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Quality Requirements for the Supply of Technical Publications, Services and Support

SUMMARY:

This document describes the specific quality requirements for the supply of Services and Support to the Defence Systems Division of Leonardo S.p.A.
The general quality requirements for supplies to Leonardo-SDI are defined in the PQA004-L procedure.

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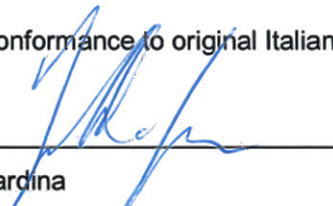
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Author[s]	Responsibility/Unit	Name/Signature
	Product Quality Assurance	C. Pagni <i>Signed</i>

Owner[s]	Responsibility/Unit	Name/Signature
	Process Owner - Product Quality Assurance	S. Violi <i>Signed</i>

Authority	Responsibility/Unit	Name/Signature
	Process Authority - Product Quality Assurance	F. Giardina <i>Signed</i>

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F. Giardina
Process Authority - Product Quality Assurance

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1 INTRODUCTION

1.1 Purpose

The purpose of this document is to define the specific quality requirements for the supply of Services and Support to the Defence Systems Division of Leonardo S.p.A. (hereinafter Leonardo-SDI).

The document is complementary (not an alternative) to ISO 9001 and UNI EN 9100 where applicable and AQAP-2210 and AER-Q-2110 where applicable.

More general quality requirements applicable to all supplies are defined in the PQA004-L procedure.

1.2 Applicability

This document applies to all supplies that are to be incorporated into the products and/or services intended for Leonardo-SDI's customers.

In particular, it applies to type G supplies, as identified in document PQA004-L.

1.3 Type and Classification Index of the supply

As provided for in document PQA004-L, each supply is characterised not only by Type but also by a Classification Index, which identifies the characteristics of the supply and consequently the activities and documents required of the supplier.

*For example, code **G4** indicates a supply of User and Maintenance Manuals (Type G, Index 4).*

The following are the possible values and meanings of the Classification Index (CI) for Type G supplies. The related activities and documents required from the supplier are described in paragraph 5.

CI	Characteristics of the supply
1	Work Execution (on a fixed price basis) - Fixed price activities performed by the supplier at the sites of Leonardo-SDI
2	Technical Assistance Service - Support activities carried out by suppliers at the operational sites of Leonardo-SDI customers. It typically includes technical and logistics assistance to the customer for commissioning and use of products supplied by Leonardo-SDI, maintenance activities, report and repair of malfunctions.
3	Engineering Design & Consultancy service - Provision of documents produced as the outcome of technical studies required for one of the following reasons: <ul style="list-style-type: none"> - supporting, justifying or verifying design choices made by Leonardo-SDI during the development of a product; - analysing the causes of malfunctions and/or failures found on products made by Leonardo-SDI; - other types of studies, however related to Leonardo-SDI activities and products
4	User and Maintenance Manuals - Provision of technical, logistics and/or operational supporting documentation for systems/equipment intended for or already supplied to Leonardo-SDI customers.
5	Support documents for training course - Provision of documentation in hard and/or electronic formats to support training courses to be delivered to the Leonardo-SDI customer.

Table 1 - Values of the Classification Index

For each supply, the Type and Classification Index are indicated in the Purchase Order.

2 REFERENCES¹

2.1 Documents

Code	Title
Contractual (applicable when required by the PO or the Contract)	
AER-Q-140	Quality Assurance in the procurement of special aeronautical equipment
AQAP 2110 Ed D	NATO Quality Assurance Requirements for Design, Development and Production
UNI EN 9100:2018	Quality Management Systems-Requirements for Aviation, Space and Defense Organizations.
ISO 9001:2015	Quality Management System – Requirements.
International Reference Standards	
AQAP 2070	NATO Mutual Government Quality Assurance (GQA) Process
ISO 10012:2003	Measurement Management Systems – Requirements for measurement processes and measuring equipment
ISO 10013:2001	Guidelines for quality management system documentation
ISO 19011:2011	Guidelines for auditing management systems
UNI ISO 2859	Sampling Procedures for inspection by attributes
S1000D	International specification for technical publications using a common source database
STANAG 4107	Mutual Acceptance of Government Quality Assurance and usage of the Allied Quality Assurance Publications (AQAP).
STANAG 4427	Introduction of allied configuration management publications (ACMP's)
Internal Reference Documentation	
ACQ009-T	General terms of contract
PQA004-L	Quality requirements for supplies to the Leonardo-SDI Division

¹ For standards or publications referenced without a revision date or index, the most recent version available shall be considered the reference.

