
- ➔ **Phase 2: Prototype:** First prototype manufacture with design review as required after functional testing and product pre-qualification.
- ➔ **Phase 3: Technical pre-series:** This phase includes the development and validation of purchased spare parts, the production of tooling, the creation of input control monitoring plans, the initialisation of manufacturing documents, process-related failure mode analysis (Process FMEA), the definition of the Key Characteristics (KC) and the incorporation of the environmental impacts and product qualification.
- ➔ **Phase 4: Industrial pre-series:** This phase corresponds to the finalisation of the manufacturing documents, staff training transition of tooling into series mode, finalisation of the incoming inspection monitoring plans, the definition of an acceptable PPM rate, the creation of the FAIR (First Article Inspection Report – in compliance with EN 9102), the drafting of the first manufacturing work orders and the economic assessment of the project.
- ➔ **Phase 5: Series life:** This phase includes the passage of production into series mode and the transfer of responsibility to Operations.



9.2.2 PRODUCT / PROCESS QUALIFICATION

9.2.2.1 FIRST ARTICLE ACCEPTANCE - FAI

For each Product/Process development or at the time of a major modification, Amphenol Air LB France carries out a complete product/process qualification and issues a First Article Inspection (FAI) report according to the EN9102 standard.

Information is sent on to customers, either for information purposes or for acceptance.

9.2.2.2 PROTOTYPE WORKSHOP

Where necessary, to validate a shape or a process, AALB-F is able to design its prototypes using varied, cutting-edge equipment.

OPE_02_P02__PROTO 'Operation of the Prototype Department'

9.2.2.3 LABORATORY

Amphenol Air LB France is equipped with high-performance test resources for performing qualification tests on the parts. Only lightning withstand and vibration tests are outsourced.

OPE_02_P03__LABO 'Test laboratory'

9.2.3 CONFIGURATION AND MODIFICATION MANAGEMENT

Amphenol Air LB France ensures configuration management (**OPE_02_P05__TECH 'Configuration management'**) in order to guarantee, precisely and throughout the product's life cycle, an overview of the product through its physical and functional properties.

Two sorts of configuration management may be distinguished:

- **dynamic management**, which is suited to development and is mainly used to coordinate development activities carried out by teams, monitor each component in the product during its development through to qualification;
- **static configuration management**, which monitors the product during production (series life) and includes changes that may be made.

Configuration management is directly linked to change control (**OPE_02_P04__TECH 'Change control'**) relative to the configuration and the established communication system.

The identification of the configuration is mainly based on ERP data: Drawings and Parts Lists.

This documentary base may in turn refer to other technical documents (inspection, manufacturing, material, protection specifications, etc.) used to characterise the product.

The code date added to parts is used to identify the product's configuration and is the input element for component traceability and manufacturing orders.

9.2.4 INNOVATION

Amphenol Air LB France has an 'Innovation' unit whose goal is to enable the design & development process to rely on innovative solutions that have been approved at the moment when it has to launch its works: it can thus propose innovative solutions allowing our products to stand out from the competition.

An innovation unit is set up with a view to enhancing the Innovation Knowledge Base (IKB) with information from different sources.

The innovation unit will define innovation project sheets that will lead to concepts and prototypes. If the innovation is validated, development of this innovation will be transferred to the Design and Development Department (APQP).

OPE_02_P07__TECH 'Innovation'



9.2.5 TECHNICAL SUPPORT AND REACH / ROHS

The customer may contact Amphenol Air LB France (by phone, via its website) to ask technical questions regarding our products.

Furthermore, a REACH / RoHS regulations and legislation monitoring unit is in place to identify any changes and anticipate any risks that might arise concerning the products and processes implemented by Amphenol Air LB France and by its suppliers and subcontractors.

SUP_03_P06 *TECH 'Processing Customer requests relative to REACH ROHS'*

9.2.6 PRODUCT SAFETY

Amphenol Air LB France has taken the informed decision not to produce any so-called "safety" parts.

All customer requests for the development or production of a "safety" part are refused.

The integration of Amphenol Air LB France parts in safety equipment comes and remains under the customer's responsibility.

