





# Supplier Quality Assurance Manual

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**Wipro Enterprise Private Limited  
(Wipro Infrastructure Engineering Division)**

## Supplier Quality Assurance Manual Effective from : 31-10-2025

	Prepared By	Approved By
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Date	22-09-2025	22-09-2025



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## CHANGE HISTORY

Version	Date	Details of Change	Prepared By
01	13-Mar-13	Initial release	Jagadeesh
02	12-Feb-2017	The supplier evaluation criteria updated as per the current practices	Raghuram Bhat
03	08-02-2018	Boeing Specific Requirements & Key updation.	Krishna B N
04	11-05-2018	Liebherr Requirements addition	Krishna B N
05	01-02-2020	IAI, Collins LS, SLS Requirement additions in Section 7	Krishna B N
06	01-06-2020	Section 10 modified to include Sub tier requirement	Krishna B N
07	20-08-2020	Collins LS Requirement added in Section 4 & Mylar Procedure requirements added in Section 39	Krishna
08	01-04-2022	Triumph & Honeywell requirements added. Testing supplier's requirement added, entire manual re-arranged & re-written	Krishna
09	06-10-2022	Retention period for Collins updated as per ASQR-01	Mano Raj K
10	25-04-2023	8.4.2. Type of extent of control updated 11.Right to Access updated.	Mano Raj K
11	30-12-2023	7.3 Awareness 7.5.3 Control of documented information. 8.8Notification of escape given more clarity 11. Right to access 14.Export Control	Mano Raj K
12	29-01-2024	15. Customer Specific Requirements	Mano Raj K



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13	13-03-2024	7.5.3 Control of documented information, 8.2.2 Determining the requirements for products and services, 8.4.2 Type of extent of control & 15. Customer specific Requirements Updated	Mano Raj K
14	25-04-2024	4.4 Quality Management system and its process, 8.4 Control of Externally Provided Process, Products and Services, 8.5 Production and Services Provision, 8.7 Control of non-conforming outputs, 8.8 Notification of Escape (NOE)	Mano Raj K
15	29-04-2024	8.2.2 Determining the Requirements for Products and Services	Mano Raj K
16	04-05-2024	2. Applicability 4.4 Quality Management System and its processes 7.5.3 Control of documented information 8.1.4 Prevention of counterfeit parts 8.2.2 Determining the requirements of Products and services. 8.7 Control of non-conforming outputs 8.8 Notification of Escape 15. Customer specific requirements	Mano Raj K
17	17-12-2024	New requirement of Woodward customer added 7.5.3,8.8	Mano Raj K
18	30-06-2025	8.4.2 Type of extent of control updated with supplier OTD and Quality rating, 11. Right to access	Mano Raj K
19	30-07-2025	Elbit systems cyclone customer requirements added	Mano Raj K
20	22-09-2025	Section 5.2.2, 7.4, 7.5.3 and 8.2.2 updated	Mano Raj K



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## 1. SCOPE

This document establishes the Quality Assurance requirements for suppliers performing work according to Wipro purchase orders or contracts. The main scope of these requirements is to ensure that the products, materials, processes, or services supplied to WIPRO are according to all WIPRO, WIPRO's Customers, Statutory and Regulatory requirements.

The requirements of this document are contractually mandatory for the supplier accepting a WIPRO purchase order or contract that includes the clause WA-SQM-01.

## 2. APPLICABILITY

The requirements described on this procedure are applicable to all WIPRO suppliers and sub-tiers that deliver aerospace products, materials, processes, or services to WIPRO.

Addition to this document supplier with Boeing Program must follow the Boeing requirements as per the Annex-1\_WA-SQM-01\_Boeing Specific Sub-tier flow down requirements in the Wipro Website. Annex-1\_WA-SQM-01 will take precedence in case of any conflict between Supplier Quality Assurance Manual (WA-SQM-01). Supplier must clarify the conflict with Wipro's Supply Chain Management (SCM) engineer or Supplier Quality Assurance (SQA) Engineer before implementation.

## 3. APPLICABLE DOCUMENTATION

- EN/AS/JISQ 9100/9110/9120: 'Quality Management System, Requirements for Aeronautical, Space and Defence Organisations'.
- ISO9001 Quality Management System Requirements
- AS9120 Quality Management Systems-Aerospace Requirements for Stockist Distributors

## 4. CONTEXT OF THE ORGANIZATION

This section is based on chapter 4 of EN/AS/9100 standards; the sub-chapters present additional WIPRO requirements regarding these standards.

### 4.1. Understanding the Organization and Its Context

No additional requirements to the standard EN/AS/9100.

### 4.2. Understanding the Needs and Expectations of Interested Parties

No additional requirements to the standard EN/AS/9100.

### 4.3. Determining the Scope of the Quality Management System

The Supplier shall comply with the requirements of the latest standards EN/AS9100, and with the additional WIPRO requirements indicated on this procedure.

The requirements indicated on contracts or purchase orders are in addition to this procedure and must be satisfied.

### 4.4. Quality Management System and Its Processes

The Supplier must compile and maintain a single source of documented information and refer to it as a Quality Manual. The Quality Manual must include a description of the quality management system and contain or make reference to the documented information and associated aviation, space, and defense industry requirements contained within AQMS.



