# STANDARDS RELATED DOCUMENT

# AQAP-2110-SRD.3

# TRAINING MATERIAL TO SUPPORT AQAP-2110 EDITION D

**Edition A Version 1**

**NOVEMBER 2020**

**NORTH ATLANTIC TREATY ORGANIZATION**

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**NORTH ATLANTIC TREATY ORGANIZATION (NATO)**

**NATO STANDARDIZATION OFFICE (NSO)**

**NATO LETTER OF PROMULGATION**

16 November 2020

1. The enclosed Standards Related Document, AQAP-2110-SRD.3, Edition A, Version 1, TRAINING MATERIAL TO SUPPORT AQAP-2110 EDITION D, which has been approved in conjunction with AQAP-2110 by the nations in the Life Cycle Management Group, is promulgated herewith.

2. AQAP-2110-SRD.3, Edition A, Version 1, is effective upon receipt.

3. This NATO standardization document is issued by NATO. In case of reproduction, NATO is to be acknowledged. NATO does not charge any fee for its standardization documents at any stage, which are not intended to be sold. They can be retrieved from the NATO Standardization Document Database (https://nso.nato.int/nso/) or through your national standardization authorities..

4. This publication shall be handled in accordance with C-M(2002)60.

for Zoltán GULYÁS
Brigadier General, HUNAF
Director NATO Standardization Office

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## Contents

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# CHAPTER 1 - INTRODUCTION

## 1. Background

1. AQAP-2110 contains NATO quality assurance requirements for design, development and production. Compliance with AQAP-2110 provides confidence in the Supplier's capability to deliver products that conform to Acquirer contract requirements.

2. The materials relating to this SRD can be used to support Acquirer and Government Quality Assurance Practitioner understanding of the requirements of AQAP-2110.

### 2. Purpose

1. This guidance document has been published to promote the consistent application of the AQAP-2110 requirements through the use of a common set of training materials.

2. This guidance document is for all users of the NATO contractual AQAPs: Acquirers, Suppliers and Government Quality Assurance Representatives (GQAR).

### 3. Associated documents

1. AQAP-2110-SRD.3.1 Training slide pack.

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## CHAPTER 2 – GUIDANCE FOR THE USE OF AQAP-2110-SRD.3

### 1. General

1. There are two options for delivery of the AQAP-2110 training:
    a. The training can be delivered as a stand-alone module of 1 day duration.
    b. The training can be delivered in conjunction with AQAP-2131 training (AQAP-2131-SRD.2) with 1.5 days total duration.
2. If option a. is selected then all AQAP-2110 slides should be delivered.
3. If option b. is selected then AQAP-2110 training should be delivered first and introduction slides 10-22 removed from the AQAP-2131-SRD.2 slide pack to avoid duplication.
4. This SRD is the covering document for the AQAP-2110 training material comprising the following:
    a. AQAP-2110-SRD.3.1 contains the main training slide pack including training presentation, speaker notes and hints to support delivery. The pack also includes an introduction section on the use of AQAPs.
5. The training material has been developed for delivery by an experienced Quality Practitioner with background in using AQAPs and particularly AQAP-2110.
6. AQAP-2110-SRD.3.1 contains a number of generic examples which can be used to reinforce specific requirements. Individual nations and trainers are encouraged to develop real life examples which are more specific to their own procurement practices and acquisition programmes.

### 2. Delivery considerations

1. The training is ideally suited to delivery to 10-15 delegates.
2. It is recommended that trainers and delegates have a basic understanding of ISO 9001:2015 prior to undertaking AQAP-2110 training.
3. Seating in small groups will facilitate discussions and group work more easily.
4. Access to flipcharts, pens and other stationery resources will be required.
5. Access to breakout areas would be beneficial, but not essential.
6. Provide copies of slide pack, AQAP-2110, AQAP-2110-SRD.1 and AQAP-2110-SRD.2 for each delegate.
7. Individual nations are encouraged to develop specific quizzes, tests, syndicate exercises to reflect national practice.
8. Answers to existing exercises are contained in the speaker notes for reference.
9. Annex A of this SRD contains a table providing a direct comparison of AQAP 2110 Edition 3 and Edition D Version 1. Trainers may wish to provide the comparison table as a handout during training to illustrate the changes to Edition D.

