Міністерство оборони України

ПІДТВЕРДЖУВАЛЬНЕ ПОВІДОМЛЕННЯ

Головне управління технічного оцінювання та контролю якості озброєння та військової техніки

наказ від 02.10.2025 № 49

STANAG 4107 Ed. 14 / AQAP-2190 Ed. A

NATO QUALITY ASSURANCE REQUIREMENTS FOR DISPOSAL

ПРИЙНЯТО ЯК ВІЙСЬКОВИЙ СТАНДАРТ МЕТОДОМ “ПІДТВЕРДЖЕННЯ”

ВСТ 023.003:2025(01)

“Якість товарів, робіт і послуг оборонного призначення. Вимоги щодо гарантування якості для утилізації (STANAG 4107 Ed. 14 / AQAP-2190 Ed. A “NATO Quality Assurance Requirements for Disposal”, IDT)”

Копію цього військового стандарту можна отримати у Фонді нормативних документів зі стандартизації

З наданням чинності з 07.10.2025
РЕЄСТРАЦІЙНИЙ НОМЕР: 0186

STANDARDIZATION AGREEMENT

ACCORD DE NORMALISATION

STANAG 4107

MUTUAL ACCEPTANCE OF GOVERNMENT QUALITY ASSURANCE AND USAGE OF THE ALLIED QUALITY ASSURANCE PUBLICATIONS (AQAP)

ACCEPTATION DE SERVICES MUTUELS D'ASSURANCE OFFICIELLE DE LA QUALITÉ (AOQ) ET UTILISATION DES PUBLICATIONS INTERALLIÉES SUR L'ASSURANCE DE LA QUALITÉ (AQAP)

EDITION/ÉDITION 14

4 June/juin 2025

NORTH ATLANTIC TREATY ORGANIZATION

ORGANISATION DU TRAITÉ DE L'ATLANTIQUE NORD

Published by the NATO STANDARDIZATION OFFICE (NSO)

Publié par le BUREAU OTAN DE NORMALISATION (NSO)

LETTER OF PROMULGATION

LETTRE DE PROMULGATION

STATEMENT

The enclosed NATO standardization agreement (STANAG), which has been ratified by member nations, as reflected in the NATO Standardization Documents Database (NSDD), is promulgated herewith.

DÉCLARATION

L'accord de normalisation OTAN (STANAG) ci-joint, qui a été ratifié par les pays membres dans les conditions figurant dans la Base de données des documents de normalisation OTAN (NSDD), est promulgué par la présente.

ENACTMENT

This STANAG is effective upon receipt for use by the participating nations and NATO bodies.

ENTRÉE EN VIGUEUR

Ce STANAG entre en vigueur dès réception aux fins d'application par les pays et les organismes OTAN participants.

ACTIONS BY NATIONS

Nations are invited to examine their ratification of the STANAG and, if they have not already done so, advise the NSO of their intention regarding its ratification and implementation.

Once implemented, Allies shall provide implementation details through the electronic reporting tool.

MESURES À PRENDRE PAR LES PAYS

Les pays sont invités à examiner l'état d'avancement de la ratification du STANAG et à informer, s'ils ne l'ont pas encore fait, le NSO de leur intention concernant sa ratification et sa mise en application.

Dès que le STANAG est mis en application, les Alliés doivent fournir les informations y afférentes via l'outil de notification électronique.

SECURITY CLASSIFICATION

This STANAG is a NATO non-classified document to be handled in accordance with C-M(2002)60.

CLASSIFICATION DE SÉCURITÉ

Ce STANAG est un document OTAN non classifié qui doit être traité conformément au C-M(2002)60.

RESTRICTION TO REPRODUCTION

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ADDITIONAL INFORMATION

This Edition of STANAG 4107 reflects the ratification of AQAP-2070, Edition C, and AQAP-4107, Edition B, both of which have been reviewed and updated, and the introduction of AQAP-2190.

- All other covered AQAPs remain unchanged and in effect.
- Nations are asked to note that the nature of the agreement for mutual Government Quality Assurance and the use of AQAPs has not changed.

INFORMATIONS SUPPLÉMENTAIRES

Cette édition du STANAG 4107 tient compte de la révision et de la mise à jour de l'AQAP-2070, Édition C, et de l'AQAP-4107, Édition B, toutes deux ratifiées, ainsi que de l'introduction de l'AQAP-2190.

