SAM Supplier Requirements

Quality and Environmental Requirements for Manufacturers and Distributors of Catalog Products

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0 General

0.1 Content

0.2 Revision Record

Issue	Date	Reason for Revision
01	10.06.2026	Issue of first revision, This document replaces the previous Sitec Aerospace Supplier Quality Requirements. These have been divided into four documents: SQR-01 (Standard Products), SQR-02 (Catalog Products), SQR-03 (Extended Workbench), and SQR-04 (Build to Print).

0.3 Abbreviations and Definitions

DIN EN 9100 SAE AS 9100	Quality Management Systems – Requirements for Aviation, Space and Defense Organizations
DIN EN 9102 SAE AS 9102	Aerospace series – Quality systems – First Article Inspection Requirement
DIN EN 9120 SAE AS 9120	Quality Management Systems – Requirements for Distributors and Stock Keepers for Aviation, Space and Defense Organizations
DIN EN ISO 9001	Quality Management Systems - Requirements
CoC	Certificate of Conformity
ESD	Electrostatic Discharge
IAQG	Internation Aerospace Quality Group
ISO 14001	Environmental Management Systems – Requirements with guidance for use
NoE	Notice of Escape
OASIS	Online Aerospace Supplier Information System (IAQG Data Base)
PCN	Product Change Notification
Product	General term for finished parts, assemblies, devices, component sets, materials (bars, tubes, sheets, etc.), services, etc.
PTN	Product Termination Notification
QM- System	Quality Management System
QAA	Quality Assurance Agreement
SQRs	Supplier Quality Requirements
Supplier	A general term for partner companies and (service) providers that are directly contracted by SAM GmbH. These may include manufacturers, service providers, and distributors.
Subcontractor	A company contracted by a supplier.

1 General Information

These Supplier Quality Requirements (SQRs) describe the binding quality requirements set by SAM GmbH, hereinafter referred to as SAM, for suppliers who manufacture components or chemical products, or who distribute components or chemical products, where the basis for ordering is a manufacturer’s catalog.

A manufacturer’s catalog is defined as a systematically organized list of products and product variants published by the manufacturer. This list is typically available in books (“catalogs”) or online.

The SQRs apply in addition to SAM’s Terms and Conditions of Purchase. They are valid without signature and remain in effect until revoked, and apply to all deliveries of catalog products. The currently valid version is available on SAM’s website (http://www.sam-ger.com). Changes and additions require SAM’s approval and must be documented in a Quality Assurance Agreement (QAA) or similar document.

The supplier is obligated to pass on the requirements of this document to its subcontractors and ensure their compliance.

1.1 Order of Precedence

In case of contradictory requirements between this document and other documents, the following order shall apply:

1. individual product-related documents, e.g., order, delivery specification, product specification, drawing
2. general product-related specifications, e.g., standards
3. SAM General Purchasing Terms
4. Quality Assurance Agreements
5. these Supplier Quality Requirements

2 General Requirements

2.1 Audits, Special Investigations and Access Rights

The supplier grants SAM, SAM's customers, and the competent aviation authorities the right to access all facilities and related records associated with the order in connection with investigations related to flight safety.

In addition, the supplier agrees to the conduct of audits monitoring compliance with SAM requirements (e.g., order, purchasing terms, SQRs, etc.) and to assess the effectiveness of its management system by SAM (possibly accompanied by SAM's customers and/or aviation authorities). To the extent necessary, such audits may also extend to subcontractors.

Audits will be announced by SAM in a timely manner. The supplier is obligated to provide SAM with appropriate support in the planning and conduct of these audits.

2.2 Quality Management System

SAM requires a quality management system based on DIN EN ISO 9001 or a QMS of comparable effectiveness (e.g., IATF 16949). The supplier undertakes to apply procedures and resources aimed at ensuring the conformity of the QMS with DIN EN 9100 (for manufacturers) or DIN EN 9120 (for distributors). Suppliers whose business activities are primarily focused on the aerospace industry are expected to be certified according to DIN EN 9100 or DIN EN 9120.

In the case of suppliers certified according to DIN EN 9100, they shall grant SAM access to all documents stored in the Online Aerospace Supplier Information (OASIS) database.

The supplier undertakes to inform SAM immediately, at the latest within 14 days, in the event that its QM certificate is suspended or has expired. Upon renewal of its certificate, the supplier must send a copy to SAM promptly and without being asked.

