



# Supplier Quality Requirements Manual

Setna iO

# Supplier Quality Requirements Manual

## Table of Contents

1. General	2
1.1 Purpose & Applicability	2
1.2 Acknowledgement & Acceptance	2
2. Requirements for Purchase Orders and Repair Orders	2
2.1 Quality System	3
2.2 Part and Documentation Requirements for Purchase Orders	3
2.3 Service Providers Requirements for Repair Orders	4
2.4 Control of Sub-Tier Suppliers	6
2.5 Changes in Product, Process, Suppliers, or Location	6
2.6 Calibration Requirements	7
2.7 Right of Access	7
3. Supplier Performance Monitoring	7
3.1 Performance Criteria	7
3.2 Nonconformances	7
3.3 Supplier Corrective Action Report (SCAR)	7
4. Additional Obligations	7
4.1 Employee Training & Awareness	7
4.2 Counterfeit Parts Prevention	8
4.3 Confidentiality	8
4.4 Revision History	9

Setna iO

# Supplier Quality Requirements Manual

## 1. General

At Setna iO we recognize the critical role quality assurance plays in our success. Our goal is to ensure our customers are provided with the highest quality products and services. Our attainment of this goal is dependent on the quality of materials and products from our supply chain. Setna iO aims to establish long-term strategic relationships with Suppliers who can meet or exceed the requirements set forth.

We expect all materials and products received to be 100% compliant with our requirements.

### **1.1. Purpose & Applicability**

This manual serves as a guide for Suppliers and Service Providers to understand our quality management requirements, ensuring compliance with all applicable regulations and standards while maintaining consistency in product quality and performance. The requirements stated herein do not precede any conflicting requirements specified on the Purchase Order or Repair Order, including any relevant engineering and process specifications.

The Purchase Order or Repair Order issued by Setna iO shall contain all specific information, including but not limited to:

- The requirements of the processes, products, or services being provisioned.  
Examples: identity, description, part numbers, quantities, delivery schedule.

This document applies to all Suppliers, Service Providers, and when applicable, to Suppliers' sub-tier sources. Setna iO holds the authority to grant final approval for all products, processes, procedures, and equipment related to Purchase Orders and Repair Orders issued.

### **1.2. Acknowledgement & Acceptance**

The given requirements, Purchase Order and Repair Order criteria, and any accompanying attachments or exhibits form the complete procurement proposal offered by Setna iO. Fulfilling any part of the Purchase Order or Repair Order such as supplying material, initiating work, or accepting payment, shall constitute the Supplier's acknowledgment and commitment to compliance. Any conditions suggested by the Supplier or Service Provider that conflict with or add to these shall be considered null and void unless agreed to in writing by both parties.

## **2. Requirements for Purchase Orders and Repair Orders**

These requirements are mandatory for all Suppliers to ensure the highest standards of quality and compliance for parts and documentation. Compliance with these requirements is critical for maintaining a successful partnership with Setna iO.

# Supplier Quality Requirements Manual

## 2.1 Quality System for Suppliers

In addition to the requirements of this manual, all Suppliers of Setna iO must meet one of the following minimum quality system requirements:

a) Be registered to a recognized industry-standard quality management system by an accredited third-party registration body, or pb) Be compliant with a recognized industry-standard quality management system, with certification preferred.

