Quality Assurance Agreement

by and between

[HENSOLDT Sensors GmbH,

Willy-Messerschmitt-Strasse 3, 82024 Taufkirchen,

and/or

HENSOLDT Optronics GmbH,

Carl-Zeiss-Strasse 22, 73447 Oberkochen]

- hereinafter referred to as **"The Purchaser"** or **"HENSOLDT"** -

and

[Supplier name]

[Street, postal code, town]

- hereinafter referred to as **"The Supplier"** -

The Purchaser and the Supplier are hereinafter individually also referred to as **"The Party"** and collectively as **"The Parties"**.

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1 Further applicable documents

Ref. 1	DIN EN ISO 9001
Ref. 2	MIL-HDBK-263B
Ref. 3	DIN EN 61340
Ref. 4	DIN EN ISO 14001
Ref. 5	DIN 55350, Part 18
Ref. 6	DIN EN 10204
Ref. 7	DIN EN ISO/IEC 17050
Ref. 8	DIN EN 9145:2019
Ref. 9	AS5553A
Ref. 10	ISO 10474

The aforementioned documents, if applicable, shall be applied in their most recent version.

2 Description

2.1 Preamble

1. This Quality Assurance Agreement (QAA) governs the general conditions and processes between the Purchaser and the Supplier to ensure that the quality assurance requirements are met for all supplies and services provided by the Supplier in view of the targeted zero-defect principle.

2. It defines the minimum requirements to be met by the management system in terms of quality assurance and shall apply in addition to the purchase order or procurement framework agreement (if a procurement framework agreement has been concluded) concerned in each case. The Parties may enter into additional product-related agreements concerning quality assurance, which must, however, be made in writing.

2.2 Scope of application and term

1. If this QAA is concluded as an annex to a framework agreement, the framework agreement's provisions concerning the term and termination shall also apply to this QAA. This means that this QAA shall have the same term as and can only be terminated together with such framework agreement. In this case, the QAA does not need to be signed separately as it will apply by way of inclusion in the framework agreement as soon as the latter has been signed.

2. If this QAA is not concluded as an annex to a framework agreement, the following shall apply:

   This QAA shall come into force once it is signed by both Parties and with effect from [insert commencement date].

   This QAA shall have a basic term of [5 years] and shall thereafter be automatically extended by 1 (one) year if not terminated in writing with a notice period of 6 (six) months prior to the end of the respective term.

3. This QAA shall apply to all supplies and services which the Supplier provides to the Purchaser during the term of this QAA. The Supplier warrants that all of its supplies and services comply with the agreed characteristics (e.g. description, specifications, data sheets, drawings, samples) and, if no quality has been agreed, at least with the state of the art.

2.3 Supplier's obligations to cooperate

1. If, based on its expertise, the Supplier has technical concerns or doubts regarding the correctness, completeness or consistency of

   a) any instructions, descriptions or requirements of the Purchaser,

   b) any documents and/or data provided by the Purchaser, whether originating from the Purchaser itself or from a third party, and/or

   c) any performances provided by other contractors commissioned by the Purchaser,

or if, in the Supplier's opinion, there are general circumstances which prevent the supplies and services from being provided in accordance with the contract, the Supplier shall notify the Purchaser of its concerns or doubts in text form without delay, however, no later than 2 (two) weeks from the time it becomes aware of or should have become aware of such concerns or doubts and, if possible for the Supplier, shall propose suitable measures for remedy or improvement.

2. The Supplier shall remain responsible and liable for providing its supplies and services in accordance with the order even if the Purchaser signs, initials or stamps any plans, drawings, concepts, calculations or other order-related documents or data submitted to it by the Supplier or otherwise approves these for use for the order. This shall not apply to any special written approvals provided by the Purchaser which expressly confirm individual delimitable topics as being in accordance with the order, in order or similar.

2.4 General requirements

2.4.1 Supplier's quality management system

1. The Supplier undertakes to use a quality management system (QMS) that complies with DIN EN ISO 9001 requirements. If the Supplier uses a certified QMS, it shall inform the Purchaser of any modification to the certification status of this QMS without delay. The Supplier shall also inform the Purchaser without delay of any change to the certificate's scope of validity. The Supplier shall manufacture/provide its products/services and test them in accordance with the provisions of this QMS.

2. The Supplier shall implement and maintain an appropriate environmental management system to manage its tasks related to environmental protection issues. If possible for the Supplier, certification to DIN EN ISO 14001 shall be sought.

3. Any additional requirements may be agreed for the QMS as part of individual orders or separate project-related or product-related quality assurance requirements. The Supplier shall immediately check whether such additional quality assurance requirements are compatible with its QMS and shall immediately inform the Purchaser if this is not the case.