2.3 Supplier Approval

Supplier approval is based on compliance with the requirements set forth in these SQRs. Compliance with these requirements is verified through a supplier self-assessment questionnaire (desktop audit) and/or an on-site audit. Upon request, the supplier must complete the questionnaire prior to approval and as part of the renewal process and send it to SAM along with copies of its QM certificates. In addition, the supplier must confirm in writing, via the SQR Acknowledgement Form, their acceptance of and compliance with the requirements specified in this document.

As part of the approval process, SAM reserves the right to verify the effectiveness of the implemented system on-site, if necessary, with the participation of SAM's customers and/or the relevant aviation authorities. If the approval process is successful, the supplier will be added to SAM's supplier database.

Individual exceptions may be approved subject to conditions. The accepted deviations from the requirements are documented in a QAA or a compliance matrix.

2.4 Contract Review and Order Confirmation

The supplier is required to review SAM's contracts and/or purchase orders upon receipt. This review ensures that risks (e.g., new technology, short lead times) have been assessed and that the resources necessary to perform the work (including required construction documents) are available.

Following the contract review, a final agreement in the form of an order confirmation is sent to SAM. This is the supplier's formal response, in which they accept all requirements of the contract and/or purchase order and confirm compliance with the SQRs referenced in the order.

2.5 Traceability

The supplier must establish and implement a process that ensures the traceability of the products supplied to specific production lots (e.g., batch or date code). Products from different production lots must be kept separate from one another.

2.6 Retention of Documents and Records (Archiving)

The supplier agrees to archive documents, records, and supporting evidence related to SAM orders (e.g., delivery documents, quality records, etc.) for a period of at least 10 years from the date of delivery of the respective goods and to make them available to SAM upon request. This includes the traceability of production lots to the respective delivery lots to SAM.

2.7 Information Obligation

The supplier must notify SAM in the following cases prior to implementing the change or commencing work:

- Relocation of the site
- Change in the supplier's name
- Change in the QM system
- Change in the top-level organization, quality organization, and corporate/ownership structure (including the company's registered office)
- Change in the ERP system (production planning and control system)
- Discrepancy between the order and the construction documents (e.g., catalog information that has changed or become invalid)
- Subsequent discovery of deviations from the product specification

2.8 Product Termination Notification and Product/ Process Change Notification

In the event of the discontinuation of products or product families, or a planned product or process change, SAM must be notified immediately.

In the event of a discontinuation, the supplier shall assist SAM in selecting suitable alternatives. Furthermore, the supplier shall inform and assist SAM in the early detection of obsolescence.

The supplier must pass on the aforementioned requirements regarding PTNs and PCNs to its subcontractors in an appropriate manner so that the PTN/PCN process can be ensured throughout the entire supply chain with regard to information obligations and deadlines.

2.9 Continuous Improvement

The supplier is constantly striving to achieve zero-defect quality. By applying systematic methods, the supplier continuously and sustainably improves its processes to prevent recurring errors or disruptions caused by identified risks (see also 4.4).

2.10 Prevention of Counterfeit Parts

The supplier must plan, implement, and manage processes appropriate to the supplier and the product to prevent the use of counterfeit or suspected counterfeit parts that are delivered to SAM. The following aspects must be considered:

- Training of relevant personnel on the identification and prevention of counterfeit parts
- Implementation of a monitoring program for obsolete parts
- Control measures regarding the procurement of externally sourced products from original or authorized manufacturers, authorized distributors, or other approved sources
- Requirements to ensure the traceability of parts and components back to their original or authorized manufacturers
- Verification and inspection methods for identifying counterfeit parts
- Tracking of reports from external sources regarding counterfeit parts
- Quarantine and reporting of suspected or confirmed counterfeit parts

3 General Requirements for the Deliverable

General and product-specific requirements are set forth in SAM's contract documents and must be applied accordingly.

3.1 Minimum Requirements for Incoming Goods Inspection

The supplier must ensure, through appropriate inspection planning and supplier monitoring, that it uses only materials and products that comply with the order.

The supplier is responsible for the conformity and quality of the products, raw materials, and chemicals it procures.

Distributors undertake to perform at least the following inspections on the procured products:

- Quantity and identity checks
- Visual inspection of the goods for integrity
- Verification of the accompanying documents (in particular for complete traceability)
- Physical inspection of characteristic features using appropriate measuring equipment (exception: chemical products)

Inspection personnel must be sufficiently qualified and trained to detect unauthorized and counterfeit products.

3.2 Packaging, Stocking

3.2.1 General

Notwithstanding any specific provisions, the packaging and preservation of the delivered goods must be such that any deterioration in quality during transport and storage is prevented (see also 8.3).