- Toutes les autres AQAP couvertes par ce STANAG demeurent inchangées et restent en application.
- Les pays sont invités à noter que la nature de l'accord concernant les services mutuels d'assurance officielle de la qualité et l'utilisation des AQAP n'a pas changé.

Thierry POULETTE
Major General, FRA (A)
Director, NATO Standardization Office

Thierry POULETTE
Général de division, FRA (A)
Directeur du Bureau OTAN de normalisation

STANAG 4107 Edition/Édition 14

MUTUAL ACCEPTANCE OF GOVERNMENT QUALITY ASSURANCE AND USAGE OF THE ALLIED QUALITY ASSURANCE PUBLICATIONS (AQAP)

AIM

The aim of this NATO standardization agreement (STANAG) is to respond to the following interoperability requirements.

INTEROPERABILITY REQUIREMENTS

To set forth the process, procedures, terms and conditions under which Mutual Government Quality Assurance of defence products is to be performed by the appropriate national authority of one NATO member nation, at the request of another NATO member nation or NATO organization; and to standardize the development, updating and application of AQAP on the basis of the concept of quality assurance in the procurement of defence products.

AGREEMENT

Participating nations agree to implement the following standards.

STANDARDS

- AQAP-2000, Edition D
- AQAP-2070, Edition C
- AQAP-2105, Edition C
- AQAP-2110, Edition D
- AQAP-2131, Edition C
- AQAP-2190, Edition A
- AQAP-2210, Edition B
- AQAP-2310, Edition B
- AQAP-4107, Edition B

OTHER RELATED DOCUMENTS

None.

SUPERSEDED DOCUMENTS

This STANAG supersedes the following document:

STANAG 4107, Edition 13,
dated 7November 2023

ACCEPTATION DE SERVICES MUTUELS D'ASSURANCE OFFICIELLE DE LA QUALITÉ (AOQ) ET UTILISATION DES PUBLICATIONS INTERALLIÉES SUR L'ASSURANCE DE LA QUALITÉ (AQAP)

BUT

Le présent accord de normalisation OTAN (STANAG) a pour but de répondre aux exigences d'interopérabilité suivantes.

EXIGENCES D'INTEROPÉRABILITÉ

Définir les processus, procédures, modalités et conditions régissant l'exercice mutuel de l'assurance officielle de la qualité des produits de défense par les autorités nationales compétentes d'un pays de l'OTAN, à la requête d'un autre pays de l'OTAN ou d'une organisation de l'OTAN ; et normaliser l'élaboration, la mise à jour et la mise en application des AQAP, à partir du concept d'assurance de la qualité applicable à l'acquisition des produits de défense.

ACCORD

Les pays participants conviennent de mettre en application les normes suivantes.

NORMES

- AQAP-2000, Édition D
- AQAP-2070, Édition C
- AQAP-2105, Édition C
- AQAP-2110, Édition D
- AQAP-2131, Édition C
- AQAP-2190, Édition A
- AQAP-2210, Édition B
- AQAP-2310, Édition B
- AQAP-4107, Édition B

AUTRES DOCUMENTS CONNEXES

Aucun.

DOCUMENTS ANNULÉS ET REMPLACÉS

Le présent STANAG annule et remplace le document suivant :

STANAG 4107, Édition 13,
du 7novembre 2023

NATIONAL RATIFICATION RESPONSE

National responses are recorded in the NATO Standardization Documents Database (NSDD).
Allies shall provide ratification details through the electronic reporting tool (e-Reporting).

RÉPONSES NATIONALES AUX DEMANDES DE RATIFICATION

Les réponses nationales sont consignées dans la Base de données des documents de normalisation OTAN (NSDD).
Les Alliés doivent rendre compte de leurs ratifications via l'outil de notification électronique (e-Reporting).

IMPLEMENTATION OF THE AGREEMENT

The implementation of STANAG 4107 requires nations to:

- have adequate infrastructure and processes to support their National Quality Assurance Authority's role,
- appoint a GQA focal point,
- establish competent GQA Representative resource with supporting processes and implement AQAP-2070,
- monitor and continually improve delivery of GQA Surveillance services,
- promote the use of contractual AQAPs for acquisition,
- proactively support NATO AC/327 Working Group 2.

NATO organizations shall:

- have the processes and resources to support the conduct of quality assurance activities across all stages of the lifecycle acquisition process.
- appoint a focal point for quality who shall ensure that this publication is applied to the organisation and engage as appropriate with nations for the provision of mutual GQA.
- promote the use of AQAPs for acquisition throughout the supply chain and proactively support NATO AC/327 Working Group 2.

