

REQUIREMENTS FOR SUPPLIERS

LNQA0500

Issue 15

November 2023

Procedure No: LNQA0500	Issue No: 15	
Date: 23 rd November 2023	Page 1 of 13	NMB-Minebea UK Ltd

Iss	Amendment Record	Date
1	New Issue	12 th Feb 04
1A	4.2; AS/EN9100 certification 4.4; IAQG Standards 6.7; Corrosion and Damage Protection	14 th Oct 04
2A	Section 5.2.3 amended to include rights of access.	02 nd Feb 07
3A	Section 14.2 amended to include period records are to be retained for.	06 th Feb 08
3B	Section 3.12 amended to include the flow down requirements of AS9120	09 th Apr 08
4A	Section 7.1 External Processor requirements added.	23 rd Dec 08
4B	Section 9.4 Added – Reference customer FAIR requirements	08 th Dec 11
5	New Company Logo Approvals titles changed Rev levels removed – Issue Numbers now only apply	13 Jun 14
6	Section 3.13 Flow down means statement amended	30-Apr 2015
7	Section 3.15 Corporate & Social Responsibilities	08-Dec 2016
8	New company logo & references to MinebeaMitsumi added Title changed – was Quality Requirements for Suppliers Section 1 – Scope amended Section 3 – changed to General Requirements Section 3 – the term ‘product and/or services’ added Section 3 – ‘interested parties’ added throughout Section 3.15.4 – amended to include Environmental obligations & requirements Section 3.15.5 - added	26-Jun 2017
9	Section 5 amended to include purchase order governance Appendix A added	25-Oct 2017
10	2.3 Scope amended	24-May 2018
11	Section 4 – CSR added and general updates to clauses	01-Jun 2018
12	Section 7.8 added & approvals from document removed I.A.W LNQA0365 & LNQA0172.	08-April 2019
13	Section 5.1 amended Section 5.2 amended Section 12.4 amended Section 7.5 added Rewording of ‘Records’ to ‘Documentation’ throughout	08 Jan 2020
14	Section 4.2 amended to fully reflect the requirements of suppliers based on NMBUK-R&S and its customers own codes of conduct. Section 16 added – ‘Adherence to requirements’	09 Jan 2023
15	Section 7.5 added - detailing calibration of measuring Appendix A amended – Boeing added to list of prime customers	23 Nov 2023

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Date 23-Nov-2023

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Date 23/11/23

Procedure No: LNQA0500	Issue No: 15
Date: 23 rd November 2023	Page 3 of 13
	NMB-Minebea UK Ltd

Contents

- 1.0 Purpose
- 2.0 Scope
- 3.0 General Requirements
- 4.0 Corporate Social Responsibility
- 5.0 Quality Management System
- 6.0 Purchase Order Review
- 7.0 Manufacturing Process Control
- 8.0 Traceability
- 9.0 Change Control
- 10.0 First Article Inspection
- 11.0 Control of Non-Conformance
- 12.0 Delivery
- 13.0 Delivery Rejects
- 14.0 Supplier Monitoring
- 15.0 Documentation

Appendix A NMB-Minebea UK Prime Customers

Procedure No: LNQA0500	Issue No: 15	
Date: 23 rd November 2023	Page 4 of 13	NMB-Minebea UK Ltd

1. Purpose

To define the Supplier Requirements placed on external organisations used for supplying products, processes and services for use in NMB-Minebea UK Ltd products, processes and services and the expectations thereof.

2. Scope

- 2.1. This document details the requirements to be satisfied by suppliers to NMB-Minebea UK Ltd, of the MinebeaMitsumi Rod End & Fasteners Business Unit, hereafter referred to as NMBUK-R&S.
- 2.2. NMBUK-R&S requires each supplier to comply with the requirements set forth in this document and to maintain a quality system that ensures compliance with all requirements.
- 2.3. These requirements are applicable to all Suppliers on whom Purchase Orders in furtherance of NMBUK-R&S work are placed and are mandatory to the extent specified in the Purchase Order and applicable, drawings and specifications hereafter referred to as the Purchase Requirements.
- 2.4. In the event of any conflict between the requirements of the Purchase Order and this LNQA0500 document, the Purchase Order takes precedence.