3.2.2 ESD

Electronic components must be packaged in accordance with DIN IEC/TR 61340-5-2:2019-04; VDE 0300-5-2:2019-04 or comparable standard. The outer packaging must bear warning labels indicating the risk of damage from electrostatic discharge.

Even components that are not themselves at risk from electrostatic discharge must be delivered in suitable packaging. Where possible, dust-free materials should be used for both direct contact and protective packaging (avoid cardboard and paperboard).

3.2.3 Shelf- Live

When delivering products or materials with a limited shelf life, the remaining shelf life must be at least 80% of the total shelf life, unless otherwise specified for the specific material. The expiration date must be explicitly stated on the delivery documents.

4 Management of Nonconforming Products

4.1 Labeling and Storage

Nonconforming products must be clearly marked by the supplier immediately after the nonconformity is identified. Until a decision is made regarding the further use of the nonconforming products, they must be stored in such a way as to prevent any unintended use (quarantine storage).

4.2 Rejection of Deliveries

SAM will accept only goods that are 100% free of defects.

Upon receipt of the goods, SAM will conduct a quantity and identity check. Any obvious defects will be reported immediately, and the goods will be returned.

SAM is not obligated to conduct any further technical inspection of incoming goods. The supplier shall adapt its quality management system accordingly.

If defects are discovered during processing or use of the delivered products that were caused by the supplier or its subcontractors, these will be reported to the supplier, and the goods will be returned. The supplier waives the right to object on the grounds of a delayed complaint.

SAM reserves the right to return all deliveries potentially affected by the defect to the supplier for inspection.

If a delivery of defective products threatens to cause a shortage in production, SAM reserves the right to immediately implement reasonable quality assurance measures (e.g., 100% visual inspection) and to charge the supplier for the costs of these measures.

4.3 Concession

If a nonconformity is detected in a delivery item prior to shipment and cannot be corrected to the required condition through appropriate rework, the item must be scrapped or a written request for a design deviation must be submitted prior to shipment. In the event of a request for a design deviation, the SAM request form must be used. SAM will notify the supplier of the approval or rejection of the request.

Delivery is permitted only with a written approval of the design deviation. A copy of the design deviation request approved by SAM must be included with the delivery.

SAM reserves the right to charge for design deviations on a time-and-materials basis or at a flat rate of €500.

Note: An approved design deviation is limited exclusively to the components for which the request was made and does not imply approval for additional or other parts with similar deviations.

4.4 Corrective Actions

In the event of complaints from SAM, the supplier shall, upon request, conduct a structured root cause analysis using appropriate methods to determine both the cause of the defect’s occurrence and the reason it was not detected.

The supplier shall inform SAM

- within 48 hours of the immediate corrective action(s) taken and the cause(s) of the defect (4D)
- within 30 business days at the latest regarding the planned corrective action(s) (5D)
- immediately after the implementation and verification of the effectiveness of the corrective action(s) regarding the completion of the 8D report (8D).

If the 8D report cannot be finalized within six weeks, SAM must be notified in a timely manner. The deadline is calculated from the date the supplier was first informed of the occurrence of the defect. Immediate containment actions (3D) must be maintained until the corrective actions are fully implemented.

If the supplier identifies nonconformities and the affected products have not yet been delivered to SAM, the supplier shall also conduct a root cause analysis, define corrective actions, and implement them without being requested to do so by SAM.

The supplier shall provide SAM with a competent contact person and sufficient resources for the employees responsible for implementing the corrective actions.

4.5 Notification of (potentially) non-conforming delivered products (NOE)

If a product defect is discovered after delivery to SAM, or if there is a suspicion that defective products may have been delivered to SAM, SAM must be notified immediately upon discovery, but no later than 72 hours thereafter.

5 Delivery

The following information regarding the delivered items must always be included in the delivery documents and packaging:

- SAM part number
- Date of manufacture (for products with a limited shelf life)
- Batch or lot number
- or serial number (for components requiring a serial number)
- Quantity

Each delivery item must consist of a single production batch (lot). If multiple production lots are delivered, they must be delivered in separate packaging.

When delivering materials with a limited shelf life, the remaining shelf life must be at least 80% of the total shelf life, unless otherwise specified for the specific material. The expiration date must be explicitly stated on the delivery documents.