2.4.2 Quality management system and quality assurance of subcontractors

1. If the Supplier obtains production or test equipment, software, services, materials or other supplies from subcontractors for the manufacture or quality assurance of its supplies and services, it shall include these in its quality management system or shall at least use other suitable means to ensure the quality of the supplies so that they correspond to the quality agreed between the Supplier and the Purchaser. The Supplier shall pass on this QAA and any additional project-related or product-related quality assurance requirements mentioned in para. 3 of item 2.4.1 above to its subcontractors on a contractual basis and shall check whether they are complied with.

2. The quality management system of the Supplier and its subcontractors shall ensure that any parts of doubtful origin or counterfeits as defined in the AS5553A standard do not enter the supply chain [Ref. 9].

2.4.3 Risk management and business continuity management (BCM)

1. The Supplier shall maintain a risk management system covering all supplies and services to be provided by it and shall make the results of risk assessments, together with information on any loss mitigation measures, available to the Purchaser upon request.

2. If the Supplier has identified any risks, it shall notify the Purchaser without delay of any kind of unavoidable risks that are caused by and/or inherent to its supplies and services, in particular its products, and shall propose to the Purchaser appropriate solutions for avoiding or at least safely dealing with such risks.

3. The Supplier must consider at least the following risks:

I. The risk of mechanical damage
II. The risks of dangerous touch voltages and dangerous currents
III. The risks from electromagnetic, ionising, radioactive or laser beams
IV. The risks associated with chemical effects or hazardous substances
V. The risks for the environment or associated with improper disposal
VI. The risks due to heat exposure

4. To minimise risks, the Supplier shall use suitable advance quality planning appropriate to the product or process. This shall include analysis techniques for determining the scope of process monitoring, e.g. process FMEA.

5. The Supplier shall maintain a BCM system to manage risks that might lead to interruption of operation and affect the supplies and services to be provided by it. Risks shall be assessed on a regular basis and be reduced through appropriate measures. Minimum requirements for the BCM:

- Crisis situations shall be mapped in procedural terms in the BCM. A strategy and the relevant communication rules shall be taken into account. The BCM shall be regularly evaluated for effectiveness and continuously further developed.
- Responsibilities shall be defined and documented in the BCM process and regular training shall be carried out for this.
- The Purchaser must be informed immediately in the event of a crisis.
- Funding to enable the resumption of business activities in the event of a crisis must be secured.

2.4.4 Configuration management

1. The scope of configuration management required shall be agreed with the Purchaser on a project-related or product-related basis. Unless otherwise agreed, the following provisions shall apply as a minimum.

2. All products and processes which define the supplies and services and which are required for the reproduction of the supplies and services shall be subjected to the change process and, if necessary, to configuration management. This also includes production specifications as well as site-specific instructions and project management documents.

3. A change procedure shall be established to ensure that changes which are based on reports from the defect recording process or on change requests from the Purchaser are implemented in a planned and controlled manner after the design freeze or to products approved by the Purchaser.

4. After successful sample testing or first delivery of a product, the Purchaser shall be informed of any changes before they are incorporated into the products. In addition, the Purchaser's written consent shall be obtained and appropriate proof of quality shall be furnished if the changes concerned may affect the function, security/safety, service life, reliability, electromagnetic compatibility, installability and/or environmental compatibility of the Purchaser's products.

Such changes may include (but are not limited to):

- Changes to material (including by subcontractors), such as changes to individual parts and subassemblies used or to the surface finish.
- Changes to production methods and process flows that affect the properties of the delivered products.
- Changes to form, fit, function (e.g. construction, electronics, optics) and/or loss of interchangeability that may be associated with this.
- Changes to software, even if this does not affect the functionality required by the Purchaser.

2.4.5 Work relocation/component changes

1. The Supplier shall inform the Purchaser in advance of any change of subcontractors for parts and components and the relocation of production processes or production sites. Relocation also includes outsourcing to external subcontractors as well as relocation of work within the company or group. Any relocation requires approval by the Purchaser.

2. Subject to other contractual agreements going beyond this, the Supplier shall inform the Purchaser immediately and in good time (at least 6 months in advance) of any planned complete or partial discontinuation of its supplies and services or of individual components as well as of any change of subcontractors which may affect the Purchaser being supplied in the future.

3. In the event of any changes as mentioned above, the Supplier shall carry out sample testing to the required extent.

4. Prior to relocation, it shall reach an agreement with the Purchaser as to whether and to what extent a last article inspection at the original production site and a first article inspection at the new production site shall be carried out for comparison purposes.

2.4.6 Documentation and periods of retention

1. The Supplier shall record the quality assurance measures taken, in particular the measured values and test results, and shall keep these records and any product samples.

2. Upon request, it shall, to the necessary extent, grant the Purchaser access and hand over copies of the records and any samples.

3. The Supplier shall store all quality-related data concerning its supplies and services in a document management system that corresponds to the state of the art in science and technology for a period of at least 30 years.