3. General Requirements

- 3.1. The Supplier shall, where appropriate, design, manufacture, service, release and deliver all products, processes and services in accordance with the Purchase Requirements.
- 3.2. All products, processes and services shall be provided strictly and in accordance with the Purchase Requirements.
- 3.3. Following prior approval by NMBUK-R&S, the Supplier shall only use sub-tier processors who are NMBUK-R&S approved, unless the Supplier is purchasing recognised proprietary products or national/international standard parts.
- 3.4. When the supplier is providing a product or service against NMBUK-R&S Prime Customer drawings or specifications, they shall only use NMBUK-R&S and NMBUK-R&S customer approved suppliers as stipulated on the Purchase Requirements.
- 3.5. The Supplier shall operate a quality system that ensures product quality, safety and integrity is maintained throughout.
- 3.6. The Supplier shall demonstrate compliance with this standard and any other procedures/specifications relevant, and/or specified by the Purchase Requirements. This compliance shall be maintained and subject to audit at any time.
- 3.7. Where suppliers consider this standard conflicts with their organisations operational standards, the Supplier may seek variations or exemptions in writing from NMBUK-R&S Quality Manager.
- 3.8. NMBUK-R&S pursues continual improvement through quality, cost and delivery initiatives and suppliers are expected to have plans in support of these improvement activities.
- 3.9. The Supplier shall grant right of access to NMBUK-R&S, its customers, and any regulatory authorities necessary, to all facilities involved in the order fulfilment and to all applicable records upon reasonable request and without restrictions.

Procedure No: LNQA0500	Issue No: 15	
Date: 23 rd November 2023	Page 5 of 13	NMB-Minebea UK Ltd

- 3.10. The Supplier shall ensure these requirements, and those detailed on drawings, specifications and purchase orders are communicated (flowed down) to approved sub-tier suppliers, including where appropriate, the requirements for:
- 3.10.1. Approval of product, processes, equipment and procedures,
 - 3.10.2. Qualification of personnel,
 - 3.10.3. A quality management system,
 - 3.10.4. The description, product name or any other positive identification, including the relevant issue levels of drawings, specifications, processes, inspection procedures and any other relevant technical data,
 - 3.10.5. Notification of any nonconforming product,
 - 3.10.6. Any changes to product definition,
 - 3.10.7. Rights of access by NMBUK-R&S, our customers, and or regulatory authorities to all facilities involved in the order and all applicable records,
 - 3.10.8. A certificate of conformity, any test reports and/or airworthiness approval from the approved manufacturer/repair station.
- 3.11. Further 'Flow Down' of customer requirements by NMBUK-R&S is via, but not limited to;
- 3.11.1. The declaration on the Purchase Order stating the order is in furtherance of a Customer's order place on NMBUK-R&S and therefore subject to compliance with said customers associated Quality Standards (i.e. ASR1500 series, Safran GRP-0087; Rolls Royce SABRe etc),
 - 3.11.2. Source control drawings – either NMBUK-R&S customer or the NMBUK-R&S drawings,
 - 3.11.3. Technical specification(s),
 - 3.11.4. Procurement specifications,
 - 3.11.5. Written instruction in the form of purchase order statement,
 - 3.11.6. Where a supplier operates out of more than one site, each site must hold the appropriate approvals.

4. Corporate Social Responsibility

4.1. NMBUK-R&S recognises:

- 4.1.1. The need to integrate business values and operations to meet the expectations of NMBUK-R&S's interested parties, who include (but not limited to) its owners, customers, employees, investors, suppliers, community, authorities, controlling and regulating authorities, and the environment.
- 4.1.2. The social, economic and environmental responsibilities to interested parties are integral to the business and aims to demonstrate these responsibilities through actions and within the business operating policies and procedures.
- 4.1.3. The seriousness of all feedback received from interested parties and, where possible, maintains open dialogue to ensure we fulfil the requirements outlined therein.
- 4.1.4. The necessity to be open and honest in communicating the strategies, targets, performance and governance to interested parties in commitment to sustainable development through Business Operating Systems, Quality and Environmental Management System and Health and Safety Systems.