5.1 Certificate of Conformity

A certificate of conformity (CoC) must be included with each delivery item. The certificate of conformity must include at least the following information:

- Supplier’s name and address
- SAM order number
- Manufacturer’s part number or catalog part number
- SAM part number as specified on the order
- Delivery quantity
- Batch number
- Serial numbers (for items requiring serial numbers)
- Expiration date (for products with a limited shelf life)
- Special approval number (if applicable)
- Declaration certifying product conformity
- Name of the authorized person issuing the approval
- Authorized signature or electronic signature* or inspector’s stamp
- Date the certificate was issued

*Unsigned certificates of conformity are accepted provided they include a note such as “Document created electronically. Valid without signature.” In this case, the supplier is required to implement a procedure to ensure the traceability of the approval.

Note: A delivery note with confirmation of conformity and the contents listed above is considered a certificate of conformity in accordance with these SQRs.

5.2 Certificates of Conformity from Distributors

If the supplier is a distributor and not the manufacturer of the delivered items, the supplier must include the following with each delivery item:

- A certificate of conformity from the supplier containing the information listed in Section 5.1.
- A certificate of conformity from the manufacturer of the delivered items, confirming the conformity of the delivered items.

Note: The supplier is permitted to refer to the manufacturer’s certificate of conformity in its own certificate of conformity. To do so, the following requirements must be met:

- The supplier must retain the manufacturer’s certificates of conformity for at least 10 years
- The manufacturer’s certificates of conformity must be traceable to the deliveries to SAM
- The manufacturer’s certificates of conformity must be made available to SAM within 3 business days upon request.

This procedure must be agreed upon in the Compliance Matrix for the SQRs.

5.3 Certificates of Conformity for Raw Materials

A manufacturer's certificate must be provided upon delivery of raw materials. The certificate must explicitly state the material specifications (e.g., EN 10204 3.1, hardness values, chemical analysis results, etc.). If the material is supplied by a distributor, the distributor's certificate must ensure full traceability back to the manufacturer's certificate (see also 5.2).

5.4 Country of Origin

The supplier is required to state the country of origin for each line item on the delivery note.

6 Supplier Evaluation

SAM conducts regular supplier evaluations based on quality and on-time delivery performance. If this evaluation does not meet the agreed-upon targets, or if the supplier itself identifies deviations from the agreed-upon targets as part of its monitoring of customer satisfaction, the supplier shall take appropriate measures to achieve the required quality and on-time delivery performance as soon as possible.

7 Safety Management Requirements

SAM operates an Aviation Safety Management System (SMS) in accordance with the requirements of EASA Part 21G and involves its suppliers in this management system. Suppliers are required to participate actively in the safety partnership and to meet the following requirements.

The main objective of Aviation Safety Management is to prevent the occurrence of serious incidents and accidents in aviation by proactively identifying, assessing, and eliminating safety-related hazards, or reducing them to an acceptable level.

7.1 Safety Culture

Suppliers must ensure that their employees are adequately aware of safety considerations in the aviation context. This includes, in particular:

- An understanding of the importance of their activities for aviation safety
- Training on safety-related topics and a just culture
- Awareness of human factors and risks throughout the product lifecycle

7.2 Integration into the SAM- SMS

Suppliers are integrated into the SAM safety management system as external partners. This includes:

- An obligation to report (potentially) safety-related incidents or observations (safety occurrences), even if they occur outside their direct sphere of influence.
- Participation in safety-related analyses and measures, provided that the supplier’s products, services or processes are affected.
- Assistance with the investigation of incidents involving supplied products.

If the supplier identifies safety occurrences or these are reported to them, the supplier is obliged to submit a report to SAM within 72 hours. The report should be sent to the email address safety@sam-ger.com.

7.3 Safety-related communication

Suppliers are required to:

- Receive and assess safety communications from SAM (e.g. Safety Alerts) and take appropriate internal action.
- Immediately report any safety-related information, such as changes to product design, composition, or production processes, on their own initiative.

7.4 Safety Risk Management

Suppliers are required to implement an appropriate Safety Risk Management (SRM) system as part of their operations, which is compatible with SAM's Safety Management System (SMS). The aim is to identify potential hazards at an early stage, systematically assess risks and implement appropriate measures to minimize them.

The following requirements apply:

7.4.1 Hazard Identification

Suppliers must establish processes for the continuous identification of potential hazards. This applies in particular to:

- Manufacturing processes, testing procedures, and logistics
- Changes to product design, materials, or processes
- Feedback from the field (e.g. customer complaints, field reports)

7.4.2 Risk Assessment

Identified hazards shall be systematically assessed in terms of their likelihood of occurrence and their potential impact on aviation safety. The associated risk level shall be documented and subject to regular review.