### 3. Acronyms

**AQAP:** Allied Quality Assurance Publication
**GQA:** Government Quality Assurance
**GQAR:** Government Quality Assurance Representative
**SRD:** Standards Related Document

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**ANNEX A**

## Comparison of AQAP 2110 Edition 3 and AQAP-2110 Edition D, Version 1

The table below provides a direct comparison of AQAP 2110 Edition 3 and Edition D Version 1. Requirements in Edition D have been categorised as existing, modified or new requirements. New requirements or modified text are shown in blue font.

| AQAP 2110 Ed 3 | | | AQAP 2110 Ed D Version 1 | | | |
|---|---|---|---|---|---|---|
| **Para** | **Paragraph Title** | **Requirement** | **Para** | **Paragraph Title** | **Requirement** | **Comments** |
| 3.3 | Definitions | N/A | 3.3.4 | Dependability | Definition of Dependability added | New Definition |
| 3.3 | Definitions | N/A | 3.3.10 | Root Cause Analysis | Definition of Root Cause Analysis added | New Definition |
| 3.3 | Definitions | N/A | 3.3.11 | Key Characteristics | Definition of Key Characteristics added | New Definition |
| 3.3 | Definitions | N/A | 3.3.12 | Counterfeit Material | Definition of Counterfeit Material added | New Definition |
| ALL | ALL | All statements contained within AQAP 2110 Ed 3 to the effect of ISO 9001:2008 Para "X" requirements shall apply. | 4.1 | Applicability of ISO 9001:2015 REQUIREMENTS | The Supplier shall establish, document, implement, assess and improve an effective and economical Quality Management System in accordance with this publication which includes the requirements of ISO 9001:2015 as necessary to satisfy the contract requirements. | Modified requirement: change to reference standard. |
| 4.1 | General requirements | The Supplier shall establish, document, implement, assess and improve an effective and economical system in accordance with this document, which includes the requirements of ISO 9001:2008 as necessary to satisfy the contract requirements. | 4.1 | Applicability of ISO 9001:2015 REQUIREMENTS | The Supplier shall establish, document, implement, assess and improve an effective and economical Quality Management System in accordance with this publication which includes the requirements of ISO 9001:2015 as necessary to satisfy the contract requirements. | Modified requirement: change to reference standard. |
| 4.1 | General requirements | The Acquirer and/or Government Quality Assurance Representative (GQAR) reserves the right to reject this system as it applies to the contract. | 4.2 | Quality Management System and its Processes | The Acquirer and/or Government Quality Assurance Representative (GQAR) reserve the right to reject the Supplier's Quality Management System as it applies to the contract. | Existing requirement |

| AQAP 2110 Ed 3 | | | AQAP 2110 Ed D Version 1 | | | |
|---|---|---|---|---|---|---|
| **Para** | **Paragraph Title** | **Requirement** | **Para** | **Paragraph Title** | **Requirement** | **Comments** |
| 4.1 | General requirements | Objective evidence, which may include documentation from first, second and/or third party assessment/certification processes that this system is compliant with this Publication and is effective shall be readily available to the GQAR and/or Acquirer. | 4.2 | Quality Management System and its Processes | The Supplier's documented Scope of their System, records from internal audit, self-assessments and other objective evidence that this system is compliant with this Publication and is effective, shall be readily available to the GQAR and/or Acquirer. | Modified requirement. |
| 4.1 | General requirements | N/A | 4.2 | Quality Management System and its Processes | In instances where the Acquirer and/or GQAR rejects the Quality Management System, the Supplier shall make proposals for corrective actions and revisions within an agreed timescale and contractual penalties will be applied as defined in the contract. | New requirement |
| 4.2.2 | Quality manual | NATO specific requirement:<br>Delete:<br>Last part of the sentence a): “including details of and justification for any exclusions (see 1.2)”. | N/A | N/A | N/A | |
| 4.2.4 | Control of records | The Supplier shall provide the GQAR and/or the Acquirer with the necessary access to the records pertinent to the contract, in a format agreed with the GQAR and/or Acquirer. | 5.3.5 | Documented Information [7.5] | The Supplier shall provide the GQAR and/or the Acquirer with the necessary access to the records pertinent to the contract, in a format agreed with the GQAR and/or Acquirer. | Existing requirement |
| 5.4 | Planning | The Supplier and Sub-supplier shall provide objective evidence, that risks are considered during planning, including but not limited to Risk Identification, Risk analysis, Risk Control and Risk Mitigation. The planning shall start with risk identification during contract review and updated thereafter in a timely manner. | 5.2.1 | Risk Management [6.1] | 1. The Supplier and External Provider shall provide objective evidence that risks, including External Provider risks, are considered during planning, including but not limited to Risk Identification, Risk Analysis, Risk Control and Risk Mitigation. The planning shall start with risk identification during contract review and be updated thereafter in a timely manner. | Modified requirement. |
| 5.4 | Planning | N/A | 5.2.1 | Risk Management [6.1] | 2. Unless otherwise stated in the contract, the Risk Management applied shall meet the principles and guidelines of ISO 31000:2009. The Risk Management Plan shall be made available to the GQAR and/or Acquirer. | New requirement. |