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The Supplier shall have defined and implemented a Quality Assurance System assuring that the quality and reliability of its products meet WIPRO's requirements included on this procedure and in contractual documentation applicable. Such requirements shall apply in accordance with the scope of jobs, including services, hardware or processes supplied to WIPRO. 1.0

Suppliers shall have a Quality Assurance System certified by a third party according to Table-1 below:

Supplier Level	Definition	Certification
Level 1	<b>Machining suppliers:</b> Suppliers performing machining only	EN/AS 9100
Level 2	<b>Completely Finished Parts:</b> Suppliers performing machining, special process on RM Supplied by Wipro & supplying to Wipro	EN/AS 9100, NADCAP, Customer Approval.
Level 3	<b>Special Process:</b> Suppliers who perform only special process on Wipro supplied parts	EN/AS 9100, NADCAP, Customer Approval.
Level 4	<b>Rough Machining:</b> Suppliers who performs rough machining operations	EN/AS 9100 or customer approved source
Level 5	<b>Purchasing:</b> Suppliers for raw material, standard items, chemical products, Distributors, BOC...etc.	EN / AS9120 or EN/AS9100
Level 6	<b>Services:</b> Service companies such as Calibration, AMC, Testing, lab etc.,	NABL Accreditation / Customer approval/NADCAP for Calibration, Testing, Lab etc., others to be decided based on needs

WIPRO Supply Chain Quality Department may authorize and include in the approved list of suppliers who do not meet the certifications required, due to special circumstances (special technologies, the only source for a product, specific tasks...). The supplier in this condition must provide evidence that meet the requirements listed in this procedure and may be required by WIPRO a Quality Plan in which they describe how they will implement and comply with the requirements.

## 5. LEADERSHIP

This section is based on chapter 5 of EN/AS/9100 standards; the sub-chapters present additional WIPRO requirements regarding these standards.

### 5.1. Leadership and Commitment

#### 5.1.1. General

No additional requirements to the standard EN/AS/9100.

#### 5.1.2. Customer focus

No additional requirements to the standard EN/AS/9100.

### 5.2. Policy

#### 5.2.1. Establishing the Quality Policy

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No additional requirements to the standard EN/AS/9100.

## 5.2.2. Communicating the Quality Policy

No additional requirements to the standard EN/AS/9100.

Wipro's quality policy:



## Integrated Management Policy

Wipro Enterprises (P) Limited is committed to sustainable business growth. In addition to enabling innovation and adopting world-class technology, we shall achieve this through global benchmarking and continual improvement by:

- Partnering with our customers and other stakeholders in an evolving business world
- Applying process approach in all our products and services to meet customer satisfaction in quality and on time delivery
- Identifying and mitigating business risks with appropriate actions
- Eliminating work place hazards and reducing OH&S risks through people involvement
- Driving our business strategies and initiatives towards environmental protection
- Training people to deliver environment friendly products with quality in a safe and healthy work environment
- Complying with applicable legal norms

The Spirit of Wipro will guide us in all that we do.

We shall review this policy periodically to validate and update the effectiveness of our management systems. This policy shall be communicated to employees and stakeholders through appropriate channels.

Date: 24.01.2018

Pratik Kumar  
Chief Executive Officer

## 6. PLANNING

This section is based on chapter 6 of EN/AS/9100 standards; the sub-chapters present additional WIPRO requirements regarding these standards.

### 6.1. Actions to Address Risks and Opportunities

No additional requirements to the standard EN/AS/9100.

### 6.2. Quality Objectives and Planning to Achieve Them

No additional requirements to the standard EN/AS/9100.

### 6.3. Planning of Changes

No additional requirements to the standard EN/AS/9100.



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## 7. SUPPORT

This section is based on chapter 7 of EN/AS/9100 standards; the sub-chapters present additional WIPRO requirements regarding these standards.

### 7.1. Resources

#### 7.1.1. General

Any major changes in resources that may affect the products/services provided to WIPRO shall be informed.

#### 7.1.2. People

The Supplier shall establish the necessary resources to address workload of WIPRO at productive and management levels. In addition, the supplier shall designate and communicate to WIPRO the focal points for the different areas.

#### 7.1.3. Infrastructure

The Supplier shall make all provisions required to guarantee the safety of its facilities, storage locations, logistic resources... etc., to avoid any risks as staff injuries, environmental, intrusion of foreign object, mixing parts having different status, counterfeit, etc.

#### 7.1.4. Environment for the Operation of Process

No additional requirements to the standard EN/AS/9100.

#### 7.1.5. Monitoring and Measuring Resources

##### 7.1.5.1. General

No additional requirements to the standard EN/AS/9100.

##### 7.1.5.2. Measurement Traceability

Measuring equipment used for WIPRO products must be calibrated, it is not accepted to replace calibrations by checks.

The Supplier shall ensure that any calibration laboratory used is recognized by a nationally or internationally approved organization.

The calibration intervals used must be in line with the international standards and manufacturer's recommendations. All calibration reports to be stored & to be produced when asked.

#### 7.1.6. Organizational Knowledge

No additional requirements to the standard EN/AS/9100.

### 7.2. Competence

The suppliers are responsible to ensure the competence of all personnel and transferring knowledge to their successors. Also, suppliers shall issue a Formation and Training Plan for personnel performing tasks concerning to each area of work. Skill matrix needs to be maintained.

### 7.3. Awareness

The suppliers shall make sure that staff are aware of the requirements at WIPRO.

Non-conformance in parts delivery and fraudulent activities can lead to severe consequences, including



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reputation damage, legal troubles, business termination, employee morale issues, and financial liabilities. Supplier should ensure proper use of AAM (ACCEPTANCE AUTHORITY MEDIA) including document checks and training adherence. Supplier should address issues arising from fraudulent activities, to protect our organization's integrity and compliance.

a. Fraudulent activity: It is defined as falseness, trickery, sharp practice, or breach of confidence, intentionally perpetrated for profit or to gain some unfair or dishonest advantage. This includes but is not limited to falsification of information, intentional omission, false pretences, and deliberate misuse of qualified resources or certification/qualification/authorization.

b. Ethical activity: Ethical Activity is defined as the rules of conduct recognized in respect to a particular class of human actions or a particular group, culture, etc. Ethical activity varies around the world from country to country and culture to culture. For the Nadcap program, ethical activity is defined as adhering to the Nadcap Personal Code of Ethics and Conflict. (Refer Wipro code of ethics and conflicts)

## 7.4. Communication

Supplier should ensure that all the communication pertaining to Wipro's requirement to all the employees, stake holders etc., Supplier should communicate to Wipro within 2 business days in case of any changes with the organization, not limited to Change in Certification status, organization structure, location, addition / deletion of machine, legal notice/ certification etc.,

## 7.5. Documented Information

### 7.5.1. General

No additional requirements to the standard EN/AS/9100.