## 2.2 Part and Documentation Requirements for Purchase Orders

- **Identification of Parts Under Extreme Conditions** - Parts known to have been subjected to conditions of extreme stress, heat, or environmental factors must be clearly identified and documented.
- **Documentation of Airworthiness Directives**- All Airworthiness Directives (ADs) claimed as accomplished must be fully documented, with evidence provided.
- **Documentation for Overhauled, Repaired, Inspected, or Modified Items** - Items identified as overhauled, repaired, inspected, or modified must include the appropriate signed and dated documentation, clearly indicating the status and the performed work.
- **Trace Documentation Requirements** - All items must include trace documentation to the Original Equipment Manufacturer (OEM), Repair Station, or the last operator (under regulations 121, 129, 135, or 145) unless prior approval has been obtained from Setna iO before shipment.
- **Supporting Documentation** - Supporting documentation must include a Material Certification that names the specified source and provides the following details: company name, source, condition, and part number.
- **Inspection and Acceptance** - All items shipped by the supplier are subject to inspection and acceptance by Setna iO. Non-compliance or failure to meet the specified requirements may result in the rejection of the shipment.
- **Approval of PMA or DER Parts** - Parts identified as Parts Manufacturer Approval (PMA) or Designated Engineering Representative (DER) are not accepted unless prior approval has been obtained from Setna iO before shipping.
- **Guaranteed Repairable Material** - All AR (As Removed) material is considered guaranteed repairable unless specified otherwise by Setna iO.
- **Shelf-Life Requirement** - All items supplied must have a remaining Shelf-Life of at least 80% of their original Shelf-Life at the time of shipment unless prior approval is obtained from Setna iO. Shelf-life details must be documented and included with the shipment.
- **Hazardous Materials (Hazmat)** - All hazardous materials must be properly identified, packaged, labeled, and documented in compliance with all applicable regulations, including but not limited to DOT, IATA, and OSHA standards. If requested, Material Safety Data Sheet (MSDS) or Safety Data Sheet (SDS) must be included with the shipment. Prior notification to Setna iO is required for all hazardous material shipments.
- **CAGE Code** - If available, the CAGE Code of the part's manufacturer shall be provided on all relevant documentation, including but not limited to shipping documents, data plates, and the part itself.

## Supplier Quality Requirements Manual

### 2.2.3 Part and Documentation Requirements for Purchase Orders of Life Limited Parts (LLP)

- **Documentation of Life Limited Parts** - Life Limited Parts must be accompanied by complete and accurate Operator documentation, including the total time since new (TSN), total cycles since new (CSN), and the remaining life limit. This information must be clearly indicated in the accompanying documents.
- **Traceability of Life Limited Parts** - LLPs must include trace documentation to the OEM, Repair Station, or the last operator (under regulations 121, 129, 135, or 145). This documentation must provide a continuous and verifiable history of the part.
- **Compliance with Life Limit Regulations** - Suppliers must ensure that all LLPs comply with the applicable FAA regulations concerning life limits. Any LLP approaching its life limit must be clearly identified and communicated to Setna iO before shipment.
- **Condition and Airworthiness** - LLPs must be inspected and confirmed to be in airworthy condition, meeting all applicable airworthiness standards. Documentation supporting the airworthiness of the part must be included with the shipment.
- **Notification of Life Limited Parts** - Suppliers must notify Setna iO of any LLPs being supplied, including detailed information about the part's life limit status and history. This notification must be provided prior to shipment.
- **CAGE Code** - For all LLPs, the manufacturer's CAGE Code shall be provided. This can be done through various means, including but not limited to, shipping documents, data plates, the part itself, or any other relevant documentation.

### 2.3 Service Provider's Requirements for Repair Orders

These requirements are mandatory for all Service Providers to ensure the highest standards of quality and compliance for parts and documentation. Compliance with these requirements is critical for maintaining a successful partnership with Setna iO.

#### 2.3.1 Requirements for Teardown

- Teardown and identify all subcomponents

#### 2.3.2 Requirements for Airframe Part Serviceable Repair

- **Testing and Inspection** - Please test/inspect in accordance with current Component Maintenance Manual (CMM) data and advise.
- **Compliance** - All applicable airworthiness directives (ADs) and mandatory service bulletins (MSBs) must be followed unless previously completed, with compliance noted on the Airworthiness Release Certificate (ARC). Setna iO must be notified of the cost of any service bulletin.
- **Tagging** - Tag dual FAA 8130 and EASA Form 1. Additionally, include CAAC, CAAS, and CAA UK if there are no extra costs.
- **Shelf-Life and Inspection Dates** - Shelf-Life expiration or inspection due dates should be indicated on the Authorized Release Certificate or the workshop report.
- **Failure Evaluation** - If it fails, then please evaluate for repair and quote both OEM and PMA, if available, and if pricing is the same.
- **DER Repairs** - DER repairs only with Setna iO's permission.