2.4.7 Advance quality planning/project planning

1. Where required under a project-related or product-related quality assurance requirement, the Supplier shall coordinate with the Purchaser to carry out advance quality planning based on the DIN EN 9145 systematics and shall maintain corresponding checklists and furnish evidence. The scope of such advance quality planning must correspond to the actual requirements. Advance quality planning must also include the supplies provided by subcontractors.

2. Advance quality planning may include the following parts, for example:

- Design and/or process FMEA (failure mode and effects analysis);
- Prototype programmes;
- Design verification and validation;
- Measurement system analyses;
- Process capability analyses.

3. To continuously monitor project progress and meet the deadlines promised to the Purchaser, the Supplier shall independently define milestones by which specific activities must be completed. Project progress shall be monitored independently by the Supplier and reported to the Purchaser upon request.

4. The Purchaser and the Supplier will negotiate and enter into a supplementary agreement on advance quality planning on a project-related or product-related basis.

2.4.8 Access and audit

1. The Supplier shall allow the Purchaser at reasonable intervals to satisfy itself of the implementation of the quality assurance measures specified in this QAA (e.g. by means of an on-site audit).

2. The Supplier shall grant the Purchaser access to all relevant areas and allow the Purchaser to inspect all relevant records, even if the Purchaser is accompanied by representatives of customers and/or competent authorities and shall make a qualified expert available for support for this purpose. In addition, the Supplier shall make a good faith effort to ensure that, if necessary and required by the Purchaser, the Supplier's subcontractors and other suppliers in the supply chain will also grant the Purchaser such right of access and inspection.

3. Insights into production processes subject to secrecy and other trade secrets may be made conditional on the Purchaser (and, if applicable, its customers) signing an appropriate non-disclosure agreement. Strictly confidential areas or documents for which the Supplier can justify a special interest in secrecy may be excluded or, if possible, blacked out.

2.5 General requirements concerning products and other deliverables

2.5.1 Receipt of goods

The Supplier shall ensure through appropriate inspection planning and supplier monitoring that its organisation will only accept order-compliant material from its suppliers.

2.5.2 Protection against counterfeit products

1. The Supplier must have implemented a suitable prevention plan which ensures that the Supplier does not use, install or supply any counterfeit products/parts or otherwise allow counterfeit products/parts to be used in its production.

2. The minimum standards defined in the prevention plan referred to above must include that the Supplier shall acquire all components, constituents and other parts as well as all software or software licenses directly from the original manufacturer or its certified/authorised distribution network. If this is not possible (in particular, in the event of limited availability in the market) and other sources must therefore be used, the Supplier shall inform the Purchaser of this beforehand, obtain the Purchaser's consent and, in all cases, ensure that a suitable authenticity check is carried out for every part/software (license) before they are used/supplied.

3. The Supplier shall notify the Purchaser in writing without delay and provide all relevant information as soon as the Supplier becomes aware of the fact or suspects that counterfeit parts/software have entered its production and/or the supplies to the Purchaser. The relevant information to be provided must, as a minimum, allow the supplies affected to be narrowed down and for the parts/software affected to be traced, and it must set out the risks the counterfeits may pose in abstract terms and specifically when used.

2.5.3 Production process

1. The Supplier shall plan its production processes and prepare the corresponding specification documents to be observed (e.g. process flow diagrams, work instructions, configuration data sheets, test plans, production control plans).

2. Technically qualified staff who have received up-to-date training shall be used for all manufacturing and testing processes. This particularly applies to special processes (e.g. welding, soldering, production control plan). Corresponding proof shall be provided upon request.

3. When dealing with components sensitive to electrostatic discharge (ESD), the necessary measures pursuant to DIN EN 61340-5-1 or MIL-HDBK-263B for protection against electrostatic discharge shall be applied.

4. When handling ESD-sensitive components/products, the Supplier shall complete in full the ESD checklist appended to this QAA as Annex 4 and shall make this available to the Purchaser.

5. ESD-sensitive and/or electronic components/products shall be packed in accordance with DIN EN 61340-5-2 or MIL-HDBK-263B. Only packaging made of metallised 3-layer highly shielding film in accordance with DIN EN 61340-5-1 may be used. The outer packaging must be provided with appropriate warnings indicating the risk of damage due to electrostatic discharge. If possible, dust-free materials should be used for the packaging layer in direct contact with the equipment and the second packaging layer (cardboard and paperboard should be avoided).

6. The packaging requirements specified by the Purchaser must be complied with. Any deviations must be approved in writing by the Purchaser.

2.5.3.1 Requirements concerning staff qualification

1. The Supplier shall ensure that its staff whose activities may affect product quality have, in addition to basic qualification, appropriate skills and experience. This also applies to product repairs.

2. Technical facilities shall be maintained, repaired and adjusted by appropriately trained experts who have received up-to-date training.

3. The staff used for special processes must be qualified for this, and it must be possible for such qualification to be proved.