3 DEFINITIONS AND ACRONYMS

3.1 Definitions

See document PQA004-L.

3.2 Acronyms

Acronym	Description
AQAP	Allied Quality Assurance Publication
DUVRI	Consolidated Risk Assessment of Interference Hazards
FIFO	First In First Out (warehouse management method that means that the next article which can be picked at a given moment is the one which has been in the warehouse for the longest period of time)
ISO	International Standardization Organization
PO	Purchase Order
QP	Quality plan
RAMS	Reliability Availability Maintainability Safety
NCR	Nonconformity Report
SDI	Defence Systems
STANAG	Standardization Agreement
SW	Software
OU	Organizational Unit

4 GENERAL REQUIREMENTS

The following requirements, as set out in PQA004-L, shall apply to all supplies covered by this document:

- General requirements for Supplier's Quality System;
- Documentation;
- Determining and reviewing requirements;
- Management of supplies from sub-tiers;
- Identification and traceability;
- Acceptance of the supply;
- Control of nonconforming products;
- Product preservation;
- Right of access and support for the customer and GQAR

5 SPECIFIC REQUIREMENTS

5.1 Fixed-Price Work Execution (INDEX 1)

This paragraph applies to the supply of fixed-price activities performed by suppliers at Leonardo-SDI sites.

5.1.1 General

Suppliers required to carry out activities at Leonardo-SDI sites shall scrupulously comply with the requirements imposed by:

- Purchase Orders/Contracts;
- applicable legal requirements;
- applicable documentation;
- document ACQ009-T (General terms of contract);
- the Consolidated Risk Assessment of Interference Hazards (DUVRI), which shall be requested from Leonardo-SDI, if not already received as an attachment to the contract.

5.1.2 Supplier organization and personnel

The Supplier shall ensure the continuous presence at Leonardo-SDI of a contact person with managerial/technical competence and the authority to act as an interface with the Leonardo-SDI person responsible for the activity. The name of the person concerned, together with his or her up-to-date CV, shall be formally notified to Leonardo-SDI before the start of the activities.

The Supplier shall ensure that the work at Leonardo-SDI is carried out by trained and, if necessary, qualified personnel.

In the field of aeronautical products, the suitability of personnel shall also be attested by the Supplier's Quality department which, upon request, shall provide evidence that the personnel is trained on the procedures to be applied and is aware of them. Such personnel shall also be assessed in advance by Quality and by the Leonardo-SDI unit where the activity is to be carried out.

5.1.3 Performance of the assigned activities

The Supplier shall perform the assigned activities in compliance with the applicable working and control instructions, using equipment/tools suitable for the class, type and maintenance status and in compliance with Leonardo-SDI directives and mandatory safety standards.

The activities shall be carried out in compliance with the assigned programme. The Supplier shall promptly inform the Leonardo-SDI contact person of any difficulties or impediments that could compromise compliance.

Where required, the Supplier's personnel shall record the progress of the activities for which they are responsible, using individual stamps for each member of staff involved, a list of which shall be made available in advance to Leonardo-SDI.

5.1.4 Leonardo-SDI checks on the supply

Intermediate tests

Leonardo-SDI will inform the supplier in advance of the activities on which it intends to perform intermediate inspection/testing and the related procedures (Hold Point⁵ / Witness Point⁶ / Review Point⁷).

The Supplier shall invite Leonardo-SDI Quality to this inspection/testing according to the procedures and deadlines defined with its own interfaces but with at least one working day's notice.