### 7.5.2. Creating and Updating

No additional requirements to the standard EN/AS/9100.

### 7.5.3. Control of Documented Information

The supplier shall be responsible to use the latest issue of the distributed documentation. The issue of applicable specifications to the product and/or service shall be the last issue communicated to the supplier. In case of discrepancy, the supplier will inform WIPRO.

The Supplier shall be responsible for obtaining the latest copies of documents (applicable standards and specifications) not published by WIPRO.

Supplier must review WA-SQM-01\_ Supplier Quality Assurance Manual once in a month in the Wipro Portal in this link <https://wiproaerospace.com/supplier-general-terms-and-conditions-india/> . If the document is revised supplier shall comply with the revision within 45 days from the latest revised date.

#### Control of records

The supplier shall keep essential Quality records associated to WIPRO orders/contracts. Essential records are those that provide evidence of the quality or airworthiness of the product.

Record shall be available for revision by WIPRO's customer or authorized representatives.

At WIPRO request, the supplier shall submit all records associated to WIPRO's purchase orders/contracts or when the supplier suspends its activity.

The Supplier shall ensure that:

- Records are kept in premises ensuring their sustainability, usefulness, and physical integrity



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throughout their retention period; that includes optimal security, confidentiality, and quality control conditions, so that they are protected from theft, intrusive access, malice, or any other alteration: by fire, water, pests, rodents, dust, uncontrolled humidity...etc.

- Records are kept for the periods indicated or in accordance with the requirements specified in the contract and/or order. In the retention period if the document is damaged, notification in writing to be sent to Wipro within 24 hours.
- Certain traceability elements of articles can be retrieved within 24 hours according to the urgency of the situation.
- No record can be destroyed without the formal approval of WIPRO.
- The destruction of records is tracked, irreversible, confidential, and secure.
- Records are destroyed in accordance with retention periods set in advance.

Regarding electronic media, the Supplier shall ensure that records remain usable in the event of changes in technology or in the recording media reading software.

Quality records to be retained are indicated in the Table-2 (but are not limited to this list):

Functions	Types for record or document
Customer provided data set	Drawings Part list/PSDL BOM (Bill of material) Engineering Change Memo (ECM) DPD Model or model-based definition CAD model / electronic defined data Set Tool design, Tool Drawing, Fixture drawing Supplier quality Manual Mutual agreed contract, Purchase agreement or manufacturing agreement ADCN, PSD's X-Cos
Process /manufacturing engineering	MOS OI Process Flow Diagram PFMEA Control Plan Work instruction/SOP Engineering Change Memo (ECM) PCN/ECN CNC program Technique sheet, TDS Specification matrix PCCS
Manufacturing Records.	Route card, Re-work route card, split route card Dimensional inspection sheet Approved Deviation reports Supplier Certificate of conformance Raw Material (RM) Test Report First article Inspection (FAI) Records. Receiving inspection report COC issued to customer Brought out item (BOI) Certificate of Conformance Sealant mixing Records. Paint mixing records, paint application Kitting Records issued to production Calibration Report Testing Records, heat treatment graphs



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	Customer approval record Training & Certification records Non-Conforming records NDT reports Assembly and testing record Process qualification test plan Wipro's Customer requirement as per below specifications
Project Management Records	Purchase Order Contract Review for both new development parts & Serial production parts Project Risk Analysis and mitigation plan

Records retention period to be as per below Table – 3 Wipro's customer requirement.

SI No	Customer Name	Retention period In Years	Retrival /response time to customer	Source /Reference	Remarks
1	HD	LOP+ 6 Years	Within 24 hrs	EC-033	Operational life of product
2	COLLINS	Minimum of ten years after the date of manufacture	Within 24 hrs	COL-ASQR-PRO-0003	
		40 years after date of manufacture-Flight Safety Parts, Safety Parts, Flight Critical Parts	Within 24 hrs	COL-ASQR-PRO-0003	
3	Liebherr	10 years	Not speciifed	LAT 7-8202	
4	IAI	General quality records -Not less than 10 years from the date of shipment. FAI reports -15 years past final delivery of the last Product covered by the FAI. Quality records for critical/serialized parts and Significant Structural Items (SSI) shall be kept for 15 years.	Within 24 hrs	CAG 9000	
5	Safran Landing System	Years from Records generations : 50 Years from record generations for inspection, product release, defects, approved MOS, Technical Data Sheet, DVI/Delta DVI files,non conformity reports, staff qualification, COC,Unique identification of the product, Special process related documents (Approvals, TDS, Audit reports etc.), COC's of Purchased parts, Concessions,  6 Years for results validity, audit reports, calibration reports, NC's generated through QMS, suppliers performance reports, SLS Visit reports.  15 Years for customers PO,		GRP0087 SREQ-SLS-000001-003 GRM-0123 (Sec 11.2)	
6	Collins LS	Life of the program plus 10 years minimum.	Within 24 hrs	COL-ASQR-PRO-0003 LS-SBU-A001-SQA	
7	Wipro Givon	25 Years	Within 24 Hours	71-02-22/02	
8	Triumph	Retention Time period Part Type 40 years Critical Safety Item 10 years All other parts (serialized/non serialized)	Within 24 Hours	SQ93, SQAM001 QR121009-	

