	INSTRUCTION MANUAL of the INTEGRATED MANAGEMENT SYSTEM	Document: DOCPRO009003A06EN
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Disseny, Estudi i Mecanització SL (DEM) requires its external suppliers to apply appropriate controls to themselves and to their direct external suppliers and those in their supply chain.

This document establishes the requirements for external suppliers, including subcontractors, raw material suppliers and treatment providers, to ensure compliance with the **EN 9100 standard**.

1. GENERAL REQUIREMENTS FOR SUPPLIERS

1.1. COMPLIANCE WITH PRODUCT AND SERVICE REQUIREMENTS


The products and services supplied must comply with the specifications established in the **order, drawings and technical documentation supplied by DEM**. In the event of any doubt of interpretation, the supplier must immediately contact **the Technical Office or the Quality Department**.

Suppliers must ensure that the processes, products and services supplied comply with applicable technical requirements, including specifications, process requirements and work instructions.

1.2. CRITERIA FOR APPROVAL OF PROCESSES, PRODUCTS AND SERVICES

The supplier must ensure that all processes and products meet the specified requirements and have been verified prior to shipment. In addition:

- DEM may require **prior samples** for approval, including samples for inspection, verification or audit of the design.
- In the case of **special treatments** (hardening, nitriding, anodizing, etc.), the supplier must guarantee the availability of **certificates of conformity**.
- DEM, and its client, reserve the right to carry out **verification and validation audits** at the supplier's facilities.
- Processes, products and services must be validated before delivery.
- Suppliers must ensure design and development control if applicable.

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1.3. COMMUNICATION AND INTERACTION WITH DEM

The supplier must maintain fluid communication with DEM and report any incidents, including:

- Changes in **manufacturing processes, supply conditions or products or services**, and obtain approval if necessary.
- Changes in **location, accidents, contingencies and others** that may affect the service.
- Delays in delivery times.
- Compliance issues detected before or after delivery, proposing corrective actions.

1.4. QUALITY CONTROL AND VERIFICATION


Before shipment, the supplier must ensure that:

- **A final inspection** (and/or during the manufacturing process) of the product is carried out to verify its conformity. This includes inspection and verification of the production process. Where applicable, the supplier shall implement statistical techniques for product acceptance.
- **Certificates of materials and treatments** are provided if required.
- In case of **non-conformity**, the supplier must communicate this immediately and propose corrective actions.

1.5. TRACEABILITY

The supplier must guarantee the traceability of materials and processes. This includes:

- Maintain a **documentary record** of the materials supplied.
- Assign unique identifiers to each order to facilitate traceability.
- **Guarantee the identification and segregation of non-conforming products.**
- In addition, it must guarantee the **conservation of documentation** according to the deadlines required by DEM.

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1.6. RISK MANAGEMENT IN THE SUPPLY CHAIN

Suppliers must apply a **risk-based approach** to identify and mitigate potential supply chain issues. This includes monitoring external suppliers approved by DEM or its customers and monitoring their supply chain.

They will have to ensure that there are no interruptions in supply due to internal or external problems.

In the event of subcontracting, the supplier must ensure that **subcontractors also meet the specified requirements.**

1.7. PREVENTION OF COUNTERFEIT PARTS

The supplier must establish **controls to avoid the use of counterfeit parts**, ensuring the traceability and authenticity of the materials used. Any changes in processes or external suppliers must be communicated to DEM and will require prior approval.

1.8. AUDITS AND VERIFICATION BY DEM

DEM reserves the right to carry out **audits, inspections and verifications** at the supplier's facilities to ensure compliance with quality, traceability and safety requirements.

Likewise, suppliers must allow DEM, its customers and regulatory authorities access to their facilities and documentation when necessary.

1.9. DOCUMENTATION

a) TECHNICAL DOCUMENTATION


- It is not necessary to submit quality reports, except in cases that the Quality Department deems appropriate, either during manufacturing or once the product has been delivered.
- No annotations or modifications may be made to the documents delivered by Disseny, Estudi i Mecanització, SL. In the event of modifications or observations, they must be communicated to the Technical Office.

b) SUPPLY RECEPTION DOCUMENTATION

- The delivery note with the references delivered, indicating the quantities and order number, must be delivered together with the parts.

c) DOCUMENTATION RETAINMENT

- The documentation must be kept in conditions of integrity, legibility and security at all times and for a period of 5 years.