Amphenol Air LB France does not perform any maintenance operations on its customers' equipment. Amphenol Air LB France replaces defective parts by sending new parts taken from its stock to limit any risk of counterfeiting.

Amphenol Air LB France puts measures in place to:

- assess the risks related to the product and production processes using product and process FMECA procedures;
- follow up the product's key characteristics (KC) all along its lifetime to ensure its compliance with the stipulated requirements;
- inform the personnel and service providers in the event of nonconformity;
- improve the product's performance in line with customer feedback or further to returns owing to nonconformity.
- apply the restrictions to exports to certain countries (https://www.amphenol.com/pdfs/legal/Guide_To_Countries_2018.pdf)
- not procure materials from countries subject to Conflict Minerals restrictions (https://www.amphenol.com/investors/governance/conflict_minerals)

9.3 PROCESSUS OPE 03 SUPPLY CHAIN

Goal: Make available purchased, finished or semi-finished products, delivered in compliance with the Quality/Cost/Deadline (QCD) standards, while complying with a continuous improvement and customer/supplier focused approach.

Process Owner: Operations Director

9.3.1 PROCUREMENT – PRODUCTS AND SERVICES SUPPLIED BY EXTERNAL SERVICE-PROVIDERS

The procurement-related activities are as follows:

- qualification of an external service-provider;
- assessment and grading of external service-providers;
- passing down customer and technical requirements;
- receipt of purchased products;
- verification of products purchased;
- processing of purchase orders and purchase requisitions;
- Supply Chain follow-up;
- AQF-AQPP approach;
- audits;
- supplier action plan;
- invitation to tender.

Procedure OPE_03_P01 *ACH 'Procurement'* defines the content of all of these activities in detail. The related procedures are as follows:

- **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 of supplier invoices'.*

Amphenol Air LB France is responsible for the quality of the purchased or subcontracted product.



9.3.2 PRODUCTION AND SERVICE PREPARATION

The activities relative to the manufacture of a product are as follows:

- production schedule;
- sub-contracted manufacture;
- product inspection;
- direct staff training;
- profession management;
- production and tracking of manufacturing orders;
- environmental aspects linked to the activity;
- manufacturing documentation (Blue book, Grey book, Plan, etc.);
- provision of means (tooling, machinery, inspection apparatus);
- workload management;
- surveillance (PPM, Quality alert, etc.);

The following procedures are concerned:

- **OPE_03_P02__OUT 'Tool Maintenance'**
- **OPE_03_P03__PROD 'Moulding Workshop'**
- **OPE_03_P04__PROD 'Assembly Workshop'**
- **OPE_03_P07__QUA 'Product monitoring and measuring'**

The logistics-related activities are as follows:

- production planning;
- shipments;
- stock management;
- CBN calculation (net requirements);
- portfolio management;
- marking and packaging;
- logistics management for purchases and sub-contracted activities.

Procedure **OPE_03_P06__LOG 'Logistics Organisation'** defines the content of all of these activities in detail.

9.3.3 CONTROL OF SUBCONTRACTING

Amphenol Air LB France has defined a process (**OPE_03_P06-07__LOG 'Subcontracting management'**) to describe how we manage, monitor and control our sub-contracting and outsourcing activities.

All outsourcing is covered by a review and risk analysis by a mixed-profession team, followed by product/plant qualification.

Depending on the amount of work to be outsourced, Methods (production engineering)/Quality assistance may be provided for the sub-contractor.

Sub-contracting is monitored and evaluated by the Purchasing Department and controlled by the Production Scheduling Department.

The decision as to whether to sub-contract work may come from either the Production Department, Logistics Department or Technical Department.

9.3.4 SPECIAL PROCESSES

The list of general company processes is drawn up and reviewed at least on a yearly basis. Monitoring takes place and an assessment is performed when a new manufacturing process or new machine is being designed and used.

Amphenol Air LB France does not implement Special Processes and sets up procedures or means for guaranteeing identification of "sensitive" processes (that influences product quality and that may be checked at any time during the process), and appropriate non-destructive quality testing.

Thus, each time production starts, either functional tests are performed, dimensions or torque are measured, or a visual check is carried out, etc. This enables compliance with product / process requirements to be guaranteed throughout product manufacture.