4.2. Consequently, NMBUK-R&S expects the commitment from its suppliers of products, processes and services to comply with and fulfil their obligations, including but not limited to:

- 4.2.1. Health and Safety – Suppliers are expected to make a safe working environment a priority with a commitment to zero incidents relating to injuries/ill-health in the workplace.
- 4.2.2. Conflict Minerals – Suppliers must provide NMBUK-R&S with supporting data on their supply chain of minerals when requested.
- 4.2.3. Working with Interested Parties – Suppliers must ensure their supply chain also meets the same standards of reputation and conduct required by NMBUK-R&S.
- 4.2.4. Conflicts of Interest – Suppliers must conduct their business free from conflicts of interest or mitigate appropriately any such conflicts if they arise.

Procedure No: LNQA0500	Issue No: 15
Date: 23 rd November 2023	Page 6 of 13
	NMB-Minebea UK Ltd

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- 4.2.5. Accurate Business Records – Suppliers must maintain accurate and complete records of their business transactions.
 - 4.2.6. Modern Day Slavery Act 2015 - Suppliers must never use or support practices that inhibit the development of children. Suppliers must not employ anyone under the age of 15 years or, where it is higher, the mandatory national school leaving age. Suppliers must refrain from using any form of involuntary labour including forced, prison or debt-bonded labour.
 - 4.2.7. Fair Pay and Benefits – Suppliers must ensure that all wages comply with the regional minimum wage legislation. Any overtime shall be voluntary and be compensated for at an adequate level. Standard working hours must not exceed the limits set out in governing legislation.
 - 4.2.8. Equality, Diversity and Inclusion – Suppliers are expected to promote equal opportunities for all and value diversity. Harassment or discrimination towards employees, including all forms of physical, verbal or psychological abuse must not be tolerated.
 - 4.2.9. Collective Bargaining – Suppliers are expected to respect the freedom of the individual to be given the choice of whether to join a trade union or not. In addition, all the relevant processes and laws on collective representation and consultation where applicable should be followed.
 - 4.2.10. Bribery – Suppliers must conduct their business honestly, fairly and free from any bribery or corruption. Suppliers must only offer gifts of hospitality in an open and transparent way and must never be illegal. Where gifts or hospitality are offered, these should not be intended or interpreted as an attempt to improperly influence business decisions.
 - 4.2.11. Safeguarding our Resources and Respecting the confidential information of others – Suppliers must safeguard NMBUK-R&S resources and information and ensure that all data and documents are kept secure. Suppliers must keep confidential information confidential and never use information which you should not have. Suppliers must never offer or supply information which NMBUK-R&S should not have. Where appropriate suppliers must use nondisclosure or confidentiality agreements to protect NMBUK-R&S confidential and proprietary information.
 - 4.2.12. Export/Import Controls – Suppliers must comply with all relevant export control legislation when exporting goods or technology. Plans shall be in place to obtain all necessary authorisations and permits to ensure timely and compliant delivery of their products. When an authorisation or permit so requires, suppliers shall also have in place all the necessary processes to manage access to export controlled goods or technology only by staff or other entities authorised to have such access. Where required, this shall be flowed down to any sub-tier suppliers.
 - 4.2.13. Competitive Behaviour and Antitrust – Suppliers must comply with competition (antitrust) laws in the countries where they operate or sell product. Suppliers must not co-ordinate market conduct with competitors or their own suppliers in a way that improperly restricts competition.
 - 4.2.14. Preventing the Facilitation of Tax Evasion – Suppliers must not ask NMBUK-R&S to do anything which helps them to evade tax. Suppliers must only raise invoices and other contractual documents which are true to the agreed commercial situation and which do not include any false information. Suppliers must not, when acting for NMBUK-R&S, knowingly help others to evade tax.
 - 4.2.15. Lobbying and Political Support – Suppliers must undertake any and all lobbying activities in compliance with all applicable laws. Suppliers are expected to behave ethically in all interactions with governments, their agencies and representatives.
- 4.3. NMBUK-R&S expects its suppliers of products, processes and services to adopt and encourage operational controls relative to Environmental compliance as defined by local agencies and regulatory authorities, and demonstrate best practices compliant with ISO14001 Environmental Management System.