| AQAP 2110 Ed 3 | | | AQAP 2110 Ed D Version 1 | | | |
|---|---|---|---|---|---|---|
| **Para** | **Paragraph Title** | **Requirement** | **Para** | **Paragraph Title** | **Requirement** | **Comments** |
| 5.4 | Planning | The Acquirer and/or GQAR reserve the right to reject QPs, Risk Plans and their revisions. | 5.2.1 | Risk Management [6.1] | 3. The Acquirer and/or GQAR reserve the right to reject Risk Plans and their revisions. | Existing requirement. |
| 5.4 | Planning | N/A | 5.4.1 | Operational planning and control [8.1] | 1. The Supplier shall identify the documented information, including acceptance criteria and configuration information that will be used as objective evidence of product conformance with requirements. This information shall be acceptable to the Acquirer and/or GQAR and made available prior to acceptance of the product. | New requirement. |
| 5.4 | Planning | N/A | 5.4.1 | Operational planning and control [8.1] | 2. The supplier shall maintain and retain documented information for product approval and production process approval. These approvals shall also be applied to External Providers. | New requirement. |
| 5.4 | Planning | The Supplier shall submit a Quality Plan (QP) which addresses the contractual requirements to the GQAR and/or the Acquirer prior to the start of the activities unless otherwise directed. The QP shall be a clearly identified discrete document or part of another document that is prepared under the contract. | 5.4.1.1 | Quality Plan | 1. The Supplier shall submit an acceptable Quality Plan (QP) which addresses the contractual requirements to the GQAR and/or the Acquirer in a mutually agreed timescale but prior to the start of work which can be defined as a project or contract initiation meeting or as otherwise stated in the contract or purchase order. The QP shall be a clearly identified discrete document or part of another document that is prepared under the contract. | Modified requirement. |
| 5.4 | Planning | The QP shall play two complementary roles:<br>1. Describe and document the quality management system requirements "contract-specific" necessary to satisfy the contract requirements (making reference, where applicable, to the "company-wide" quality management system);<br>2. Describe and document the planning of the product realisation, in terms of quality | 5.4.1.1 | Quality Plan | 2. The QP shall:<br>a. Describe and document the quality management system requirements "contract-specific" necessary to satisfy the contract requirements (making reference, where applicable, to the "company-wide" quality management system);<br>b. Describe and document the planning of the product realisation in terms of quality | Modified requirement plus inclusion of new requirement at ©. |

| AQAP 2110 Ed 3 | | | AQAP 2110 Ed D Version 1 | | | |
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| **Para** | **Paragraph Title** | **Requirement** | **Para** | **Paragraph Title** | **Requirement** | **Comments** |
| | | requirements for the product, needed resources, required control activities (verification, validation, monitoring, inspection, testing), and acceptance criteria.<br><br>NOTE:<br>The QP requirements for role 1 relate to clause 5.4, while the QP requirements for role 2 relate to clause 7.1. | | | requirements for the product, needed resources, required control activities (verification, validation, monitoring, inspection, testing), and acceptance criteria. This shall include specific arrangements and communication requirements where work is to be conducted at locations external to the Suppliers premises.<br>c. Document, and maintain traceability of requirements from the planning process by including a requirement and solution compliance matrix, justifying fulfilment of all contractual requirements (making reference where applicable). | |
| 5.4 | Planning | The Acquirer and/or GQAR reserve the right to reject QPs, Risk Plans and their revisions. | 5.4.1.1 | Quality Plan | 3. The Acquirer and/or GQAR reserve the right to reject QPs and their revisions. | Existing requirement. |
| 5.4 | Planning | NOTE:<br>Contractual requirement for the content of the Quality Plan is established in AQAP 2105 “NATO requirements for Deliverable Quality Plans.” | 5.4.1.1 | Quality Plan | NOTE:<br>Contractual requirement for the content of the Quality Plan is established in AQAP 2105 “NATO requirements for Deliverable Quality Plans.” | Existing note. |
| 5.4 | Planning | N/A | 5.4.1.1 | Quality Plan | NOTE:<br>Requirement and solution compliance matrix can be a part of Quality Plan or a separate document as an annex to it. This matrix can be prepared and annexed to the Quality Plan after the initial issue, within a timescale mutually agreed with GQAR and/or Acquirer by taking into account the content of the Contract or Purchase Order. | New note. |
| 5.5.2 | Management representative | The management representative shall have the necessary organisational authority and freedom to resolve matters pertaining to quality. The management representative shall report directly to top management. | 5.1.1 | Organizational roles, responsibilities and authorities [5.3] | 1. Top management shall appoint a management representative for GQA issues from the organization's management who, irrespective of other responsibilities shall have the necessary organisational authority and freedom to resolve matters pertaining to quality. The management | Modified requirement. |