4. For the staff referred to in this item 2.5.3.1, suitable records of training, skills and experience shall be kept for this purpose and shall be made available to the Purchaser for inspection upon request.

2.5.3.2 In-process tests

1. When determining the test method and frequency, findings concerning process capability and process control shall be taken into account. Test procedures and scopes required in the production documents must be fully complied with.

2. If test certificates are required by the Purchaser, the Supplier shall prepare test records. These shall be enclosed with the deliveries. Any deviations from the requirements shall be clearly identified and notified to the Purchaser before delivery. The test equipment used must be subject to test equipment monitoring, clearly labelled and indicated in the test records.

2.5.3.3 Traceability

The Supplier shall ensure, by labelling the products or other suitable measures, that, whenever a defect or fault occurs in a product, it can immediately determine which of the products already manufactured or delivered may be affected.

2.5.4 Sample testing

1. Before starting series production for a new or modified product, the Supplier shall provide a sample of the product concerned so that the agreed performance and product specifications can be checked and subsequently approved by the Purchaser.

2. The sample shall be fully produced under the conditions to be expected for series production. On the initial sample, all characteristics specified in the design documents must be measured and/or tested and documented by the Supplier. Any deviations from series production conditions must be specified in the sample test report and require the written approval of the Purchaser.

3. The Supplier shall prepare a sample test report on the results of sample testing in accordance with the option selected by the Purchaser in the form appended to this QAA as Annex 3. Any samples to be sent to the Purchaser shall be clearly marked as samples on the packaging and, where possible, on the product.

4. At the request of the Purchaser, a quality inspection certificate based on DIN 55350 Part 18, DIN EN 10204, DIN EN ISO/IEC 17050, ISO 10474 or an equivalent system shall be prepared and presented.

5. Further products may only be delivered once the Purchaser’s written approval is available.

6. The Purchaser reserves the right to carry out an acceptance test for the processes involved at the site at which the deliverables concerned are produced.

7. Notification to the Purchaser and the Purchaser’s consent to a change shall not release the Supplier from its obligation to perform sample testing once more (cf. item 2.4.4 ‘Configuration management’).

2.5.5 Outgoing goods inspection

Unless certificates/test reports are explicitly required in the contract or when placing the order or the order is based on test specifications, the Supplier shall test the function/dimensional accuracy of the products manufactured in series production and shall document the results in its system (see also item 2.4.6 'Documentation and periods of retention'). Upon request, the records shall be made available to the Purchaser and an evidence of conformity must be prepared and enclosed with the delivery.

2.5.6 Special approval/concession

1. If a non-conformity to the quality owed is determined on a deliverable prior to delivery and if the deliverable concerned cannot be brought into the agreed condition by suitable reworking, the Supplier may, provided that it considers the deliverable to be still suitable without restriction for the contractual purpose, apply in writing for a special approval/concession in accordance with the form appended to this QAA as Annex 1 prior to delivery via the responsible buyer of the Purchaser.

2. The Purchaser shall decide at its own discretion whether to issue such requested special approval. The delivery of non-conforming deliverables is only permitted with a special approval made in writing. If a non-conformity is approved, the completed form signed by the Purchaser must in any case be enclosed with the delivery.

2.5.7 Obligations to provide information in the event of a defect

1. If the Supplier establishes that a deliverable delivered may be affected by a defect or fault, it shall inform the Purchaser of this in writing without delay.

2. If, when processing the relevant complaint and analysing the relevant cause, the Supplier establishes that other deliverables may also be affected by a defect or fault, it shall inform the Purchaser of this in writing without delay.

3. If, following a notification from a third party (e.g. via a product warning), the Supplier cannot exclude the possibility that a deliverable delivered is affected by a defect or fault, it shall inform the Purchaser of this in writing without delay.

2.5.8 Packaging

1. The Supplier shall duly package its supplies to protect them from typical or otherwise foreseeable transport damage (including damage resulting from loading and unloading), and in doing so shall comply with all applicable packaging and shipping requirements. In particular, the Supplier shall comply with the provisions of the German Packaging Act (VerpackG) and take back any transport, sales and outer packaging within the meaning of section 15 VerpackG free of charge at the place of handover; however, the Parties may also agree in writing that such packaging shall be taken back at another place.

2. The necessary shipping papers such as delivery notes and packing slips shall be included with the supplies. All documents shall show the purchase order number, the identification required by the Purchaser and, if applicable, the special approval number. No later than on the day of shipping, a shipping notice shall be sent to the Purchaser in advance by fax or email.

3. The packaging of ESD-sensitive and/or electronic components must be in accordance with item 2.5.3 of this QAA.

2.6 Processing of complaints

1. If the Purchaser detects any deviation from the agreed condition or any other defect or product fault in a deliverable, it shall inform the Supplier of this.

