

Reference :	DOC140003
Amendment :	G
Date :	10/15/2025

INFORMATIONS

Type of distribution :	☒ MASTERED ☐ NO MASTERED
Type of document :	DOCUMENT
Number of page :	5
Object :	Document describing the quality requirements for the externally provided product and service
Scope :	This document applies to suppliers and subcontractors having a direct influence on the quality of products manufactured by METALBALL
Bibliography :	EN9100 / ISO9001 / EN9163
List of associated documents:	N/A
Definition :	Externally provided product and service: provider, subcontractors, service provider

CHANGE TRACKING

Amendment	Date of version	Nature of the changes
A	05/04/2012	Creation
B	21/01/2013	Qualifications of the personnel Control operation and / or reception at the supplier Information changes in process / product
C	27/07/2017	Complete refunds
D	10/11/2023	Change responsible for sending the supplier evaluation (page 3)
E	12/12/2023	Add regulatory requirements (page 5)
F	29/02/2024	Removing the validation cartridge page 5
G	15/10/2025	Update: Logo (p1), Shelf life 30 years → 40 years + NFL standard → EN9163 (p4)

VALIDATION

	Name	function	Date	Visa
Editor :	Cécile DUBUC	Quality manager	10/15/2025	
Auditor :	Cécile DUBUC	Quality manager	10/15/2025	
Approver :	Nicolas CENTOMO	Director	10/15/2025	

Table des matières

1.	Quality system	3
2.	Responsibility of the provider :	3
3.	Order requirements :	3
4.	Supplier evaluation.....	3
5.	Right of access.....	3
6.	Change control	3
7.	FAI First article inspection	3
8.	Qualification of the personnel	3
9.	Product conformity.....	4
10.	Recording management system.....	4
11.	Delivery documentation.....	4
12.	Protection parts	4
13.	Processes and equipment :.....	4
14.	Performance monitoring ;.....	4
15.	Audit activity :.....	4
16.	Samples :	4
17.	Control and maintenance of control facilities:	5
18.	Special process and CND :	5
19.	Regulatory requirements:	5

1. Quality system

The supplier is qualified by MetalBall following his agreements (EN9100; ISO 9001; NADCAP, etc.). In the event of withdrawal, the supplier has to inform MetalBall.

2. Responsibility of the provider :

The service provider is responsible for its products or services' conformity, including for the part which it may be required to buy or subcontract:

- Goods and services' quality
- Conformity with orders' specifications and document

The provision of instructions, manufacturing or control tools does not relieve the supplier of his responsibility for the final quality of the product.

No second-level subcontracting can be carried out without the approval of METALBALL's Quality Department, who will first verify the approval status of the subcontractor and the applicable provisions (especially processes).

In all cases, the contractor will be the only responsible and must pass on the requirements of METALBALL (and its customer if necessary) to its subcontractor. In this particular case, the claimant must exercise proper control of the Tier 2 claimant.

3. Order requirements :

The order placed with the service provider describes the product or service to be performed.

Upon acceptance of an order and any amendments, the contractor acknowledges that he is in possession of all the necessary information for its execution and must verify the presence of the specified documentation, the current index, the order purchase.

Metalball's customer specific requirements can be specified on the purchase order. Service providers qualified by customers are required to possess the normative documentation in force.

The service provider will manage the documents provided by METALBALL, in order to avoid any use of invalid or outdated documents.

Orders will mention any special requirements, including critical or key features, the need to supply test specimens.

4. Supplier evaluation

The supplier evaluation is used as preliminary evaluation by the Sales department or quality department to identify industrial activities and quality system. The supplier evaluation must be returned with 1 month.

5. Right of access

The supplier must ensure to METALBALL, her ordering party and supervisors an audit and free access to facilities and documentation. METALBALL is able to perform audit.

6. Change control

The supplier must inform MetalBall in case of process update as: process improvement, change of suppliers, and change of location.

7. FAI First article inspection

When specifically requested in the order, the service provider will prepare a first article file, based on the EN 9102 standard, and will submit it for approval to the METALBALL quality service. The file must be attached with the delivery of the products and the parts must be identified.

A change of the conditions of realization will be the subject of a request and can be applied only after formal agreement from METALBALL or from its customer.

8. Qualification of the personnel

Personnel performing work affecting conformity to product requirements shall be competent on the basis of appropriate education, training, skills and experience.