Partner Nations are invited to implement this STANAG noting that the provision of mutual GQA is reserved for NATO nations and agencies.

MISE EN APPLICATION DE L'ACCORD

Les pays qui entendent mettre en application le STANAG 4107 doivent :

- disposer des infrastructures et des processus nécessaires, afin que l'autorité nationale pour l'assurance de la qualité puisse remplir ses fonctions ;
- désigner un point focal AOQ ;
- mettre en place un représentant pour l'AOQ aux compétences appropriées et les processus correspondants, et appliquer l'AQAP-2070 ;
- contrôler et améliorer continuellement la prestation de services de surveillance de l'AOQ ;
- favoriser l'utilisation des AQAP de type contractuel pour les acquisitions ;
- soutenir de façon proactive le Groupe de travail 2 de l'AC/327 de l'OTAN.

Les organisations de l'OTAN doivent :

- disposer des processus et des ressources requises pour conduire les activités d'assurance de la qualité à toutes les étapes du processus d'acquisition ;
- désigner un point focal pour la qualité, qui veillera à ce que les dispositions de la présente publication soient appliquées au sein de l'organisation et qui, au besoin, se mettra en contact avec les pays pour la fourniture de services mutuels d'AOQ ;
- promouvoir l'utilisation des AQAP pour les acquisitions sur l'ensemble de la chaîne d'approvisionnement, et soutenir de façon proactive le Groupe de travail 2 de l'AC/327 de l'OTAN.

Les pays partenaires sont invités à appliquer ce STANAG, étant entendu que la prestation de services mutuels d'AOQ est réservée aux pays membres et aux agences de l'OTAN.

This Edition of STANAG 4107 covers the release of AQAP-2070, Edition C, and AQAP-4107, Edition B, both of which enable the provision of mutual GQA. Nations and NATO organisations are requested to use these publications to inform their national processes for GQA.

La présente édition du STANAG 4107 couvre l'Édition C de l'AQAP-2070 et l'Édition B de l'AQAP-4107, qui permettent toutes deux la fourniture de prestations d'AOQ mutuelles. Les pays et les organisations de l'OTAN sont invités à utiliser ces publications pour éclairer leurs processus nationaux d'AQQ.

This Edition of STANAG 4107 also covers the release of AQAP-2190, Edition A, "NATO Quality Assurance Requirements for Disposal". Nations and NATO organisations are requested to use this contractual QA requirement when contracting for disposal.

La présente édition du STANAG 4107 couvre également l'AQAP-2190, Édition A, « Exigences OTAN en matière d'assurance qualité pour l'élimination ». Les pays et les organisations de l'OTAN sont invités à utiliser cette exigence contractuelle d'AQ lors de la passation de contrats d'élimination.

Allies and NATO bodies shall provide implementation details through the electronic reporting tool (e-Reporting).

Les Alliés et les organismes OTAN doivent rendre compte de leur mise en application via l'outil de notification électronique (e-Reporting).

Partner nations are invited to provide their implementation details through the electronic reporting tool (e-Reporting).

Les pays partenaires sont invités à rendre compte de leur mise en application via l'outil de notification électronique (e-Reporting).

NATO EFFECTIVE DATE (NED)

Not applicable.

DATE D'ENTRÉE EN VIGUEUR OTAN (NED)

Sans objet.

REVIEW

This STANAG is to be reviewed in accordance with AAP-03. The result of the review is to be recorded within the NSDD.

RÉEXAMEN

Le présent STANAG doit être réexaminé conformément à l'AAP-03. Le résultat de ce réexamen doit être consigné dans la NSDD.

TASKING AUTHORITY

This STANAG is supervised under the authority of:

AUTORITÉ DE TUTELLE

Le présent STANAG est sous la responsabilité du :

CNAD LIFE CYCLE MANAGEMENT GROUP/
GROUPE DE LA CDNA SUR LA GESTION DU CYCLE DE VIE
(AC/327)

WORKING GROUP 2 ON QUALITY/
GROUPE DE TRAVAIL 2 SUR LA QUALITÉ
(WG/2)

FEEDBACK

Any comments concerning this STANAG shall be directed to:

INFORMATIONS EN RETOUR

Tous les commentaires concernant le présent STANAG doivent être adressés au :

NATO Standardization Office (NSO)

Bureau OTAN de normalisation (NSO)