| AQAP 2110 Ed 3 | | | AQAP 2110 Ed D Version 1 | | | |
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| **Para** | **Paragraph Title** | **Requirement** | **Para** | **Paragraph Title** | **Requirement** | **Comments** |
| | | | | | representative shall report directly to top management. | |
| 5.5.2 | Management representative | The responsibility of the Management Representative shall include liaison with the GQAR and/or Acquirer on matters related to quality. | 5.1.1 | Organizational roles, responsibilities and authorities [5.3] | 2. The management representative shall have responsibility and authority that includes ensuring that processes needed for the quality management system are established, implemented and maintained and shall include liaison with the GQAR and/or Acquirer on matters related to quality. | Modified requirement. |
| 5.5.2 | Management representative | N/A | 5.1.1 | Organizational roles, responsibilities and authorities [5.3] | 3. The management representative shall have the appropriate competence related to Quality Management. | New requirement. |
| 5.5.3 | Internal Communication | The Supplier shall ensure that lines of communication are established with the GQAR and/or Acquirer. | 5.4.2 | Customer communications [8.2.1] | 2. The Supplier shall ensure that lines of communication are established with the GQAR and/or Acquirer. The designated management representative shall ensure that the adequate level of information is supplied to satisfy the GQAR and/or Acquirer. | Modified requirement. |
| 5.6.2 | Review input | Records of review input, related to the contract, shall be available to the GQAR and/or Acquirer | 5.5.3.1 | Management Review Input | Documented information of review input, related to the contract, shall be available to the GQAR and/or Acquirer | Modified requirement. |
| 5.6.3 | Review output | Records of the review output, related to the contract, shall be available to the GQAR and/or Acquirer. | 5.5.3.2 | Management Review Output | 1. Documented information of the review output, related to the contract, shall be available to the GQAR and/or Acquirer. | Modified requirement. |

| AQAP 2110 Ed 3 | | | AQAP 2110 Ed D Version 1 | | | |
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| **Para** | **Paragraph Title** | **Requirement** | **Para** | **Paragraph Title** | **Requirement** | **Comments** |
| 5.6.3 | Review output | The Supplier shall notify the GQAR and/or Acquirer of proposed action, resulting from Review Output that will affect compliance with contractual requirements. Review output shall, where action item(s) are identified, specify the responsible person/function and due date of the action item(s). | 5.5.3.2 | Management Review Output | 2. The Supplier shall notify the GQAR and/or Acquirer of proposed action, resulting from Review Output that will affect compliance with contractual requirements. Review output shall, where action item(s) are identified, specify the responsible person/function and due date of the action item(s). | Existing requirement. |
| 6.2.2 | Competence, training and awareness | N/A | 5.3.3 | Competence [7.2] | The Supplier shall establish and maintain a process for identifying training needs and achieving competence of all personnel performing activities affecting product quality. | New requirement. |
| 6.2.2 | Competence, training and awareness | N/A | 5.3.4 | Awareness [7.3] | Persons involved with the contract, including External Providers, shall be aware of the specific arrangements contained in the quality plan that are applicable to their activities / area of responsibility. | New requirement. |
| 6.3 | Infrastructure | N/A | 5.3.1 | Infrastructure [7.1.3] | The infrastructure shall include an area to segregate nonconforming product (see paragraph 5.4.12 of this publication). | New requirement. |
| 7.1 | Planning of product realisation | For details, see this publication clause 5.4. | N/A | N/A | N/A | |
| 7.2.1 | Determination of requirements related to the product. | N/A | 5.4.3 | Determining the requirements related to products [8.2.2] | The Supplier shall identify product requirements and functions that relate to critical characteristics such as health, safety, performance, and dependability. | New requirement. |
| 7.2.3 | Customer communication | N/A | 5.4.2 | Customer communications [8.2.1] | 1. If requested by the Acquirer and/or GQAR, the Supplier and/or External Providers shall attend a Post Award GQA meeting focused on the contract arrangements for Quality Assurance of the product and/or GQA practicalities. | New requirement. |

| AQAP 2110 Ed 3 | | | AQAP 2110 Ed D Version 1 | | | |
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| **Para** | **Paragraph Title** | **Requirement** | **Para** | **Paragraph Title** | **Requirement** | **Comments** |
| 7.2.3 | Customer communication | The Supplier shall ensure that lines of communication are established with the GQAR and/or Acquirer. | 5.4.2 | Customer communications [8.2.1] | 2. The Supplier shall ensure that lines of communication are established with the GQAR and/or Acquirer. The designated management representative shall ensure that the adequate level of information is supplied to satisfy the GQAR and/or Acquirer. | Modified requirement. |
| 7.2.3 | Customer communication | The Supplier shall notify the GQAR and/or Acquirer upon changes to its organisation that affect product quality or the Quality Management System. | 5.4.2 | Customer communications [8.2.1] | 3. The Supplier shall notify the GQAR and/or Acquirer of changes to its organisation that affect product quality or the Quality Management System. | Existing requirement. |
| 7.3.5 | Design and devlopment verification | Unless invoked in the contract, the Supplier shall determine the test methods required and perform the tests to demonstrate conformity with the corresponding requirements at appropriate stages up to and including the final product. | 5.4.4 | Design and development controls [8.3.4] | Unless otherwise stated in the contract, the Supplier shall determine the verification and validation methods required and demonstrate conformity with the corresponding requirements at appropriate stages up to and including the final product. | Modified requirement. |
| 7.4.1 | Purchasing process | N/A | 5.4.6.1 | General | 1. Where the Supplier has decided to externally source a critical item, significant work content, design, immature technical solutions or a configuration item then the Supplier shall establish and maintain knowledge of the supply chain and External Provider quality assurance activities. | New requirement |
| 7.4.1 | Purchasing process | The Supplier shall on request provide the GQAR and/or Acquirer with a copy of any subcontracts or orders for products related to the contract. | 5.4.6.3 | Communication | 1. The Supplier shall on request provide the GQAR and/or Acquirer with a copy of any subcontracts, orders, related contractual documents and their modifications, for products related to the contract. | Modified requirement. |
| 7.4.1 | Purchasing process | The Supplier shall notify the GQAR and/or Acquirer if a subcontract or order has been identified as constituting or involving risk. This shall be documented in accordance with 5.4 of this publication. | 5.4.6.3 | Communication | 2. The Supplier shall notify the GQAR and/or Acquirer if a subcontract or order has been identified involving a critical item, significant work content, design, immature technical solutions or where External Provider performance is unknown or causes concern. | New requirement |

