ELECTRONIC IS EVERYWHERE
AND WE BUILD IT

Suppliers manual

(Specific requirements)

Summary

This manual is intended to guide all HFA suppliers, regarding quality requirements necessary for the supply of products or services. are described the methods used to select new suppliers, monitoring the performance, the system of assessment as well as the conditions general supply. The HFA has as the main objective of quality ensure the ongoing satisfaction of your customers, therefore, it is intended that their suppliers seek continuous improvement of their performance, in order to meet and exceed expectations and requirements of this manual. Any revision made to this manual will be duly communicated to all the suppliers.

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1. Objectiv

The main objective of this manual is to define and regulate the requirements for the supply of products or services to HFA.

2. HFA Policy

The current policy of integrated management, defined by the administration, reflects the concern of the company in the definition and implementation of a set of processes and methodologies, which ensure by raising standards of quality, efficiency and performance.

In this sense, everyone assumes responsibility for complying with the Management System of Quality, permanently seeking the optimization of processes and resources, while continuous improvement factors, and promote the development and satisfaction of Employees, taking into account the different social, economic and environmental.

The HFA Policy is available for consultation on the organization's website, through the following address: https://www.hfa.pt/

Supplier selection and evaluation

HFA reserves the right to freely select, evaluate and qualify its suppliers of products and services within clear and standardized procedures.

All deliveries/services will be recorded and used to evaluate the service provider. according to the HFA internal system.

2.1. Suppliers evaluation

The result of the performance evaluation is presented as a percentage through the calculation of the Supplier Qualification Index (IQF), where the criteria are weighted defined by the HFA, as indicated in Procedure PR.9008.

2.2. Rectification of supplier evaluation

HFA reserves the right to amend the supplier assessment after submission. That rectification will be sent to the duly justified supplier.

3. Product/servisse non conformity

3.1. Report the occurrence

Whenever deviations from material/requirements are identified purchase requirements, the material in question must be segregated.

If the Non-Conformity Report (RNC) is opened, the material supplier responds in respective format, identifying the implemented actions that will later be evaluated by the HFA.

HFA reserves the right to require the implementation of a 100% inspection that is can be carried out at the entrance of the line, at the organization's premises or at the premises of the supplier, this activity being the responsibility of the supplier.

The supplier must ensure that the inspection is carried out on the lot in which the problem was detected. And, if necessary, the HFA must indicate the need to inspect more batches of material.

3.2. Return of material

Upon agreement between the parties, non-conforming material may be returned to the Supplier.

4. Deviations from the process/product – authorization

The supplier must inform the HFA of any detected deviation from the material/service to be provided and, if necessary, request written authorization to ship the product with deviation. This request must describe the product and the deviation detected, as well as the quantities involved and the corresponding purchase order.

The supplier shall only send non-conforming materials after prior authorization from the HFA and must be properly identified on their packaging, in order to allow the your identification quickly and easily.

Note: Authorization to ship defective batches does not exempt the supplier from possible later returns.

5. Product and process audits

The supplier shall establish a regular systematic routine of product and process audits covering maintenance, inspection and testing, identification, preservation, cleaning, packaging and shipping documents.

HFA reserves the right to carry out process audits on suppliers. At least 5 days notice will be given to the supplier for any visit or audit to be carried out by the HFA. In the event that serious errors and failures are detected in the process or product, HFA reserves the right to inform only a few hours before the visit.

6. Retention of records

Available for consultation in Procedure PR.7001

7. Production parts approval process

During the production of samples/prototypes, the PM must be accompanied by the certificate of conformity.

In the first production, before series production, you will be asked to send the PPAP documentation. This information will form part of the purchase order to the supplier.

For new products, the supplier must submit the corresponding PPAP level 4, or another if properly defined between the HFA and the supplier.

7.1. Minimum documentation required

The PPAP documentation must consist of:

- PSW;
- Test results (PTR – Performance, DTR – Dimensional, MTR – Material, confirm applicable);
- IMDS (or equivalent information);
- Datasheets, technical documentation or other supporting documentation;
- Descriptive documentation of the production process (preferably process flowchart and control plan);
- Other information considered relevant, according to specific cases;
- Units “master samples” (identified) – The number of units will be indicated according to the reference in question.

The supplier must notify HFA of any changes to the production process, materials, sub-suppliers, tools, production technology, production sites and packaging, and must submit new samples, documentation and PPAP for product and manufacturing process approval. Only after approval of the changes by the HFA, the product can be supplied.

8. Requalification

The supplier must ensure quality by performing regular requalification of the supplied product in accordance with IATF 16949.

Complete dimensional control and functional tests, if applicable, must be guaranteed annually for all supplied parts, in accordance with product specifications. Results must be available for consultation by the HFA.

The requalification policy in effect at the HFA requires requalification at least every three years. Any other requirements or changes to the requalification content must be agreed in writing between the parties.

8.1. Minimum documentation required

In the PPAP requalification process, the supplier is only required to send the following documentation:

- PSW;
- Test results (PTR – Performance, DTR – Dimensional, MTR – Material, confirm applicable);
- Datasheets, technical documentation or other supporting documentation;
- Units “master samples” (identified) – The number of units will be indicated according to the reference in question.

9. Requisitos legais e estatutários

Supplier is obligated to comply with all applicable legal and regulatory requirements for product safety, including but not limited to those indicated by the HFA and to notify the HFA of these requirements by indicating these characteristics in all applicable documents such as drawings, data sheets technical data sheets, among others, including the Product Safety Act and the Product Liability Act of the European Union and the TREAD Act of the United States of America or other legislation applicable in the country of origin, as well as all other equivalent legislation applicable.

The supplier must guarantee that its products, processes or services comply with the legal and regulatory requirements in force in the country of reception, country of shipment and country of destination identified by the customer, when informed or must consider for this purpose a worldwide application.

10. Changes

The HFA must inform the supplier in writing if these requirements change, thus leading to a new revision of the document.

The supplier must request HFA approval for all changes to the product, processes, raw materials or any change that may affect the performance of the contracted product/service. The supplier must immediately notify the HFA, in writing, and include all relevant information, so that an assessment of possible impacts, on the product or on the process, is carried out, and thus the change can be approved or not.

11. Acceptance of specific requirements

After becoming aware of this Supplier Manual - Specific Requirements, the supplier has a period of 8 days to request any clarification. In the event that there is no contact from the supplier within the established period, the HFA will consider that the Specific Requirements have been accepted by the supplier.

12. Acceptance of the specific requirements

After having been informed of this Supplier Manual - Specific Requirements, the supplier has a period of 8 days to ask for any clarification. In case there is no contact from the supplier within the established time frame, HFA will consider that the Specific Requirements have been accepted by the supplier.

13. Counterfeit Parts

The Supplier shall not supply HFA with any parts under the Order that are or contain counterfeit products. In the event that the Supplier becomes aware or has reason to suspect that it has supplied counterfeit parts to HFA, it shall notify HFA immediately and replace the counterfeit parts with genuine parts. It is the Supplier's responsibility to procure genuine parts from its Suppliers or Subcontractors and to pass on the requirements of this section to them at any level for the execution of the order..