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		End of Life +10 years Design Records		01	
9	Honeywell	11 Years - Radiographic Film, Digitized Filmor Digital Radiographs 11 Years - Non-traceable, non-serialized parts Indefinitely - Traceable parts as identified on the Honeywell drawing or purchase order Indefinitely - Serialized parts as identified on the Honeywell drawing or purchase order Indefinitely - Records required as authorizing evidence per counterfeit prevention requirements (see SPOC 419) Indefinitely - Critical parts as identified on the Honeywell drawing 7 Years - Distributor standard off the shelf product	Within 48 Hours or 2 Business days	SPOC 002	
10	Woodward	All Quality records and product related documents to be retained for (40) forty years. Radiographic records shall be retained for a minimum of (11) eleven years.	Within 24 Hours	WPQR-9100 (Sec 7.5.3)	
11	Elbit Systems	Maintain complete records of all manufacturing, inspection and testing in connection with the Items. These records shall be maintained 10 years minimum after completion of PO	Within 24 Hours	OP301-D115-CYC	
12	JSC Aerostructure Technologies Cyclone	Complete records of all manufacturing, inspection and testing in connection with the Items. These records shall be maintained for period of 7 years minimum or in accordance with ATC's special requirements.	Within 24 Hours	ATC-PUR-05-01	

## 8. OPERATION

This section is based on chapter 8 of EN/AS/9100 standards; the sub-chapters present additional WIPRO requirements regarding these standards.

### 8.1. Operational Planning and Control

#### Production Management system:

The Supplier shall have a policy and processes to manage the Product Production Planning activities including the following steps:

- Sales and Operation Planning (SOP)
- Master Production Schedule (MPS)
- Material Requirements Planning (MRP)
- Purchasing and Production Activity Control (PAC)

For each step, the Supplier shall define the purpose of the plan, the owner of the process, the input/output in



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terms of data (level of detail), the planning horizon, the time bucket, the frequency with which the plan is reviewed.

The Supplier shall describe how the data accuracy (Bill of Material, inventory...) is ensured throughout the process.

The Supplier shall ensure the effectiveness of its inventory management policy, especially for:

- Rules for determining safety stocks,
- Method to guarantee inventory accuracy,
- KPI to monitor inventory.

#### Use of Purchaser's Data:

The Supplier shall verify for integrity and applicability the Procurement Plans sent by the WIPRO prior to manual or automatic input into its Production Management System.

The Supplier shall use WIPRO Procurement Plans and call-ups for its Master Production Schedule(MPS) and Material Requirements Planning (MRP) calculation.

#### Capacity Management:

The Supplier shall perform periodically a load/capacity analysis including the following resources:

- Manufacturing
- Manpower
- Special processes
- Outsourcing
- Assembly & test

The Supplier shall demonstrate its policy and processes defined to manage its capacity.

The Supplier shall define the purpose of the plan, the owner of the process, the input/output in terms of data (level of detail), the planning horizon, the lead-time, the frequency with which the plan is reviewed.

The Supplier shall describe how the Capacity data accuracy (available capacity, load profile...) is ensured throughout the process.

The Supplier shall detail its policy and process to resolve differences between available capacity and required capacity over short, medium, and long terms.

The Supplier shall detail for the Product their policy and process for bottleneck detection and management. The Supplier shall explain all Key Performance Indicators that are Product and bottleneck specific.

#### Backorder Management:

The Supplier shall define its backorder management methodology.

The Supplier shall demonstrate how delays and shortages are monitored and managed (Line of Balance or similar tools).

#### Control of work transfers:

Changes that may affect quality or deliveries shall be documented and communicated to WIPRO Quality Assurance and Procurement Representative prior to implementation of the change, these changes include:



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- Plant location or layout
- Ownership
- Company name
- Major Enterprise Resources Planning (ERP) change,
- Top level organization and personal at key position, supplier focal points for WIPRO,
- Major process changes (machines, means, main tools...)
- Sub-tiers changes.

The supplier shall have documented procedures for implementing this requirement, ensuring it is applied and that decisions to interrupt the current conditions shall not take place until approved by WIPRO.

## 8.1.1. Operational Risk Management

No additional requirements to the standard EN/AS/9100.

## 8.1.2. Configuration Management

The Supplier shall ensure Configuration management of its products and services throughout the various production stages (development, manufacture, maintenance, etc.).

Suppliers shall maintain the configuration given by WIPRO through 'Digital folders' application, the supplier shall keep a configuration management system assuring that the data given by WIPRO are transmitted internally correctly and the changes are implemented according to WIPRO instructions.

## 8.1.3. Product Safety

No additional requirements to the standard EN/AS/9100.

## 8.1.4. Prevention of Counterfeit Parts

Prevent the use of counterfeit parts, should have compliance in line with AS6174 requirement. Ensure authenticity and use of approved sources traceable to OEM. Provide all tests and inspections (COC, COT, COA) and Certificate of Authenticity.

## 8.2. Requirements for Products and Services

### 8.2.1. Customer Communication

For communication with WIPRO, the supplier shall communicate in English. All documents shall be in English.

Changes performed by the Supplier that may affect quality shall be documented and communicated to the WIPRO Quality Assurance and/or Procurement Representative prior to implementation.

All WIPRO official data or documents related with Design (drawings, modifications, specs...), Quality (concessions, authorizations, requirements...), Engineering (work process, technical instructions,...) or Procurement (PO, contracts,...) must be communicated officially to the supplier by the official way described on this procedure, It is not valid other ways for communication of these data.

WIPRO, its customers, and Regulatory Authorities shall be entitled to visit the supplier or its subcontractors' facilities, to perform the Quality Assurance tasks.

### 8.2.2. Determining the Requirements for Products and Services

The supplier must comply with all requirements indicated on the contract and / or purchase orders. The



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supplier will perform contract review on each order received and must immediately notify the Wipro if the order received is outside the scope of his process approvals or if cannot meet its requirements. Supplier must Send to the attention of the purchaser, the order acknowledgement with your approval. In case you find any discrepancy, Do not sign the contract and return to the purchaser, showing clearly the cause of the disagreement on It. Failure to receive the acknowledgement within 14 Calendar Days, the order will be consider as accepted.

This order, including any attachments, is for the sole use of the intended recipients and may contain confidential or proprietary information. Any unauthorized review, use, disclosure, or distribution is prohibited.

