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< PROGRAM / PROJECT name >

QUALITY PLAN

NOTE:

This is the reference template for use by Suppliers of WASS.

- *Boxes in blue contain supporting notes for drafting the document and shall be removed before issue.*
- *Text in red shall be replaced (in black) by the supplier with the required information, or deleted if not applicable.*
- *The pre-filled text in black shall be adapted to the characteristics of the supply or removed if not applicable*

Box to be removed

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PREPARED BY: Organizational Unit: < Organizational Unit of the author > < Author's Name and Surname >	< Signature >
VERIFIED BY: Organizational Unit: < Organizational Unit of the verifier > < verifier's Name and Surname >	< Signature >
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WASS APPROVAL Approved by: _____ Organizational Unit: _____ Date: _____	SIGNATURE
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AMENDMENT RECORDS

Rev.	Date	Author	ECN	Revised Page	Description
00	<date>				First issue

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1 GENERAL

1.1 Applicability

This document applies to the Purchase Order / Contract no. < Contract or P.O. number> of < Contract or P.O. date >, for the supply to WASS Submarine Systems s.r.l. of the following products/services:

- < Enter the list of deliverables in accordance with P.O. indications >

1.2 Document description

If application of AQAP-2110 is not required, the second clause of this section shall modified as follows:

“The content of the QP complies with the guidelines of UNI ISO 10005 and the requirements of WASS PQA004W-I-IT.”

Box to be deleted

This Quality Plan (QP) describes the activities, processes, resources, and organization set up by < supplier name > to meet the applicable contractual, technical and quality requirements.

The content of the QP complies with the requirements of NATO AQAP-2105 and WASS PQA004W-I-IT.

The QP will be submitted to WASS for approval and will be periodically reviewed in accordance with timing and criteria specified in PQA004W-I-IT.

Any revisions of the Quality Plan will be submitted to WASS for approval.

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2 SUPPLY DESCRIPTION

<i>The paragraph shall completed and adapted as necessary in accordance with the characteristics of the supply.</i>

Box to be deleted

< indicate how the supplier internally identifies the contract and the associated program/project (e.g. by P.O./contract number, or by specific code, or any other method) >

< Enter a detailed list of the deliverable products, documents and activities with indication of the contractual milestones.>

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3 ACRONYMS, ABBREVIATIONS AND DEFINITIONS

<i>List any acronyms, abbreviations and definitions necessary for the correct interpretation of the document. <u>The terms specified in contractual documents cannot be changed.</u> The lists should be proposed in alphabetical order.</i>	<i>Box to be deleted</i>
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3.1 Definitions

Definition	Description
IE Documentation	Set of documents for manufacturing planning and control, produced by the WASS Industrial Engineering and made available to the supplier in a standard format according to the IND100W-T-IT template

3.2 Acronyms and Abbreviations

Definition	Description
CI	Configuration Item
FAI	First Article Inspection
FOD	Foreign Object Debris/Damage
GQA	Government Quality Assurance
GQAR	Government Quality Assurance Representative
PO	Purchase Order
QP	Quality Plan

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4 QUALITY MANAGEMENT SYSTEM ACTIVITIES

4.1 General requirements

The following text is proposed as an example and shall be adapted to describe the supplier's Quality Management System.

Box to be deleted

<Supplier Name> implements a Quality Management System that meets the requirements of NATO Publication AQAP-2110 ed. D and the ISO 9001: 2015 standard.

The Quality System of <Supplier name> is described in the Company Quality Manual < Manual code > and related procedures.

The certificate n° <certificate code> issued by <name of the certifying body>, and valid until <date of end of validity> certifies its compliance with the above ISO standard.

Certificate n° <certificate code> issued by < name of the certifying body>, and valid until <date of end of validity> certifies its compliance with the AQAP-2110 Publication.

4.2 Processes

< The company processes needed to achieve the contractual requirements shall be identified and briefly described, along with indication of their responsible manager and explanation of the existing interactions.