## Supplier Quality Requirements Manual

### 2.3.3 Requirements for Airframe Part Overhaul Repair

- **Overhaul Procedure** - Please overhaul in accordance with current CMM data and advise.
- **Compliance** - All applicable ADs and MSBs must be followed unless previously completed, with compliance noted on the ARC. Setna iO must be notified of the cost of any service bulletin.
- **Tagging** - Tag dual FAA 8130 and EASA Form 1. Additionally, include CAAC, CAAS, and CAA UK if there are no extra costs.
- **Shelf-Life and Inspection Dates** - Shelf-Life expiration or inspection due dates should be indicated on the Authorized Release Certificate or the workshop report.
- **Failure Evaluation** - If it fails, then please evaluate for repair and quote both OEM and PMA, if available, and if pricing is the same.
- **DER Repairs** - DER repairs only with Setna iO's permission.

#### 2.3.3.1 Additional Requirements for the Overhaul of Airframe Life-Limited Parts

- **Adherence to Life Limits** - Life-limited airframe parts must not exceed their specified life limits (in terms of flight hours, cycles, or calendar time) during or after the overhaul process. Once the life limit is reached, these parts must be removed from service and replaced.
- **Documentation of Life Status** - Overhaul documentation must include detailed records of the total time since new (TTSN) and total cycles since new (TCSN). This information is crucial to ensure the parts do not exceed their operational life limits.
- **Traceability** - Ensure complete traceability of life-limited airframe parts, including their history of usage and maintenance. All relevant records must accompany the part, documenting compliance with life limits and any repairs or inspections performed.
- **Inspection Requirements** - Perform all required inspections as specified in the CMM and by regulatory authorities. Document the results of these inspections, ensuring that the part remains within its life limits and is airworthy.
- **Replacement Notifications** - If a life-limited airframe part is found to be near or at its life limit during overhaul, notify Setna iO immediately. Arrange for the replacement of the part as per the regulatory and manufacturer's guidelines.

### 2.3.4 Requirements for Engine Part Overhaul Repair

- **Overhaul Procedure** - Please overhaul in accordance with current CMM data and advise.
- **Compliance** - All applicable ADs and MSBs must be followed unless previously completed, with compliance noted on the ARC. Setna iO must be notified of the cost of any service bulletin.
- **Tagging** - Tag dual FAA 8130 and EASA Form 1. Additionally, include CAAC, CAAS, and CAA UK if there are no extra costs.
- **Shelf-Life and Inspection Dates** - Shelf-Life expiration or inspection due dates should be indicated on the Authorized Release Certificate or the workshop report.
- **Failure Evaluation** - If it fails, then please evaluate for repair and quote both OEM and PMA, if available, and if pricing is the same.
- **DER Repairs** - DER repairs only with Setna iO's permission.
- **Engine Serial Number** - Ensure that the Engine Serial Number (ESN) of the engine part is accurately documented and added to block 12 of the Authorized Release Certificate (ARC).

## Supplier Quality Requirements Manual

### 2.3.4.1 Additional Requirements for the Overhaul of Engine Life-Limited Parts

- **Adherence to Life Limits** - Life-limited engine parts must not exceed their specified life limits (in terms of flight hours, cycles, or calendar time) during or after the overhaul process. Once the life limit is reached, these parts must be removed from service and replaced.
- **Documentation of Life Status** - Overhaul documentation must include detailed records of the total time since new (TTSN) and total cycles since new (TCSN). This information is crucial to ensure the parts do not exceed their operational life limits.
- **Traceability** - Ensure complete traceability of life-limited engine parts, including their history of usage and maintenance. All relevant records must accompany the part, documenting compliance with life limits and any repairs or inspections performed.
- **Inspection Requirements** - Perform all required inspections as specified in the CMM and by regulatory authorities. Document the results of these inspections, ensuring that the part remains within its life limits and is airworthy.
- **Replacement Notifications** - If a life-limited engine part is found to be near or at its life limit during overhaul, notify Setna iO immediately. Arrange for the replacement of the part as per the regulatory and manufacturer's guidelines.

### 2.3.5 Requirements for Engine Part Serviceable Repair

- **Testing and Inspection** - Please test/inspect in accordance with current CMM data and advise.
- **Compliance** - All applicable ADs and MSBs must be followed unless previously completed, with compliance noted on the ARC. Setna iO must be notified of the cost of any service bulletin.
- **Tagging** - Tag dual FAA 8130 and EASA Form 1. Additionally, include CAAC, CAAS, and CAA UK if there are no extra costs.
- **Shelf-Life and Inspection Dates** - Shelf-Life expiration or inspection due dates should be indicated on the Authorized Release Certificate or the workshop report.
- **Failure Evaluation** - If it fails, then please evaluate for repair and quote both OEM and PMA, if available, and if pricing is the same.
- **DER Repairs** - DER repairs only with Setna iO's permission.
- **Engine Serial Number** - Ensure that the Engine Serial Number (ESN) of the engine part is accurately documented and added to block 12 of the Authorized Release Certificate (ARC).