Staff should be made aware of:

- Their contribution to the conformity of the product or service
- Their contribution to product safety
- The importance of ethical behaviour

9. Product conformity

The service provider must make every effort to meet the deadlines specified in the order and confirmed on the published OA. He shall systematically inform METALBALL of any foreseeable delay.

The supplier has full responsibility to deliver parts in accordance with quality specification.

The supplier shall notify the customer in case of non-conforming product and ask his consent, non-conforming parts must be clearly identified. The supplier must respond to reports of non-compliance, and monitor corrective and preventive actions implemented in accordance with ISO 9001 and / or EN 9100 standards.

METALBALL reserves the right to refuse non-conforming products and to claim from the supplier all the costs incurred as a result of non-conformities on products and services in the case of non-compliant deliveries. As such, the procedure is as follows:

- METALBALL sends a non-conformity report to the service provider stating the details of the non-conformity and the assets (credit on the entire order in question, material cost if applicable)
- The claimant makes the claim,
- In the case of reinstatement or replacement of parts, the service provider makes a new delivery and sends a new invoice,
- The delivery documents should refer to the original non-conformity.

In the case of lot scrap, the defective parts will be made available to the service provider and sent back, upon explicit request, within one month of the non-conformity report. After this time, METALBALL will be able to discard the lot.

Note for heat treatment: any re-treatment is prohibited without our written consent.

10. Recording management system

The supplier must archive data securely and make available to METALBALL or its ordering party all records relating to its orders for a minimum of 40 years.

Specifications and other documents sent to the supplier must be recorded. The index of the current document will be indicated on the purchase order. The document distribution will be accompanied by a acknowledgement of receipt signed.

11. Delivery documentation

The supplier must provide a delivery note and a certificate of conformity in accordance with NF EN9163 standard, and the documents specified in the specification or purchase order.

12. Protection parts

Subcontractor it must pack items for return in METALBALL at least the same way they have been supplied with great deal carefully.

The supplier shall take all necessary measures to ensure the integrity of parts for transport and storage operations at METALBALL.

13. Processes and equipment :

The supplier must indicate the methods and processes used in production as well as the equipment used for the release of products and services.

14. Performance monitoring :

MetalBall evaluates all its suppliers and subcontractors using performance indicators based on the delivery time and conformity of the products delivered. This measure is re-evaluated on a periodic basis and will condition the retention in the list of approved suppliers and the degree of supervision of the year. In the event of a proven, serious or repeated malfunction, a supplier may be removed from the list or an audit will be performed.

15. Audit activity:

Metalball reserves the right to carry out verifications and / or validation of the products or services provided at the suppliers' premises.

16. Samples :

Metalball may require its suppliers and subcontractors to provide samples for design approval, controls and verifications, investigations or audits.

Prevention of counterfeiting:

If applicable to the nature of the products supplied, the contractor must establish a program to prevent counterfeit coins.

17. Control and maintenance of control facilities:

The service provider must carry out checks and tests throughout the process, including verification of production processes, to ensure compliance with specified requirements.

All controls test report must be kept. The measuring devices of the service provider must be calibrated or checked at specified intervals. Where the service provider uses specific equipment, he must ensure that he is able to carry out the measures for which it was intended.

18. Special process and CND :

Service providers in the field of non-destructive testing must comply with the specifications required for ordering, in particular in terms of calibration, verification and qualification of installations and equipment, cleaning or stripping if applicable.

The supplier is obliged to provide METALBALL with proof of control of the process:

- Certificate of qualification issued by the customer of METALBALL or its principal (not essential if the service provider appears in the list of qualified service providers by the final customer),
- Or certificate of qualification issued by a third-party organization (PRI-NADCAP),
- Or internal qualification file in other cases.

The service provider must communicate on request of METALBALL all the registration documents allowing to attest the mastery of the process carried out.

Any operator involved in carrying out the process must be qualified.

In the event of deviations from the applicable specification, METALBALL must be kept informed, unless this difference has been formally accepted by the originator from whom the specification is derived.

In the case of orders not containing all the elements necessary for a suitable treatment, the service provider must block the order until METALBALL transmits to it all the information necessary for the smooth running of the operations.

19. Regulatory requirements:

The supplier undertakes to respect the Metalball code of conduct.

Fraudulent activity is defined as deception, abusive practice or breach of trust, intentionally committed for profit or to gain an unfair or dishonest advantage. This includes, but is not limited to, falsification of information, intentional omission, false pretenses, and deliberate misuse of qualified or certification/qualification/authorization resources.

Suppliers found to have committed fraudulent activity will be suspended and must be re-evaluated for new qualification.