Explain how processes are controlled, monitored, measured, and continuously improved.

The information may be provided by reference to company internal procedures (to be made available to WASS). >

4.3 Documentation requirements

< Describe how control of documented information is carried out in terms of:

- Identification of documents,
- Control, approval and issue of documents,
- Storage, retention and retrieval of documents,
- Control of changes to documents (version control)
- Classification and management of documents' security and confidentiality,
- Review, management and controlled distribution of WASS documents,
- Management of sub-suppliers' documents,
- List of quality records applicable to the supply (documents providing evidence of conformity of the supply),
- Characteristics of the documents to be supplied (contents, language, format, approval status, ...)

The information may be provided by reference to company internal procedures (to be made available to WASS). >

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5 REFERENCED DOCUMENTS

5.1 WASS documents

The table shall be modified to list all WASS documents applicable to the contract.

The PO / Contract Number and the PQA004W-I-IT document shall always be referenced.

Box to be deleted

Ref.	Code	Title
R1.	< PO / Contract number >	WASS PO / Contract of < PO / Contract date >
R2.	<document code>	< Applicable WASS's technical document (Specification / Drawing / or other) >
R3.	< idem >	< idem >
R4.	IND005W-T-IT	IE Documentation – Compilation by the supplier
R5.	IND100W-T-IT	Template for IE Documentation
R6.	PQA004W-I-IT	Quality requirements for supplies WASS
R7.	PQA006W-I-IT	Quality requirements for the supplies of Manufacturing to WASS
R8.	PQA008W-I-IT	Quality requirements for the supplies of Special Processes to WASS
R9.	PQA010W-I-IT	Quality requirements for the supplies of Design and Development
R10.	PQA011W-I-IT	Quality requirements for the supplies of Software Design and Development
R11.	QUA017W-T-IT	List of approved suppliers of Special Processes / NDT and their subcontracting chain
R12.	CFM103W-T-IT	Template for the suppliers' Configuration Management Plan
R13.	RKM004W-T-IT	Template for the suppliers' Risk Management Plan
R14.	<document code>	<Title of other WASS applicable quality document (if any) >
R15.	< idem >	< idem >

5.2 Standards

The table shall be modified to list all standards actually applicable to the supply.

Box to be deleted

Ref.	Code	Title
R16.	AQAP-2070 Ed. B	NATO Mutual Government Quality Assurance (GQA) Process
R17.	AQAP-2105 Ed. C	NATO Requirements for deliverable Quality Plans
R18.	AQAP 2110 Ed. D	NATO Quality Assurance Requirements for Design, Development and Production
R19.	ISO 9001:2015	Quality Management Systems - Requirements
R20.	ISO 10005:2018	Quality management - Guidelines for quality plans

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Ref.	Code	Title
R21.	EN 9100:2018	Quality Management Systems - Requirements for Aviation, Space and Defence Organizations
R22.	<document code>	<Title other quality standard applicable to the supply (if any) >
R23.	< idem >	< idem >

5.3 Company documents

<i>Modify the table to list the <u>supplier's documents</u> applicable to the supply.</i>	<i>Box to be deleted</i>
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Ref.	Code	Title
R24.	<document code>	< title of the supplier's Quality Manual (or equivalent document) >
R25.	<document code>	< title of other quality document applicable to the supply (if any) >
R26.	< idem>	< idem >
R27.	<certificate code>	ISO 9001:2015 Certificate
R28.	<certificate code>	< any other certificate related to the supply (if any) >
R29.	< idem>	< idem>
R30.	<document code>	< title of supplier's plan or technical document applicable to the supply (if any) >
R31.	< idem>	< idem>

5.4 Order of precedence

<i>The proposed text shall be modified, as necessary, to clarify what the order of precedence is in case of conflicts between the documents referred to in this paragraph 5</i>	<i>Box to be deleted</i>
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If conflicts arise between the documents applicable to the contract, the order of priority is as follows:

1. Mandatory regulations
2. Contractual documents (P.O./contract and referenced/attached documents)
3. The supplier's Quality Plan
4. < Other supplier's documents >

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6 ACCESS AT THE SUPPLIER AND SUBCONTRACTORS AND SUPPORT FOR GQA ACTIVITIES

This paragraph applies only in the case of supplies subject to the requirements of NATO AQAP-2110.