Final Acceptance Testing

The Supplier shall submit the result of its activities for the acceptance test after having carried out its own verification.

If a nonconformity is found during the test, the Leonardo-SDI staff will issue the consequent "Nonconformity Report for external supply" and the Supplier shall take action to resolve it.

Inspections

The Supplier shall ensure that support is provided to Leonardo-SDI and its Customers for the conduct of any Inspections on the Supplier's Quality System and on the performance of the activities.

⁵ **Hold Point** = Verification step to be conducted in the presence of the customer (Leonardo-SDI), after which the continuation of the activities shall be authorized by customer.

⁶ **Witness Point** = Verification step to be notified in advance to the customer (Leonardo-SDI) whose attendance is not mandatory for the continuation of the activities.

⁷ **Review Point** = Verification step in which the customer only examines the documents on which the execution and the outcome have been recorded.

5.2 Technical Assistance Service (INDEX 2)

5.2.1 General

The paragraph applies to activities carried out by suppliers at the operational sites of Leonardo-SDI customers. Usually the activities take place at shipyards or firing ranges and consist of technical assistance and/or logistics support to the customer for commissioning and use of products supplied by Leonardo-SDI, maintenance activities, report and repair of malfunctions.

By way of non-exhaustive example, the following activities fall into this category:

- commissioning of carriages/mounts, launchers or equipment;
- verification of the progress of activities;
- corrective maintenance;
- introduction of agreed changes or missing parts;
- completion of fault reports and worksheets in relation to on-site work;
- management of nonconformities in direct contact with Leonardo-SDI representatives for their resolution;
- reporting of significant malfunctions and problems.

The activities can be carried out under the direct responsibility of Leonardo-SDI or the supplier itself, according to the contractual requirements.

5.2.2 Documents provided by Leonardo-SDI

The supplier called to operate off-site will normally receive the following documentation.

It is responsible for the correct use of this documentation and management of the revision status:

- testing plan and procedures for commissioning;
- modification notices;
- drawings and functional diagrams necessary for the introduction of modifications;
- user and maintenance manuals and spare parts catalogues;
- missing parts lists;
- spare parts list;
- order development programme for the activities for which the Supplier is responsible;
- forms on which to record the activities carried out;
- Consolidated Risk Assessment of Interference Hazards (DUVRI), where applicable.

It is the Supplier's responsibility to promptly report any inconsistencies or omissions in these documents.

5.2.3 Documents produced or processed by the supplier

This paragraph applies only in the case of activities for which the supplier has complete responsibility (i.e. it does not apply if the activities are coordinated by Leonardo-SDI personnel present on the operational site).

Quality plan

The Supplier shall produce and submit for Leonardo-SDI approval a Quality Plan (PQ) for the activities it is called upon to carry out. The PQ shall be prepared according to the guidelines contained in QA004-L and shall address the following aspects of the supply:

- organization of the worksite structure, naming the personnel involved;
- name of the persons responsible for the activities, with their up-to-date CV;
- the procedures for carrying out the assigned activities;
- procedures for sending the documentation to Leonardo-SDI relating to these activities;
- procedures for managing the spare parts store;
- managing relations with the Division and the end customer;
- operational tools used to carry out the activities.

The QP shall be updated by the Supplier in case of:

- changes to the worksite structure;
- organizational changes;
- Leonardo-SDI comments made during the assessment.

Scheduling of the activities

For commissioning activities for Leonardo-SDI products, the Supplier shall make available, 30 calendar days before the start of the tests, a general implementation schedule developed in the form of a GANTT, indicating:

- the test sequence;
- the number and competence of persons involved.

In the event of delays caused by the Supplier in performing the activities, the Supplier shall submit, in the revised programme, the actions proposed to get on schedule.

Any documents⁸ informally delivered to the Supplier by Leonardo-SDI, but not explicitly referred to in the contractual documents, shall be considered as application-samples by the supplier. The supplier is not allowed to use them while performing its activities or to refer them in its documents.

5.2.4 Organization of supplier personnel and resources

This paragraph applies only in the case of activities for which the supplier has complete responsibility (i.e. it does not apply if the activities are coordinated by Leonardo-SDI personnel present on the operational site).

