QUALITY REQUIREMENTS FOR SUPPLIERS

			Responsibles Signatures	
Rev	**Date**	**Object**	**Written by**	**Approved by**
03	08OCT2025	General review	Elena FERLISI (QM)	Giorgio VALLI (GM)

REVISION HISTORY

Rev	Date	Object
00	08FEB2021	FIRST ISSUE
01	23FEB2021	Added nomenclature and improved general terminology
02	21DEC2022	General review

1. PURPOSE AND GENERAL PRINCIPLES

This procedure defines the specific Quality Management System (QMS) requirements that complement DOM's General Conditions of Purchase and shall be met by all suppliers providing products or services to DOM.

It applies to all qualified suppliers and clarifies the key quality and ethical requirements to be fulfilled in the execution of their contractual activities, ensuring compliance with ISO 9001 and AS/EN 9100 standards.

With regards to product safety and compliance awareness, the Supplier shall plan and implement a training program to ensure that all personnel are aware of:

- their contribution to the conformity of the product or service (full compliance with the applicable requirements);
- their contribution to product safety.

This applies to all supplier personnel, with particular reference to those involved in Aerospace and Defense (AS&D) programs.
Records of such training and awareness activities shall be maintained as objective evidence of competence and compliance.

Suppliers are expected to conduct their business with integrity, confidentiality, and respect for applicable laws and regulations, safeguarding all proprietary information provided by DOM.
All supplier personnel and representatives shall act with honesty, fairness, transparency, and good faith, avoiding any misuse of information for personal or unauthorized purposes.

This procedure also refers to DOM Code of Ethics DSQ_30, which defines the ethical principles and behavioral standards expected from all business partners.

Requirements surrounded by a box are applicable only to suppliers whose service falls within the scope of EN/AS 9100 aerospace supplies.

2. DEFINITIONS and ACRONYMS

Unless otherwise specified within this procedure, the terms and definitions used are those given in ISO 9000 — Quality Management Systems — Fundamentals and Vocabulary.
Additional terms specifically related to the Aerospace and Defense sector, such as product safety, special requirements, critical items and key characteristics, shall be interpreted as defined in AS/EN 9100.

3. GENERAL REMARKS

DOM attributes the highest importance to the full compliance of its suppliers with applicable Quality Management System (QMS) standards, namely ISO 9001 and AS/EN 9100, as well as with all relevant regulatory and customer-specific requirements.

The inclusion of a supplier in the DOM Vendor List confirms that such supplier has demonstrated the capability to operate in accordance with these standards and to maintain effective control over its processes and deliverables.

In addition to these baseline requirements, the Supplier shall grant DOM, DOM's Customers, and Regulatory Authorities full access to all facilities, areas, and records relevant to the products or processes covered by the Purchase Order.
Such access may be exercised for the purpose of audits, inspections, or verification of conformity to contractual and regulatory requirements.

The Supplier is not authorized to subcontract or delegate any part of the ordered work to sub-suppliers without prior written approval from DOM.
Any request for subcontracting shall be formally submitted to DOM for evaluation and authorization before execution, and if approved, the same right of access shall be ensured to the authorized sub-supplier.

All activities shall be conducted in a manner that preserves the confidentiality of proprietary data and complies with applicable safety and security regulations.

The Supplier shall also maintain vigilance to prevent the introduction of counterfeit or suspect counterfeit parts into the supply chain and shall support DOM in any verification or containment actions, when required.

In the event that the Supplier is, for any reason, unable to fully comply with the applicable quality requirements, DOM shall be informed during the offer or quotation phase.
Any deviation or waiver from the specified requirements shall be formally requested by the Supplier and shall not be valid unless expressly accepted by DOM in writing.

(This requirement fulfils the provisions of ISO 9001 §8.4.3 and AS/EN 9100 §8.4.3 (m) concerning the right of access for verification activities, as well as AS/EN 9100 §8.1.4 concerning counterfeit-parts prevention.)