| AQAP 2110 Ed 3 | | | AQAP 2110 Ed D Version 1 | | | |
|---|---|---|---|---|---|---|
| **Para** | **Paragraph Title** | **Requirement** | **Para** | **Paragraph Title** | **Requirement** | **Comments** |
| 7.4.2 | Purchasing information | The Supplier shall flow down the applicable contractual requirements to Subsuppliers by referencing the stated contractual requirement, including relevant AQAP(s). The Supplier shall insert the following in all purchasing documents: "All requirements of this contract may be subject to GQA. You will be notified of any GQA activity to be performed." | 5.4.6.1 | General | 2. The Supplier shall flow down the applicable contractual requirements to External Providers by referencing the stated contractual requirement, including relevant AQAP(s). The Supplier shall insert the following in all purchasing documents: "All requirements of this contract may be subject to GQA. You will be notified of any GQA activity to be performed." | Modified requirement. |
| 7.4.2 | Purchasing information | Only the Supplier placing the purchasing documents with a Sub-supplier will issue consequential instructions to that Sub-supplier. | 5.4.6.2 | Type and extent of control | 3. Only the Supplier placing the purchasing documents with an External Provider will issue contractual instructions to that External Provider. | Modified requirement. |
| 7.4.2 | Purchasing information | It is the Supplier's responsibility to ensure that the procedures and processes required to fulfil contract requirements are fully implemented at the Sub-supplier's facilities. | 5.4.6.2 | Type and extent of control | 1. It is the Supplier's responsibility to ensure that the procedures and processes required to fulfil contract requirements are fully implemented at the External Provider's facilities. | Modified requirement. |
| 7.4.2 | Purchasing information | GQA activities at Sub-supplier's facilities do not relieve the Supplier from any contractual quality responsibilities.<br>NOTE:<br>Conduct of GQA and associated GQAR and/or Acquirer access rights, at Subsupplier's facilities can only be requested by the GQAR and/or Acquirer. | 5.4.6.2 | Type and extent of control | 4. GQA activities at External Provider's facilities do not relieve the Supplier from any contractual quality responsibilities.<br>NOTE:<br>Conduct of GQA and associated GQAR and/or Acquirer access rights, at External Provider's facilities can only be requested by the GQAR and/or Acquirer. | Modified requirement. |
| 7.4.2 | Purchasing information | N/A | 5.4.6.2 | Type and extent of control | 2. The Supplier shall establish and implement a process for the avoidance, detection, mitigation, and disposition of Counterfeit Materiel. | New requirement |
| 7.4.2 | Purchasing information | N/A | 5.4.6.1 | General | 3. Suppliers shall conduct a formal review of purchasing documents to verify that the correct contractual requirements have been flowed down. The Supplier shall retain documented information of this review. | New requirement |

| AQAP 2110 Ed 3 | | | AQAP 2110 Ed D Version 1 | | | |
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| **Para** | **Paragraph Title** | **Requirement** | **Para** | **Paragraph Title** | **Requirement** | **Comments** |
| 7.4.2 | Purchasing information | N/A | 5.4.6.1 | General | 4. The Supplier shall document their arrangements for these requirements at the planning stage (see paragraph 5.4.1. of this publication) and identify their proposed quality assurance activities for specific sub-contracts or orders that meet the above criteria. | New requirement |
| 7.4.3 | Verification of purchased product | N/A | 5.4.6 | Control of externally provided processes, products and services [8.4] | The Supplier shall retain documented information of verification and/or validation of purchased products. The documented information shall be made available to the GQAR and/or Acquirer. | New requirement |
| 7.4.3 | Verification of purchased product | Suppliers shall notify the GQAR and/or Acquirer if a sub-supplied product is rejected or repaired which has been identified as involving risk or supplied by a Sub-supplier whose selection or subsequent performance has been identified as involving risk. | 5.4.6.3 | Communication | 3. The Supplier shall notify the GQAR and/or Acquirer if an externally provided product is rejected, reworked, or repaired which has been identified as involving risk or supplied by an External Provider whose selection or subsequent performance has been identified as involving risk. | Modified requirement. |
| 7.5.1 | Control of production and service provision | N/A | 5.4.7 | Control of Production and Service Provision [8.5.1] | 1. The Supplier shall develop and maintain instructions for the conduct of activities related to the control of production of material, part, component, subsystem and system level for the product supplied to ensure that the specified requirements are met.<br>2. The Supplier shall establish and maintain criteria for workmanship in the clearest practical manner (e.g. written standards, representative samples or illustrations). | New requirement |
| 7.5.3 | Identification and traceabiity | N/A | 5.4.8 | Identification and traceability [8.5.2] | Where the failure of an item or component could lead to the loss of equipment, performance or life then it is mandatory to maintain traceability. | New requirement |