2. In this context, the Purchaser may request that the Supplier submit a written statement in the form of a 4D- or 8D-Report within a reasonable period of time. The Supplier shall acknowledge receipt of such request to submit a 4D- or 8D-Report without delay. Unless otherwise agreed by the Parties in an individual case, the following maximum time limits shall apply for processing and replying:
Immediate action D3: within 3 working days after receipt of the goods subject to complaint.
Root cause analysis D4: within 10 working days after receipt of the goods subject to complaint.
Completion of an 8D-Report: within 70 working days after receipt of the goods subject to complaint.

3. The content of the Supplier's 8D-Report must correspond to the form appended to this QAA as Annex 2.

4. A rectification report shall be prepared for each justified complaint (Letter of complaint) made by the Purchaser. This report shall be presented within a period of 14 days after receipt of the letter of complaint.

5. If a product subject to complaint is scrapped by the Supplier, the Supplier shall provide the Purchaser unprompted with a scrapping certificate. However, scrapping must always be agreed with the Purchaser beforehand.

6. The Purchaser will assess the suitability of 4D- or 8D-measures. Deliveries may only be resumed after confirmation by the Purchaser.

7. The Supplier shall use sufficient problem-solving techniques to remedy/exclude the defects subject to complaint on a permanent basis. These can be, for example, tools for root cause identification (Ishikawa diagram, 5 whys), permanent fault elimination (Poka-yoke, 100% inspection) and risk minimisation. If applicable, the Supplier shall update the existing risk assessment/FMEA in the event of a defect.

2.7 Final provisions

1. Any previous quality assurance agreements that may have been entered into by and between the Parties shall be replaced in their entirety by this QAA.

2. If this QAA contains a reference to "written" form or "in writing", this form requirement is also deemed to have been complied with if the so called "textual form" according section 126b of the German Civil Code (BGB) is used, unless the textual form has been expressly excluded in the clause in question.

3. Any changes or amendments to this QAA and its annexes must be made in writing to be effective, with the written form also being complied with by means of an advanced electronic signature (Art. 3 No. 11 eIDAS REGULATION (EU) No. 910/2014); in all other respects, however, the textual form (section 126b German Civil Code (BGB)) shall be excluded. This shall also apply to any waiver of this written form requirement.

4. Should any of the provisions of this QAA be or become invalid or void, this shall not affect the validity of the remaining provisions hereof.

5. This QAA shall be governed by the same law and be subject to the same jurisdiction as the framework agreement to which it shall be appended as an annex or, if no framework agreement has been concluded, as the purchase order which forms the basis for the Supplier's supplies and services in dispute in each case.

6. Should neither a framework agreement apply nor a binding order have been placed, the law of the Federal Republic of Germany shall apply to all disputes in connection with this QAA, to the exclusion of the UN Convention on the International Sale of Goods (CISG) of 11 April 1980, and the exclusive, including international, place of jurisdiction shall be Munich, Germany. The Supplier is, however, also entitled in its sole discretion to apply to the court with subject-matter jurisdiction at the contractual place of performance of the supply/service obligation or at the general place of jurisdiction of the Supplier.

Signatures

Customer
HENSOLDT Sensors GmbH

……..	……..
(Place/date)	Supplier Quality Management
……..	……..
(Place/date)	Purchasing

HENSOLDT Optronics GmbH

……..	……..
(Place/date)	Supplier Quality Management
……..	……..
(Place/date)	Purchasing

Supplier
XYZ GmbH

……..	……..
(Place/date)	
……..	……..
(Place/date)	

3 Record of change

Version	Changed pages / sections	Brief description of change
9.0	All 2.3.3 2.4.5 2.5	Change for Sensors from V2.0 to V9.0 and for Optronics from V8.0 to V9.0. Harmonisation of both QAAs. New: 4. Business continuity management (BCM) New: Outgoing goods inspection. Addition of processing times for 4D- 8D-Reports, letter of complaint

Placeholder for Supplier name and/or Supplier logo

Supplier Waiver
Lieferanten Bauabweichung

HENSOLDT Detect and Protect.

Projektbezeichnung/Project Name, if known	Bestell-Nr., Pos.-Nr./PO No., Item No.	Antrag Nr./Requ.No.
Materialbezeichnung/Material Name	Serien Nummer(n)/Serial Number(s)	Stück/Affected pcs
Sach Nr. (Tkz)./Part (drawing) No.	Hersteller/Manufacturer	Erz.Stand/Revision

Beschreibung und Ursache der Abweichung / Description and Reason of Deviation

Auswirkung auf Form-Fit-Function/ Impact on Form-Fit-Function	Ja/Yes ☐	Nein/No ☐

Einfluss auf unten aufgeführte Punkte/ Effect on points listed below:

	Ja/Yes	Nein/No		Ja/Yes	Nein/No		Ja/Yes	Nein/No
Austauschbarkeit/ Interchangeability	☐	☐	Ersatzteile/ Spares	☐	☐	Testgeräte & Verfahren/Test-equipment & Processes	☐	☐
Wartung/ Maintenance	☐	☐	Dokumentation/ Documentation	☐	☐	Andere/ Other	☐	☐

