AS9100 Quality Terms and Conditions (for Aerospace suppliers)

The Supplier requirements below apply to all Suppliers and Sub-Tier Suppliers to H.B. Fuller Company, or any applicable H.B. Fuller Company affiliate (collectively "FULLER"), providing materials and services with respect to FULLER's AS9100D compliant design and manufacturing. Acceptance of a purchase order from FULLER binds the Supplier to the requirements listed in this document. The Supplier is not authorized to outsource any portion of the purchase order requirements unless specifically authorized by FULLER in writing. The Supplier shall flow down these requirements to any Sub-Tier Suppliers. Note that these requirements correspond with the requirements of FULLER's customers and with the requirements of AS9100, clause 8.4.3.

A. FULLER's Purchase Order provides information on the processes, products, and services to be provided including the identification of relevant technical data (e.g., specifications, drawings, process requirements, work instructions).

B. Each supplied order shall be accompanied by one legible copy of a Certificate of Analysis (C of A) or Certificate of Compliance (C of C). Material certifications shall show quantitative analysis of each element and physical testing as required by specifications referenced. Traceability for raw material is required and shall be retained and provided to FULLER with product. Final acceptance of product shall be at FULLER after receiving inspection.

C. The Supplier shall ensure that employees and people working on its behalf are competent and trained in accordance with the requirements of AS9100, where applicable.

D. In addition to the other requirements recorded within this document, Suppliers shall hold all information received from FULLER in confidence and no third-party request for information shall be authorized unless approved in writing by FULLER.

E. FULLER shall review Suppliers based on Quality, Delivery, and/or Service. Suppliers shall be issued corrective actions as required. Supplier late shipments and corrective actions shall be reviewed at Management Review meetings for increased action at Management's discretion. Any outcomes shall be documented in Management Review Meeting Minutes. Suppliers that fail to perform in these areas may receive further Corrective Actions and may be considered for probation or removal from FULLER's approved supplier list.

F. FULLER and its customers reserve the right to perform verification and/or validation activities at the Supplier's premises.

G. For any product or service that is an input to FULLER design and development under AS9100D, the Supplier shall provide all information required by FULLER to meet the requirements of AS9100D section 8.3.4.

H. The Supplier is responsible for the validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement.

I. All gauges and instruments used to verify product shall be calibrated using standards whose accuracies are National Institute of Standards and Technology (NIST) traceable. All provided calibration certifications shall specifically state this traceability. The Supplier shall maintain a quality / inspection system that shall ensure all goods and services conform to contract requirements whether manufactured or processed by the Supplier or procured from Sub-Tier Suppliers.

J. The Supplier shall use a sampling plan for product acceptance, consistent with typical industry standards, unless otherwise specified or agreed upon in writing by FULLER.

K. The Supplier shall maintain a quality system in compliance to AS9100D and/or approved by FULLER. When required by FULLER or its customers, Suppliers shall use customer-specified sources. The Supplier shall notify FULLER of nonconforming processes, products, or services and obtain approval for their disposition. To prevent the purchase of counterfeit or suspect / unapproved products and to ensure product identification and traceability, the Supplier shall institute controls that include staff training on the effect and identification of counterfeit / suspect parts, the requirement of Material Certificates, Certificates of Conformity, and/or other supporting documentation as appropriate. Material and part substitutions are not allowed. The Supplier shall notify FULLER of any change in ownership, management, location, product, or process that affect FULLER's product or services. Suppliers shall flow-down to Sub-Tier Suppliers the applicable requirements as required by the purchase order either specifically or by reference. When requested by FULLER or its customers, the Supplier shall provide test specimens for inspection / verification, investigation and/or auditing purposes. Unless otherwise specified on the Purchase Order, the latest specification revision in effect at the time the lot of raw material/parts was originally manufactured or processed shall apply. In the event a document has been superseded, the latest revision of the superseding document shall apply. All certifications, test reports, and inspection reports, as well as receiving inspection, in-process inspection, final inspection, and calibration records shall be retained for a minimum of ten years, unless otherwise specified by FULLER, and shall be made available to FULLER, FULLER's customers, or regulatory agency upon FULLER's request.

L. The Supplier shall provide H.B. Fuller, its customers, and applicable regulatory authorities the right of access to relevant facilities, processes, and records at any level of the supply chain for purposes of verification, audit, or inspection. Access shall be granted with reasonable notice during normal business hours and conducted in a manner that protects confidentiality, safety, and regulatory requirements. This requirement shall be flowed down to applicable sub tier suppliers.

M. The Supplier shall be committed to the highest standards of ethics and business conduct, and shall comply with the law, honor commitments, act in good faith, and be accountable. The Supplier shall not offer, promise, authorize, or provide, directly or indirectly, anything of value (including business gifts or courtesies) with the intent or effect of inducing anyone to engage in unfair business practices and shall avoid involvement in activities that may be perceived as a conflict-of-interest. The Supplier shall respect the legitimate proprietary rights and intellectual property rights of customers and Suppliers and take proper care to protect sensitive information, including confidential, proprietary and personal information. The Supplier shall support product safety by ensuring robust management of special requirements, critical items, and key characteristics. If there are concerns with respect to product safety, the Supplier shall communicate them to FULLER. If there is a concern at the Supplier's premises with respect to safety during the manufacture of the product, the Supplier shall notify its own employees of the concern and whenever possible, mitigate the concern. The Supplier shall ensure that employees and people working on its behalf are aware of their contribution to product or service conformity, their contribution to product safety, and the importance of ethical behavior.