

Quality Manual

for Suppliers



- ✓ **EASA Part:** 21J (DOA), 21G (POA), 145 (MOA), CAMO
- ✓ **FAA:** Repair Station
- ✓ **LufABw LTB:** Desing | Production | DEMAR
- ✓ **NADCAP:** NDT (AC7114)
- ✓ **EN 9100:2018 & ISO 9001**



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1. Introduction

This manual outlines the requirements, guidelines, and expectations for our suppliers to ensure the quality, safety, and efficiency of cooperation, as well as compliance with regulatory minimum requirements for subcontracting. Compliance with these guidelines is mandatory for all suppliers.

Objective:

- Ensuring compliance with legal regulations and airworthiness requirements.
 - Ensuring the application of standardized processes.
 - Promoting a collaborative partnership with suppliers.
 - Continuous improvement of quality and processes.
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2. Order of Precedence: Quality Assurance Agreement (QAA)

If a Quality Assurance Agreement (QAA) has been established between the contracting parties, it takes precedence over the Quality Manual. The QAA defines specific, legally binding provisions tailored to the collaboration, whereas the Quality Manual outlines the company's general standards and processes. In such cases, the Quality Manual serves only as a supplementary reference, provided it does not contradict the stipulations of the QAA.

3. Purpose

This manual governs the collaboration between GA-ATS as a certified manufacturing and maintenance organization (POA / MOA) and its suppliers, in accordance with the requirements of Regulation No. (EU) 748/2012 and No. (EU) 1321/2014.

The primary goal is to ensure aviation safety, compliance with legal requirements, customer satisfaction, and continuous improvement of processes and services.

The agreement may also serve as evidence of the organized data exchange according to EASA-Part 21.A.139(a), 21.A.239(d) and data archiving according to EASA-Part 21.A.165(h); 21.A.265(i) unless a separate DO/PO agreement according to AMC No 2 to 21.A.122 exists.

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4. Scope

This manual applies to all suppliers of products and services for GA-ATS. It covers all processes from product development to delivery and traceability.

5. Definitions

Bogusparts	Counterfeit parts
COTS	C ommercial O ff T he S helf
DO/PO Agreement	Agreement for organized data exchange and communication between certified production and design organizations
DOA (EASA-Part 21J)	D esign O rganization A pproval
FAI	F irst A rticle I nspection
FOD	F oreign O bject D ebris
GA-ATS	G eneral A tomics A ero T ec S ystems
Airworthiness Certificate	e.g. EASA-Form 1, Form 8130-3
MOA (EASA-Part 145)	M aintanance O rganization A pproval
PfA	P ermit for A lternative
POA (EASA-Part 21G)	P roduction O rganization A pproval
PQR	P rocess Q ualification R eport
QAA	Q uality A ssurance A greement
QTP	Q ualification T est P rocedure
QTR	Q ualification T est R eport
SUP	S uspected U napproved P arts
8D Report	Document for systematic processing of deviations

6. Communication

- All documents and reports must be written in either German or English.
- Changes to terms and conditions or company structure (e.g., acquisitions) must be promptly communicated via email: procurement@ga-ats.com or SupplyChainQuality@ga-ats.com
- Any deviations from the agreed quality requirements as well as identified or potential unsafe conditions of the delivered products or services must be reported immediately, at the latest 72 hours after discovery, to the appropriate assigned contact person in GA-ATS Purchasing, at SupplyChainQuality@ga-ats.com or at Qualitymanagement@ga-ats.com.
- In addition, EASA has created an online portal for all organizations and individuals to report incidents and accidents related to aviation activities. ECCAIRS supports aviation authorities in collecting, exchanging, and analyzing their safety information with the goal of improving flight safety. You can access the platform at: <https://aviationreporting.eu/>

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7. Quality Management System (QMS)

Suppliers are required to implement a Quality Management System (QMS) based on at least one of the following standards:

- **EASA Part 21G (POA)** or equivalent (FAA, etc.) for manufacturers.
- **EASA Part 21J (DOA)** for development service providers with DO/DO agreement.
- **EASA Part 145 (MOA)** or equivalent (FAA, etc.) for maintenance organizations.
- **EN 9100, ISO 9001** or equivalent (AS9100, ASA100) for general suppliers.

7.1 Safety Management System (SMS)

Safety is a core value of GA-ATS and must be recognized as a binding principle by all employees, contractors, and suppliers. GA-ATS operates a proactive, systematic Safety Management System (SMS), which the supplier supports by aligning its own processes accordingly, promoting an open safety culture, and promptly reporting safety-related events or potential hazards. The safety policy is communicated transparently, regularly reviewed, and the supplier is obliged to acknowledge any changes, implement them, and pass relevant information on to its employees.