Freigabe Lieferant / Release Supplier

Zuständigkeit/ Authority	Ersteller/ Originator	Qualitätsmanagement/ QM - Responsible		
Name / Name				
Org.-Einheit / Departement				
Unterschrift / Signature				
Datum / Date				

Ref.: Q-Meldung / Non-Conformance

Entscheidung Materialverfügungsausschuss (MVA) / Decision Material Review Board (MRB)

Material kann in bestehenden Zustand verwendet werden/ Material can be used "as is"	Ja/Yes ☐	Nein/No ☐
Auswirkung auf Form-Fit-Function/ Impact on Form-Fit-Function	Ja/Yes ☐	Nein/No ☐

Einfluss auf unten aufgeführte Punkte/ Effect on points listed below:

	Ja/Yes	Nein/No		Ja/Yes	Nein/No		Ja/Yes	Nein/No
Austauschbarkeit/ Interchangeability	☐	☐	Ersatzteile/ Spares	☐	☐	Testgeräte & Verfahren/Test-equipment & Processes	☐	☐
Wartung/ Maintenance	☐	☐	Dokumentation/ Documentation	☐	☐	Andere/ Other	☐	☐

Freigabe Kunde / Release Customer

Zuständigkeit/ Authority	Entwicklung (PVE) Project Engineering	Qualitätsmanagement/ QM - Responsible		
Name/ Name				
Org.-Einheit/ Departement				
Unterschrift/ Signature				
Datum/ Date				

Annex 2 4D-/8D Report

HENSOLDT Detect and Protect.	Q-Meldungsnummer (Kunde), Lieferant: *Complaint No. (Customer), Supplier:*
	RMA Nr. (Lieferant / *Supplier*):

4D-Report / 8D-Report

Wird in der Beanstandung ein 4D-Report gefordert, sind die Abschnitte 1 bis 4 zu bearbeiten.
If the complaint contains the request for a 4D-Report, sections 1 to 4 must be processed.

Wird in der Beanstandung ein 8D-Report gefordert, ist dieses Formblatt vollständig zu bearbeiten.
If the complaint contains the request for an 8D-Report, the complete form must be processed.

Bezeichnung: *Part name:*		Reklamationsdatum: *Complaint Start Date:*			
Material- / Zeichnung Nr. Kunde: *Customer Material- / Drawing No.:*		Liefermenge: *Delivered Quantity:*		Reklamierte Menge: *Complained Quantity:*	
Revisionsstand: *Revision status:*		Lieferschein Nr.: *Delivery Note No.:*			
Material Nr. Lieferant: *Supplier Material No.:*		Ansprechpartner Hensoldt: *Hensoldt Contact:*		Abteilung: *Department:*	
Kunde / Standort: *Customer / Location:*		E-Mail: *Email:*		Tel. Nr.: *Phone No.:*	
Lieferant / Standort: *Supplier / Location:*		Ansprechpartner Lieferant: Supplier Contact:		Abteilung: *Department:*	
Unterlieferant / Hersteller: *Subcontractor / Manufacturers:*		E-Mail: *Email:*		Tel. Nr.: *Phone No.:*	
1 Team: Name / *Name* — Abteilung / *Department* — Kontakt (E-Mail / Tel. Nr.): *Contact (Email, Phone):* / / / /		2 Problembeschreibung: *Problem Description:*			
3 Sofortmaßnahme(n): *Containment Action(s):*				Einführungsdatum: *Implementation Date:*	
Lagerbestand betroffen? / *Parts in stock affected?*		☐ Nein / *No* ☐ Ja / *Yes* ☐ Teile sortiert / *Parts sorted*			
Umlaufbestand betroffen? / *In-process parts affected?*		☐ Nein / *No* ☐ Ja / *Yes* ☐ Teile sortiert / *Parts sorted*			
Ausgelieferte Teile betroffen? / *Shipped parts affected?*		☐ Nein / *No* ☐ Ja / *Yes* ☐ Teile überprüft / *Parts inspected*			
Prüfergebnis(se) – Mengen: *Result of inspection(s) – quantities:*		Gesamt: / *Total Qty.:* Geprüft: / *Inspected:* Fehlerhaft: / *Defective:*			
4a Fehlerursache(n) – Fehlerentstehung: *Root Cause(s) – Origin of defect:*					
4b Fehlerursache(n) – Fehlerentdeckung: *Root Cause (s) – Defect detection:*					