The supplier must comply with all the requirements indicated in the contract and / or purchase orders. In this WA-SQM-01 procedure it is described in detail the Quality requirements that the suppliers must comply.

WIPRO will flow down of final customer applicable requirements to the suppliers through purchase order and they must comply with them.

All drawings, Technical information, customer specifications shall be sent to supplier only in encrypted form or secured portals ( FTP : <https://myfileshare.wipro-win.com:4443/index.php/login> or dropbox)

When there is a change in drawings, Technical information, customer specifications Wipro will communicate to the supplier via E-mail encrypted form / secured portal FTP (File Transfer Portal) through Operating instructions (OI)/Purchase order/Statement of Work. Supplier shall comply with the changed requirements. Timeline to implement any changes within 60 days from date of communication.

The Table-3 lists the applicable procedures of general Quality requirements for suppliers of WIPRO's main customers, these requirements are mandatory according to the project to which the contract / order belongs.

Any doubt about these requirements must be communicated to the Quality department/Supply chain Management Engineer/In-charge of WIPRO for clarification. Suppliers should perform gap analysis & write back to Wipro for clarification / deviation approval.

### 8.2.3. Review of requirements Related to Products and Services

The supplier shall establish and maintain procedures to ensure that orders / contracts are reviewed. This review must ensure that the requirements are clearly defined, that they have access to the applicable specifications, are fully conversant with them and have the capability to meet those requirements. Evidence of these reviews shall be maintained. Communicate it to Wipro for any clarification / deviation approval.

#### Quality Plans:

Quality Plans shall be made & submit it to Wipro for the review & approval.

#### Export licenses:

When it is needed, the Supplier shall obtain all export licenses required to authorize the export and re-transfer of data and equipment to the end user and/or identified third parties. The Supplier shall inform WIPRO of any regulations/restrictions concerning export of the data and equipment which it supplies to WIPRO.

### 8.2.4. Changes to Requirements for Products and Services

Verbal instructions, which change any aspect of the purchase order, must not be accepted. Only written authorizations by the authorised staff and through the official channel shall be accepted.

### 8.3. Design and Development of Products and Services

This section is Not Applicable to Wipro's suppliers.

### 8.4. Control of Externally Provided Process, Products and Services

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## 8.4.1. General

Wipro's supplier cannot outsource to their sub tiers for processing without approval from Wipro. Suppliers should inform with justification of outsourcing, Wipro will assess the risk, requirement & provide approval. Approval may be permanent / temporary.

All Raw Materials will be supplied by Wipro, subcontractors to process as per drawing. Purchasing of Raw material to be discussed with Wipro & take the approval. If there is a non-conformance found in inward inspection by supplier it shall be informed to Wipro SCM engineer / SQA engineer through suppliers inward inspection report. Only after approval from Wipro SCM/SQA Engineer parts shall be processed.

For services such as Calibration, testing, AMC etc., may not apply for permission, however they should go with the NABL/NADCAP/Customer approved source.

Purchasing of Chemicals, consumables etc., to be procured from customer approved source & the product to be listed in applicable QPL's.

## 8.4.2. Type and Extend of Control

The supplier is fully responsible to the quality of the products purchased or subcontracted including sources designated by WIPRO / Wipro's customer.

All product purchased or subcontracted must have a certificate of conformance submitted by the original manufacturer or sub-tier.

The Supplier shall take all necessary measures to avoid buying counterfeit or non-approved products.

Raw material suppliers including dealers, stockists should supply RM along with the COC, Test reports, all the documents from the Mill. Raw material should be traceable to the mill documents.

### Supplier Assessments:

Onsite supplier assessment is not required for raw materials, bought-outs, paints, sealants suppliers and indirect materials and services. Copy of latest QMS certification (AS9100 / AS 9120) and authorized distributor certificate as applicable shall be obtained. For in-direct materials and services, QMS certification is not mandatory.

For components suppliers, on-site assessment (WA-QSP-17-F02) is carried out. Copy of QMS certification (AS9100) is obtained for components supplier and for special process suppliers latest AS9100 & NADCAP Certificates is obtained. For IAI projects, latest ISO 9001 certificate is sufficient for components / raw materials.

### Approval Criteria after Initial Assessment – Table 4

Overall All Score is Less than 60 %	Rejected
Overall All Score is greater than 60 % & Less than 75 %	Conditionally Approved , With HOD Quality approval
Overall All Score is Greater than 75%	Qualified

Desktop survey (WA-QSP-17-F01) is completed for all the suppliers prior to addition in ASL / SAP.

For overseas suppliers, supplier self-assessment will be completed as per WA-QSP-17-F05

Supplier financial health assessment (WA-QSP-17-F06) will be carried out for raw materials, components, special process and high spend in-direct suppliers.

### Audits:



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Supplier audit is conducted as per the yearly plan (WA-F-SC-06) which is prepared at the beginning of every Calendar year.

Audit plan is made based on the last six months Supplier performance. Supplier audit is carried out.

For AS suppliers, on-site assessment (WA-QSP-17-F02A)

For non-AS suppliers, as per checklist (WA-QSP-17-F02B).

For Special process suppliers audit will be performed based upon the below checklist:

WA-SSPAC-HT-02\_ Heat Treatment Audit Checklist

WA-SSPAC-CP-01\_\_ Chemical Processing Audit Checklist

WA-SSPAC-SP-03\_ Shot Peening Audit Checklist by Wipro as per WA-QSP-017 Sourcing procedure.

Supplier audit will be conducted at least once in three years. For supplier if low performance continues for 2 months then audit frequency will be reduced for that supplier as per Wipro audit plan.

For DPD/MBD suppliers DPD/MBD audit will be carried out once in three years as per checklist (WA-QSP-18-F47).

Supplier will be asked to take necessary actions for any non-conformances noticed in the audit. Improvement in the audit scores should be shown in the succeeding or consecutive system audit.

### Supplier Scoring Criteria:

WIPRO ENTERPRISES PRIVATE LIMITED has developed a standardized rating system to evaluate the suppliers. Following criteria will be considered to determine the rating of a supplier.