Procedure No: LNQA0500	Issue No: 15
Date: 23 rd November 2023	Page 7 of 13
	NMB-Minebea UK Ltd

5. Quality Management System

- 5.1. Approval (by an appropriately certified review body) to ISO9001 shall represent the minimum Quality Management System certification for all suppliers of activities relating to conformity of non-aerospace product.
- 5.2. Approval (by an appropriately certified review body) to AS/EN9100 series shall represent the minimum Quality Management System certification for all suppliers of activities relating to conformity of aerospace product. Suppliers without a Quality Management System to this series may be considered based upon the scope of activities provided.
- 5.3. Where applicable, objective evidence shall be made available to demonstrate compliance with the accredited approval – NMBUK-R&S Forms QA0018 and/or QA0020 apply.
- 5.4. Should a supplier not hold a recognised certification, NMBUK-R&S shall conduct a Quality Audit to determine the capability of the Supplier in meeting the standards required. This may include Prime approvals to carry out the product, process or service as defined on the Purchase Requirements.
- 5.5. The Supplier shall ensure that quality system procedures are available to all personnel, customers and relevant authorities.

6. Purchase Order Review

- 6.1. Governance
 - 6.1.1. All purchase orders may be in furtherance of NMBUK-R&S customer orders, and goods are to be compliant with the associative Quality Standards. Refer to Appendix A for prime customers.
- 6.2. General Requirements, the supplier shall ensure:
 - 6.2.1. All purchase orders and requirements are subject to Contract Review prior to acceptance.
 - 6.2.2. Appropriate approvals and certifications are maintained, permitting the Supplier to fulfil the Purchase Requirements inclusive of Prime approvals.
 - 6.2.3. Current releases of all drawings, processes and specifications quoted within the Purchase Requirements are available and are the responsibility of the Supplier or Sub-contractor of the product, process or service provision.
 - 6.2.4. Problems identified relating to fulfilment of the Purchase Requirements are resolved with full agreement of NMBUK-R&S Purchasing, Compliance and Quality Management, and a formal amendment to the purchase order shall be made.
- 6.3. Specific Requirements
 - 6.3.1. The Supplier may not 'sub-let' to a third party without written authorisation from NMBUK-R&S Purchasing, Quality and /or Compliance Management.
 - 6.3.2. If any second tier subcontract is required, it is the Supplier's responsibility to ensure all purchase conditions, including this requirement, are cascaded to the Sub-contractor. It is the responsibility of the Supplier to ensure the product/process conforms to all Purchase Requirements and traceability/records are maintained.
 - 6.3.3. The Supplier's Sub-contractors may not then subcontract the purchase order.
 - 6.3.4. NMBUK-R&S, its customers and/or any relevant regulatory authority shall be afforded the right of access to all facilities involved in the order and to all applicable records. They shall also be afforded the right to verify at source, or upon receipt, that purchased product conforms to specified requirements. This shall not absolve the Supplier of responsibility for the quality of the delivered product nor preclude its

Procedure No: LNQA0500	Issue No: 15
Date: 23 rd November 2023	Page 8 of 13
	NMB-Minebea UK Ltd

- subsequent rejection should other quality issues arise.
- 6.3.5. If the Supplier is to sub-let, their identification and selection shall form part of the Supplier's initial contract review and shall only be deemed suitable in the following circumstances:
- 6.3.5.1. The Sub-tier Supplier is approved by NMBUK-R&S.
 - 6.3.5.2. Where necessary the supplier is an approved processor by the Prime.
 - 6.3.5.3. For aerospace raw materials, the supplier shall comply with the requirements of IAQG AS9100 or AS9120.
 - 6.3.5.4. The work is within their scope of approval.
 - 6.3.5.5. The Supplier has approved the Sub-contractor.
 - 6.3.5.6. The Supplier shall have documented evidence of the review of any Sub-contractor and their suitability for use.
 - 6.3.5.7. The Supplier shall ensure the flow down of all contract / design and test requirements to their Sub-contractor and shall ensure control and verification of all characteristics of product / processes supplied.