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1.10. ENVIRONMENT

- The supplier undertakes to work in compliance with current environmental regulations, minimizing their impact in all phases of the product's life cycle. DEM will highly value any policy and actions that add values of respect and protection of the environment.

1.11. TRAINING AND AWARENESS RAISING

The supplier must ensure that all personnel involved in manufacturing or supply are properly trained and certified according to applicable requirements.


- In the case of special processes that require specific certification, the supplier must provide documentary evidence of the qualifications of its personnel.
- DEM may require training and certification records at any time.

1.12. SUPPLIER'S ETHICAL AND SAFETY COMMITMENT

- The supplier undertakes to ensure that all persons involved in the supply processes are aware of their contribution to the conformity and safety of the product or service supplied, as well as of the importance of maintaining ethical behavior in all their activities. This commitment includes the implementation of appropriate measures to ensure compliance with these principles within their organization.

1.13. EVALUATION CRITERIA / SUPPLIER APPROVAL

- The main criteria for evaluating and approving suppliers are: product quality, compliance with agreed delivery times, an agreed price and the supplier's environmental policy.
- It will be positively valued if the supplier has ISO9001 and/or ISO14001 certification. If so, send the certificate. If not, the existence of a quality and/or environmental system can be justified by sending documentation.
- Statistical control of products returned to the supplier. The supplier must submit corrective actions, in order to prevent future errors.
- It is important for both parties to have a good level of communication, proactivity and responsiveness in case of unforeseen events or non-conforming products. Any changes in the supply conditions must be communicated.
- The right is reserved to carry out verification, validation, audit or inspection activities at the supplier's facilities in order to ensure compliance with the specified contractual, regulatory and quality requirements.
- If requested, you must provide test samples for design approval, inspection/verification, investigation, or audit.

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1.14. SUBCONTRACTING

- In the event of needing to subcontract products or services, the supplier will use the subcontractor designated by the client, if any.
- Likewise, it must guarantee the application and transfer of all the requirements requested.
- It will have to prevent the use of counterfeit parts.

2. REQUIREMENTS BY TYPE OF SUPPLIER – TECHNICAL REQUIREMENTS

2.1. MANUFACTURING

- The pieces must be machined and finished according to the drawing and specifications indicated in the order.
- Make sure there are no doubts about the interpretation of the plan. If in doubt, discuss it with the Technical Office or the Quality Department.
- Before carrying out the requested operations, it is necessary to ensure that the necessary equipment and gauges are available to carry out the pre-shipment check.
- The tolerances specified in the drawing must be respected, which must be 100% controlled. A final check of the first finished piece must be made to ensure that no operation is missing.
- If no tolerance is indicated on the drawing, the general tolerances according to DIN 2768m must be respected:


Tolerancias para cotas no especificadas según ISO 2768 / Tolerances for not marked dimensions by ISO 2768							
Rango	desde / from	desde / from	desde / from	desde / from	desde / from	desde / from	desde / from
Range	hasta / to	hasta / to	hasta / to	hasta / to	hasta / to	hasta / to	hasta / to
	0,5	3	6	30	120	315	1000
	3	6	30	120	315	1000	2000
Medio /Middle (m)	±0,1	±0,1	±0,2	±0,3	±0,5	±0,8	±1,2
Medidas en mm / Dimensions in mm							

- In the event of deviations during manufacturing, the Quality Department must be informed.
- Ensure that the parts are delivered without burrs, chips or sharp edges, clean and without drilling.

2.2. MATERIAL

- A Material Certificate must be provided for each supply made. The supplier must maintain traceability of deliveries. As delivered as specified in the order.

2.3. TREATMENTS

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- In hardening treatments such as nitriding, tempering, etc. the supplier will have the certificate available if necessary.
- In surface treatments such as copper plating, nickel plating, anodizing, etc., the treatment certificate must be available to confirm that the drawing specifications are met. Pieces with these treatments must be delivered protected.

3. ADDITIONAL REQUIREMENTS FOR AEROSPACE SUPPLIERS

In the case of suppliers working on **aerospace projects**, the following additional requirements must be met:

- Strict compliance with **EN 9100** and, where applicable, **AS9102 for First Article Inspection (FAI)**.
- Application of **advanced control methods** in manufacturing and inspection.
- Guarantee that material suppliers and subcontractors also comply with **current aerospace regulations**.

4. COMPLIANCE WITH THE EN 9100 STANDARD

This document has been reviewed and updated to ensure that **it meets all the requirements established in the EN 9100 standard, section 8.4.3.**