| AQAP 2110 Ed 3 | | | AQAP 2110 Ed D Version 1 | | | |
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| **Para** | **Paragraph Title** | **Requirement** | **Para** | **Paragraph Title** | **Requirement** | **Comments** |
| 7.5.4 | Customer property | If products provided by the Acquirer are lost, damaged or otherwise found to be unsuitable for their intended use in accordance with the contract, the Supplier shall immediately inform the Acquirer and GQAR. | 5.4.9 | Property belonging to customer or External Providers [8.5.3] | 1. If products provided by the Acquirer are lost, damaged or otherwise found to be unsuitable for their intended use in accordance with the contract, the Supplier shall immediately inform the Acquirer and GQAR and retain documented information. | Modified requirement. |
| 7.5.4 | Customer property | N/A | 5.4.9 | Property belonging to customer or External Providers [8.5.3] | 2. When the Supplier establishes that an acquirer supplied product is unsuitable for its intended use, they shall immediately report to and coordinate with the Acquirer the remedial actions to be taken. The Supplier shall also inform the GQAR. | New requirement |
| 7.5.5 | Preservation of product | N/A | 5.4.10 | Preservation [8.5.4] | 1. Products with limited shelf life shall be subject to control of their expiry dates.<br>2. If applicable, the control of expiry date/shelf life shall be applied during maintenance, servicing, storage or when fitted.<br>3. Remaining shelf-life shall be identified and communicated to the GQAR and/or Acquirer prior to delivery. | New requirements. |
| 7.6 | Control of monitoring and measuring equipment | The measurement and calibration system applied to this contract shall be in accordance with the requirement of ISO 10012. | 5.3.2. | Monitoring and measuring resources [7.1.5] | 1. The measurement and calibration system applied to the contract shall meet the requirement of ISO 10012:2003. | Existing requirement. |
| 7.6 | Control of monitoring and measuring equipment | When an item of measuring equipment is found to fail re-calibration or is not in calibration, and when there are affected products, the GQAR and/or Acquirer is to be informed and presented with details of affected products, including products already delivered. | 5.3.2. | Monitoring and measuring resources [7.1.5] | 2. When an item of measuring equipment fails calibration the Supplier shall advise the GQAR and/or Acquirer of the impact of the failure on previous measuring results where this affects delivered products or verification, validation and acceptance results. The GQAR and/or Acquirer may request that measurements taken shall be repeated with calibrated equipment. | Modified requirement. |
| 7.7.1 | Configuration Management | As a minimum, the Supplier shall describe and document the CM procedures for:<br>-Configuration Identification | 5.4.1.2.1 | Configuration Management | The Supplier shall manage configuration through the implementation of Configuration Management Planning, Configuration Identification, Change | Modified requirement: additon of |

| AQAP 2110 Ed 3 | | | AQAP 2110 Ed D Version 1 | | | |
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| **Para** | **Paragraph Title** | **Requirement** | **Para** | **Paragraph Title** | **Requirement** | **Comments** |
| | (CM) requirements | -Configuration Control<br>-Configuration Status Accounting<br>-Configuration Audit | | (CM) requirements | Control, Configuration Status Accounting and Configuration Audit in accordance with the requirements of ACMP 2100 and any additional CM clauses in the contract or a nationally recognised equivalent. | reference standard. |
| 7.7.2 | Configuration Management Plan (CMP) | The Supplier shall prepare a CMP, which describes the application of CM to the contract.<br>NOTE:<br>The CMP may form part of another plan if appropriate.<br>NATO Configuration Management Policy is established in STANAG 4159 while detailed contractual requirements for CM are contained within STANAG 4427 and associated Allied Configuration Management Publications (ACMP). | 5.4.1.2.2 | Configuration Management Plan (CMP) | The Supplier shall prepare a Configuration Management Plan (CMP) which describes the application of CM to the contract in accordance with ACMP 2100 and any additional CM clauses in the contract or nationally recognised equivalent.<br>The CMP may form part of another plan if appropriate.<br>NOTE: Further information on NATO Configuration Management Policy and Requirements are contained within Allied Configuration Management Publications (ACMP) ACMP-2000 and ACMP-2009. | Modified requirement: change to reference standard. |
| 7.8.1 | Reliability and Maintainability (R&M) | If stated in the contract, the Supplier's R&M system, appropriate to the design of the product, shall ensure that R&M issues and related documents, including those from associated Sub-suppliers, are controlled.<br>NOTE:<br>NATO Reliability and Maintainability Policy is established in STANAG 4174 while detailed contractual requirements for Reliability and Maintainability Management are contained within Allied Reliability and Maintainability Publications (ARMP). | 5.4.5 | Dependability | If stated in the contract, the Supplier shall ensure that Dependability issues and related documents, including those from associated External Providers, are controlled.<br>NOTE:<br>Further information on NATO Dependability Management is contained within Allied Dependability Management Publications (ADMP). | Modified requirement. |
| 8.2.1 | Customer satisfaction | Any complaints or deficiencies relevant to the contract, reported by the GQAR, shall be recorded as customer complaints. | 5.5.1 | Customer satisfaction [9.1.2] | 1. Any complaints or deficiencies relevant to the contract, reported by the GQAR and/or Acquirer, shall be recorded as customer complaints. | Existing requirement. |