7 Manufacturing and Process Control

- 7.1. The Supplier shall maintain an infrastructure to achieve conformity in accordance with Purchase Requirements that shall include but is not limited to;
- 7.1.1. Buildings, workspace and associate utilities,
 - 7.1.2. Process equipment,
 - 7.1.3. Support services.
- 7.2. All products, processes and / or services specified in the purchase requirements are to be carried out in full.
- 7.3. The Supplier should operate statistical process techniques for determining process capability where appropriate and as defined by Purchase Requirements.
- 7.4. When approved by NMBUKR&S Quality Management, the Supplier may use sample inspection as a means of product acceptance. When applied, the sampling plan shall be founded upon recognised models and statistically valid. Documented procedures and records to demonstrate this shall be available.
- 7.5. The Supplier must retain documented information that provides evidence of monitoring and measurement equipment calibration. The retained documented information must include the required calibration register within the AQMS standard and the results of calibration when product is AS9100 related.
- 7.6. The Supplier shall establish a Foreign Object Debris/Damage FOD prevention program.
- 7.7. All parts are to be identified in accordance with the requirements of the drawings, specifications or purchase order.
- 7.8. The Supplier shall maintain records to identify the drawings, specifications, materials used and the manufacturing and processing history of each batch of products, processes and/or service provided. Batches shall be identified to enable retrieval of all associated records.
- 7.9. The application of temporary anti-corrosion products and the use of damage protection media during manufacture, storage and delivery of product are mandatory.

Procedure No: LNQA0500	Issue No: 15	
Date: 23 rd November 2023	Page 9 of 13	NMB-Minebea UK Ltd

- 7.10. When general tolerances are not stated on the provided NMB-Minebea drawing, the Supplier must apply general tolerances in accordance with NMB-Minebea specification PDS0001 - General & Geometric Tolerances, Surface Texture & Deburring, or if applicable, the general tolerance specification stated on the drawing.

8 Traceability

- 8.1. All products, processes and services shall be traceable to the origin of manufacture. Copies of the original manufacturers/processors certificate of conformance, and where relevant, all test data shall be supplied with the product, process or service and copies retained for record by the Supplier.
- 8.2. The Supplier shall implement a program for the prevention of counterfeit or suspect counterfeit parts use in fulfilment of the order.
- 8.3. The Supplier's traceability shall facilitate the timely identification of any part delivered and suspected of being defective. Containment action must be implemented immediately on any defects found that affect quality of the product, process or service provided.

9 Change Control

- 9.1. Changes to the management representative responsible for Quality or significant change in the Supplier's organisation or ownership shall be notified in writing to the NMBUK-R&S Compliance Manager, Supply Chain Manager and Quality Manager.
- 9.2. Changes in premises shall be notified in writing sufficiently in advance to the NMBUK-R&S Compliance Manager, Supply Chain Manager and Quality Manager.
- 9.3. The Supplier shall not make any changes to the product, process or service as defined in the Purchase Requirements without written consent from NMBUK-R&S Quality and / or Engineering Management.
- 9.4. Change approvals from NMBUK-R&S shall stipulate any resultant mandatory requirements as a consequence of the change, such as a Risk Analysis, P-FMEA, FAI etc.

10 First Article Inspection

- 10.1. Where specified on the purchase order, a First Article Inspection report shall be provided with the product, process or service in accordance with AS/EN9102.
- 10.2. A First Article Inspection Report shall be required under the following circumstances:
- 10.2.1. The first batch of any product a supplier manufactures or supplies.
 - 10.2.2. A partial FAIR if part of the method of manufacture is changed,
 - 10.2.3. A partial FAIR if the drawing issue changes,
 - 10.2.4. A FAIR is required either specifically by the purchase order or required by a break in continuous supply greater than 2 years,
 - 10.2.5. Specified in the Purchase Requirement,
 - 10.2.6. Additional requirements in accordance with NMBUK-R&S Customer's specifications.

Failure to comply may cause the FAI to be rejected.

Procedure No: LNQA0500	Issue No: 15	
Date: 23 rd November 2023	Page 10 of 13	NMB-Minebea UK Ltd

11 Control of Non-Conformance

- 11.1. The Supplier shall not sanction non-conforming product, process or service.
- 11.2. The Supplier shall notify NMBUK-R&S Quality department of all non-conformances.
- 11.3. NMBUK-R&S Quality shall give instruction on the course of action to be taken.
- 11.4. Control of non-conforming product, process or service shall be fully in accord with AS/EN9100 requirements, including segregation, storage, records etc.
- 11.5. Where the Supplier has any reason to suspect non-conformance of any delivered product, process or service, the Supplier shall notify NMBUK-R&S within 24 hours.
- 11.6. All authorised and sentenced non-conforming product shall be clearly identified and segregated when returning to NMBUK-R&S.