7.4.3 Risk Mitigation

Appropriate mitigation measures shall be implemented for identified risks. The following shall apply:

- Risks assessed as unacceptable or intolerable shall be reduced to an acceptable level prior to further deliveries.
- The effectiveness of the implemented measures shall be demonstrated.
- Critical mitigation measures shall be coordinated with SAM.

7.4.4 Communication of Risks

Suppliers shall promptly report safety-related risks that may potentially affect the airworthiness or operational safety of the delivered products (see Section 7.27.2). This also includes newly identified risks related to products that have already been delivered.

7.4.5 Participation in SAM's Risk Management

Upon request, suppliers shall participate in risk assessments conducted by SAM, in particular where their products or processes have been identified as sources of risk.

8 Environmental Requirements

8.1 Compliance with legal and regulatory requirements

The supplier agrees to comply with all applicable environmental laws, regulations, and official requirements at both the national and EU level in particular:

- REACH Regulation (EC) No. 1907/2006
- RoHS Directive 2011/65/EU (if applicable)
- Chemicals Act (ChemG), Hazardous Substances Ordinance (GefStoffV)
- Packaging Act and waste legislation

The supplier shall ensure that all applicable restrictions on substances of very high concern (SVHC) are taken into account and complied with.

8.2 Handling Hazardous Substances

Deliveries containing hazardous substances as defined by the CLP Regulation or other materials that pose a risk to the environment or human health must be clearly labelled.

Current, complete Safety Data Sheets (SDS) in German must be provided upon initial delivery and whenever changes occur. These documents must be made available in digital form. The use of particularly hazardous substances should be avoided whenever possible and, if necessary, must be approved in advance by SAM.

8.3 Packaging, Transportation, and Disposal

The supplier uses environmentally friendly, recyclable packaging materials. The use of oversized or non-separable plastic packaging shall be avoided.

Transportation of hazardous materials must be properly declared and documented in accordance with ADR/IATA regulations. The return and proper disposal of packaging, hazardous waste, or returned goods must be carried out in accordance with legal requirements.

8.4 Conflict Minerals

Unless otherwise specified in the purchase order, the supplier agrees to disclose the use of so-called conflict minerals (e.g., tin, tantalum, tungsten, gold) in accordance with EU Regulation 2017/821. The origin of these materials must be documented, and Conflict Minerals Reporting Templates (CMRT) must be provided upon request.

8.5 Environmental Management System

A certified environmental management system in accordance with ISO 14001 or an equivalent system is recommended. Suppliers with a significant environmental footprint (e.g., due to chemicals, surface treatments, or energy use) should provide evidence of this.

Even without certification, a structured approach to environmental risks, legal compliance, and waste management must be ensured.

8.6 Requirements to Provide Information in the Event of Changes

The supplier agrees to immediately notify us of any changes that could affect the environment (e.g., in formulation, processes, mode of transport, or packaging) if such changes could impact on waste disposal, safety, or REACH/RoHS compliance.

This also applies to new substance classifications or SVHC listings.

8.7 Environmental Emergency Management

A company-wide emergency management plan must be in place for relevant processes (e.g., handling hazardous substances, surface treatment, solvents). It includes measures to prevent and control leaks, fires, water pollution, and emissions.

Employees must receive regular training on these procedures.

8.8 Evidence and audits

Upon request, the supplier must provide appropriate evidence of compliance with environmental requirements, e.g., material declarations, supplier declarations, audit reports, or certificates. SAM has the right to conduct on-site audits at the supplier’s premises to verify compliance with environmental obligations—particularly in the case of high-risk processes or supply chains involving SVHCs or conflict minerals.

9 Information Security

The Supplier agrees to implement appropriate organizational and technical measures to protect the confidentiality, integrity, and availability of information. This includes, in particular, protecting all data provided by SAM, as well as all information generated in the course of the collaboration, against unauthorized access, loss, manipulation, or disclosure.

The Supplier shall ensure that an information security management system (e.g., in accordance with ISO/IEC 27001 or a comparable standard) is in place or that corresponding measures are demonstrably implemented. Access to sensitive information shall be granted exclusively to authorized persons in accordance with the need-to-know principle.

The Supplier undertakes to report security incidents that could affect SAM's data or systems immediately, but no later than 24 hours after becoming aware of them, via email to cert@sam-ger.com (initial report). A further assessment and detailed information regarding the incident must be submitted within 72 hours at the latest, if available. At the same time, appropriate countermeasures must be initiated, and their progress must be reported regularly.

Subcontractors must be bound by these obligations and must meet the same requirements. At the client's request, the supplier must provide appropriate evidence of compliance with the information security requirements and allow audits to be conducted.