### 2.3.6 Quality Assurance Record Retention

All records related to the Purchase Order or Repair Order provided to Setna iO, including inspection reports, test reports, material certifications, and process certifications (indicative list), must be stored for at least 10 years from completion.

## 2.4 Control of Sub-Tier Suppliers

Suppliers and Service Providers are responsible for ensuring that their sub-tier Suppliers comply with all the requirements stipulated in the Purchase Order or Repair Order and this manual. Such information shall be communicated thoroughly.

Suppliers and Service Providers are responsible for adhering to Setna iO's customer-designated Suppliers when applicable.

## 2.5 Changes in Product, Process, Suppliers, or Location

Setna iO prohibits any change or deviation from the Purchase Order or Repair Order unless communicated prior and approved in writing by an authorized representative.

# Supplier Quality Requirements Manual

## **2.6 Calibration Requirements**

All measuring and test equipment used to inspect/verify products, materials, or processes supplied to Setna iO shall be calibrated using standards that have accuracy traceable to NIST.

The Quality Management System of a calibration supplier must be compliant with the standards of ANSI/NCSL Z540-1 and ISO/IEC 17025.

## **2.7 Right of Access**

To ensure conformance, Setna iO, its designated customers, and any applicable regulatory authorities, upon reasonable notice, shall have the right of access to all Supplier, Service Providers, and sub-tier Supplier facilities contributing to the execution of a Purchase Order or Repair Order. For example, source inspections, process verification, site surveillance, sampling, and 2nd & 3rd party audits.

## **3. Supplier and Service Provider Performance Monitoring**

Setna iO evaluates all Suppliers' and Service Providers' performance continuously. The frequency of evaluations is subject to the discretion of the management team.

### **3.1 Performance Criteria**

Supplier and Service Provider performance is based on meeting agreed-upon delivery timelines and consistently delivering work that meets our quality standards. Suppliers who fall short of these expectations may receive a nonconformance outlining the necessary improvements.

### **3.2 Nonconformances**

Suppliers and Service Providers are required to take necessary measures to identify and manage any non-conformities.

Prior approval from Setna iO is mandatory before shipping or disposing of nonconforming materials or products. Any nonconforming material or product shipped without authorization is subject to return at the supplier's or Service Provider's expense.

### **3.3 Supplier Corrective Action Report (SCAR)**

Upon identification of nonconformances, late deliveries, customer complaints, or missing documentation, Setna iO may request the supplier to complete a Supplier Corrective Action Report. Completion of the report is required.

#### **3.3.1 Response Time**

A full response to a corrective action request is required within 15 business days of the formal request.

If additional time is needed by the Supplier or Service Provider to provide a full response, the supplier shall request a response due date extension. Failure to comply may result in Supplier de-sourcing.

## **4. Additional Obligations**

### **4.1 Employee Training & Awareness**

All Suppliers and Service Providers are responsible for ensuring that their employees are educated in their contributions to product safety and conformity such as:

- Knowledge of requirements
- Addressing and containing nonconformances
- Compliance with processes
- Ethical behavior in all business activities



## **Supplier Quality Requirements Manual**

### **4.2 Counterfeit Parts Prevention**

Suppliers and Service Providers shall implement an acceptable process for the prevention of counterfeit parts. All employees responsible for purchasing and receiving must be trained in avoiding, detecting, mitigating, and disposing of counterfeit parts. Furthermore, Suppliers will verify that only authentic materials and products are provided to Setna iO.

### **4.3 Confidentiality**

All information received from Setna iO by Suppliers shall be considered confidential. No disclosure of this information to any third party shall be authorized without prior written consent from Setna iO.

Setna iO

# Supplier Quality Requirements Manual

## 4.4 Revision History

Revision History	Date	Change Description
First Issue – 1.0	10/16/23	New