Boulevard Léopold III
1110 BRUXELLES – Belgique

NATO STANDARD

AQAP-2190

NATO QUALITY ASSURANCE REQUIREMENTS FOR DISPOSAL

Edition A, Version 1

JUNE 2025

NORTH ATLANTIC TREATY ORGANIZATION

ALLIED QUALITY ASSURANCE PUBLICATION

Published by the
NATO STANDARDIZATION OFFICE (NSO)

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NORTH ATLANTIC TREATY ORGANIZATION (NATO)

NATO STANDARDIZATION OFFICE (NSO)

NATO LETTER OF PROMULGATION

4 June 2025

1. The enclosed Allied Quality Assurance Publication AQAP-2190, Edition A, Version 1, NATO QUALITY ASSURANCE REQUIREMENTS FOR DISPOSAL, which has been approved by the nations in CNAD LIFE CYCLE MANAGEMENT GROUP (AC327), is promulgated herewith. The agreement of nations to use this publication is recorded in STANAG 4107.

2. AQAP-2190, 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.

Thierry POULETTE
Major General, FRA (A)
Director, NATO Standardization Office

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RESERVED FOR NATIONAL LETTER OF PROMULGATION

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RECORD OF RESERVATIONS

CHAPTER	RECORD OF RESERVATION BY NATION

Note: The reservations listed on this page include only those that were recorded at time of promulgation and may not be complete. Refer to the NATO Standardization Documents Database for the complete list of existing reservations.

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RECORD OF SPECIFIC RESERVATIONS

[nation]	[detail of reservation]
Note: The reservations listed on this page include only those that were recorded at time of promulgation and may not be complete. Refer to the NATO Standardization Documents Database for the complete list of existing reservations.	

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TABLE OF CONTENTS

CHAPTER 1 INTRODUCTION

1.1 General

This publication contains the NATO requirements for Quality. A Quality Management System (QMS) shall be established, documented, applied, maintained, assessed, improved and evaluated, in accordance with requirements contained in this publication.

1.2 Purpose

This publication contains requirements, which, if applied appropriately, provide confidence in the Supplier's capability to deliver a disposal process and products that conform to Acquirer contract requirements. This publication does not provide requirements for contracts for resell or reuse of phased-out materiel, for which other publications are more suitable (e.g. AQAP-2110 Ed D).

AAP-48/ISO 15288:2023 para 6.4.14 explains that the purpose of the Disposal process is to end the existence of a system element or system for a specified intended use, appropriately handle replaced or retired elements, and to properly attend to identified critical disposal needs through contractually-agreed methods and compliance to the requirements (e.g., per an agreement, per organizational policy, or for health & safety, environment, and physical security aspects).

1.3 Applicability

1. This publication is primarily intended for use in a contract between two or more parties.

2. When referenced in a contract, this publication shall apply to all of the processes necessary for the Supplier to fulfil the contractual requirements.

3. This publication may also be used internally by a Supplier or a potential Supplier to cover the Quality aspects of the Management System (MS).

4. Where identified by the Acquirer other appropriate standards can be used in conjunction with this publication to identify MS process requirements.

5. If inconsistencies exist between the contract requirements and this publication, the contract requirements shall prevail.

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CHAPTER 2 COMPLIANCE WITH THIS PUBLICATION

2.1 Compliance

Compliance with this publication is defined as the fulfilment of the requirements in chapters 3, 4 and 5. All requirements are applicable unless agreement otherwise is documented as part of the contract with the Acquirer.

2.2 Notes and Guidance

In this publication 'Notes' are not contractual requirements; they are for guidance or clarifying the associated requirement.

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CHAPTER 3 COMPOSITION OF REQUIREMENTS IN AQAP-2190

3.1 Composition

1. A requirement in this publication is composed as follows:

   a. Chapter 4, General QMS Requirements, establishes the applicability of the requirements of ISO 9001:2015.

   b. Chapter 5, NATO Specific QMS Requirements, establishes additional NATO specific requirements for the Supplier.

2. Whenever the ISO 9001:2015 requirement refers to “this international standard”, it shall be read as “this publication”.

3.2 References

3.2.1 Normative References

1.	ISO 9001:2015	Quality Management Systems – Requirements
2.	ISO 9000:2015	Quality Management Systems – Fundamentals and Vocabulary
3.	ISO 31000:2018	Risk Management – Guidelines
4.	ISO 15288:2023	Systems and software engineering – System life cycle processes

3.2.2 Informative References

1.	AQAP-2000	NATO Policy on an Integrated Systems Approach to Quality Through the Life Cycle
2.	ISO 14001:2015	Environmental Management Systems - Requirements with guidance for use
3.	ISO 45001:2018	Occupational Health and Safety Management Systems — Requirements with guidance for use
4.	ISO 21511:2018	Work breakdown structures for project and programme management

3.3 Definitions

Unless stated otherwise, ISO 9000:2015 definitions shall apply.