The proposed text shall be completed (parts in red) and cannot be changed.

If application of AQAP-2110 is not required, the proposed text shall be replaced with NOT APPLICABLE.

Box to be deleted

< Supplier name > and its sub-suppliers will guarantee WASS and GQAR the necessary assistance for carrying out the surveillance activities relating to the supply. In particular:

- a) the right of unrestricted access to the areas of its company sites and subcontractors' sites where the activities relating to the supply are carried out, in order to verify that they are performed in compliance with the applicable requirements;
- b) the right of access to information, data and documents relating to the object of the supply;
- c) the necessary assistance for performance of GQA activities (assessments, verifications, tests, inspections, tests, ... etc. on the products and the company processes relating to the contract);
- d) delivery, upon request, of copy of the sub-supply contracts or orders relating to the contract;
- e) notification when a subcontracting contract or order is identified as an element of risk;
- f) that in all purchasing documents the following wording will be inserted: *"All the requirements of this contract may be subject to GQA (Government Quality Assurance). You will be notified of any GQA activity to be performed"*;
- g) that the GQA activities at sub-supplier's plants do not relieve < Supplier name > from any contractual quality responsibilities;
- h) notification when a subcontracted product is refused or repaired (when it is considered a risk element or it is manufactured by a subcontractor considered a risk element);
- i) notification when a measuring equipment is detected outside calibration limits, with details of the impact on previous delivered products (if any) or verification, validation and acceptance results.
- j) notification of non-conformities found with the required corrective actions;
- k) notification of non-compliant products received from a sub-supplier subject to GQA.

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7 ORGANIZATION ROLE, RESPONSIBILITIES AND AUTHORITIES

7.1 Company Organization

<i>The paragraph shall contain a general description of the company, its nature and organizational structure,</i> <u><i>Role and responsibilities of the Company Quality Manager shall always be described.</i></u> <i>Box to be deleted</i>

< Insert a textual description of the company and the company organization chart >

7.2 Responsibilities of the Organizational Units

<i>The following sub-paragraphs shall briefly describe tasks and responsibilities of the company Organizational Units.</i> <i>The titles of sub-paragraphs are proposed as an example and shall be adapted in accordance with the actual organization of the supplier.</i> <u><i>Tasks and responsibilities of Quality personnel shall always be described.</i></u> <i>Box to be deleted</i>
--

7.2.1 Top Management

< Describe tasks and responsibilities >

7.2.2 Quality

< Describe tasks and responsibilities >

7.2.3 Program/Project Management

< Describe tasks and responsibilities >

7.2.4 Engineering

< Describe tasks and responsibilities >

7.2.5 Manufacturing and Supply Chain

< Describe tasks and responsibilities >

7.2.6 Procurement

< Describe tasks and responsibilities >

7.2.7 < Other Organizational Unit >

< Describe tasks and responsibilities >

7.3 Contract specific organizational structure

< Describe the organizational structure put in place for the realization of the supply. Identify the role and the name of the responsible personnel related to planned activities.

The personnel designated for quality responsibilities over the contract shall be clearly identified >.

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8 RISK MANAGEMENT

<The paragraph shall describe how supply-related risks are managed in terms of: Identification, Analysis, Control, and Mitigation, and describe how risk-related information is documented and communicated to WASS>

< If the supplier is required to prepare a Risk Management Plan¹ and the associated Risk Register, these shall be produced by the supplier as separate documents. The Quality Plan shall reference these documents and describe how they are managed, including transmission of the Risk Management Plan to WASS for approval>

¹ WASS provides the suppliers with the RKM004W-T-IT template for preparing the Risk Management Plan

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9 SUPPORT

9.1 Resource management

The paragraph shall describe the human resources, the infrastructures, and the working environments needed for implementation of the supply.