All the setting and monitoring parameters and inspection procedures, before, during and on completion of manufacturing operations, are defined in our manufacturing files. They also explain how and by whom these manufacturing launch and inspection operations are established.

Qualified staff familiar with the procedures define the preliminary operations.



The parameters of the machines used (pressure, speed, injection time, material weight ...) are self-monitored. If any set points are exceeded, the machine, and thus manufacturing operations, are stopped.

In the event of an incident or break in production, a complete restart process is performed and recorded for reasons of traceability.

9.3.5 AFTER SALES SUPPORT

Amphenol Air LB France does not provide an after-sales service with repairs on the customer's site.

In the case of customer returns, the parts are replaced in line with the legal warranty or according to the contractual procedures.

9.3.6 FOD INITIATIVE

Amphenol Air LB France has put a FOD initiative in place.

The workshops that could cause FOD are identified and monitored.

The personnel are trained and made aware of this issue.

FOD risk reduction actions are taken in the framework of continuous improvement.

9.3.7 QUALITY AND SAFETY ALL ALONG THE SUPPLY CHAIN (COUNTERFEIT PARTS)

All along the life cycle Amphenol Air LB France verifies the control of the quality and safety of the products and services supplied by external service providers, by:

- defining the qualification criteria and then by assessing and monitoring its suppliers | **OPE_03_P01__ACH 'Procurement'**;
- imposing on all its suppliers the strict obligation to use qualified materials and material suppliers and to make parts to the drawings and specifications provided by Amphenol Air LB France or to use approved sources (ASD for example, MIL certification, etc.) | **Our drawings, our material specifications (MS), our protection specifications (PS), etc.**
- issuing when the order is placed all the requirements necessary for making the product and accomplishing the service | **OPE_03_P01__ACH 'Procurement'**;
- assessing and qualifying the product further to any change in the design or process by monitoring the configuration of the complete supply chain | **OPE_02_P04__TECH 'Change control'**;
- verifying the conformity of the procurements for each entry into stock, based on the declarations of material conformity, and on dimensional and functional tests on the product | **OPE_03_P05__QUA 'Incoming inspection'**;
- regularly performing type tests on surface treatments to ensure their compliance with the defined requirements | **OPE_03_P05_I01__QUA 'All-product inspection plan'**;
- performing conformity tests, electrical tests, destructive tests and functional tests all along the manufacture of the product to ensure compliance with the defined product/process requirements guaranteeing the safety of the delivered product | **OPE_02_P01_I10__METH 'Blue book'**;
- assessing the potential impact of changes to the regulations, law and product standards by putting technological monitoring procedures in place in order to plan ahead for risks of obsolescence | **GOUV_01_P09__TECH 'Obsolescence management'**;
- analysing the customer returns to communicate on the major risks encountered with other customers and ensure the training of its own personnel | **GOUV_03_P05__QSE 'Improvement'**;
- identifying all its delivered products to indicate their origin and ensure their traceability | **Indelible marking and bottom-up and top-down traceability ensured by ERP**;
- innovating on the means of production and for making and improving its products | **OPE_02_P07__TECH 'Innovation'** and **GOUV_03_P05__QSE 'Improvement'**;
- ensuring that any products that do not meet the expected quality criteria are rendered unusable | **SUP_03_P01__ENV 'Waste management AALB'**.



9.3.8 PRODUCTS OWNED BY CUSTOMERS OR EXTERNAL SERVICE PROVIDERS

All products owned by customers or external service providers are :

- Identified by a specific code in the ERP;
- Codified in a distinct way by the Design Office;
- Preserved, protected and handled in the same way as all other products;
- And obey the same internal management rules in the case of product non-conformity.

OPE_03_P06-08__LOG 'Handling, Protecting and Preserving products'

OPE_02_P01_I18__BE 'Design Office reference codification'

10. SUPPORT PROCESS

10.1 SUP_01 - MANAGING FUNCTIONAL RESOURCES

Goal: Make available the human and material resources required for accomplishing the SMI processes.

Process Owner: Quality Director

10.1.1 INFRASTRUCTURE

10.1.1.1 MAINTENANCE OF EQUIPMENT AND INFRASTRUCTURE

The maintenance of the 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 (remedial maintenance) and preventive maintenance actions and records are managed within CMMS software.