| AQAP 2110 Ed 3 | | | AQAP 2110 Ed D Version 1 | | | |
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| **Para** | **Paragraph Title** | **Requirement** | **Para** | **Paragraph Title** | **Requirement** | **Comments** |
| 8.2.1 | Customer satisfaction | N/A | 5.5.1 | Customer satisfaction [9.1.2] | 2. The Supplier shall provide a response to the originator of the complaint or deficiency that shall include information on root cause analysis and corrective action.<br>Note: Customer complaints could be in the form of quality non-conformance, deficiency or occurrence reports or another format but regardless will be identified by the GQAR and/or Acquirer as 'customer complaints'. | New requirement |
| 8.2.2 | Internal audit | The Supplier shall ensure that all contractual requirements, including NATO supplements, are included in internal audits. | 5.5.2 | Internal audit [9.2] | 1. During the planning of internal audits the Supplier shall ensure that their audit programme covers all contract related critical processes and activities on an annual basis and includes contractual requirements and NATO supplements. The Supplier shall also consider the output from the actions to address risk and opportunities assessment. | Modified requirement. |
| 8.2.2 | Internal audit | The Supplier shall inform the GQAR and/or Acquirer of deficiencies identified during internal audit unless otherwise agreed between the GQAR and/or Acquirer and the Supplier. | 5.5.2 | Internal audit [9.2] | 2. Unless otherwise agreed, the Supplier shall inform the GQAR and/or Acquirer of deficiencies or findings identified during internal audit. | Existing requirement. |
| 8.2.2 | Internal audit | N/A | 5.5.2 | Internal audit [9.2] | 3. The Supplier shall retain documented information that demonstrates auditor training and experience. | New requirement |
| 8.2.4 | Monitoring and measurement of product | The Supplier shall provide a Certificate of Conformity at release of product to the GQAR and/or Acquirer unless otherwise instructed. | 5.4.11 | Release of products [8.6] | 2. The Supplier shall provide a Certificate of Conformity at release of product to the GQAR and/or Acquirer unless otherwise instructed. | Existing requirement. |
| 8.2.4 | Monitoring and measurement of product | The Supplier is solely responsible for the conformance to requirements, of products provided to the Acquirer. | 5.4.11 | Release of products [8.6] | 3. The Supplier is solely responsible for the conformance to requirements, of products provided to the Acquirer. | Existing requirement. |

| AQAP 2110 Ed 3 | | | AQAP 2110 Ed D Version 1 | | | |
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| **Para** | **Paragraph Title** | **Requirement** | **Para** | **Paragraph Title** | **Requirement** | **Comments** |
| 8.3 | Control of non-conforming product | The Supplier shall issue and implement documented procedures which identify, control and segregate all non-conforming products. | 5.4.12 | Control of nonconforming products [8.7] | 1. The Supplier shall issue and implement documented procedures which identify, control and segregate all nonconforming products. Product with unidentified or unknown status shall be classified as nonconforming product. | Modified requirement. |
| 8.3 | Control of non-conforming product | Documented procedures for the disposition of non-conforming product are subject to disapproval by the GQAR and/or Acquirer when it can be shown that they do not provide the necessary controls. | 5.4.12 | Control of nonconforming products [8.7] | 2. Documented procedures for the identification, control, and segregation of nonconforming product are subject to disapproval by the GQAR and/or Acquirer when it can be shown that they do not provide the necessary controls. | Existing requirement. |
| 8.3 | Control of non-conforming product | The Supplier shall notify the GQAR and/or Acquirer of non-conformities and corrective actions required, unless otherwise agreed with the GQAR and/or Acquirer. | 5.4.12 | Control of nonconforming products [8.7] | 3. The Supplier shall notify the GQAR and/or Acquirer of non-conformities and corrective actions required, unless otherwise agreed with the GQAR and/or Acquirer. The GQAR and/or Acquirer reserve the right to reject all rework, repair and use as is dispositions. | Modified requirement. |
| 8.3 | Control of non-conforming product | All rework, repair and use-as-is dispositions must be acceptable to the GQAR and/or Acquirer. When the Supplier establishes that an acquirer-supplied product is unsuitable for its intended use, he shall immediately report to and coordinate with the Acquirer the remedial actions to be taken. The Supplier shall also inform the GQAR. | 5.4.12 | Control of nonconforming products [8.7] | 4. Where the Supplier proposes to raise a concession for the use, release or acceptance of a nonconforming product appropriate authorisations shall be obtained from the GQAR and/or Acquirer unless otherwise agreed. 5. The Acquirer requirements for concessions apply equally to outsourced processes or purchased products. The Supplier shall review any request from External Providers before submission to the GQAR and/or Acquirer. | New requirement |
| 8.3 | Control of non-conforming product | N/A | 5.4.12 | Control of nonconforming products [8.7] | 6. The Supplier shall retain documented information of quantity authorized and/or expiration date for concessions or deviation permits. The Supplier shall ensure compliance with the contract requirements when the authorization expires. | New requirement. |