- Quality
- Delivery

Supplier performance rating is done every month.

### Quality Rating Calculation

Quality Rating is calculated as below.

1 - (No. of parts rejected + No of parts reworked + No of parts rejected at Customer) / No of parts inspected on monthly basis.

### On time Delivery score

Supplier delivery rating is calculated as below:

Delivery rating = No of PO lines supplied within time frame / Total PO lines due in the month

A PO line item shall be considered as on-time if it is supplied within the window of 5 days early and 1 day late than the date scheduled on the purchase order.

### Action for low performing supplier

Supplier quality and delivery rating shall be communicated monthly to applicable suppliers.

Corrective actions shall be obtained from suppliers whose delivery performance falls below 90% in a particular month or supplier does not meet required performance levels (OTD: 97%, Quality: 98%) for a period of 2 consecutive months.

Escalation matrix for non-performing suppliers – Table - 5

Criteria	Escalation at Supplier	Escalation at Wipro
Delivery & Quality rating not meeting requirements for 2 consecutive months	Operation head	Supply Chain Manager / Quality Manager
Delivery & Quality rating not meeting requirements for 3 consecutive months	Plant Head / Business Owner	Head Supply Chain & Head Quality



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If the Supplier Performance is poor consecutively for 6 months the supplier performance will be reviewed objectively by WIPRO and the decision on the continuance of the supplier will be taken based on the business needs

## Supplier re-evaluation for direct materials:

Suppliers shall be re-evaluated if the following occurs:

1. Change of location of supplier.
2. Significant award of new contract / work packages.
3. No Production for 2 years.

Supplier re-evaluation will not be carried out for in-direct material suppliers.

For Raw material, bought-out, chemical suppliers, customer approved sources, etc., will not be re-evaluated but validity of AS 9100/9120 certification is monitored and updated in Approved Supplier List (WA-QSP-16-F04).

For machining and special process suppliers with latest AS9100 / NADCAP certifications, on-site product / process audits will be carried out once in three years. If supplier is not AS certified, an on-site assessment shall be carried out as per latest AS9100 requirements once in three years.

### **8.4.3. Information for External Providers**

The supplier shall pass all contract/purchase order applicable requirements of Wipro & its customers to the sub-tiers including the applicable requirements described on this document.

### **8.5. Production and Services Provision**

#### **8.5.1. Control of Production and Service Provision**

##### Key Characteristics

Where identified on the drawing Key Characteristics (KC's), the supplier shall clearly indicate them in the work documentation. The supplier has to measure the KC's and record them for the 100 % of the affected items. The data must be retained at the supplier as a Quality record.

Statistical Process Control (SPC) of KC results could be required.

Inspection: For Visual inspection light intensity shall be more than 1076 Lux under 10X magnification.

#### **8.5.1.1. Control of production equipment, tools and software programs**

Tooling and equipment WIPRO's property shall be identified and controlled.

#### **8.5.1.2. Validation and Control of Special Processes**

##### Special processes:

All special processes must be AS9100, NADCAP certified for latest revision & customer approved exceptions shall be agreed with WIPRO.

Validation of special process as per applicable specifications to be demonstrated during audits / Wipro's request.

#### **8.5.1.3. Production Process Verification**

##### First Article Inspection (FAI):



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A FAI shall be accomplished for all products (Machined, Assembly, Special process, Castings, etc.,) except commercial items. The Supplier shall perform full FAI, or a Delta FAI for affected characteristics, when any of the following events occurs or at Wipro's discretion of additional requirements.

- A change in the design affecting fit, form or function of the part.
- A change in manufacturing source(s), process(es), inspection method(s), location of manufacture, tooling, or materials, that can potentially affect fit, form or function.
- A change in numerical control program or translation to another media that can potentially affect fit, form or function.
- A natural or man-made event, which may adversely affect the manufacturing process.
- A lapse in production for two years.

The FAI shall be performed in accordance with the latest version of standard EN/AS 9102 and the additional requirements indicated on WIPRO procedure.

FAI /Delta FAI to be submitted to Wipro for Approval & proceed for dispatch / serial production.

For standard, chemical, and raw materials it is not necessary to send FAI reports, unless special request from Wipro.

For testing suppliers, FAI is Optional, they should provide test reports, COC as per-PO. COC's of chemicals are optional.

For forgings, castings, products manufactured for WIPRO the supplier shall submit the FAI report for approval,

Any item without FAI report could be rejected as non-conforming material.

The FAI reports must be maintained by supplier.

## 8.5.2. Identification and Traceability

Supplier traceability system shall have the following:

- Identification is kept throughout the life of product.
- All products manufactured from the same lot of raw material or within the same manufacturing lot shall be traceable, as well as the destination for all products from the same lot.
- For an assembly, that the identity of its components and those of the next higher assembly are traceable.
- For a specific product, sequential record of product (RM Batch, manufacturing, assembly, and inspection) is retrievable.

The supplier shall have traceability of product configuration delivered.

Those products for which traceability is a demanded requirement shall be handled as non-conforming material when traceability is lost.

The above requirement is included but not limited to AS9100 D Section 8.5.2.

Acceptance Authority Media defined by the organization to document the status of outputs with respect but not limited to conformity, configuration, monitoring and measurement requirements and identification throughout the product life cycle.



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- Authority Media Application Errors (i.e. Omission, Typos, Legibility, etc.)
  - Authority Media Application Untimely Use (i.e. Documentation is not completed as planned, Stamp/Sign as you go”, etc.)
  - Authority Media Application Misrepresentation (i.e., uncertified personnel, Falsification of documentation, Work not performed as planned, etc.)
  - Authority Media Application Training Deficiencies (i.e. Ethics, Culture (i.e., uncertified personnel, Falsification of documentation, Work not performed as planned, etc.)
- Authority Media Application Training Deficiencies (i.e. Ethics, Culture awareness, Proper Use of authority media, etc.).