A critical means analysis is drawn up to manage preventive maintenance and define a list of critical spare parts. The aim is to guarantee the minimal, controlled impact of production shutdown.

10.1.1.2 IT AND TELEPHONY:

The IT Department manages the software and equipment stock per procedure **SUP_01_P03__IT 'IT and telephony'**.

An independent cross-platform data backup system is run daily for all company data.

The IT Department also manages the computer interfaces with customer ordering systems (such as EDI, etc.).

10.1.1.3 WORKING ENVIRONMENT

Amphenol Air LB France has set up safety and environmental rules to guarantee that the workplace is safe, efficient, and environmentally friendly (achieved in particular by waste sorting).

The whole building is managed with respect to temperature in order to guarantee a constant temperature throughout the year, making it possible for us to be in control of our manufacturing and inspection processes.

Lighting has been designed to facilitate operations at the workstation and quality control.



10.1.2 CONTROL OF MONITORING AND MEASURING EQUIPMENT

Amphenol Air LB France has a metrology department in an area with air conditioning (controlled temperature and hygrometry). It is used for checking all our inspection, measuring and testing apparatus, as well as for performing dimensional checks using a three-dimensional inspection machine.

All the resources necessary for obtaining product quality and for monitoring processes are managed by computer, with traceability records being kept in a data base.

Inspection conditions and test reports are also recorded in them.

SUP_01_P05___QUA 'Control of monitoring and measuring devices'

10.1.3 INVESTING - FINANCE DEPARTMENT

The Finance Department is responsible for applying and having applied the accounting rules and regulations, monitoring the budget (monitoring the company's performance), supplier invoices and payment, reporting to the Group and validating all company capital investment (machines, tools, other equipment).

The Finance Department manages all the requests for investments regarding resources, equipment and infrastructure in relation with the Budget and Strategic Plan.

SUP_01_P02___FIN 'Processing an Appropriation Request (A.R)'

10.1.4 MANAGING FUNCTIONAL HUMAN RESOURCES

In order to create a pool of temporary staff with a view to supporting our operations, the Human Resources Department deals with the management and development of the temporary staff:

- recruitment and hiring of temporary staff;
- assessing the suitability and skills of the temporary staff.

SUP_01_P06___RH 'Managing functional human resources'

Operations is in charge of training and validating the personnel for a profession using skills sheets.

Operations and Human Resources manage, monitor and maintain the skills and versatility of the direct personnel and draws up skills and versatility tables.

SUP_01_P06_I01___PROD 'Managing the skills sheets'

10.1.5 NEWCOMER RECEPTION (AWARENESS-RAISING)

On joining the company, all newcomers take part in a reception session, which consists of:

- a visit of the facilities;
- a presentation of the company and of the key points relative to quality, safety and the environment;
- Quality, Safety, Environment and Human Resources booklets;
- waste sorting guidelines.

The line manager in charge of the newcomer completes the information already received with awareness-raising and training regarding:

- the risks in the sector(s) concerned;
- the technical rules relative to the functions and workstations;
- Best Practice guidelines.

SUP_01_P06___RH 'Managing functional human resources'

10.1.6 INTERVENTION OF EXTERNAL COMPANIES

All external companies that have to work on the company's site and installations are subject to the procedures given in **SUP_01_P09___SECU 'Intervention of external companies (Prevention plan)'**, aiming to ensure the safety of the intervention and of the people intervening.



10.2 PROCESS SUP_02 - STRUCTURING THE INFORMATION AND DOCUMENTED DATA

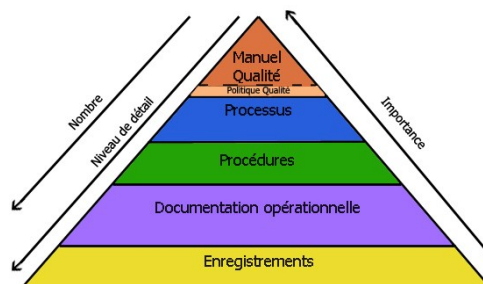
Goal: Create, update and distribute the useful information that can be used and is used by all the stakeholders.