3.3.1 Acquirer

Governmental and/or NATO Organisations, that enter into a contractual relationship with a Supplier, defining the product and quality requirements.

3.3.2 Supplier

Organisation that acts in a contract as the provider of products to the Acquirer.

3.3.3 Certificate of Disposal (CoD)

A document signed by the Supplier identifying the disposal method and providing a traceable record of the disposal at item / material / batch level. It allows the reconciliation between inputs and outputs of the disposal process.

3.3.4 Certificate of Conformity (CoC)

A document, signed by the Supplier, which states, that the contractual requirements, including those related to waste, have been met.

3.3.5 Government Quality Assurance

The process by which the appropriate National Authorities establish confidence that the contractual requirements relating to quality are met.

3.3.6 Government Quality Assurance Representative

The Personnel with responsibility for Government Quality Assurance (GQA), acting on behalf of the Acquirer.

3.3.7 GQAR and/or Acquirer

The term “GQAR and/or Acquirer” has been used in this document to enable the Acquirer to be the default in situations in which there is either no GQAR associated with the contract or where the appointed GQAR has not been delegated the authority to conduct particular activities.

3.3.8 Product

The result of activities, processes and tasks reaching a contractually agreed state through contractually agreed methods and compliance requirements.

3.3.9 Disposal

The activities required to remove the equipment or system, and supporting materiel and facilities as necessary at the end of its life cycle.

3.3.10 Root-Cause Analysis

A collective term that describes a wide range of approaches, tools and techniques used to identify causes of nonconformity.

3.3.11 Key or Critical Product Characteristics or Processes

Processes or Product elements or features, which, if not properly controlled, can have an adverse impact on the product delivery, cost and performance.

3.3.12 Counterfeit Material

Materiel whose origin, age, composition, configuration, certification status or other characteristic (including whether or not the materiel has been used previously) has been falsely represented by:

- misleading marking of the materiel, labelling or packaging;
- misleading documentation; or
- any other means, including failing to disclose information;
- except where it has been demonstrated that the misrepresentation was not the result of dishonesty by a Supplier or external provider within the supply chain.

3.3.13 Work Breakdown Structure

Decomposition of the defined scope of the contract into progressively lower levels consisting of elements of work.

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CHAPTER 4 GENERAL QMS 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 necessary requirements of ISO 9001:2015 to satisfy the contract requirements.

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.

The Supplier's documented scope of their system, records from internal audits, self-assessments, and other objective evidence that this system is compliant and effective with this publication, shall be readily available to the GQAR and/or Acquirer.

In instances where the Acquirer and/or GQAR rejects the 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.

4.3 Needs and expectations of the Acquirer

The needs and expectations of the Acquirer are that the Supplier will proactively manage occupational health and safety to ensure that workers and other interested parties are not adversely impacted during contract execution.

The needs and expectations of the Acquirer are that the Supplier will proactively manage the environmental aspects associated with the contract.

4.4 Access to Supplier and External providers and Support for GQA Activities

The Supplier and/or external providers shall provide the GQAR and/or Acquirer:

1. The right of access to facilities where the contracted activities are being performed.

2. Information pertaining to the fulfilment of requirements in the contract.

3. Unrestricted opportunity to evaluate Supplier compliance with this Publication.

4. Unrestricted opportunity to evaluate external providers compliance with this Publication. The Supplier will be informed before the evaluation takes place.

5. Unrestricted opportunity to conduct verification of product conformity with the contract requirements.

6. Required assistance for evaluation, verification, validation, testing, inspection or release of the product for the accomplishment of GQA to contract requirements.

7. Accommodation and facilities for performing GQA.

8. The necessary equipment available for reasonable use for performing GQA.

9. Supplier and/or external providers personnel for operation of such equipment as required.

10. Access to information and communication facilities.

11. The necessary Supplier documentation to confirm product conformance to specification.

12. Copies of necessary documents, including those on electronic media.

GQA activities at external provider's facilities do not relieve the Supplier from any contractual responsibilities.

CHAPTER 5 NATO SPECIFIC QMS REQUIREMENTS

Note: The paragraph number of ISO 9001:2015 mentioned in brackets at the end of the paragraph title is only for information purposes.