The following text is proposed as an example and shall be adapted in accordance with the characteristics of the supply.

Box to be deleted

The <Supplier Name> company is based in < Location of the supplier's headquarters >.

The activities relating to the contract will be performed at the plant located in <indicate the location(s)>, with the support of the following work environments, infrastructures and company equipment:

<List any work environments, infrastructures and company equipment designated for the supply>.

The following resources will be specifically prepared for the contract:

<List any particular resources specifically prepared for the supply>.

The skills and experience of the personnel employed for the contract are documented in <indicate the specific document> and retained in <indicate the storage environment>.

9.2 Monitoring and measuring resources

The following black text is proposed only as an example and shall be adapted in accordance with the characteristics of the supply.

Box to be deleted

The measuring tools and equipment used to carry out the incoming tests, manufacturing controls, and the final and acceptance tests are maintained under control in terms of verification, validation and calibration referring to the national / international measurement system and in accordance with the following criteria:

<Describe the above activities are carried out, and who is responsible for them. The information may be provided by reference to applicable company documents, or through the following table>

Equipment Type	Description	Activity (Verification, Calibration, Maintenance)	Mode	Frequency	Responsible

<Indicate how fitness for purpose of tools and equipment is documented, and the information retained>

<Describe how identification of tools/equipment along with their maintenance status is ensured (e.g. by means of specific markings or labels)>

< Describe how HW/SW tools/equipment produced by the supplier to perform control, measurement and testing activities have been validated before use and are currently subject to configuration management. The information may be provided by reference to applicable company documents (to be made available to WASS) >

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10 OPERATION

10.1 Operational planning and control

The paragraph shall describe how the company activities required to meet the contract requirements are planned and controlled in accordance with the provisions of the purchase order and the applicable quality requirements (PQA004W-I-IT and other WASS procedures referred to in the purchase order);

Box to be deleted

< Describe the planning documents prepared for the contract (Quality Plan, Project Management Plan, Project Schedule, Risk Management Plan, Configuration Management Plan, ... etc.). The project schedule (GANTT) may be included in this paragraph or provided as separate document and referenced in this paragraph.>

< Describe how the planned activities will be controlled to ensure achievement of contract requirements >

< Indicate how a documented **"Requirements/Solutions Matrix"** will be prepared, controlled and maintained to provide evidence of conformity to the **contractual** requirements (the **technical** requirements for the supply shall not be traced in this matrix >.

10.2 Configuration Management

The contents of this paragraph shall be adapted in accordance with the characteristics of the supply.

Depending on the type of supply, some of the information required by the guide (text in red) may be not necessary.

Where possible, it is allowed to provide information by reference to company procedures, as long as they comply with the applicable requirements for the supply.

Box to be deleted

< If the supply provides for delivery of a Configuration Management Plan², it is sufficient to refer this document by code and title.

Otherwise, the paragraph shall describe how the supplier carries out the following activities:

- **Configuration identification:** selection of Configuration Items (CIs), coding rules for CI part number and related documents, identification of baselines, product marking, serialization and batching criteria;
- **Configuration control:** management of configuration changes including approval by WASS, management of waiver/concession requests;
- **Configuration Status Accounting:** methods for documenting the product configuration status (*to be applied for both Design & Development and Manufacturing supplies*);
- **Configuration Audit:** planning, conduction and documentation of functional/physical configuration audits (FCA / PCA) for the delivered products, including possible involvement of WASS.>.

² WASS provides suppliers with the CFM103W-T-IT template for drafting the Configuration Management Plan

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10.3 Communication with WASS and the GQAR

<Describe the arrangements and the interface for communication with WASS (and the GQAR if applicable)>

<Describe the level and type of information that will be provided to WASS (and the GQAR if applicable)>.

10.4 Determining the requirements related to products

The information shall be provided whether a requirements review has already been conducted, or whether the review has yet to be carried out.

