



**INTERSOFT**  
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# Supplier Requirements

Intersoft Electronics Services GmbH

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## 1. PURPOSE

This document defines the requirements for external providers delivering products, components, or services to Intersoft Electronic Services GmbH.

These requirements ensure that delivered products and services meet defined expectations and support compliance with EN 9100.

### 1.1. Scope

These requirements apply to suppliers providing:

- products and components
- test, inspection, engineering, or other services
- calibration or verification services

Additional or project-specific requirements may be defined in the Purchase Order (PO) or contract.

## 2. APPLICABILITY

The requirements defined in this document apply when referenced in a Purchase Order or contract issued by Intersoft Electronic Services GmbH.

## 3. GENERAL REQUIREMENTS

Suppliers shall comply with all requirements defined in the Purchase Order or contract and ensure that delivered products and services conform to specified requirements and are suitable for their intended use.

Suppliers shall ensure that personnel are competent and that all applicable legal, regulatory, and contractual requirements are met.

Supplier performance is monitored and evaluated by Intersoft Electronic Services GmbH based on quality, delivery performance, and responsiveness.

## 4. COMMUNICATIONS AND CHANGES

Suppliers shall inform Intersoft Electronic Services GmbH of any issues affecting delivery, including delays, risks, or nonconformities.

Suppliers shall notify the Company of any changes that may affect product conformity, including changes to processes, methods, materials, equipment, or location.

Such changes shall not be implemented without prior approval where required.

## 5. NONCONFORMITIES

Suppliers shall prevent delivery of nonconforming products or services.

If a nonconformity is identified, the supplier shall immediately notify Intersoft Electronic Services GmbH.

Any deviation or concession requires prior approval.

## 6. DOCUMENTATION

Where applicable, suppliers shall provide documentation such as:

- Certificate of Conformity (CoC)
- inspection or test reports
- calibration certificates

All documentation shall reference the applicable Purchase Order.

## 7. CALIBRATION AND TESTING (IF APPLICABLE)

Calibration or testing activities shall be performed using appropriate equipment, validated methods, and competent personnel.

Results shall be documented and, where applicable, traceable to recognized standards.

## 8. DELIVERY

Suppliers shall meet agreed delivery dates and inform Intersoft Electronic Services GmbH of any risk of delay.

## 9. SUB-TIER CONTROL

Suppliers remain responsible for any subcontracted work and shall ensure that applicable requirements are flowed down to sub-tier suppliers.

## 10. ACCEPTANCE

Acceptance of a Purchase Order from Intersoft Electronic Services GmbH constitutes acceptance of these Supplier Quality Requirements.

## 11. SUPPLIER QUALITY REQUIREMENTS

Suppliers shall comply with the following requirements:

- approval is obtained for products, processes, methods, equipment, and release where required
- suppliers cooperate on all technical and quality matters
- access is granted to facilities, processes, and relevant records for audit or verification by Intersoft Electronic Services GmbH, its customers, or regulatory authorities
- required inspection, testing, and verification activities are performed and documented
- statistical methods are applied where specified
- product safety is ensured throughout the product lifecycle, including handling, storage, and delivery
- counterfeit or suspect counterfeit parts are prevented and procurement is from approved or authorized sources
- nonconformities and changes affecting product conformity are communicated immediately
- approved or customer-designated sources are used where required
- awareness of product conformity, product safety, and ethical behaviour is ensured for all relevant personnel
- design controls are applied and records are maintained where design responsibility is included

## 12. RECORDS

Suppliers shall retain relevant records for a defined or agreed period and make them available upon request. records shall remain legible, identifiable, and protected from loss, damage, or deterioration.