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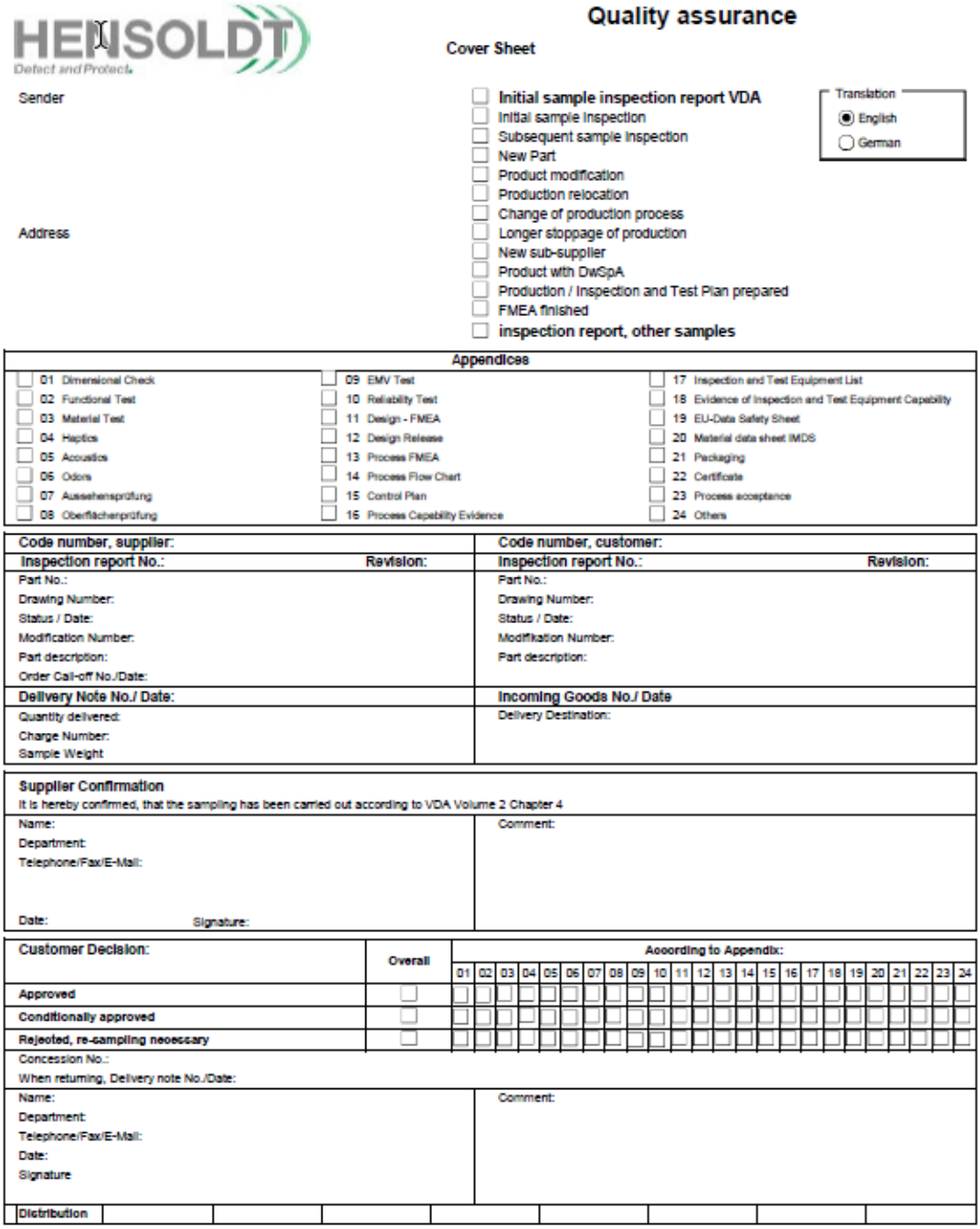
HENSOLDT Detect and Protect.	**4D-Report / 8D-Report**

			Verantwortlich: *Responsible:*	Geplanter Termin: *Due Date:*	Einführungsdatum: *Implementation Date:*
5a	Abstellmaßnahmen Fehlerentstehung: *Corrective Actions with regard to origin of defect:*				
5b	Abstellmaßnahmen Fehlerentdeckung: *Corrective Actions with regard to defect detection:*				
6	Art der Wirksamkeitsprüfung und Ergebnis nach 5a und 5b: *Method of Verification and result of 5a and 5b:*				
7	Maßnahmen zur Vermeidung von Wiederholfehlern: *Actions to prevent repeat errors:*				
	FMEA-Aktualisierung? *FMEA-updated?*	☐ Ja / *Yes* ☐ Nein / *No*			
	Produktionslenkungsplan aktualisiert? *Control plan updated?*	☐ Ja / *Yes* ☐ Nein / *No*			
	Sind andere Prozesse, Produkte betroffen? *Are other processes, products concerned?*	☐ Ja / *Yes* ☐ Nein / *No*			
	Sind andere Standorte betroffen? *Are other facilities concerned?*	☐ Ja / *Yes* ☐ Nein / *No*			

8 Abschlussdatum / Verifiziert *Date of Closure / Verified*	Unterschrift des verantwortlichen Teamleiters *Signature of Teamlead in Charge*

Kommentarfeld
Comment field

Annex 3 Sample test report



Quality assurance

Cover Sheet

HENSOLDT Detect and Protect.