In order to carry out the required activities, the supplier shall set up a structure consisting of:

- a Contact Person responsible for accomplishment of the activities;
- a spare parts manager;
- specialised maintenance technicians;

The Contact Person shall have the following duties:

- coordinating staff, planning their activities;
- relations with the Customer's staff present on the worksite;
- relations with Leonardo-SDI personnel;
- liaising with suppliers to resolve nonconformities, delivery delays, etc.

⁸ Documents relating to documentation that the supplier is responsible for issuing

The Contact Person shall send to Leonardo-SDI, in real time, in a manner to be established in the Quality Plan, documents relating to the problems encountered on the equipment during operation, whether or not reported by the Leonardo-SDI Customer and the corrective maintenance activities carried out. The Contact Person is also required to respond to any requests for further information made by or on behalf of Leonardo-SDI personnel.

The name of the Contact Person shall be indicated in the QP, along with his/her up-to-date CV.

The Supplier shall ensure the use of suitably trained personnel, and qualified where necessary, and in any case with the skills assessed in advance by Leonardo-SDI.

In general, the supplier's persons shall be able to:

- interpret technical documents correctly;
- carry out the assigned activity autonomously;
- develop the assigned self-verification activities;
- highlight any nonconformities detected on the components received or during accomplishment of the assigned activities;
- follow behavioural safety rules so as not to cause hazardous situations for themselves or for other workers present in the workplace.

The Supplier shall perform the assigned activities in accordance with the legal requirements; observing the working and control instructions contained in the applicable user and maintenance manuals; and using appropriate equipment in terms of class, type and maintenance condition.

In particular, it is not allowed to use equipment/tools not in compliance with the legal safety directives in force. The measuring equipment shall be periodically calibrated (according to ISO 9001, ISO 10012) and show evidence of its validity; in addition, the Supplier shall, upon request, present documentation attesting to the metrological traceability chain.

5.2.5 *Materials assigned for processing and spare parts*

Materials assigned by Leonardo-SDI in contract work (for modifications or introduction of missing parts) or identified as spare parts, shall be preserved so as to ensure that their identification (Picking list associated with the part) is maintained and damage avoided.

The Supplier shall promptly report:

- any shortages compared to the accompanying documents, or damage to the materials and components received;
- nonconformities detected during installation or testing.

5.2.6 *Commissioning activities*

The commissioning activity is normally carried out by Leonardo-SDI personnel, who therefore assume full responsibility for it. If the Supplier performs partial activities autonomously, he shall fill in the required documentation provided by Leonardo-SDI.

The activity starts after installation, continues through a series of static and dynamic tests, inspections and controls, and it ends with the provisional delivery of the product to the customer, following the positive outcome of the verifications mentioned above.

5.2.7 Warranty Assistance

Warranty assistance is normally carried out by Leonardo-SDI personnel, who therefore assume full responsibility for it. If the Supplier performs partial activities autonomously, he shall fill in the required documentation provided by Leonardo-SDI.

The warranty service activities that the Supplier is required to perform in the period between delivery of the product and expiry of the warranty include for each product:

- repair work following breakdowns (corrective maintenance);
- the introduction of modifications and/or variations;
- reporting of significant or recurring problems;
- the management of faulty products.

In addition, the Supplier shall provide the necessary support in the search for solutions and, jointly with the Customer and/or other Suppliers, for the correct attribution of the faults.

5.2.8 Management of nonconforming or faulty products

Warranty assistance is normally carried out by Leonardo-SDI personnel, who therefore assume full responsibility for it. If the Supplier performs partial activities autonomously, he shall fill in the required documentation provided by Leonardo-SDI.

The Supplier is responsible for:

- identify faulty or nonconforming products by means of a special label and store them in a special area, physically separated from the area destined for spare parts;
- prepare the failure report for the above products on forms provided by Leonardo-SDI, recording the necessary information for a correct and full understanding of the situation encountered;
- interface with the Leonardo-SDI units and/or the Supplier for the return of the product, making sure that this is accompanied by the nonconformity report;
- involve the Leonardo-SDI unit and/or the Supplier when necessary;
- check the state of the repaired and/or shipped product and the state of completion of the failure report;
- send the documentation relating to the nonconformity to the competent Leonardo-SDI site.