5.1 Leadership

5.1.1 Organizational roles, responsibilities and authorities [5.3]

1. Top management shall appoint a management representative 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 representative shall report directly to top management.

2. The management representative shall have responsibility and authority that includes ensuring that processes needed for the disposal activities within the quality management system are established, implemented and maintained and shall include liaising with the GQAR and/or Acquirer on matters related to quality, GQA, environment, health and safety.

3. The management representative shall have the appropriate competence related to quality, health & safety, environment, and physical security aspects.

5.2 Planning

5.2.1 Risk Management Plan [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.

2. Unless otherwise stated in the contract, the applied Risk Management shall meet the principles and guidelines of ISO 31000:2018.

3. The Risk Management Plan shall include or make reference to the organisation’s safety and environmental risks pertinent to the contract.

4. The Risk Management Plan shall be made available to the GQAR and/or Acquirer.

5. The Acquirer and/or GQAR reserve the right to reject Risk Plans and their revisions.

5.3 Support

5.3.1 Infrastructure [7.1.3]

The infrastructure shall include area(s) to segregate nonconforming product during disposal process and prevent the escape of hazardous material.

5.3.2 Monitoring and measuring resources [7.1.5]

1. 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 the contractual requirement(s). The GQAR and/or Acquirer may request that measurements taken shall be repeated with calibrated equipment.

2. In such case, where disposal has already taken place, the Supplier shall provide the GQAR/Acquirer with an impact statement and details of their root cause analysis and proposed corrective actions.

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 contract compliance.

5.3.4 Awareness [7.3]

Persons involved with the contract, including external providers, shall be aware of the specific requirements contained in the contract that are applicable to their activities / area of responsibility.

5.3.5 Documented information [7.5]

The Supplier shall provide the GQAR and/or the Acquirer with the necessary access to the documented information pertinent to the contract, in a format agreed with the GQAR and/or Acquirer.

5.4 Operation

5.4.1 Operational planning and control [8.1]

1. The Supplier shall determine the requirements for the disposal process related to quality, health & safety, environment, and physical security aspects. This includes the requirements applicable to product / by-product(s) / waste generated at each stage of the disposal process.

2. The Supplier shall retain documented information identifying the statutory and regulatory requirements applicable for the contract.
3. The Supplier shall identify the documented information that will be used as objective evidence of conformance with contractual requirements. This may include photographic evidence of destruction with any serial numbers of items that have been subject to destruction.

4. This information shall be acceptable to the Acquirer and/or GQAR and made available prior to the submission of the Certificate of Disposal.

5. The Supplier shall maintain and retain documented information for disposal process approval and product approval. These approvals shall also be applied to external providers.

5.4.1.1 Disposal Quality Plan

1. The Supplier shall submit an acceptable Disposal Quality Plan (DQP), which addresses the contractual requirements to the GQAR and/or the Acquirer, in a mutually agreed timescale. The DQP shall be submitted prior to the start of the disposal process which can be defined as a project or contract initiation meeting or as otherwise stated in the contract or purchase order. The DQP shall be a clearly identified, discrete document or part of another document that is prepared under the contract.

2. The DQP shall:

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);
b. Describe and document the planning of the disposal process in terms of quality requirements for the disposal process, needed resources, required control activities (verification, validation, monitoring, inspection, testing), and criteria for the end stage of product. This shall include specific arrangements and communication requirements where work is to be conducted at locations external to the Suppliers' premises.
c. Identification of any critical processes in the disposal of the product including those that affect health & safety, environment, and physical security.
d. Describe and document the contract-specific arrangements necessary to satisfy the contract environmental requirements and related environmental compliance obligations. This shall include the description and documentation of the risk and opportunities, environmental aspects and related compliance obligations, as well as the operational planning and control of the disposal processes needed to meet those contractual requirements. The plan shall also document how environmental performance and compliance is monitored, measured, analysed and

evaluated by the Supplier and reported to the Acquirer. The process for reporting nonconformities / incidents to the Acquirer shall be described and documented.

e. Describe and document the contract-specific arrangements necessary to satisfy the Acquirer's occupational health and safety expectations (being a key interested party), to provide safe and healthy workplaces by preventing work-related injury and ill health. This shall include the description and documentation of the contract specific hazards, risk and opportunities and related statutory and regulatory requirements, as well as the operational planning and control of the disposal processes needed to meet those contractual requirements. The plan shall also document how Occupational Health and Safety (OHS) performance and compliance is monitored, measured, analysed and evaluated by the Supplier and reported to the Acquirer. Emergency preparedness and response process shall be described and documented.

f. Document, and maintain traceability of requirements from the planning process by including a requirement and solution compliance matrix.