Sender

Address

- ☐ **Initial sample inspection report VDA**
- ☐ Initial sample inspection
- ☐ Subsequent sample inspection
- ☐ New Part
- ☐ Product modification
- ☐ Production relocation
- ☐ Change of production process
- ☐ Longer stoppage of production
- ☐ New sub-supplier
- ☐ Product with DwSpA
- ☐ Production / Inspection and Test Plan prepared
- ☐ FMEA finished
- ☐ **inspection report, other samples**

Translation: ◉ English ○ German

Appendices

☐ 01 Dimensional Check	☐ 09 EMV Test	☐ 17 Inspection and Test Equipment List
☐ 02 Functional Test	☐ 10 Reliability Test	☐ 18 Evidence of Inspection and Test Equipment Capability
☐ 03 Material Test	☐ 11 Design - FMEA	☐ 19 EU-Data Safety Sheet
☐ 04 Haptics	☐ 12 Design Release	☐ 20 Material data sheet IMDS
☐ 05 Acoustics	☐ 13 Process FMEA	☐ 21 Packaging
☐ 06 Odors	☐ 14 Process Flow Chart	☐ 22 Certificate
☐ 07 Aussehensprüfung	☐ 15 Control Plan	☐ 23 Process acceptance
☐ 08 Oberflächenprüfung	☐ 16 Process Capability Evidence	☐ 24 Others

Code number, supplier:	Code number, customer:
Inspection report No.: **Revision:**	**Inspection report No.:** **Revision:**
Part No.:	Part No.:
Drawing Number:	Drawing Number:
Status / Date:	Status / Date:
Modification Number:	Modifikation Number:
Part description:	Part description:
Order Call-off No./Date:	
Delivery Note No./ Date:	**Incoming Goods No./ Date**
Quantity delivered:	Delivery Destination:
Charge Number:	
Sample Weight	

Supplier Confirmation

It is hereby confirmed, that the sampling has been carried out according to VDA Volume 2 Chapter 4

Name:	Comment:
Department:	
Telephone/Fax/E-Mail:	
Date: Signature:	

Customer Decision:	Overall	According to Appendix: 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24
Approved	☐	☐ ☐
Conditionally approved	☐	☐ ☐
Rejected, re-sampling necessary	☐	☐ ☐

Concession No.:
When returning, Delivery note No./Date:

Name:	Comment:
Department:	
Telephone/Fax/E-Mail:	
Date:	
Signature	

Distribution								

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Annex 4 ESD checklist

HENSOLDT Group INTERNAL

ESD Checklist

This checklist is primarily used to check the supplier's compliance with the ESD-Standards.

Description	Check	Comment
The organization has an ESD Supervisor?	☐	
Is the ESD Supervisor adequately trained?	☐	
Are internal ESD Audit frequently executed?	☐	
Is the Staff trained in handling with ESD?	☐	
Are new labours trained on ESD right after start?	☐	
Are the trainings documented?	☐	
Is there an ESD control plan based on DIN EN 61340-5-1?	☐	
Is Measurement and Test equipment for checking ESD wrist straps and shoes available?	☐	
Is the measurement and test equipment calibrated?	☐	
Are the ESD wrist straps, cables and shoes checked immediately before use in EPA?	☐	
Are these checks documented?	☐	
Is ESD-appropriate clothing worn?	☐	
Are ESD overshoes available for visitors?	☐	
Are ESD Areas / EPAs established, marked and separated?	☐	
Are the surface of tables, ESD-mats and benches conductive?	☐	
Are all ESD safety components grounded?	☐	
Is ESD compliant equipment used in the EPA?	☐	
Are the tools used in EPA suitable for ESD?	☐	
Are there only ESD-compatible utilities in the handling area (folders, adhesive tape...)?	☐	
Are all materials removed from workstations, which could lead to electrostatic charges?	☐	
Are the chairs conductive?	☐	
Are the rolls of the chairs free from dirt coatings?	☐	
Is there a conductive floor?	☐	
Are ESD components marked with ESD-label as conductive?	☐	
Is the ESD equipment checked and documented regularly?	☐	
Is ESD sensitive material transported in ESD-compliant packaging material or containers?	☐	
Are outside EPAs ESDS only transported in ESD-compliant containers?	☐	
Is ESD sensitive material only opened at an ESD-protected workplace?	☐	
Are the workplaces cleaned regularly?	☐	
Are suitable detergents used for ESD cleaning?	☐	

Date: Auditor: Company:

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If project-related or product-related quality assurance requirements (QAR) are necessary, these shall be agreed separately by the project quality manager. In the event of contradictions, the QAR provisions shall take precedence over those of the Quality Assurance Agreement (QAA).