Box to be deleted

< Describe when and how the review of contractual requirements has been (will be) conducted, including the (planned) list of participants.

Indicate how the results of the review have been (will be) documented and any ambiguities in the requirements resolved with WASS

Indicate how any changes introduced by WASS on the requirements have been (will be) received and implemented by the supplier.>

10.4.1 WASS furnished materials

If WASS is not expected to provide material to the supplier, write NOT APPLICABLE.

Box to be deleted

<Describe how any materials made available by WASS for contractual activities are identified, verified, stored and taken into care by the supplier >.

<Describe how any anomalies, failures or malfunctions found on the above materials are reported to WASS >.

10.5 Design and development controls

If design and development activities are not required for the contract, delete the sub-paragraphs and write NOT APPLICABLE.

Box to be deleted

10.5.1 Design and development process

<Describe (possibly also in graphic form) the design and development process applied for the supply, in terms of phases, activities and resources involved. Indicate the responsibilities assigned for the project.>

10.5.2 Design and development planning

<Indicate where and how the schedule (GANTT) and the specific plans for design and development activities are documented (if delivery of specific project plans is not required, the information may be included in this paragraph and in other paragraphs of the Quality Plan. >

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10.5.3 Design and development inputs

<Indicate the documents in which the requirements and other information necessary for design and developed have been (will be) specified. State the criteria applied to ensure that the requirements are complete and adequate to the needs of supply. Describe the methods applied to ensure that all requirements are incorporated by the project. >

10.5.4 Design and development outputs

< Describe the output elements from the design and development phase (documents, drawings, baselines, prototypes, etc.) >

<Describe how it is ensured that output elements meet input requirements and are suitable for use in subsequent procurement and / or production activities>

10.5.5 Design and development controls

< Describe how Design Reviews and Verification/Validation activities will be conducted and documented to ensure that:

- Activities and the related results comply with indications from plans (reviews)
- Design outputs meet the input requirements (verification)
- The resulting products meet the requirements for their intended use (validation)

Indicate how WASS will be involved in the above activities >

10.5.6 Design and Development Changes

If information are provided in other paragraphs, reference may be made to those paragraphs.

Box to be deleted

<Describe how changes made during or after design & development are identified, approved and controlled, including changes to documents and/or products already approved by WASS or delivered to WASS>

< Describe how it is ensured that changes do not affect conformity to requirements>

10.5.7 Software Quality Assurance

If a Software Development Plan is to be prepared by the supplier, the plan shall be referenced (see the proposed black text).

Otherwise the paragraph shall describe how compliance of software with applicable requirements will be ensured by the supplier.

If no software is to be provided, state NOT APPLICABLE.

Box to be deleted

The plans for software quality management are described in the document <insert the document code and title>

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10.6 Dependability

Dependability is the ability to perform as and when required:

- It includes availability, reliability, recoverability, maintainability and maintenance support performance, and, in some cases, other characteristics such as durability, safety, and security;
- It is used as a collective term for the time-related quality characteristic of an item.

The paragraph shall describe the activities and documents provided by the supplier to ensure compliance with the contractual Dependability requirements (RAM Analysis, FMECA Analysis, Testability Analysis, Safety Analysis, Logistic Support Analysis, Management of the logistic configuration of the product,... etc.)

If such activities are not required, state NOT APPLICABLE

Box to be deleted

< Describe the supplier's responsibilities, activities and documents provided to ensure that the supply meets Dependability requirements.>.

10.7 Procurement

The requirements of WASS for the supplier's procurement process are specified in PQA004W-I-IT.

Box to be deleted

10.7.1 Procurement process

< Briefly describe (possibly also in graphic form) the Procurement process.>

10.7.2 Selection and control of suppliers

The paragraph shall describe the supplier's process for selecting and monitoring his suppliers.

The paragraph shall also list in the proposed table the main suppliers (WASS' sub-contractors) identified under the contract, including indication of their geographical location and the type of supplied products or service.

