



Mandatory implementation as from: 23.10.2020

**QUALITY MANAGEMENT SYSTEM**

**QUALITY PLAN:  
QUALITY REQUIREMENTS FOR  
SUPPLIERS**

Decision: 051/67-19 from 23.10.2020.

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**OPIQ- 03.024**

Descriptors: Material, service, supplier, subsupplier, quality requirement

**Business secret  
Internal**

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## 1. INTRODUCTION

When purchasing products, material/service, it is necessary to assure conformity of purchased products, materials and services with determined requirements and specifications of a customer.

This plan is to define activities which have to be implemented in order for "ORAO"a.d. to purchase material/products/services from suppliers/subsuppliers which are able to meet the requirements specified by "ORAO"a.d. or its customers.

## 2. SCOPE

This Plan is to introduce "ORAO"a.d. suppliers/subsupplier to the quality requirements for the product and quality management system requirements.

The Plan defines the general requirements for contracting and/or purchasing products from suppliers and its implementation is mandatory in the Purchasing Department.

The Plan clauses are implemented in operations of Commercial Division, Quality Division and other organizational units which participate in the purchasing process.

## 2. DEFINITIONS

- Supplier is an organization which delivers materials used in production, overhaul, galvanic-chemical treatment processes, laboratory testing and other processes in "ORAO"a.d., where the material/products/services significantly affect the product quality.
- Subsupplier in this plan represents an organization which implements a process on a product, at any stage of its production, where the process significantly affects the product quality.
- Supplier's file is a file which is kept and updated for every approved supplier separately and it contains all the important information on the supplier, including the history of the company, type of the product/service the supplier provides, certificates and approvals issued by other significant companies, evaluation of suppliers, audit reports, Quality Council Reports, and other relevant information which define the status of the supplier in its business relations with "ORAO"a.d.
- Service indicates any process which a supplier applies to a product, at any stage of its production, where the process significantly affects the product quality.
- Purchase Order file, managed by Purchase Department, is a file which contains all documents and correspondence relevant to the purchase of material.
- Material includes all items received by a company which are used in the production process and control, and which significantly affect the quality of final the product, why as such they are the subject of control. This refers to raw material, process production and control materials, various tools, instruments, accessories or parts of equipment.  
This procedure does not apply to raw material, basic means and small fittings (inventory).

Other terms and definitions are included in SRPS ISO 9000:2015 Standard (Quality Managements Systems – Fundamentals and vocabulary ISO 9000:2015).

## 3. RESPONSIBILITY

»ORAO«a.d. is responsible for quality of all material, products, services purchased from a supplier/subsupplier (including design issue), and it is in obligation to assure,

where requested, use of approved sources of special processes by »ORAO«a.d. and all suppliers.

The Executive Director for Quality and Laboratories, Manager of Purchasing Department, and other "ORAO"a.d organizational units shall be responsible for consistent application of this Plan.

The Supplier, and/or, Subsupplier is responsible for the objective evaluation of its capacities and capability to meet "ORAO"a.d. requirements before the acceptance of a contract/order, and consistent implementation of the plan during realization of the contract signed with "ORAO"a.d.

## 4. DESCRIPTION OF ACTIVITIES

### 4.1 LIST OF REQUIREMENTS

In order to deliver, produce or service product for "ORAO"a.d., a Supplier/Subsupplier shall:

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No	REQUIREMENT
1	Clearly define the product/service ordered including all the required technical requirements (drawings, key characteristics, specifications, instructions, equipment and personnel).
2	Establish quality management system in accordance with EN 9100 or ISO 9001 or ensure that the purchased product conforms to the specified requirements.
3	Ensure documented procedures defining the manner of production of products/services for "ORAO"a.d.
4	Use calibrated equipment for production, control, measurement and test in order to verify that the specified requirements for design, test, examination and inspection are met.
5	Purchase material from the approved suppliers providing evidence of the origin of the material which is to be installed and spent during the realization of the products/services for "ORAO"a.d., as well as the defined methods for preservation, packing and storage.
6	Respect the retention time and disposition of product/material quality records, so as to control such records in accordance with EN 9130, and/or, the requirements of Regulation on Archive Management in "ORAO"a.d. , Ref.No. 042/64-1/12 from 24.04.2013.
7	Ensure identification and traceability of materials and products.
8	Ensure that the specific requirements of "ORAO"a.d. are met in order to verify that the customer's quality standards are satisfied.
9	Ensure that the quality of product/material/service conforms to the specification for product and product quality defined in the contract, as well as, create First Article Inspection Report (FAIR) in accordance with the EN 9102.
10	Take the actions related to the nonconforming products detected by "ORAO"a.d. and/or the customer. Notify "ORAO"a.d. of changes in production, installation, test and product quality occurred during the contract realization and handle the product in accordance with the "ORAO"a.d. decisions.
11	Enable "ORAO"a.d. representatives, customers and regulatory authorities to control and verify that the quality requirements are met at suppliers/subsuppliers's premises.
12	Provide evidence of the quality of the product , certificate, warranty, test specimen (when required), manual, and , when necessary, documents referring to import, transport, customs duty, use (end user).

## **5. RELATED DOCUMENTS**

1. Quality Manual OS-Q.1
2. Quality Acceptance of Material and Products from Supplier OQC-03.010
3. Purchasing Process Control OQM-03.035
4. Selection and Monitoring of Suppliers OQA-03-037
5. Control of Integrated Management System Documented Information OIMS-01.052
6. Quality Plans Instruction 051/67-17

## 6. DISTRIBUTION LIST

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