### 8.5.3. Property Belonging to Customers or External

Providers WIPRO’s proprietary fixtures, tools and gages shall be stored in good preservation condition, clearly identified and listed. These shall not be used for other works than those included in the contract. These cannot be lent or transferred to third parties without WIPRO’s written agreement.

### 8.5.4. Preservation Storage

The subcontractor shall be provided with a storage area preventing any kind of materials wear, including those sensitive to time or temperature factors.

Suppliers shall establish a procedure for Foreign Object Damage (FOD) in compliance with AS9146 & NAS412. All materials shall be identified in accordance with the corresponding documents. Raw

material shall be suitably identified and traceable to test results.

Shelf-life items shall be identified & stored. Periodic check to be established.

#### Packaging

Materials to be shipped shall be protected and packing to be done as follows: Wrap the part using bubble sheet adequately to avoid any damages and shrink wrap only once. Place the parts in their respective packaging boxes and ensure that parts are not in contact with each other. Ensure there is No FOD during packaging.

Any kind of shipment shall be inspected by the supplier Quality Assurance to check those conditions, as for packaging, protection and accompanying documentation.

#### Delivery

The supplier shall assure that the documents accompanying the product are available upon delivery in accordance with contract requirements and protected against loss or deterioration.

The following are the documents to accompany each shipment:

- Delivery notice detailing the order number, Part Number of articles, serial numbers, if applicable, quantity, weights (if required).
- Conformance Certificate signed by the Quality Assurance certifying that it meets requirements in accordance with order and/or contract.
- Full / Delta First Article Inspection reports in accordance with AS9102 for FAI.
- 100% inspection report.
- RM Test Reports as applicable
- Commercial Invoice
- Test Reports, special process reports such as thickness, visual, hardness, coverage, etc.,
- Any other document specified in the order and/or contract.



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Non-delivery of any of the above documents may involve non-acceptance of delivered material. In case special products are delivered, the supplier shall assure the following:

- Time life material: Material has at least 80% unused time life remaining upon shipment.
- Refrigerated material: suitably packaged, stored and shipped in accordance with specific instructions for each product.
- O-rings and other rubber products. Data for identification are provided with each shipment and these are marked on each package.

## 8.5.5. Post-Delivery Activities

No additional requirements to the standard EN/AS/9100.

## 8.5.6. Control of Changes

### Work process (manufacturing/assembly):

Suppliers should submit the complete details of Operating sheet for approval to Wipro before proceeding for FAI / Serial Production. Wipro Will verify & approve the Operating sheet, same needs to be stored in Supplier's configuration & must be used for processing the parts. Any subsequent changes to the process, Operating sheets should be revised & submit to Wipro for approval.

In the case of special process suppliers, Technical Data Sheet (TDS) to be submitted to Wipro for review & approval. Subsequent changes to be revised & submitted for approval. Approved TDS to be used for processing every time. If TDS requires Wipro's customer approval, Wipro Will facilitate the same. Any violation in the above Will be treated as a Non-conformance.

## 8.6. Release of Products and Services

### Release Requirements

The Certificate of Conformance, as appropriate to the conditions quoted in the purchase order, shall be securely attached to the outside of the packaging and the name of the supplier readily identifiable.

The Certificate of Conformance shall include the following information minimum:

- Unique number of Certificate of Conformance
- Date, name, title, and signature of authorised company representative.
- Supplier Name & address
- Purchase Order Number
- Purchaser
- Part Number
- Issue
- Quantity
- Serial or Batch Number (where applicable)
- The reference number of any production/delivery permits or concessions granted by WIPRO.
- Declaration of conformity.

In addition, the following documentation shall be provided with each delivery, where applicable:

- Certificate of Analysis



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- Mill Certificate
- In-process treatment documentation (e.g. Heat treatment, NDT, Coatings etc).

In the case of any order, being placed with distributors / stockists / agents, then the supplier is responsible for ensuring that:

- Raw material and standard parts are demonstrably traceable to the original source of manufacture.
- Raw material manufacturers mill certification is available to WIPRO upon request.
- Standard parts release documentation must make direct reference to the original source of manufacture and provide traceability to the original source.
- Proprietary parts shall be accompanied by the original manufacturers release documentation.

## 8.7. Control of Non-conforming Outputs

The supplier shall set up and keep a procedure for identification, segregation and control of all material found non-conforming with respect to requirements in applicable drawings or technical specifications, throughout all phases of the production cycle.

The procedure shall prevent unauthorized usage, shipment or mix up of materials concerned by any discrepancy with good ones.

Non-conforming products shall be identified and segregated from the production flow until a decision on them is made. Unless pre-release is accepted by WIPRO Quality Department, the Supplier cannot release non-conforming products until the respective concession has been formally accepted by WIPRO.

Scrapped product shall be clear and permanently marked until they are rendered unserviceable for the intended product, records of these shall be kept.

The Supplier shall notify the non-conformity of products already delivered within a maximum period of 24 hours and according to the instructions of paragraph 8.2.1.

Materials affected by concession shall be identified and segregated from the other ones until WIPRO disposition.

For materials affected by concession, the supplier certificate of conformance has to refer the information concerning to the concession and supplier shall include a copy of the concession attached to the delivery documentation.

If the non-conformance is detected at WIPRO, the product will be returned to the supplier with a discrepancy report, the supplier must repair or replace the items and deliver conform items, also the supplier has to answer the discrepancy report (SCAR) with root cause analysis and corrective actions in a period not longer than a month.

If there is any non-conformance in the part and if supplier need to raise the concession for the part, then supplier must raise Concession Request form WA-QSP-07-F02. It is available in the Wipro Portal (Portal Link: as mentioned in Clause 7.5.3). Once the Concession Request is raised only after the approval from Wipro supplier should dispatch the parts. If the Concession Request is approved supplier must mention the Concession Request number in the Certificate of Conformance (CoC) / Inspection Report.