Process Owner: Quality Director

10.2.1 CONTROLLING THE DOCUMENTED DATA REQUIRED FOR THE SMI

Amphenol Air LB France draws up, documents, implements and maintains an environment and quality management system, the efficiency of which is constantly improved, in compliance with the requirements of current International Standards.

In order to optimise the operation of its environment and quality management system (SMQ/SME) Air LB France has chosen to manage it according to the following documentation pyramid:



The purpose of procedure **SUP_02_P01** **QSE 'Control of documents'** is to define the rules to be complied with by Amphenol Air LB staff with regard to drafting, checking, approving, issuing, modifying, filing and archiving documents from the environment and quality management system.

Procedure **SUP_02_P02** **QSE 'Control of records'** gives the rules to be complied with by Amphenol Air LB's staff with regard to the archiving, identification, storage, protection, accessibility and elimination times.

10.2.2 CONTROLLING CUSTOMER INFORMATION

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

The reviewed document is annotated and dated by the person who conducted the review, and is made available on the computer server and recorded in the ERP so the contract review can be carried out by the Customer Service. A dynamic list of customer requirements is drawn up from the ERP.

In the case of disagreement or of reduced application of the requirements, this is formalised by the Quality Department with the Customer Service or the customer.

10.2.3 CONTROLLING THE TECHNICAL DATA FOR THE ERP

The ARTEC Department ensures the configuration management of the technical data and thus places all the manufacturing, definition and inspection documentation at the latest applicable issue on the dedicated computer servers.

The ARTEC Department also manages the technical, commercial, quality and procurement data in the ERP.

Access to these data is limited and protected according to the type of users.

Solely the information and data on the servers may be taken into account and are accessible to everyone (at least for consultation).



10.2.4 MANAGING ACCESS TO COMPUTER DATA

IT is in charge of individually managing the access rights to the different servers and ERP data.

Any request to create, modify or delete accesses must be made by the requester via the IT requests management system (GLPI).

IT is also in charge of ensuring the protection, storage and elimination of the computer data in compliance with the law and regulations.

SUP_01_P03 ___IT 'IT and telephony'

10.2.5 IT DEVELOPMENT

IT also develops and improves IT applications in response to user requests. IT has three developers for performing these tasks.

NOTE: the purchase and maintenance of the IT infrastructure (computer servers, computers, etc.) are managed in process **SUP_01 'Managing functional resources'**.

SUP_01_P03 ___IT 'IT and telephony'

10.2.6 NOTIFYING THE SAFETY DATA REGARDING HAZARDOUS SUBSTANCES

All substances entering the Amphenol Air LB France site are listed and kept up to date in a safety data sheet (SDS) database, managed by an external service provider.

The SDSs can be accessed via the company's intranet by all of the personnel.

The initial information comes from process **SUP_03 'Acting for the environment'**.

10.2.7 PROTECTION OF DATA OF A PERSONAL NATURE (GDPR)

Amphenol Air LB France applies the European Directive on the protection of personal data.

Amphenol Air LB France has appointed a Data Protection Delegate (DPD) and put in place a register of data of a personal nature that can be accessed on request.

SUP_02_P03 ___RH 'GDPR'

10.3 PROCESS SUP_03 - ACTING FOR THE ENVIRONMENT AND SAFETY

Goal: Ensure the correct management of our waste and hazardous substances, and implement all the actions for ensuring the protection of the environment and people.

Process Owner: HSE Manager

10.3.1 CONTROL OF HAZARDOUS SUBSTANCES

In order to ensure the safety of property and people, Amphenol Air LB France has put in place a set of instructions that must be obeyed for the procurement and use of hazardous substances, and for ensuring their conformity with respect to the regulations and laws, particularly regarding Installations Classified for the Protection of the Environment (ICPE).

Any introduction of a new substance is subject to authorisation.

A list of dangerous substances is kept up to date and issued to all the personnel (according to the provisions defined in **SUP_02 'Structuring the information and data'**).

SUP_03_P03 ___ENV 'Control of hazardous and non-hazardous substances'



10.3.2 WASTE MANAGEMENT

Amphenol Air LB France has put a system in place for managing its waste, from its collection through to its elimination.

This management concerns the improvement of our environmental impact, the choice of the elimination systems and of the waste elimination service providers.

