Arrow Aviation
Quality Clauses

Clauses applicable only when specified by Q-number on the purchase order.

Q1

Certification of Raw Materials.

Seller shall provide with each shipment, a certification of conformance to ARROW's specification number, including applicable size, type, grade, class, and/or color. If no approved ARROW specification is presented, Seller shall certify to Purchase Order requirements.

Q2A

Certification of Compliance.

Seller shall provide with each shipment a Certificate of Compliance stating that each device has been inspected, tested, and accepted to the requirements of the procurement specification and/or purchase order. This certification shall be signed by the cognizant Quality representative.

Q2B

F.A.A. Form 8130-3

Seller shall provide with each shipment Form 8130-3 for each product that has been overhauled, repaired, inspected, tested, and accepted to the requirements of the procurement specification and/or purchase order. This certification shall be signed by the appropriate Approval for Return to Service representative.

Q3

Certification of Functional Testing.

Seller shall conduct 100% Functional testing of the item(s) and submit copies of actual test results demonstrating compliance with each shipment.

Q4

Certification of Special Processes.

Seller shall provide certifications for performance of special processing in accordance with the Engineering Drawing, Specification or Purchase Order requirements. Certification shall include specification number, name of processor and process performed.

Q5

Chemical Analysis and Physical Test Data

Seller shall include with each shipment, a copy of the chemical analysis and physical test data, as applicable, representative of each lot or batch of material shipped. The manufacturer, manufacturer's lot/batch number shall be specified. Such statement shall bear signature of a cognizant representative.

Arrow Aviation
Quality Clauses

Q6
Part Identification.
Minimum identification shall consist of the manufacture's part number and trademark, if applicable, on each part. If part does not lend itself to stamping, due to part size composition, etc., the container or tags shall bear appropriate identification.

Q7
Inspection System.
Seller's Inspection System shall comply with MIL -I-45208A, ISO 9000, or an equivalent system. This system shall be subject to audit by ARROW representative and/or ARROW customer representative at Seller's facility.

Q8
Corrective Action.
Seller shall maintain adequate controls to prevent shipment of nonconforming articles without prior approval from ARROW. Any nonconformity discovered by the seller shall be reported to Arrow within 24 hours. In the event of ARROW initiated corrective action requests, Seller shall advise ARROW of action taken to correct and prevent reported discrepancies.

Q8
Source Inspection.
Parts, assemblies or systems being procured from Seller must be Source Inspected due to the complexity, critical application, and/or that conformance to subcontract requirements cannot be fully determined upon receipt. Source inspection may take place at fabrication, assembly, and/or testing prior to shipment to and may be accomplished by inspection, test witnessing, and/or periodic audits. Seller shall contact ARROW's Quality Representative at least three (3) workdays in advance of planned Source inspection.

Q9
First Article Inspection (FAI) Report.
Seller shall perform First Article Inspection and furnish a First Article Inspection Report, to include actual dimensions, characteristics, test results, and verification of drawing notes in accordance with the drawing and/or specifications required by the Purchase Order. A copy of the FAI Report is to be included in the shipment subject to ARROW Quality Representative Review and approval. If a lot is not continuous or is considered a new production run a new FAI should be submitted with each lot.

Arrow Aviation
Quality Clauses

Q10
Certification of Calibration.
Seller shall furnish calibration certification. Calibration standards used shall be traceable as defined by ISO-17025. In the case of equipment being sent out for calibration, certification and test data based on the condition of equipment "as received" shall be provided. If any adjustment is performed to bring equipment to within its required tolerance, then test data based on condition of equipment "after calibration" shall also be provided. Data sheets shall include date calibration was performed, measurement standards employed and environmental conditions in which calibration took place.

Q11
Control of Devices Sensitive to Electrostatic Discharge.
Seller shall comply with the requirements set forth in DOD-STD-1686. Seller shall practice procedures to protect electrical and electronic parts and assemblies from damage resulting from Electrostatic Discharge (ESD), throughout all handling, packaging and shipping operations. For parts that are known electrostatic sensitive, a bright electrostatic damage sensitive caution shall be attached to each container delivered.

Q12
Date Code.
Seller shall supply materials/parts with at least 75% of the shelf life remaining at time of receipt by Arrow.

Q13
Traceability -Mechanical.
Seller shall provide, with each shipment of mechanical items, traceability documentation for lot identification. Such documentation shall bear evidence of lot verification by seller's Quality Assurance Representative.

Q14
First Article Requirements.
AS9102 first article requirements apply, and the AS9102 first article form must be used for all first articles

Q15
Sikorsky Approved Suppliers.
Only suppliers certified by Sikorsky can be used.

Arrow Aviation
Quality Clauses

Q16
Supplier Quality System.
The supplier quality system must meet the requirements of Mil-Q-9858.

Q17
Drug and Alcohol Program
The supplier must maintain a random sampling drug and alcohol program that complies with the requirements for FAR145 Repair Stations by the U.S. Department of Transportation.

Q18
Special Order Policy
Once a purchase order is placed for a Special Order part, the order may not be cancelled. Once received, Special Order parts may not be returned to Arrow.