| AQAP 2110 Ed 3 | | | AQAP 2110 Ed D Version 1 | | | |
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| **Para** | **Paragraph Title** | **Requirement** | **Para** | **Paragraph Title** | **Requirement** | **Comments** |
| 8.3 | Control of non-conforming product | The Supplier shall notify the GQAR and/or the Acquirer of non-conforming product received from a Sub-supplier that has been subject to Government Quality Assurance. | 5.4.12 | Control of nonconforming products [8.7] | 7. The Supplier shall notify the GQAR and/or the Acquirer of nonconforming product received from an External Provider that has been subject to Government Quality Assurance. | Modified requirement. |
| 8.5.1 | Continual improvement | NOTE:<br>The application of this section is intended to be limited to the scope of the contract. | N/A | N/A | N/A | |
| 8.5.2 | Corrective action | N/A | 5.6.1 | Nonconformity and corrective action [10.2] | The Supplier shall define their process, including tools and techniques, used to support root cause analysis for nonconformities. | New requirement. |

| AQAP 2110 Ed 3 | | | AQAP 2110 Ed D Version 1 | | | |
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| 9.1 | Access to Supplier and Sub-suppliers and support for GQA activities | The Supplier and/or Sub-suppliers shall provide the GQAR and/or Acquirer:<br>- The right of access to facilities where parts of the contracted activities are being performed.<br>- Information pertaining to the fulfilment of requirements in the contract.<br>- Unrestricted opportunity to evaluate Supplier compliance with this Publication.<br>- Unrestricted opportunity to conduct verification of product conformity with the contract requirements.<br>- Required assistance for evaluation, verification, validation, testing, inspection or release of the product for the accomplishment of GQA to contract requirements.<br>- Accommodation and facilities.<br>- The necessary equipment available for reasonable use for performing GQA.<br>- Supplier and or Sub-suppliers personnel for operation of such equipment as required.<br>- Access to information and communication facilities.<br>- The necessary Supplier documentation, to confirm product conformance to specification.<br>- Copies of necessary documents, including those on electronic media. | 4.3 | Access to Supplier and External Providers and Support For GQA Activities | The Supplier and/or External Providers shall provide the GQAR and/or Acquirer:<br>1. The right of access to facilities where the contracted activities are being performed.<br>2. Information pertaining to the fulfillment of requirements in the contract.<br>3. Unrestricted opportunity to evaluate Supplier compliance with this Publication.<br>4. Unrestricted opportunity to evaluate External Providers compliance with this Publication. The Supplier will be informed before the evaluation takes place.<br>5. Unrestricted opportunity to conduct verification of product conformity with the contract requirements.<br>6. Required assistance for evaluation, verification, validation, testing, inspection or release of the product for the accomplishment of GQA to contract requirements.<br>7. Accommodation and facilities for performing GQA.<br>8. The necessary equipment available for reasonable use for performing GQA.<br>9. Supplier and/or External Providers personnel for operation of such equipment as required.<br>10. Access to information and communication facilities.<br>11. The necessary Supplier documentation to confirm product conformance to specification.<br>12. Copies of necessary documents, including those on electronic media. | Existing requirements with one additional requirement at (4). |
| 9.2 | Products for release to the Acquirer | The Supplier shall ensure that only acceptable products, intended for delivery, are released. | 5.4.11 | Release of products [8.6] | 1. The Supplier shall ensure that only acceptable products, intended for delivery, are released. The | Existing Requirement. |

| AQAP 2110 Ed 3 | | | AQAP 2110 Ed D Version 1 | | | |
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| | | GQAR and or Acquirer reserve the right to reject non-conforming products. | | | GQAR and/or Acquirer reserve the right to reject nonconforming products. | |
| 9.2 | Products for release to the Acquirer | N/A | 5.4.11 | Release of products [8.6] | 4. Where the GQAR/and or Acquirer is required to perform any final inspection or formal acceptance activities, the Supplier shall provide the GQAR/and or Acquirer with a minimum of 10 working days notification of the event unless otherwise stated in the contract. | New requirement. |