4. NORMATIVE REQUIREMENTS

The following standards and regulations form the reference framework for this procedure:

Aerospace Standards

– **EN/AS 9100** – Quality Management Systems – Requirements for Aviation, Space and Defense Organizations
– **EN/AS 9120** – Quality Management Systems – Requirements for Aviation, Space and Defense Distributors
– **EN/AS 9102** – Aerospace Series – Quality Management Systems – First Article Inspection Requirements
– **EN/AS 9103** – Aerospace Series – Quality Management Systems – Variation Management of Key Characteristics

ISO Standards

– **ISO 9000** – Quality Management Systems – Fundamentals and Vocabulary
– **ISO 9001** – Quality Management Systems – Requirements
– **ISO 19011** – Guidelines for Auditing Management Systems

Legislative and Regulatory Requirements

– Legislative Decree 81/2008 (and subsequent amendments) – Health and Safety in the Workplace
– Regulation (EU) 2016/679 (GDPR) – General Data Protection Regulation, in force since 25 May 2018

5. QUALITY MANAGEMENT SYSTEM

All suppliers providing products or services to DOM shall operate under a Quality Management System (QMS) compliant with recognized international standards and appropriate to the nature and scope of the supplied activities.

5.1 The Supplier shall maintain an effective QMS ensuring compliance with customer, statutory and regulatory requirements, and supporting continuous improvement and customer satisfaction.

5.2 For supplies related to the Aerospace and Defense sectors, the QMS shall conform to the requirements of EN/AS 9100 (or EN/AS 9120 for distributors), latest valid revision.

5.3 For supplies not falling within the Aerospace and Defense scope, the applicable reference standard is ISO 9001, latest valid revision.

5.4 DOM selects, for Aerospace and Defense programs, only suppliers holding a valid EN/AS 9100 or EN/AS 9120 certification, issued by an accredited certification body under the IAQG 9104 scheme and registered in the OASIS database. Suppliers shall provide evidence of their certification and ensure its continued validity throughout the business relationship with DOM.

6. PRODUCT, PROCESS AND SERVICE REQUIREMENTS

6.1 The Supplier shall review and confirm its ability to meet all technical, quality, and contractual requirements prior to accepting any Purchase Order (PO) from DOM.
Acceptance of a PO implies full compliance with all applicable requirements, specifications, drawings, and documents referenced therein, in their latest valid revision status.

6.2 The Supplier is not authorized to subcontract or delegate any part of the order without prior written approval from DOM.
Any authorized subcontractor shall be subject to the same requirements and confidentiality obligations applicable to the Supplier.

6.3 The documentation accompanying each supply (e.g. Certificate of Conformity, test reports, inspection records, FAIR, etc.) shall be defined and agreed with DOM prior to the first delivery and is mandatory for material acceptance.

6.4 All documents, drawings and technical data provided by DOM are DOM's property and shall be used solely for the purpose of fulfilling the contractual obligations.
Such documentation shall be protected against loss, damage, or unauthorized disclosure in accordance with the Non-Disclosure Agreement (NDA) and applicable data protection regulations.

6.5 Upon issue of revised drawings or technical documentation by DOM, the Supplier shall immediately implement the new revision and withdraw any obsolete documents to prevent unintended use.

[1] Normative coverage: ISO 9001 §8.2.3 (Review of requirements for products and services); ISO 9001 §8.4.3 (Control of externally provided processes, products and services); AS/EN 9100 §8.4.3 (f, g, m) (Right of access, control of changes, and flow-down of requirements); AS/EN 9100 §7.5 (Control of documented information); AS/EN 9100 §8.5.6 (Control of changes).

7. PRODUCTION CONTROL

7.1 The Supplier shall plan, perform, and control production and service provision under controlled conditions to ensure product conformity and traceability throughout all manufacturing, inspection, and delivery stages.

7.2 Production equipment, tools and processes shall be validated, maintained, and monitored to ensure continued capability and compliance with order requirements. Any significant change to processes, equipment, location or personnel that could affect product conformity shall be notified to DOM in advance for evaluation and written approval.

7.3 When special processes are required (e.g. heat treatment, coating, NDT), the Supplier shall use qualified processes and personnel, and when applicable, hold valid Nadcap or equivalent accreditations.

7.4 The Supplier shall ensure the competence of all personnel involved in production and inspection activities and maintain objective evidence of qualifications.

7.5 Measuring and test equipment shall be controlled, calibrated, and traceable to national or international standards, and calibration records shall be made available to DOM upon request.

7.6 The Supplier shall ensure proper identification, handling, protection, and packaging of materials and products to prevent damage, contamination, or deterioration, and shall implement appropriate Foreign Object Debris (FOD) prevention measures.

7.7 Materials, equipment, or tools owned by DOM or DOM's Customers shall be used with due care and returned in accordance with DOM's instructions.

