



Supplier Terms and Conditions

"Quality Clauses"

*NOTE: All suppliers must comply with the basic Quality Clauses.
Additional Quality Clauses will be noted on the Purchase Order as applicable.*

Basic Supplier Terms and Conditions (Quality Clauses)	
QA 1	Raw Material or Chemical suppliers must furnish Certificate of Analysis (here-in called COA) and/or Certificate of Conformance (here-in called COC) on all delivered materials.
QA 2	Chemical blenders should document the inspection of all raw materials used in the product and should prepare COA/COC to submit at the delivery. COA/COC of the raw materials used in the blended products should be Maintained and supplier assumes all financial responsibility for replacement, rework, and material when customer contract requires that the supplier must submit COA/COC of all raw materials prior to production and if he begins the production without first getting the approval from customer. AS9102 (First Article) form when requested on P.O.
QA 3	Any delay in shipment, for any reason, shall be conveyed to customer as soon as the delay is known by the supplier.
QA 4	Any change to the contract requirements by the supplier must be approved by the customer in writing.
QA 5	All information in the contract must be held in confidence by the supplier, and no third-party request for information will be authorized, unless instructed in writing by customer or its representative. All documents to be retained for 10-years minimum, unless extended retention is requested by customer quality flow diagram. After the retention period, the supplier agrees to either return or destroy any and all related documents
QA 6	In addition to our right of access, the supplier agrees to right of access for our customers, or regulatory agencies to all facilities and records in the performance of this contract.
QA 7	Manufacturer of certain raw materials must have a quality maintenance system in place in compliance to AS9003, AS9100, or ISO9001 if stipulated by customer via contract and if that was requested by our customer.
QA 8	Subcontractors are required to notify customer prior to transferring any work to a new facility. Customer will determine prior to the transfer if subcontractor may perform the work at a new facility.
QA 9	Supplier must notify Hera of any nonconforming product or raw material, immediately upon detection.
QA 10	Supplier must get prior approval of any nonconforming material to be used in blended product or material to be delivered.
QA 11	Requirements of the supplier must flow down to sub-tier suppliers of the applicable requirements in the purchasing documents, including key characteristics to be met where required and must follow positive Foreign Object Damage (FOD) control processes.
QA 12	Supplier must ensure personnel are aware the of their contribution to product conformity, product safety and the importance of ethical behavior.
QA 13	Supplier shall be responsible for ensuring that items provided under this Purchase Order are packaged in such a manner that the integrity is preserved, contamination and corrosion are prevented and no physical damage will occur during handling and shipping.
For Processing suppliers, the following are the minimum requirements.	
QA 14	Processing suppliers must furnish processing certifications to the purchase order requirements, and shall not process any parts for which they are not certified or approved. Nadcap and/or other specifications approval are required. Acceptable quality system requirements are AC7004 or ISO9001, or AS9100 any revision. QA 3, QA 4, QA 5, QA 6, QA 8, QA 9, QA 10, QA 11, QA 12 & QA 13.
For Raw Material suppliers, the following are the minimum requirements.	
QA 15	Raw Material suppliers must furnish COA/COC to the purchase order requirements, and shall not supply material for which they are not certified or approved. When noted on our purchase orders, raw material supplier must use USA domestic material or its equivalent. Acceptable quality system requirements are AC7004, ISO9001, or AS9100 any revision. QA 3, QA 4, QA 5, QA 6, QA 7, QA 8, QA 9, QA 10, QA 11, QA 12 & QA 13.
QA 16	Supplier shall have a counterfeit parts avoidance, detection, mitigation, and disposition program meeting the requirements of Aerospace Standard AS5553. Seller shall only deliver authentic components, devices, pieces, material, modules, assemblies, subassemblies, goods, etc. that are manufactured by or obtained from original equipment manufacturers (OEMs), original component manufacturers (OCMs), or authorized distributors. Seller shall make available to POC documentation that authenticates and provides traceability of the Parts to the applicable OEM or OCM.
For Chemical Blending Suppliers, the following are the minimum requirements.	
QA 17	For Chemical Blending suppliers QA 2 - QA 13 are applicable.
For Calibration/Testing suppliers, the following are the minimum requirements.	
QA 18	Calibration/test suppliers must furnish calibration/test reports according to the purchase order requirements, and be traceable to the specific equipment or item for which they are calibrating/testing and must follow NIST and/or other national or international standards such as ISO9001, ISO 17025, NADCAP, ANSI Z-540, and/or NVLAP accreditation will be the quality system requirements. Actual data must be supplied. QA 3, QA 4, QA 5, QA 6, QA 8, QA 9, QA 10, QA 11, QA 12 & QA 13.