12 Delivery

- 12.1. A Certificate of Conformity shall accompany all supplied products, processes and services.
- 12.2. Certificates and supporting documentation will be identified by Purchase Order/Contract number and shall include (as a minimum) the following information:
 - Consignee's name and address,
 - Consignor's name and address,
 - Reference number and date of the certificate,
 - Description and quantity of supplies,
 - Relevant drawing number and issue number,
 - Related specifications and issue levels,
 - Identification marks and serial numbers (as appropriate),
 - Manufacturing lot no. or traceability reference,
 - For all raw materials cast and/or batch numbers/ date code/lot No., test report reference and, if called for, copies of test results.
- 12.3. The Certificate shall include a statement of conformity individually signed by an authorised signatory of the Supplier and shall be as stated below or similar; 'Certified that the whole of the supplies detailed herein have been manufactured, inspected and tested and, unless otherwise stated, conform in all respects with the requirements of the contract or order.
- 12.4. The Supplier shall ensure completion of all requirements of the purchase order prior to delivery, including all processes. Deliveries of goods that do not fulfil the purchase order requirements will not be accepted unless written or documented permission is sought from, and approved by NMBUK-R&S.
- 12.5. Products with a shelf life shall be supplied with a minimum 75% remaining shelf life. Both the date of manufacture and remaining shelf life shall be declared on the Certificate of Conformance.

13 Delivery Rejects

- 13.1. The Supplier shall be notified of any non-conforming product, processes or services found by NMBUK-R&S.

Procedure No: LNQA0500	Issue No: 15
Date: 23 rd November 2023	Page 11 of 13
	NMB-Minebea UK Ltd

13.2 After notification, the Supplier shall take immediate action to contain the problem and ensure compliance of any delivered goods, stocks or work in progress. The Supplier shall acknowledge receipt of the notification within 7 days.

13.3 The supplier shall initiate a non-conformance investigation for Root Cause Corrective Action in the form of an 8D Report where appropriate and/or called for.

14 Supplier Monitoring

14.1 The Supplier's performance (quality cost and delivery) shall be monitored, and those whose performance does not achieve the acceptable standard shall be formally notified of their rating and requirements for improvement actions. Failure to improve or respond positively will result in the withdrawal of approval by NMBUK-R&S.

15 Documentation

15.1 All documentation shall be legible and identifiable to the product involved. Documentation shall be stored and maintained in such a way that they are readily retrievable in facilities that provide a suitable environment to minimise deterioration or damage and to prevent loss.

15.2 Documentation applicable to NMBUK-R&S shall be kept indefinitely, and shall not be destroyed without prior written permission from NMBUK-R&S Quality Management.

15.3 Documentation applicable to NMBUK-R&S shall not be amended with correction fluid. A single inked line shall delete any revisions and/or correction of errors and will be accompanied by an approved signatory and date. Retrospective amendment of any product related record is not permitted.

16 Adherence to Requirements

16.1 Suppliers must conform to all aspects of the NMBUK-R&S LNQA0500 Requirements for Suppliers, as mandated through the NMBUK-R&S General Conditions of Purchase.

16.2 NMBUK-R&S reserves the right to audit against compliance to the LNQA0500. Suppliers are expected to ensure that documentation is kept that demonstrates compliance with this document. NMBUK-R&S may request access to the documentation at any time. NMBUK-R&S may also request access to supplier sites for audit purposes

16.3 NMBUK-R&S reserves the right to terminate contracts where applicable in the event of material breach of the principles set out in the LNQA0500.

16.4 Suppliers are required to flow down the requirements and expectations throughout their own supply chain and incorporate the principles set out in this document as part of routine sustainable business practices.

Procedure No: LNQA0500	Issue No: 15
Date: 23 rd November 2023	Page 12 of 13
	NMB-Minebea UK Ltd

Appendix A: NMB-Minebea UK Prime Customers (for the purpose of this procedure)

Airbus
Asco
Bae
Boeing
Collins Aerospace
GE Aviation
GKN
HDI
Honeywell
Leonardo-Agusta
Rolls-Royce
Safran

Procedure No: LNQA0500	Issue No: 15
Date: 23 rd November 2023	Page 13 of 13
	NMB-Minebea UK Ltd