5.2.9 Implementing changes and on site operations

Changes are normally implemented by Leonardo-SDI personnel, who thereby assume full responsibility for them. If the Supplier performs partial activities autonomously, he shall fill in the required documentation provided by Leonardo-SDI.

The Supplier is responsible for implementing the modifications required by Leonardo-SDI and therefore shall:

- Perform the work according to the documentation received (Modification Orders, Technical Variation Requests, etc.) from Leonardo-SDI, operating on the basis of the technical documentation attached to it;
- Perform the task using the materials received from Leonardo-SDI;
- Check the work, after the change has been implemented, to verify that it functions correctly;
- Notify the completion of the work to Leonardo-SDI using the specific summary form signed by the person responsible for the activity (also countersigned by the Customer's representative if applicable).

In the event of a significant fault/failure (generally related to safety or operational continuity), the Supplier shall report the event to Leonardo-SDI using a specific Repair Work Form, in order to describe the event, when it occurred, the presumed cause and all the information considered necessary for defining the situation (including photographs, representative sketches, etc.)

The purpose of corrective maintenance is to ensure that operations can be resumed safely and ensuring operational continuity. To do this, the Supplier is responsible for:

- the timeliness and effectiveness of the work;
- correctly recording the work in terms of:
 - types of failure and failures detected at the time of work;
 - parts replaced;
 - allocation of charges and RAMS implications;
- appropriate management of spare parts in terms of:
 - observation of established stock levels;
 - correct preservation;
 - the correct and continuous identification of the spare part;
 - the traceability of the spare part with respect to any certifications produced by the Supplier of the spare part;
 - FIFO management, where necessary;
 - appropriate environmental and physical conditions for the preservation of the spare part;
 - providing evidence of the control status;
 - availability of safety data sheets, where applicable;
 - preservation of technical and certification documentation sent by the Leonardo-SDI Supplier with the spare part.

The Supplier shall also:

- store spare parts separately from faulty or nonconforming products so as to avoid incorrect picking in the store or dispatch.
- draw up and update a list of spare parts showing the quantities in stock for each type of product.
- is responsible for informing Leonardo-SDI when stock quantities are close to the set minimum level.

5.2.10 Leonardo-SDI checks on the tasks

The Supplier shall ensure that support is provided to Leonardo-SDI and its Customers in the carrying out of any Inspections on the efficiency and effectiveness of the Supplier's Quality System.

The Supplier shall perform, within the timescales and in the manner established, any corrective actions required.

5.2.11 Operating Tools

Operating Tools are the set of documents used to plan and record the progress of the commissioning and warranty assistance activities.

These documents shall be submitted to Leonardo-SDI because they:

- certify the Supplier's operations and the progress of the activities in relation to the schedules;
- allow for the collection of data for statistical purposes;
- document any problems encountered;
- provide information for correctly attributing the causes of faults.

The types of documents to be used and signed by the Supplier include

- the form for recording and monitoring the requests for assistance;
- list of works to be carried out;
- work sheets carried out;
- test report;
- the status of changes implemented or yet to be implemented;
- repair work form;
- on site modification report;
- work report for logging faults and related operations, collecting data for availability and reliability.

5.3 Engineering Design & Consultancy Service (INDEX 3)

This paragraph applies to documentation provided as the outcome of technical studies commissioned by Leonardo-SDI for one of the following reasons:

- supporting, justifying or verifying design choices made by Leonardo-SDI during the product development phase;
- analysing the causes of malfunctions and/or failures found on products already made by Leonardo-SDI;
- other similar reasons

Unless otherwise requested in the order, the documentation shall be produced in accordance with the S1000D standard and shall contain as a minimum:

- a. Identification of the subjects of the study (e.g. materials, items, systems), in accordance with their current configuration status;
- b. Traceability of the requirements (or needs) expressed by Leonardo-SDI as the origin and reason for the study requested;
- c. A description of the criteria and methods applied to conduct the study;
- d. A detailed description of the results obtained;
- e. The evaluation and final outcome of the study, with rationale for the decisions taken.

