
Manual for suppliers in the field of quality management according to EN9100

The company Tiyo a.s., ID No.: 02673703, registered office Příčná 2071, 50801 Hořice (hereinafter referred to as TIYO) requires its suppliers to exceed the scope of a normal order and in the sense of the international aviation standard

1. Introduction

Where the results of processes cannot be fully verified by subsequent inspection and testing of the product and where, for example, processing defects may only appear when the product is used, operations (special processes) must be carried out by qualified personnel or process parameters must be continuously monitored and controlled to ensure that the specified requirements are met. The qualification requirements for process operations, including associated equipment and personnel, shall be specified.

2. Review of the contract and proposal

The contract requirements and technical documents (drawings, specifications, etc.) for the product must be reviewed before new production is introduced. The departments concerned by the introduction of the new production shall comment on this. In addition, all the necessary information for carrying out the production tasks must be made available before work begins.

The purpose of the review is to:

- confirm that it is able to meet or transfer the customer's requirements within the supply chain,
- confirm that it has appropriate production and inspection facilities,
- confirmation that the technical documentation is clear, unambiguous and complete,
- confirmation that it has qualified personnel for the work required,
- confirmation that delivery dates are realistic,
- an assessment of the basic materials in terms of heat treatment.

3. Cooperation

If certain manufacturing activities are carried out in co-operation, the Company shall provide the subcontractor with all necessary documents for production, including full delegation of the customer's requirement. The subcontractor must confirm the binding nature of this Document as part of the confirmation of the offer. The Subcontractor shall produce the required reports and documentation of its work.

4. Personnel

A sufficient number of qualified personnel shall be available to carry out the work for process execution, control and supervision. Qualification shall be governed by the general requirements for the class of work of the industry and knowledge of the requirements of the relevant production and inspection instructions

(TSN, EN, ISO, etc.) Personnel at all levels shall be trained for the respective processes. They must be trained in the occupational methods and requirements of the production and inspection instructions. They must be instructed in the operation of instruments and equipment. Qualified replacements must be secured well in advance of changes in staffing.

Welders

Welders must be qualified by an appropriate test in accordance with EN 287-1, EN ISO 9606 or EN 05 0705.

Surface protection workers

Training at least once a year by the supervisor.

Heat treatment workers

Training once a year by supervisor.

Control staff

The production organisation must have sufficient competent personnel available for quality control, testing and verification of the work concerned. Competence may be obtained by completing a course for inspectors, by employment by an experienced worker or by welding supervision and practical experience. Workers carrying out non-destructive testing (NDT) shall be qualified in accordance with EN 473.

5. Equipment

For internal or external implementation of the special process, the following applies - The production organisation shall have suitable production and testing facilities for the production and quality verification of the welded structures. A list of all major equipment used in welding operations shall be maintained. The list should contain the main details of the equipment. Each major piece of equipment shall have a logbook or record card to record inspections, repairs, maintenance, etc. For production equipment for the implementation of special processes beyond inspection and maintenance, calibration obligations for the main measurable parameters apply for a period not exceeding 3 years.

6. Working procedures

The working procedures and technological processes are defined as follows:

- Special processes - internal:

The technologist defines the process or the required output parameters or a combination of both within the work instruction.

- Special processes - external:

The technologist defines the required output parameters (e.g. layer thickness and hardness for hardening) within the work instruction.

- Xxx
- Yyy
- Yzz

7. Quality records

Inspection records are made directly on the guide as part of the internal special processes or are supplied by the supplier with a declaration of conformity. Quality records shall be retained for a minimum period as defined in this Document, unless otherwise specified by other prescribed requirements. The records shall be handed over to the Company if required by the Contract.

8. Repair of non-conforming product

Appropriate work procedures shall be available on site for the repair of non-conforming products. After repairs have been made, the quality must be re-inspected and retested to the original requirements. The supplier shall clearly mark the repaired items so that they can be distinguished from normal production.

9. Inspection equipment

Suitable and validated or calibrated inspection equipment with an unbroken link to an international standard with a calibration interval of not more than 3 years shall be available for quality control, measurement and testing of parts.

10. Periodic and extraordinary process control

All special processes must be checked at regular intervals for their ability to produce consistent outputs in accordance with the specification. In the absence of an emergency (major non-conformance, accident, claim, finding or management decision), all special processes shall be inspected at least once a year. The inspection consists of an evaluation of the characteristics of samples on which the special process has been carried out in the same mode as standard production. The scheduling of periodic inspections and the ordering and shipment of samples is the responsibility of Purchasing (Purchase Specialist Senior). The results of the process checks are maintained by Purchasing (Purchase Specialist Senior) and samples are not archived and must be irreversibly damaged before scrapping.

11. Change of technology by the supplier

The supplier must immediately notify any significant change in technology (machine, equipment, process, location).

Note: The Agreement is executed in English and Czech language. In event of any discrepancies between the Czech and English version, the Czech version shall prevail.

Translated with DeepL.com

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 Ing. Martin Mihulka
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