The types and nature of the waste are listed and are subject to collection, removal and elimination follow-up.

SUP_03_P01__ENV 'Waste management'

10.3.3 MANAGEMENT OF EMERGENCY OR CRISIS SITUATIONS

In order to ensure the safety of property and people, Amphenol Air LB France has put in place a set of instructions to be obeyed in the case of emergency or crisis situations.

Amphenol Air LB France regularly assesses its ability to react in the case of emergency situations.

These exercises are conducted in the most realistic way possible.

Each exercise or real incident is the subject of a report and may lead to corrective actions being put in place.

GOUV_01_P02__ENV 'Control of emergency situations'



Checked by :	Health, Safety and Environment Manager	Date : 12/04/2022	Signature :
Checked by :	Quality Director	Date : 12/04/2022	Signature :
Approved by :	General Manager	Date : 12/04/2022	Signature :

CHANGE MANAGEMENT

	Date	Purpose	Chap. or §	Drafted by	Signature
Ø	15/06/2001	Document creation This document replaces and cancels the Quality Assurance Manual (MAQ) of the Air LB group dated 23.03.98	All	JP. Paucellier	/
a	05/11/2001	Modification of the quality policy	§ 4.1.1	JP. Paucellier	/
b	28/07/2003	Rewriting of the MAQ into the Quality Manual (MQ) according to the provisions of standard EN 9100 edition 2002	All	J. Chevalier	/
c	09/09/2004	Amendment to the version of the EN9100 (§4.2.1) Modification of the presentation of the control and planning process of the Quality Management System (SMQ) Definition of the services concerned by the Publication 6.2-04a (§6.2.2a)	6.2.2 a	J. Chevalier	/
d	08/07/2008	Introduction of process mapping Introduction of process sheets The terms and definitions of §3 are repeated in the "GLOSSARY" document	Annex 2 Annex 3 §3	J. Chevalier	/
e	22/05/2009	Modification of the process sheets and process mapping	Annex 2	R. Verita	/
f	27/04/2010	Rewriting of the quality manual, integration of the environment	All	R. Verita	/
g	06/04/2011	Integration of the IRIS requirements and amendment in accordance with EN9100 version 2009	All	R. Verita	/
h	09/08/2012	Addition of management by processes § 4.2, § 4.4 + § 7.5 Production and service provision	All	L. Bailleul	/
i	24/06/2013	Update of the Quality Policy + Addition of §2 mandatory procedures + modification of the process summary § 4.4 + Addition of §7.2, §8.2.1 §8.2.3	§2, §4.4, §7.2, §8.2.1, §8.2.3	L. Bailleul	/
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	