3. The DQP shall identify the disposal work breakdown structure, including where work is to be carried out by external providers.

4. The Acquirer and/or GQAR reserve the right to reject DQPs and their revisions.

Note: Requirement and solution compliance matrix can be a part of DQP or a separate document, as an annex to it. This matrix can be prepared and annexed to the DQP after the initial issue, within a timescale mutually agreed with GQAR and/or Acquirer and taking into account the content of the Contract.

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-contract award GQA meeting focused on the contract arrangements for quality assurance of the disposal process.

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.

3. The Supplier shall notify the Acquirer and/or the GQAR of changes to its organisation that affect the planned operational arrangements for the contract.

4. The Supplier shall retain documented information of verification and/or validation of activities from external providers. The documented information shall be made available to the GQAR and/or Acquirer.

5.4.3 Control of externally provided processes and services [8.4]

5.4.3.1 General

1. Where the Supplier has decided to externally source significant work content in the disposal of the item / materiel, then the Supplier shall establish and maintain knowledge of all external providers supporting the disposal process and their quality assurance activities.

2. The Supplier shall flow down the applicable contractual requirements to external providers by referencing the stated contractual requirement, including relevant AQAP, statutory and regulatory requirements. 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."

3. The Supplier shall conduct a formal review of outsourcing documents to verify that the correct contractual requirements, including those related to statutory and regulatory compliance, have been flowed down. The Supplier shall retain documented information of this review.

4. The Supplier shall document the 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 for significant work content in the disposal of the product.

5. The Supplier shall maintain documented information of work being carried out by external providers and maintain it over the life of the contract.

5.4.3.2 Type and extent of control [8.4.2]

1. It is the Supplier's responsibility to ensure that procedures and processes required to fulfil contract requirements are fully implemented by external providers.

2. The Supplier shall establish and implement a verifiable process to prevent parts from re-entering the supply chain as counterfeit materiel.

Note: 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.

5.4.3.3 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, related to the contract.

2. The Supplier shall notify the GQAR and/or Acquirer if a subcontract or order has been identified involving a significant work content or risk.
3. The Supplier shall on request provide the GQAR and/or Acquirer with the latest copy of the quality planning requirement set for the external providers to include the work breakdown structure.

4. The Supplier shall notify the GQAR and/or Acquirer if a nonconformity to the contractual requirements involving an external provider has been identified. Such requirements include health & safety, environment, and physical security issues relating to the disposal of the item / materiel.

5. The Supplier shall inform the GQAR and/or Acquirer of deficiencies or findings that relate to the contract identified during any third party regulatory or management system certification audit.

5.4.4 Control of Production and Service Provision [8.5.1]

1. The Supplier shall develop and maintain documented information for the control of disposal processes to ensure that the specified requirements are met, including counterfeit avoidance.

2. The Supplier shall establish and maintain the acceptance criteria for all of the disposal activities in the clearest practical manner (e.g. written standards, representative samples or illustrations).

5.4.5 Identification and traceability [8.5.2]

1. The Supplier shall develop, maintain and retain documented information for all stages of the disposal process regarding the identification of the item / material being disposed for product traceability.

2. The Supplier shall retain documented information for the transfer and elimination of waste.

3. The Supplier shall submit a Certificate of Disposal (CoD) that provides traceability to item / material / batch level to the GQAR and/or Acquirer.

5.4.6 Property belonging to the Acquirer [8.5.3]

If an item provided by the Acquirer is lost, damaged, deteriorated, incomplete, non-conforming or otherwise found to be unsuitable for disposal in accordance with the contract, the Supplier shall immediately report it to the Acquirer. The Supplier shall also inform the GQAR.

5.4.7 Packaging, Handling, Storing and Transportation

The Supplier shall ensure that suitable packaging, handling, storing and transportation activities are implemented to mitigate the risks related to quality, health & safety, environment, and physical security.

5.4.8 Release of products [8.6]

1. The Supplier shall ensure that only products reaching the contractually agreed state, through application of the planned disposal arrangements, are released.

2. The Supplier shall provide the Acquirer with the documented information that has been identified as objective evidence of conformance with contractual requirements (see paragraph 5.4.1 of this publication).

