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1. Dictionary

Definitions of basic meanings relating to Quality are defined in the Standards of ISO 9000 series .

SUPPLIER – An entity providing the required products or services

CUSTOMER – Serta Polska Sp. z o. o.

FOD - a substance, a piece of workshop equipment, a piece of debris or a production residue that can potentially cause damage to a product or cause an accident at work

Product damage by FOD - physical or economic loss of a product caused by a foreign object affecting its properties, safety and value

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2. Introduction

This document is the property of Serta Polska Sp. z o. o. with its registered office in Piaseczno and applies to all Suppliers to whom orders are directed from Serta Polska Sp. z o. o.

Serta Polska Sp. z o. o. has a Quality Management System based on the ISO 9001:2015 and AS:EN 9100D:2016 standards (which include requirements for organizations producing/providing services in the aviation, defense, and space industries). The Supplier is obligated to comply minimum with the requirements of the ISO 9001 standard and the provisions of agreements, orders, and contract terms.

The Supplier Requirements document supplements the above requirements. Suppliers are obligated to become familiar with and comply with these requirements, which should be implemented through the Supplier's Quality Management System to ensure they are able to deliver a product/service that meets Serta Polska Sp. z o.o.'s order.

If our requirements differ from your business profile, please notify Serta Polska Sp. z o.o. This will allow us to collaborate on developing more tailored requirements, which afterwards will be submitted in a separate document.

3. Access right

The Supplier is obligated to provide Serta Polska Sp. z o. o. representatives and its Customers with access to all facilities, equipment, documents, and all records related to the execution of the order (including those of its subcontractors) and the Quality Management System.

4. Applied quality clauses

4.1. Quality Management System

The Quality Management System implemented by the Supplier should include the requirements of this document.

The lack of a quality management system does not in any way exempt the Supplier from complying with the requirements presented by Serta Polska Sp. z o. o.

The Supplier may request assistance in implementing a system for meeting the presented requirements from the Quality Department of Serta Polska Sp. z o. o.

4.2. Order Overview

The Supplier is fully responsible for the quality of the service/material provided and should:

- Review the resources to be engaged and verify that they meet the requirements outlined in the Serta Polska Sp. z o.o. order and this document,
- Require the contact person at Serta Polska Sp. z o.o. to provide necessary explanations and clarify requirements, if necessary,

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- Notify the Customer before accepting the order if there is a risk that fulfilling certain requirements may prove impossible.

4.3. Documentation and data management

The Supplier is obliged to:

- Request all required documents specified in the order or in the technical documentation necessary for the proper execution of the order,
- Ensure that the documents in use are up to date,
- Report in writing, before commencing the activities: defects, errors or omissions found in the materials or documentation provided by Serta Polska Sp. z o.o.,
- Use the technical specifications listed in the order with the distribution index at Serta Polska Sp. z o. o.

It is prohibited, under penalty, for the Supplier to make the documentation/materials provided by Serta Polska Sp. z o.o. available to third parties without the Customer's consent.

Records regarding the quality of deliveries made to Serta POLSKA should be legible, identifiable and stored in a way that allows access to them.

The records should be kept for 10 years and during this period they should be available in accordance with point 3.

4.4. Accompanying documentation

The delivered goods should be accompanied by the following documents:

Systematically and for each batch of homogeneous goods:

Certificate of Conformity for the order containing:

- Supplier marking,
- References of the materials provided,
- Unit or batch number of materials to ensure identification between manufactured parts,
- References of deviations approved by Serta Polska Sp. z o. o.,
- Purchase order identification information (order number, quantity ordered and quantity delivered),
- Copies of exemptions approved by Serta Polska Sp. z o. o.,
- Delivery document.

At the Client's request, additionally:

Audit report specifying:

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- Number of parts inspected,
- Control characteristics and obtained values,
- Type and references of measuring instruments used,
- Material analysis certificate from the manufacturer's factory.

4.5. Purchasing

If the Supplier needs to purchase material, standard parts, catalog parts, etc., or order a service from a subcontractor, it must be ensured that the requirements of this document are applied.

Documentation of compliance of deliveries and/or services must be submitted with the order, recorded, and available at any time Serta Polska Sp. z o.o. requests it.

4.6. Managing the product provided by the Customer

The Supplier organizes supervision of goods delivered by Serta Polska Sp. z o. o., from acceptance to delivery, to prevent any possible damage (impacts, scratches, oxidation, etc.) and documentation errors.

If any discrepancies are noticed upon delivery, the recommendations contained in clause 4.12 should be applied.

4.7. Product identification and traceability

If traceability requirements are specified in Serta Polska Sp. z o. o.'s order, the Supplier shall follow all instructions regarding the labeling of the goods in order to link the delivery to the documentation and its contents.


If the delivery involves items previously delivered by Serta Polska Sp. z o.o., the Supplier's Quality Management System should ensure continuous traceability. If the Supplier loses traceability, the Supplier should immediately notify the Customer.

4.8. Process management

All required processes should be carried out according to established technologies. The Supplier should immediately notify Serta Polska Sp. z o. o. of any changes in technology affecting the product and/or its characteristics before they are implemented.