GA-ATS follows the principle of a “Just Culture” and expects the supplier to recognize and apply this principle as well. Employees and contractors should be able to report safety-related events without fear of unjustified consequences; all information is treated confidentially and used solely to improve safety. Even incidents without immediate hazard are reported and analyzed, distinguishing between system-related factors and unacceptable behavior, such as gross negligence or intentional violations.

The supplier documents and assesses all risks and hazards arising during the acceptance of orders and the execution of contracts, including potential non-conformities. Deviations or changes identified during the product lifecycle must also be included in the assessments. GA-ATS may be involved in the assessment and reserves the right to review relevant records as part of its monitoring duties.

The supplier reports all safety-related events, occurrences, or observations related to contract performance promptly to GA-ATS, but within **72 hours**. These include, in particular, hazards, risk-related events, accidents, incidents, near-misses, technical failures, and operational deviations or irregularities that require risk mitigation measures.

Reports of safety-related events must be complete, structured, and traceable, containing all essential information, including the date, time, and location of the event, a description, affected components, involved persons (without assigning blame), initial risk assessment, immediate corrective actions taken, and the need for root cause analysis. The supplier ensures that all

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information is transmitted accurately and completely, and that missing data are provided without delay. Reports are submitted to the contacts listed in **Chapter 6**.

8. Supplier responsibilities

- Ensuring compliance with all requirements, including the communication of these to subcontractors, after prior consultation and approval by GA-ATS.
 - The supplier must document and assess the hazards and risks arising from the acceptance of the application and the execution of the order. In particular, the considerations should include potential non-conformities with the required specifications. These must be presented to the client upon request.
 - Reporting deviations or safety risks related to subcontracting.
 - The contracted supplier will conduct and document internal independent audits at regular intervals of 2 years, at a minimum for all processes involving subcontracted parties, in order to ensure the effectiveness of its QMS and assess its adequacy.
 - Ensuring that design, manufacturing or maintenance requirements meet the current revision status.
 - Any changes to GA-ATS production drawings must be approved by GA-ATS development operations, via VA-EB025 (internal procedure).
 - Ensuring that measuring and manufacturing equipment (FEMIs) remains compliant, suitable, and calibrated.
 - Conducting a First Article Inspection (FAI) in accordance with AS/EN 9102 if requested by GA-ATS.
 - Reporting First Article Inspection (FAI) results if there is a disruption in orders or production for over 24 months.
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9. Access rights and auditing by GA-ATS

GA-ATS, its customers, and the relevant regulatory authorities reserve the right to audit compliance with these quality requirements at the supplier's site.

The supplier agrees to provide access to all relevant facilities, areas, documents, and records for the products supplied to GA-ATS after prior agreement.

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10. Information Security and EASA Part IS

The Supplier shall support GA-ATS in complying with EASA Part IS, which governs the protection of safety-critical information. Even without EASA certification, the supplier must implement appropriate information security measures for all products, data, and services in order to comply with aviation safety or regulatory requirements.

The Supplier shall ensure that all personnel handling GA-ATS information understand the importance of data protection and security. Ideally, the Supplier holds certification to ISO/IEC 27001 or an equivalent standard. If not certified, the Supplier must demonstrate adequate internal controls.

Any information security incident, such as unauthorized access or data loss, must be reported to GA-ATS immediately. Sub-suppliers must apply equivalent security measures.

GA-ATS reserves the right to review the Supplier's information security practices. Identified deficiencies must be corrected promptly. Non-compliance may result in additional controls, suspension, or removal from the approved supplier list.

11. Procurement

The supplier must ensure that all applicable specifications are included in orders and provided to subcontractors.

GA-ATS reserves the right to define the source for parts, materials, or processes based on risk assessments. This does not prevent the supplier from monitoring its subcontractors.

Suppliers who deliver products with an aviation certification, such as an EASA Form 1 or an equivalent document, are responsible for the selection, approval, and reliability of their subcontractors. The corresponding release and monitoring processes must be documented. This regulation does not apply if only a CoC (Certificate of Conformance) is provided.

12. Traceability

Suppliers must ensure traceability of parts and materials to their origin. This includes documentation of all production and maintenance processes.

For components from other manufacturers, delivery notes and manufacturer certifications must be provided.

In addition, records to demonstrate quality performance and planning must be kept. These include, but are not limited to (if applicable):

- Test and inspection results
- Part number
- Expiry date (if applicable)

- Serial or batch number
- First article inspection reports (FAI)
- Certificates for materials and parts
- Evidence of qualification and monitoring of special processes
- Calibration records for inspection and test equipment
- Results of product or process validations (e.g., run cards, logbooks, etc.)