Each document shall be uniquely identified according to the rules provided by the supplier and at the time of delivery shall be signed by the supplier for approval.

The requirements defined in PQA004-L ("*Acceptance of supply*" section) shall apply to the supply acceptance procedure.

During formal acceptance activities, the supplier shall demonstrate the conformity of the documentation with the technical and quality requirements expressed in the order and with the applicable mandatory standards. The supplier shall also provide evidence that the documentation actually complies with the requirements, whether implicit or explicit, for which it has been produced, i.e. it is fit for its intended purpose

5.4 User and Maintenance Manuals (INDEX 4)

This paragraph applies to the supply of technical, logistics and/or operational support documentation for systems/equipment intended for or already supplied to Leonardo-SDI customers.

Unless otherwise requested in the order, the manuals shall be produced in accordance with the S1000D standard and shall contain as a minimum information relating to the following topics, depending on the maintenance level provided for in the contract:

- a. General description of the system/plant covered by the supply;
- b. Link to the Reference Configuration of the product;
- c. Link to the maintenance plan;
- d. Functional description of the system/plant within the scope of the contract;
- e. Use and preventive maintenance as scheduled in the maintenance plan;
- f. Corrective maintenance;
- g. Recording and adjustment;
- h. Installation;
- i. Troubleshooting;
- j. General review procedures;
- k. Spare parts catalogue containing illustrations and bills of materials for assemblies/sub-assemblies and parts.

Each document shall be uniquely identified and signed by the supplier for approval.

If the supplier considers the information received in the PO to be non-exhaustive, it shall agree with Leonardo-SDI on actions to be taken to fully share the supply requirements.

The interfaces for detailed information on the technical aspects of the supply, and in particular on the characteristics of the systems/equipment covered by the manuals, are identified by Leonardo-SDI Logistics Engineering.

The requirements defined in PQA004-L ("*Acceptance of supply*" section) shall apply to the supply acceptance procedure.

During formal acceptance activities, the supplier shall demonstrate the conformity of the documentation to the technical and quality requirements expressed in the order and with the applicable mandatory standards. The supplier shall also provide evidence that the documentation actually complies with the requirements, whether implicit or explicit, for which it has been produced, i.e. it is fit for its intended purpose.

5.5 Support Documents for Training Course (INDEX 5)

This paragraph applies to the provision of documentation (in hard and/or electronic formats) to support training courses to be delivered to the Leonardo-SDI customer.

Unless otherwise requested in the order, the documentation shall be produced in accordance with the S1000D standard and shall comply with the following minimum requirements:

- a. be well organized, clear and coherent in content;
- b. fully satisfy the training needs of the course;
- c. be suitable for the duration of the course;
- d. be in line with the level of training and knowledge of the persons for whom the course is intended;
- e. Uniquely identify the system/equipment covered by the course and its elements (if necessary) so that identification is traceable to the expected configuration status;
- f. the documentation provided in electronic format shall be compatible with the HW/SW environment which will be used by Leonardo-SDI and/or its customer to deliver the course.

Each document shall be uniquely identified and signed by the supplier for approval.

If the supplier considers the information received in the PO to be non-exhaustive, it shall agree with Leonardo-SDI on the actions to be taken to fully share the supply requirements. In particular, the interfaces to get detailed information about the courses covered by the requested documentation (purpose, contents, duration, organization, user characteristics, etc.) are identified in the Engineering Logistics unit of Leonardo-SDI).

The requirements defined in PQA004-L ("*Acceptance of supply*" section) shall apply to the supply acceptance procedure.

During formal acceptance activities, the supplier shall demonstrate the conformity of the documentation with the technical and quality requirements expressed in the order, and with the applicable mandatory standards. The supplier shall also provide evidence that the documentation actually complies with the requirements, whether implicit or explicit, for which it has been produced, i.e. it fits its intended purpose.