Execution of process and delivery should be clearly defined in all documents (e.g., technological documents, production guides, control cards, etc.). The documents should allow for the identification of:

- Description of the sequence of operations,
- References to recommendations necessary for the proper implementation of production and delivery,

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- Confirmation of compliance of implementation (signatures of operators, data records, evidence formally confirming compliance).

It is the Supplier's responsibility to assess the scope and level of accuracy of the recommendations and necessary records. Otherwise, the Customer and Supplier shall develop a Quality Plan containing this scope.

If required, please include in Serta Polska Sp. z o.o. order a supporting document summarizing the production conditions.

4.9. Changes of order fulfillment conditions

Changes to production and control conditions introduced by the Supplier must be approved in advance by Serta Polska Sp. z o. o. The Supplier shall manage changes according to procedures taking into account the principles of quality assurance and the requirements of this document.

4.10. Inspection and testing

The Supplier should prepare and update procedures for inspection operations and final tests performed on deliveries ordered by Serta Polska Sp. z o. o.

The Supplier's final inspection pays particular attention to the verifications performed by individual employees performing production operations and ensures the accuracy of these verifications.

4.11. Management of control, measurement and test equipment

The Supplier ensures periodic inspection of measuring equipment for inspection and testing. Verification and calibration reports are retained by the Supplier and are available for review upon request by Serta Polska Sp. z o. o.

4.12. Status of inspections and tests

The Supplier should have a system in place to ensure supervision over the entire process.

In documentation such as a "production order" or "control card," detailing each operation to be performed, each employee/contractor confirms the completion of the production operation with their signature. Each subsequent operation should be preceded by a verification of the previous operation's correct execution.

If the Supplier does not use internal stamps to mark documents, a list detailing the signatures of operators and inspection staff must be prepared and updated.

Production orders and control cards intended for the execution of Serta Polska Sp. z o. o. orders should be kept available in accordance with point 3.

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4.13. Counterfeit items

The Supplier should implement appropriate procedures to avoid the phenomenon of counterfeit items and take all necessary actions to prevent their introduction into the supply chain.

4.14. Management of non-conforming products

Compliance with section 4.14 should allow for:

- Detection and registration of any non-conformity immediately after it occurs,
- Isolation of the affected parts from the production flow while waiting for a decision to be made.

Upon detection of a non-conforming product or any anomalies and/or discrepancies arising during production, the Supplier is obligated to submit a request for consent for deviations to Serta Polska Sp. z o. o. for approval prior to shipment.

4.15. Corrective actions

Non-conformities treated in accordance with the provisions of clause 4.14 shall be subject to analysis by the Supplier for:

- Determining the causes of these discrepancies,
- Defining corrective actions to avoid their recurrence,
- Monitoring the progress of these activities until their final closure.

4.16. Storage management/storage and delivery conditions

Supplier preparing to fulfill orders For Serta Polska Sp. z o. o., should take into account specific storage, warehousing, and packaging conditions throughout the entire process to ensure the integrity of the delivery. Each delivery should include documents in accordance with the requirements of this document.

In the case of an order with delivery, the Supplier assumes responsibility and risk for any loss or damage resulting from improper preparation of the shipment. Risk transfer occurs upon receipt by Serta Polska Sp. z o. o.

In the case of an order where Serta Polska Sp. z o. o. is responsible for transportation, the Supplier is obligated to prepare the shipment within a specified time frame and to pack it in a manner that prevents any damage during transportation and/or storage.

The Supplier guarantees that the products delivered to Serta Polska Sp. z o. o. are completely safe and free from FOD.

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4.17. Internal quality audits

The Supplier should be able to demonstrate to Serta Polska Sp. z o.o. the organization of an internal audit plan or calendar. The results of these audits should be recorded.

Suppliers should strive to implement a Quality Management System that includes internal audits.

4.18. Supervision by Serta Polska Sp. z o. o.

In order to ensure that the Supplier has properly familiarised itself with the requirements of this document, the Customer may submit a request for a Supplier audit to be carried out.

Following the audit, a report will be prepared detailing any nonconformities, which will require analysis and corrective action by the Supplier. In addition, Serta Polska Sp. z o.o. may request that Suppliers complete a questionnaire. The completed questionnaire must be returned to Serta Polska Sp. z o.o.'s Quality Department within 48 hours via email, fax, or post.

4.19. Special cases of cessation of production or transfer of activities

In the event of final cessation of business activity, the Supplier undertakes to transfer to Serta Polska Sp. z o.o. all elements relating to the traceability of manufactured materials from last 10 years.

4.20. On-time deliveries

Due to the fact that Serta Polska Sp. z o. o. supplies companies in the aviation and space sectors, the specified delivery dates are binding and considered a critical parameter.

4.21. Responsibilities

The Supplier is responsible for ensuring compliance with the above requirements. This document is available on the official website of Serta Polska Sp. z o. o., and acceptance of the order by the Supplier constitutes acceptance of this document and the obligation to comply with the provisions contained therein.

The Serta Polska Sp. z o. o. Quality Department is responsible for providing and monitoring the implementation of current quality requirements.