13. Control of Non-Conforming Parts in the manufacturing process

The supplier must implement a procedure to manage non-conforming or suspected parts.

The process must ensure:

- Non-conforming parts must be clearly labeled, stored in a manner that protects them from accidental or unauthorized use, and documented.
- GA-ATS is immediately informed of deviations.
- Destruction of scrap parts is required.
- A system must be in place to detect SUP or counterfeit parts during receiving inspection.

14. Qualification of special processes

Special processes, as defined in this agreement, refer to all manufacturing processes whose quality or conformity can only be demonstrated through destructive testing of the produced product.

Special processes (e.g., heat treatment, anodizing) must be qualified and approved in advance by GA-ATS. Subcontractors may only perform such processes with the approval of GA-ATS.

If the subcontractor intends to outsource special processes to a third party or make changes to the process, written approval from GA-ATS must be obtained in advance.

If the supplier is an aviation-certified company and delivers the products with an EASA Form 1 or an equivalent document, they may perform special processes themselves or outsource them to third parties. In this case, the supplier assumes full responsibility for the qualification of these special processes, unless specific requirements from GA-ATS have been established. The supplier must implement and apply an appropriate procedure. This regulation does not apply if only a CoC (Certificate of Conformance) is provided.

Summary: GA-ATS process for qualifying a special process:

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- Detailed comparison of the procedures to be applied with the existing procedures (Compliance Matrix).
- Special process audit by GA-ATS.
- Performing tests and investigations according to a Qualification Test Plan (QTP) to be created by GA-ATS.
- Documenting the results in a Qualification Test Report (QTR).
- Approval of deviations from the process parameters specified in the design documents (Permit for Alternative - PFA).
- Documentation and approval of the process qualification in a Process Qualification Report (PQR).
- Regular process monitoring, e.g., through production-accompanying test specimens.

15. Retention periods

- Documents must be retained for at least 10 years.
- Electronic backups must ensure availability and readability during the retention period.
- Airworthiness certificates (e.g., EASA Form 1) must be retained for the product's lifecycle.

16. Storage, packaging and shipping

The supplier must ensure that all materials and parts are stored under appropriate conditions and in compliance with the manufacturer's requirements.

The following conditions must be met:

- Protection against unauthorized access
- Protection from harmful environmental influences
- Protection from Foreign Object Debris (FOD)
- Separation of new and used parts
- Separation of usable and non-usable parts
- Separation of aerospace materials and general materials
- Marking of parts for clear traceability
- Monitoring of shelf life restrictions (expiry date)
- If applicable, compliance with ESD protection measures for electronic components
- Compliance with the requirements of standards and specifications

Unless otherwise contractually agreed, the supplier is responsible for ensuring adequate packaging of the parts they ship.

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GA-ATS reserves the right to specify special packaging requirements in certain cases (internal standard GAN 2071).

17. Supplier evaluation

GA-ATS regularly evaluates suppliers based on criteria such as quality (complaints), on-time delivery, and compliance. Deviations may result in a temporary or permanent suspension of deliveries.

The evaluation conducted by GA-ATS does not relieve suppliers of the responsibility to evaluate their own procurement sources (sub-suppliers).

18. Corrective and preventive actions

The root causes of errors must be systematically analyzed, and appropriate corrective actions must be taken. Error reports should be submitted in the form of an 8D Report.

An initial response regarding the issue to be investigated must be provided within a maximum of 5 business days. GA-ATS expects a detailed error report, including corrective actions, to be submitted within a maximum of 20 business days, unless otherwise agreed. Any delay beyond these deadlines requires prior coordination with GA-ATS.

The 8D Report will only be considered complete once GA-ATS has reviewed and accepted the problem-solving report, including the corrective actions.

19. Personnel qualification

The supplier must ensure that their employees are aware of the following:

- The company's quality policy
- Their contribution to product and service conformity
- Their contribution to product safety
- The consequences of failing to meet the requirements of the design/ quality management system
- Relevant documented information of the design/ quality management system and any changes to it
- The importance of adhering to business ethical guidelines
- Basic knowledge of airworthiness requirements
- Knowledge of reporting channels in the Safety Management System

For personnel with specific responsibilities, particular attention must be given to their ongoing qualification. Personnel with special duties include at least:

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- Auditors (internal and external)
 - Inspection/authorized release personnel
 - Employees involved in the processing and approval of special processes
 - Personnel authorized for self-inspection of work
 - Personnel with responsibilities in the documentation of the development operations
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20. General terms and conditions

This manual is an integral part of the business relationship between GA-ATS and its suppliers. Any deviations must be agreed upon in writing.

21. Contact

For any questions or uncertainties, please contact:

Supply Chain Quality GA-ATS

Email: SupplyChainQuality@ga-ats.com

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