3. The GQAR and/or Acquirer reserve the right to reject nonconforming products. This includes products that have not been processed in accordance with the planned arrangements.

4. The Supplier shall provide at release a Certificate of Conformity to the GQAR and/or Acquirer unless otherwise instructed.

5. Where the GQAR/and or Acquirer is required to perform any assurance activity, 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.

6. The Supplier is solely responsible for the conformance to contractual requirements.

5.4.9 Control of nonconforming products [8.7]

1. The Supplier shall issue and implement documented procedures, which identify, control and segregate all products which do not meet the defined material condition during the disposal process.

2. Product with unidentified or unknown status shall be classified as nonconforming product.

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.

4. Where the Supplier proposes to raise a concession for the disposal process then appropriate authorisations shall be obtained from the Acquirer, unless otherwise agreed.

5. The Acquirer requirements for concessions apply equally to outsourced processes. The Supplier shall review any request from external providers before submission to the Acquirer.

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 authorisation expires.

5.5 Performance Evaluation

5.5.1 Customer satisfaction [9.1.2]

1. Any complaints or deficiencies relevant to the contract, reported by the GQAR and/or Acquirer, and/or relevant regulatory authorities, shall be recorded as customer complaints.

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.

Note: Customer complaints may be in the form of quality non-conformance, deficiency or occurrence reports or any another format, but regardless will be identified by the GQAR and/or Acquirer as 'customer complaints'.

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 the contractual requirements including NATO supplements. The Supplier shall also consider the output from the actions to address risk and opportunities.

2. Unless otherwise agreed, the Supplier shall inform the GQAR and/or Acquirer of deficiencies or findings identified during internal audits affecting the contract.

3. The Supplier shall retain documented information that demonstrates auditor training and experience.

5.5.3 Management review [9.3]

5.5.3.1 Management Review Input [9.3.2]

Documented information of review input, related to the contract, shall be available to the GQAR and/or Acquirer.

Note: This includes contract-related information concerning Occupational Health and Safety (OHS) and/or Environmental Management Systems.

5.5.3.2 Management Review output [9.3.3]

1. Documented information of the review output, related to the contract, shall be available to the GQAR and/or Acquirer.

2. The Supplier shall notify the GQAR and/or Acquirer of proposed action(s), 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).

5.6 Improvement

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.

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ANNEX A
Minimum Certificate of Disposal (CoD) Content

A Certificate of Disposal (CoD) should contain the following information as a minimum:

1) Supplier name and address;
2) Place of disposal process;
3) Item / Materiel to be disposed;
   a. Name,
   b. Type number or model name/number,
   c. Serial number/batch number,
   d. Other data specific for Item / materiel to allow identification and traceability (e.g., batch quantity),
   e. Weight (net of packaging)
   f. Any concessions;
4) Disposal method (e.g. demilitarization, destruction, scrapping, cannibalization);
5) Document contained technical specification (contract) and its identification;
6) Outputs of the Disposal process (e.g. sub-product(s), waste)
   a. Name
   b. Batch Number (if applicable)
   c. Other data specific for product to allow identification (e.g., batch quantity)
   d. Weight (net of packaging)
   e. Follow-on actions (e.g. sell, recycle, store)
7) Date and place of issuing CoD;
8) Name, Signature and position in the company of the authorized person issuing the CoD.

Note: Further information could be added to these minimum requirements in accordance with contract requirements.

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ANNEX B
Minimum Certificate of Conformity (CoC) Content

A Certificate of Conformity (CoC) should contain the following information as a minimum:

1) Supplier name and address;
2) Item / Material;
   a. Name,
   b. Type number or model name/number,
   c. Serial number/batch number,
   d. Other data which specific for product to allow identification (i.e. batch quantity),
   e. Any concessions;
3) Contract Number and contracting authority;
4) A Supplier's statement; that the Item / Material disposed conforms to all requirements of the technical specification/Contract;
5) Document contained technical specification (contract) and its identification;
6) Date and place of issuing CoC;
7) Name, Signature and position in the company of the authorized person issuing the CoC.

Notes:
1. Further information could be added to these minimum requirements in accordance with contract requirements.
2. Traceability to CoD should be provided.
3. If the contract requires the GQAR to provide a statement of GQA then a signature block may be added to the CoC. This should include the statement:

   "Government Quality Assurance Representative Statement of GQA:
   With reference to this CoC, this is to attest that within the provisions of STANAG 4107, AQAP 2070 and the RGQA, the planned Government Quality Assurance has been performed".

AQAP-2190(A)(1)