Box to be deleted

<Describe the criteria applied for evaluation, selection and monitoring of external providers (WASS sub-suppliers) >

Hereafter a list of the main suppliers (WASS' sub-suppliers) involved under the contract:

Supplier	Location/Site	Supply description
< Supplier Name >	< Supplier Location/Site >	< Supplied products or services>
< idem >	< idem >	< idem >
< idem >	< idem >	< idem >

10.7.3 Information to suppliers

< Describe how the requirements of WASS are communicated to subcontractors >.

< Describe how WASS customer requirements and Government Quality Assurance (GQA) clauses are flowed down to the suppliers (WASS subcontractors)>.

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10.7.4 Control of supplies

The following text is proposed as an example and shall be adapted in accordance with the characteristics of the supply.

Box to be deleted

Externally sourced products/services undergo incoming testing to verify compliance with specified requirements. The results of these controls are documented and retained.

Testing of incoming products/services is applied and documented as described in the following table:

Product / Service	Incoming Test Requirements (For each item, list the applicable documents, procedures, modules)	Control modes (Characteristic to be verified, applied methods, used tools, acceptance criteria)	Incoming Test Report (Documents to record the incoming test results)

<Indicate who is assigned responsibility for testing incoming materials>

<As applicable, indicate if and how the IE Documentation (IND100W-T-IT) received from WASS will be used>.

<Describe how non-conforming materials will be controlled>

<Describe how use of counterfeit or suspect counterfeit materials is prevented >

10.8 Production and service provision

If production activities are not provided, delete the sub-paragraphs and state NOT APPLICABLE

Box to be deleted

10.8.1 Production process

< Briefly describe (possibly also in graphic form) the Production process.>

10.8.2 Production planning and control

The following text (in black) is proposed as an example and shall be adapted in accordance with the characteristics of the supply.

Box to be deleted

The time schedule of activities is defined in <refer to the document>.

< Otherwise, a time schedule of the activities (GANTT) can be included in this paragraph or in Appendix of this Quality Plan >

The production process for the supply is described in the Manufacturing and Control Plan (MCP) issued by <insert the name of the issuing Organizational Unit>, which states the sequence of manufacturing steps and controls to be carried out.

The MCP identifies the manufacturing activities to be carried out with the related responsible and applicable documents, the Witness/Holding points for the company Quality Control and/or WASS/GQAR surveillance, and the reports to be produced to record the results of controls.

For each activity, the operational steps are detailed in the Work Cycles and referred documents (Parts Lists, drawings, manufacturing/assembly procedures, applicable standards,...).

The MCP also contains indications for the manufacturing end-of-line test and recording the product configuration.

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< If application of Special Processes and/or First Article Inspection are required, describe how the MCP will plan such activities >

<Describe how measures to prevent risk of Foreign Body Damage (FOD) will be implemented, as applicable>.

The MCP is submitted to WASS for approval, in accordance with the requirements of PQA006W-I-IT.

10.8.3 Special Processes and Non-Destructive Testing (NDT)

The following text (in black) is proposed as an example and shall be adapted in accordance with the characteristics of the supply.

The paragraph shall also indicate if and how the supplier will use subcontractors for application of special processes, in accordance with the requirements of PQA008W-I-IT).

Box to be deleted

The special processes applied for realization of the supply are specified and controlled as described in the following table:

Special Process	Process supplier	Process Specification	Process Qualification / Certification	Process control procedure	Process control report(s)
< Process name >	<Supplier name (if any)>	< document code >	Insert: • Certifying organization, • Qualification Certificate code, • Expiration date.	< document code >	< document code(s) >
Idem	idem	Idem	idem	Idem	idem

< Describe where the register of special processes operators is retained >

< Describe criteria for execution and documentation of Non-Destructive Tests>

< Describe if and how provisions of WASS' IE_Documentation (IND100W-T-IT) will be applied >

10.8.4 Use of WASS IE_Documentation

The following text (in black) is proposed as an example and shall be adapted in accordance with the characteristics of the supply.