The supplier shall assess the causes for non-conformances found in production or usage and shall perform the necessary corrective actions. Any method known for this type of analysis (8D, 5 why's, Dive, etc.) shall be used for analysis of root causes.

When performing nonstandard work:

- Document processes for managing any tasks that could introduce nonconformances into product that has



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already been inspected and accepted.

- Document processes that ensure integrity is maintained when removing any previously installed product.
- Document processes that protect any completed product. Take into account the possibility of FOD migration into the completed product.
- Document processes that verify nonstandard work throughout downstream locations.

- Consider additional training modules for employees completing work within a new area.

- Consider ergonomics when planning or performing nonstandard work in a new environment.

## 8.8. Notification of escape (NOE):

For Product(s) which have been delivered to Wipro and knows or suspects that such Product(s) are or may be nonconforming, Supplier shall, within 3 business days after the day of discovery of a potential escape, the notification from supplier, and/or the entry of the issue into the quality process, notify Wipro in writing as set forth herein to allow Wipro to conduct a preliminary safety risk assessment. The minimum information required at this stage of the notice of investigation are:

a. Affected process(es) or Product(s) part number(s) and name(s);

b. Description of the nonconforming condition and the affected engineering requirement (i.e., what it is, what it should be and per what requirement).

If the condition is a possible safety of flight issue, submit all available information immediately. This applies to new or initial instances of an escape or potential escape, escapes or potential escapes that were previously identified and isolated by Wipro, but supplier identifies additional units or a nonconformance cannot be verified for the same nonconformance condition.

Supplier shall conduct an investigation to confirm and identify if a nonconformance exist or is suspected to exist.

Once a nonconformance has been verified as escaped from the supplier quality management system, all information listed in a and b above (including revisions and updates) as well as c and d listed below shall be submitted to Wipro within 10 business days from the day of escape confirmation unless otherwise agreed upon by Wipro on a case-by-case basis.

c. Quantities, shipping dates, purchase orders and destinations of delivered shipments.

d. Suspect/affected serial number(s) or date codes, lot numbers, or other part identifiers and airplane line units when applicable.

Supplier shall communicate the NOE in the Wipro format WA-QSP-07-F01\_Notification of Escape Format for Suppliers in the Wipro Portal (Portal Link: as mentioned in Clause 7.5.3)

Collins program supplier shall notify Wipro within 24 hours in case of any NOE.

Woodward program supplier shall notify Wipro within 24 hours in case of NOE.

## 9. PERFORMANCE EVALUATION

This section is based on chapter 9 of EN/AS/9100 standards; the sub-chapters present additional WIPRO requirements regarding these standards.

### 9.1. Monitoring, Measurement, Analysis and Evaluation

This section is based on chapter 9 of EN/AS/9100 standards; the sub-chapters present additional WIPRO requirements regarding these standards.

#### 9.1.1. General

No additional requirements to the standard EN/AS/9100.

#### 9.1.2. Customer Satisfaction

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The Supplier shall establish key indicators to measure its performance related to WIPRO at least OTD (On Time Delivery) and OQD (On Quality Delivery).

The Supplier shall develop and implement plans to improve WIPRO's satisfaction metrics and shall evaluate the efficacy of these action plans.

### 9.1.3. Analysis and Evaluation

No additional requirements to the standard EN/AS/9100.

### 9.2. Internal Audit

Supplier internal audits shall include WIPRO products and requirements.

### 9.3. Management Review

#### 9.3.1. General

No additional requirements to the standard EN/AS/9100.

#### 9.3.2. Management Review Inputs

No additional requirements to the standard EN/AS/9100.

#### 9.3.3. Management Review Outputs

No additional requirements to the standard EN/AS/9100.

## 10. IMPROVEMENT

This section is based on chapter 10 of EN/AS/9100 standards; the sub-chapters present additional WIPRO requirements regarding these standards.

### 10.1. General

No additional requirements to the standard EN/AS/9100.

### 10.2. Nonconformity and Corrective Action

No additional requirements to the standard EN/AS/9100

### 10.3. Continual Improvement

No additional requirements to the standard EN/AS/9100.

## 11. RIGHT TO ACCESS

Wipro and their customer representatives, statutory and regulatory bodies example such as EASA/federal aviation administration etc., inspect and evaluate suppliers' facilities' systems, data, equipment, personnel, and all completed articles manufactured for installation. Right of entry/access includes meeting the requirements of the regulatory bodies and/or applicable equivalent foreign civil aviation authorities to perform oversight of the facility. Supplier will provide necessary support for Wipro and their customers seeking permission access to the tier two



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assessment results data contained within the IAQG OASIS, PRI Website etc., Supplier must provide access to quality system documentation, quality records as well as the ability to conduct audits, verify product and processes. Supplier shall notify Wipro SCM for coordination of activities if contacted directly by Wipro customers or regulatory agencies.

## 12. ENVIRONMENT & SAFETY

WIPRO is certified for ISO14001 & ISO45001. It expects all its supplier to be certified or comply to ISO14001 & ISO45001 or equivalent .

## 13. DIGITAL PRODUCT DEFINITION

If any Digital product definition is provided for manufacturing & acceptance of the part, follow D6-51991 document, if supplier do not have DPD approval by prime customer, Wipro will provide WA-DPD-01-WI-07\_Data translation and verification & WI-DPD-01-WI-08 for Mylar.

## 14. EXPORT CONTROL

Wipro will determine type of export control for all data set, flow down to supplier to include ITAR (international Traffic in Arms regulations), MLA (Manufacturing license Agreement), MA (Manufacturing Agreement) and EAR (Export administration regulations) as per purchase order.

## 15. CUSTOMER SPECIFIC REQUIREMENTS

### 15.1. BOEING PROGRAM SUPPLIERS:

Need to comply with Annex-1\_WA-SQM-01 Boeing Specific Sub-Tier Flow Down Requirements for Boeing specific requirements in the Wipro Portal as mentioned in the Purchase Order.