[2] Normative coverage: ISO 9001 §7.1.5 (Control of monitoring and measuring resources); ISO 9001 §8.5 (Control of production and service provision); AS/EN 9100 §8.1 (Operational planning and control); §8.5.1 (Controlled conditions); §8.5.6 (Control of changes); §8.7 (Control of nonconforming outputs); and §8.5.1 f (FOD prevention).

8. VERIFICATION OF THE PRODUCTION PROCESS

8.1 The Supplier shall ensure that production processes and related modifications are verified and approved as required to demonstrate the capability to consistently produce conforming products.

8.2 When specified in the Purchase Order (PO), and for supplies within the Aerospace and Defense scope, process verification shall be conducted in accordance with AS/EN 9102 – First Article Inspection (FAI) or by other equivalent methods defined in the PO or contractual documentation.

8.3 The applicability and scope of FAI shall be defined in the DOM Purchase Order and take precedence over general supplier practices.

8.4 The Supplier is responsible for preparing and submitting all documentation required for the verification activity, as specified by DOM or by the applicable customer requirements.

8.5 The FAI, when required, shall be performed on a representative part from the first production lot and repeated whenever changes occur that may affect process capability or product conformity.

8.6 Production or process approval by DOM does not relieve the Supplier of its full responsibility for product and process conformity.

8.7 Any change to previously approved processes or documentation shall be notified to DOM in advance and implemented only after written authorization.

[3] Normative coverage: ISO 9001 §8.5.1 (Control of production and service provision); ISO 9001 §8.5.6 (Control of changes); AS/EN 9100 §8.5.1 (Controlled conditions); §8.5.6 (Control of changes); and §8.5.1.1 (Production process verification – including First Article Inspection).

9. RELEASE OF PRODUCTS AND SERVICES

9.1 When specified in the Purchase Order (PO), the Supplier shall issue a Certificate of Conformity (CoC) for each delivery, certifying that the supplied product, process or service conforms to all applicable requirements. The CoC shall accompany the delivered product.

9.2 Only personnel formally authorized by the Supplier shall approve the product release and sign the CoC. Their identification and authorization records shall be maintained and traceable.

9.3 Documented information supporting product or service conformity (e.g. inspection reports, test results, material certificates) shall be complete, available and reviewed prior to release.

9.4 Products shall be packaged, handled, and protected to prevent damage, deterioration, contamination, or loss during storage and transport. Packaging materials shall comply with applicable legal requirements on environmental disposal and recycling.

9.5 Any product damaged during handling or transport shall be considered nonconforming and subject to evaluation in accordance with DOM's nonconformity management process.

9.6 The Supplier shall promptly notify DOM of any delay in delivery and agree on a revised delivery schedule.

9.7 For supplies of raw materials, DOM requires that procurement be made exclusively from qualified and authorized steel mills capable of producing or processing special steels in accordance with the applicable material specifications defined in the Purchase Order and related documentation.
In cases where the Supplier performs forging or other transformation processes using steel provided by a qualified mill, the original mill certificate shall always be requested and maintained as part of the supply documentation.
This certificate shall include the chemical and mechanical properties and all data necessary to ensure full traceability to the original melt or heat, and shall meet the requirements of the applicable customer specifications, or alternatively, those defined in the Purchase Order.
Material supplied through distributors may be accepted only when expressly approved by DOM and provided that such distributors are qualified and authorized by the originating steel mill.

9.8 All documentation supporting product conformity and traceability shall be retained for a minimum of ten (10) years from the order closing date and made available to DOM upon request, at no additional cost.

[4] Normative coverage: ISO 9001 §8.5.4 (Preservation), §8.6 (Release of products and services); AS/EN 9100 §8.4.1 / §8.4.3 (supplier control e flow-down) e §8.1.4 (counterfeit parts prevention) §8.5.1 (Controlled conditions), §8.5.4 (Preservation), §8.6 (Release of products and services), §8.6.1 (Certificate of Conformity), and §8.7 (Control of nonconforming outputs).

10. CONTROL NON-CONFORMING OUTPUTS

10.1 The Supplier shall ensure the identification, segregation, and control of nonconforming products, processes or services to prevent unintended use or delivery.

10.2 When any nonconformity is detected — whether on products in production, in stock, or already delivered — the Supplier shall immediately notify DOM's Quality Department and await formal disposition. The Supplier shall not proceed with rework, repair or delivery until DOM provides written instructions.