APPENDIX - TERMS AND DEFINITIONS

ABBREVIATION	MEANING	DEFINITION
PEAR	Process Effectiveness Assessment Report	PROCESS EFFECTIVENESS ASSESSMENT REPORT
ALF	Avis de Litige Fourniture [Procurement Dispute Notification]	FORM USED TO DOCUMENT SUPPLIER COMPLAINTS (QUALITY ISSUE)
ANACAP	Analyse de la Capacité [Capacity Analysis]	TOOL USED BY OPERATIONS TO DETERMINE THE PRODUCTION CAPACITY IN RELATION TO THE PLANNED LOAD
APQP	Advance Planning Quality Project	PRINCIPLE DERIVED FROM QS9000 FOR THE MANAGEMENT OF PROJECTS COMPRISING MIXED-PROFESSION TEAMS
AQF	Assurance Qualité Fournisseur [Supplier Quality Assurance]	APPROACH CONSISTING IN DELEGATING INSPECTION TO SUPPLIERS
AQP	Alerte Qualité Produit [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	Assurance Qualité Produit Process [Product-Process Quality Assurance]	APPROACH CONSISTING IN DELEGATING INSPECTION TO SUPPLIERS
ARTEC	Article Technique [Technical Item]	DEPARTMENT WHOSE PURPOSE IS TO PROVIDE ENGINEERING AND METHODS DATA (Costs, Rate, Technical and Operations Documentation)
AV	Aide Visuelle [Visual Aid]	DOCUMENT DESIGNED TO VIEW WHAT IS ACCEPTABLE OR UNACCEPTABLE ON A PRODUCT/PROCESS (Fault library)
BB	Blue Book	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	Bulletin d'Information Produit [Product Information Bulletin]	DOCUMENT DESIGNED TO INFORM CUSTOMERS OF A PRODUCT DEVELOPMENT
CMP	Compliance Matrix Parts	PRODUCT COMPLIANCE MATRIX CONNECTED TO THE TECHNICAL AND/OR DIMENSIONAL SPECIFICATIONS
COFIL	Comité de Pilotage [Steering Committee]	GROUP OF PEOPLE APPOINTED BY THE MANAGEMENT, DEFINED AS A PROJECT OR SYSTEM MANAGEMENT TEAM
CRE	Compte-Rendu d'Essai [Test Report]	DOCUMENT USED TO RECORD TEST RESULTS
CRX	Compte-Rendu d'Expertise [Expert Assessment Report]	DOCUMENT USED TO RECORD EXPERT ASSESSMENT RESULTS
CS	Customer Service	AALB-F CUSTOMER SERVICE
DAT	Demande d'Assistance Technique [Request for Technical Assistance]	DOCUMENT DESIGNED TO RECORD MODIFICATION REQUESTS DURING THE SERIES LIFE
DEC	Demande d'Essai Contrôle [Request for Inspection Test]	DOCUMENT DESIGNED TO RECORD REQUESTS FOR INSPECTION TESTS
DHPA	Dossier d'Homologation Premier Article [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	First Article Inspection Report	VALIDATION FILE ACCOMPANYING THE FIRST DELIVERY OR FIRST SERIES MANUFACTURE OF A PRODUCT AND/OR A MEANS (TOOLING, MACHINERY)
FEC	Fiche d'Etude Confidentielle [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	Failure Mode Effect Analysis	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	Fiche Technique [Data Sheet]	PRODUCT PLAN FOR THE CUSTOMER
GRAMS	General Requirements Aerostructures & Materials Suppliers	AIRBUS GENERAL REQUIREMENTS
GRAMS CAM	GRAMS Compliance Matrix	AMPHENOL AIR LB SMQ TO AIRBUS GRAMS COMPLIANCE MATRIX
IPCA	Industrial Process Control Assessment	SITE QUALIFICATION AUDIT IN RELATION TO THE AIRBUS GRAMS REQUIREMENTS
KPI	Key Performance Indicator	KEY PERFORMANCE INDICATOR
NC	Non-compliance	NON-COMPLIANCE
OP	Operational Project	PROJECT MANAGEMENT SUPPORT USED FOR NON-PRODUCT DEVELOPMENTS
PEAR	Process Effectiveness Assessment Report	PROCESS EFFECTIVENESS ASSESSMENT REPORT
PIP	Planning d'Industrialisation Produit [Product Industrialisation Schedule]	DOCUMENT DETERMINING THE DEVELOPMENT SCHEDULE FOR A NEW PRODUCT
PS	Plan de Surveillance [Surveillance Plan]	DOCUMENT USED FOR PRODUCT INSPECTION
PVE	Procès-Verbal d'Essai [Test Report]	TEST REPORT
PVR	Procès-Verbal de Recette [Acceptance Test Report]	REPORT FOR TEST CONDUCTED UPON CUSTOMER REQUEST BEFORE DELIVERY
QAP	Quality Assurance Plan	QUALITY ASSURANCE PLAN TO BE LINKED WITH THE QUALITY MANUAL
QOS	Quality Operating Systems	MONITORING AND PERFORMANCE INDICATORS DESIGNED TO MEASURE THE OBJECTIVES SET FOR EACH PROCESS
QRQC	Quick Response Quick Control	MECHANICAL PARTS PRODUCTION ANALYSIS AND MONITORING MEETING WITH THE DEFINITION OF ACTIONS AT TWO LEVELS (FIELD AND MANAGEMENT)
QTP	Qualification Test Program	PRODUCT QUALIFICATION TEST PROGRAMME
QTR	Qualification Test Report	QUALIFICATION REPORT OF A PRODUCT WITH RELATED TEST RESULTS
RMA	Return Material Authorisation	CUSTOMER RETURN TRACKING NUMBER



1. 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 des 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 environnemental	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