If use of WASS module IND100W-T-IT is not required, delete the above text and state NOT APPLICABLE

Box to be deleted

< Describe how the IE_Documentation of WASS (IND100W-T-IT) will be used to describe and record the activities and controls carried out to ensure that the supplied products meet the specified requirements, including information on product configuration, application of special processes, and First Article Inspection, as applicable >

The IND100W-T-IT module (IE Documentation) will be completed in accordance with provisions of the procedure IND005W-T-IT made available by WASS.

10.8.5 Identification and Traceability

< Describe how identification of delivered products and traceability to the related documentation are ensured to provide evidence of conformity of the supply.>

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10.8.6 Preservation

<Indicate how preservation of products is ensured in terms of: identification, storage, protection, packaging and shipment to WASS (or its customer), in order to maintain conformity of delivered products to the specified requirements.>

<Describe how compliance with residual life requirements is ensured and evidenced for delivered life-limited products>

<Describe how preservation and traceability is ensured for quality records demonstrating the conformity of delivered products/services>.

10.8.7 Post-Delivery Activities

This paragraph applies when the contract requires post-delivery activities such as: installation and setting to work, interventions under or out of warranty, scheduled maintenance, retrofit, ... etc.

If post-delivery activities are not required, remove the red text and state NON APPLICABILE

Box to be deleted

<Describe how post-delivery activities will be carried out and documented in order to meet the contractual requirements and legal regulations. >

10.9 Control of Nonconformig Outputs

The standard requirements of WASS for the supplier's management of non-conforming outputs (products and services) are specified in PQA004W-I-IT. Additional requirements could be specified in the purchase order.

Box to be deleted

<Supplier name> carries out control and management of nonconforming products/services in accordance with his internal procedure <procedure code>.

< Describe how nonconforming products are identified (made recognizable) and segregated >

< Describe how the supplier deals with nonconforming products/services in terms of:

- classification and record of nonconformities (critical, major, minor, ... etc.),
- identification of corrective actions to: (1) remove the defect (repair, rework, scrap, use-as-is, ... etc.) (2) prevent recurrence of the problem,
- implementation of the identified solutions and verification of effectiveness,
- communicate to WASS the results of defect analysis and a description of the implemented solutions >.

<Indicate how non-conformities and the related corrective actions are documented>

< Indicate how WASS will be informed and involved in the management and decision-making of nonconformities >.

<State how any reworks, repairs, and use-as-is decisions will be submitted to WASS for acceptance>

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11 RELEASE OF PRODUCTS AND SERVICES

11.1 Acceptance Test

*The proposed text (in black) may be completed with additional information in accordance with the characteristics of the supply, but **may be changed only if there is a conflict with the P.O. requirements.***

Box to be deleted

<Supplier name> will invite WASS to attend acceptance test of the supplied products with a minimum of 10 working days' notice.

The invitation will be accompanied by the applicable Certificate of Conformity as described at para. 11.2.

Any requests for acceptance under waiver/concession, will be prior submitted to WASS for approval, and indicated in and attached to the Certificate of Conformity.

The acceptance test activities will be carried out on the basis of an Acceptance Test Procedure proposed to WASS for approval at least 30 days prior the scheduled Acceptance Testing date.

The results of the acceptance test will be recorded on specific Test Reports and made available to WASS, one for each delivered item.

<Supplier name> will submit to acceptance testing all the materials and documents specified in the P.O. and attached documents.

< If the P.O. is subject to Government Quality Assurance, describe how the GQAR will be invited to attend the acceptance testing activities >.

11.2 Certificate of Conformity (CoC)

*The proposed text (in black) may be completed with additional information in accordance with the characteristics of the supply, but **may be changed only if there is a conflict with the P.O. requirements.***

The supplier may submit a Certificate of Conformity other than the AQAP-2070 format only if:

- *the proposed format contains all the information required in PQA004W-I-IT, or*
- *a specific different requirement is contained in the P.O.*

In such cases the text of the paragraph shall be amended accordingly.