10.3 Rework or repair activities, when authorized by DOM, shall be performed in accordance with DOM's written instructions. All costs associated with rework, repair or replacement of nonconforming products shall be borne by the Supplier.

10.4 Nonconforming material awaiting DOM's disposition shall be clearly identified and physically segregated in designated quarantine areas, ensuring full traceability to the part number, lot, PO and detected nonconformity.

10.5 DOM will notify the Supplier of any nonconformities detected by DOM or its Customers that are attributable to the Supplier. In such cases, the Supplier shall cooperate in investigations and implement corrective actions as requested by DOM.

10.6 If the nonconforming material is to be scrapped or returned, the Supplier shall follow DOM's written instructions and ensure that disposal or destruction prevents any unintended or improper use.

10.7 The Supplier is responsible for all costs arising from nonconforming supplies, including inspection, rework, transport, reprocessing and any related Customer claim costs attributable to the nonconformity.

[5] Normative coverage: ISO 9001 §8.7 (Control of nonconforming outputs); ISO 9001 §10.2 (Nonconformity and corrective action); AS/EN 9100 §8.7 (Control of nonconforming outputs); §8.7.1 (Containment, correction, and disposal); and §10.2 (Corrective action).

11. COUNTERFEIT PARTS PREVENTION

11.1 The Supplier shall establish, implement and maintain a process to prevent the use, delivery, or circulation of counterfeit or suspected counterfeit parts within the supply chain.

11.2 All materials and products declared as nonconforming or scrap shall be clearly identified, segregated, and controlled to prevent unintended use.
When scrapping is authorized by DOM, such parts shall be rendered unusable prior to disposal.

11.3 The Supplier shall immediately notify DOM of any confirmed or suspected counterfeit part, whether identified within its facility, at a sub-supplier or within any tier of the supply chain, and shall cooperate with DOM in the investigation and containment activities.

11.4 DOM reserves the right to verify, render unusable or remove any suspected counterfeit part found at the Supplier's premises.

[6] Normative coverage: AS/EN 9100 §8.1.4 (Prevention of counterfeit parts); ISO 9001 §8.7 (Control of nonconforming outputs).

12. DOCUMENTATION MANAGEMENT

12.1 The Supplier shall establish and maintain documented information necessary to demonstrate product, process, and service conformity with applicable requirements.

12.2 All documents and records shall be controlled, identifiable and traceable, ensuring the retention of revision history and changes.
Electronic and paper records shall be managed under equivalent control conditions.

12.3 Unless otherwise specified in the Purchase Order, documentation related to product conformity and traceability shall be retained for a minimum of ten (10) years and made available to DOM upon request.

[7] Normative coverage: ISO 9001 §7.5 (Documented information); AS/EN 9100 §7.5 (Documented information); §8.5.2 (Identification and traceability).

13. SUPPLIER MONITORING AND PERFORMANCE EVALUATION

13.1 As a qualified supplier, the Supplier acknowledges that DOM performs continuous monitoring and periodic evaluation of supplier performance in terms of product conformity, delivery reliability and quality system effectiveness.

13.2 DOM reserves the right to perform audits or specific evaluations whenever deemed necessary, based on risk assessment, product criticality or performance results.

13.3 In case of unsatisfactory performance or repeated nonconformities, the Supplier shall implement appropriate corrective actions within the timeframe defined by DOM.
Failure to achieve improvement may lead to suspension or removal from DOM's Approved Supplier List.

13.4 The Supplier shall allow access to DOM, DOM's Customers and Regulatory Authorities to facilities, documentation, and personnel necessary to perform audits or inspections.

[8] Normative coverage: ISO 9001 §8.4.2 (Type and extent of control); §9.1.2 (Customer satisfaction); AS/EN 9100 §8.4.2 (Supplier control and monitoring); §9.1.2 (Performance evaluation).

14. NOTIFICATION OF ORGANIZATIONAL OR PROCESS CHANGES

14.1 The Supplier shall promptly notify DOM of any significant changes that could affect its qualification or ability to meet contractual requirements, including:

- corporate ownership or organizational structure,
- key personnel or manufacturing site changes,
- process or special process modifications,
- suspension or expiration of certifications,
- or changes affecting approvals by national or international authorities.

14.2 Such changes shall be communicated in writing to DOM's Quality Department prior to implementation, for assessment and approval.

[9] Normative coverage: ISO 9001 §8.4.3 (Information for external providers); AS/EN 9100 §8.4.3 (Communication of changes).