Box to be deleted

For each contractual delivery, <Supplier Name> will provide a Certificate of Conformity (CoC) in compliance with the provisions of AQAP-2070 - Annex B, to state that the product conforms with contractual requirements.

The CoC will be issued after the whole process of industrial controls and final tests has been successfully completed, and the related results collected and documented.

Any requests for acceptance under waiver/concession, previously approved by WASS, will be referenced and attached to the Certificate of Conformity.

The CoC will be signed by the Quality Manager of <Supplier Name> (or delegated person), and a facsimile completed with all the required data will be sent to WASS for approval with the invitation for acceptance testing.

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11.3 Requests for Waiver/Concession

<Describe how requests for acceptance under waiver/concession will be submitted to WASS when a product cannot be manufactured in compliance with specified requirements, or a product is found to be not conform after manufacturing, but considered fit for use after rework/repair>.

< Clarify that any requests for Waiver/Concession:

- will comply with requirements specified in WASS' PQA004W-I-IT,
- will be submitted to WASS for approval before the invitation to acceptance test is notified,
- will be indicated in the CoC and attached,
- will be also submitted to the GQAR if the contract is subject to Government Quality Assurance

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12 IMPROVEMENT

12.1 Continual improvement

The following text in black is proposed as an example and shall be adapted in accordance with the characteristics of the supply.

Box to be deleted

The periodic analysis and evaluation of data derived from monitoring, measurement, and audit activities enable identification of improvement opportunities for the company processes, in order to: improve the provided products and services, prevent occurrence of nonconformities, and pursue enhancement of customer satisfaction.

<Indicate how needs and opportunities for continuous improvement are identified with involvement of the company management >

<Indicate whom are assigned the responsibilities for implementation of improvement activities, and monitoring/evaluating the effectiveness of the results.>

12.2 Nonconformity and Corrective Action

<Describe how the company, in accordance with the requirements of PQA004W-I-IT, reacts to any non-conformities arising from internal controls, tests and audits, or signaled by WASS or the GQAR.

< Clarify how the causes of nonconformities are determined, actions to prevent recurrence are identified and implemented, and the effectiveness of the actions taken is verified>.

< Indicate the personnel responsible for management of corrective actions and describe how the actions taken and the associated results are communicated to WASS>.

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13 PERFORMANCE EVALUATION

13.1 Customer satisfaction

< Describe how monitoring and measurement of the customer satisfaction are implemented.

For example:

- *in proactive mode (through questionnaires and interviews addressed to the customer), and/or*
- *in reactive mode (through collection of meeting reports, non-conformity reports, customer claims or compliments);*
- *in analytic mode (through calculation of specific indicators such as: punctuality of deliveries, problem resolution times, product conformity rating, ...) >*

< Describe how data from monitoring activities are used to react and increase the customer satisfaction (e.g. data processing and analysis (see 13.2), identification of strengths and weaknesses, presentation to the Company Management, identification and implementation of remedies, feedback to customers,...) >

< Identify responsibility for the above activities >.

13.2 Analysis and Evaluation

The paragraph shall describe how the supplier performs analysis and evaluation in order to meet the stakeholders' needs and expectations.

Box to be deleted

< Describe how data and information obtained from external sources and from monitoring, measurement and auditing of company internal processes and products are used to evaluate:

- The effective completion of planned activities.
- Conformity of products and services,
- The effectiveness of the company processes,
- An effective management of risks and opportunities ,
- The performance of suppliers.
- The customer satisfaction >

13.3 Internal audit

<Describe how internal audits will be performed and documented in order to evaluate the processes and activities carried out for the contract, and to verify the application of the Quality Plan provisions >.

< Describe how internal audits will be conducted by personnel with the necessary skills, chosen by the company's Quality Responsible (or delegated person) >

< Describe how appropriate corrective actions will be taken when non-conformities occur, and verified for effectiveness by the company Quality organization>