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<b>APPROVALS:</b>					<b>TITLE:</b>									
<p><b>PREPARED BY</b> Patrick Byrnes</p>					<p><b>Procedure, Guide for Approved Vendors and Manufacturer Suppliers</b></p>									
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## Revision History

Revision	Date	Change Description	Prepared By
A	07/15/2010	New document.	Dawn Jorda
B	06/15/2011	Update to reflect corporate name change	K. Scott Kubes
C	04/25/2012	Revised to accommodate supplier input Section 9 – Cost Considerations	S. Thompson
D	12/03/2013	General administrative updates. Added new Section 16 and 27.	Patrick Byrnes
E	02/10/2014	Updated Sections 5, 8, 11, 14, 16, and 21 to align with AS9100C requirements per SimpleQuE's requests.	Patrick Byrnes
F	06/05/2014	Updated Sections 1, 7, 8, 11, 16, 17, 19, 21, 23, 24, 26, and 28. Deleted Section 9. General administrative updates.	Patrick Byrnes
G	10/14/2014	Reformatted entire document to the latest template. Updated Table of Contents, minor changes to sections 10.1, 11, 16, 21, 24, 27 and 32 (newly renumbered sections). Added Packaging requirement to section 17, updated requirements for Change Notifications to section 20, and added section 31, Calibration Provider Requirements.	Sue Petersen
H	11/20/2015	Updated document template to D13480 Rev F. Section 6: Added IAQG OASIS statement. Section 10, 11, 29.1, and 31: New Sections Section 19: Added Supplier Deviation Request and Supplier Disclosure forms. Section 27: Added last sentence. Section 29: Added SCAR response requirement. Section 31: Added AS9102 compliance requirement. Additional general and administrative changes.	Patrick Byrnes


	Chicago, IL Bensenville, IL	SIZE	CAGE CODE	DOCUMENT NUMBER	REV	SH 2 of 14
		A	1NQ67	D14521	H	
<b>Title: Procedure, Guide for Approved Vendors and Manufacturer Suppliers</b>						

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## Table of Contents

Revision History	2
Table of Contents	3
1 Purpose	4
2 Scope	4
3 Responsibilities	4
4 Acronyms and Definitions	4
5 Equipment/Software	4
6 Gogo LLC Commitment to Quality	4
7 Ethics and Business Conduct	5
8 Availability of the Approved Supplier Requirements Guide	6
9 Approved Supplier Status	6
9.1 Periodic On-Site Audits/Right of Access	6
10 Sale, Relocation, Closure, or Transfer of Manufacturing Operations	6
11 Counterfeit Part Prevention	6
12 Supplier Performance Measurement	7
12.1 Quality and Delivery Performance	7
12.2 Threshold Cutoffs for Quality and On-Time Delivery	7
13 Quality Communications	7
14 Purchase Order Requirements	8
15 Delivery Requirements	8
15.1 Short Shipments	8
15.2 Delivery Schedules	8
16 Packing Slip Requirements	8
17 Hazardous Material	9
18 Packaging and Shipping Pallet Requirements	9
19 Nonconforming Material Notification, Containment and Corrective Action	10
20 Notification of Nonconforming Product	10
21 Change Notification	10
22 Supplier Deviation Request	10
23 Liability	11
24 Sampling Plan Requirements	11
25 Sensitive Items	11
26 Record Retention Requirements	11
27 Second and Third Party Supplier Management Requirements	11
28 Gogo LLC Owned Tooling and Gauges	12
29 Corrective Action Requirements	12
29.1 Failure Analysis Reporting Requirements for Return Material Authorization (RMA) Units	12
30 Certificate of Compliance Requirements	13
31 First Article Inspection Requirements	13
31.1 First Article Inspection Report Requirements	13
32 Calibration Provider Requirements Only	13
33 Repair and/or Contract Maintenance Providers	13
34 Related Documents	14
35 Forms and Records	14

	Chicago, IL Bensenville, IL	SIZE	CAGE CODE	DOCUMENT NUMBER	REV	SH 3 of 14
		A	1NQ67	D14521	H	
<b>Title: Procedure, Guide for Approved Vendors and Manufacturer Suppliers</b>						

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## 1 Purpose

This procedure identifies supplier quality requirements for maintaining approved vendors and manufacturer suppliers for Gogo LLC. This procedure applies to suppliers of airborne articles; hardware, material, Line Replaceable Units (LRUs), Shop Replaceable Units (SRUs), electrical and mechanical assemblies and sub-assemblies, software, and services.

## 2 Scope

This guide is issued as a requirements document for Gogo LLC approved suppliers and subject to incorporation into contractual documents. This guide describes business processes and procedures Gogo LLC expects suppliers to develop and implement.

## 3 Responsibilities

Aviation Quality is responsible for updating and maintaining this document.

Supply Chain is responsible for providing this document to potential and current vendors.

## 4 Acronyms and Definitions

These acronyms and definitions apply to this procedure.

Term	Meaning
LRU	Line Replaceable Unit
SRU	Shop Replaceable Unit

## 5 Equipment/Software

The following equipment and software is used to support this procedure.

### 5.1 Equipment

- N/A


### 5.2 Software

- N/A

## 6 Gogo LLC Commitment to Quality

Gogo LLC is changing the way people communicate as they travel. Broadband wireless connectivity for the commercial airline passenger is becoming a reality with the products and services Gogo LLC offers. Gogo LLC suppliers are critical to our shared success. As such, Gogo LLC is embarking on a procurement management process encompassing Gogo LLC network of vendors, & manufacturers; referred to hereafter as 'suppliers'. This process involves various Gogo LLC stakeholders; and seeks to engage the best and brightest innovations, ideas, and products our suppliers have to offer. The Gogo LLC supplier management process also embraces implementation of internationally recognized Quality Management System (QMS) standards, and processes.

As Gogo LLC telecommunications products are installed onboard both commercial and business aviation airplanes, these products are subject to U.S. Federal Communications Commission (FCC), Department of Transportation, Federal Aviation Administration (FAA), European Aviation Safety Agency (EASA), as well as other applicable international regulatory agencies. Gogo LLC fabrication

 Chicago, IL Bensenville, IL	SIZE	CAGE CODE	DOCUMENT NUMBER	REV	SH 4 of 14
	A	1NQ67	D14521	H	
Title: Procedure, Guide for Approved Vendors and Manufacturer Suppliers					

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inspection system, methods, procedures, and manufacturing facilities, including suppliers, are subject to FAA/EASA surveillance and investigation and as such must adhere to Title 14, Code of Federal Regulations (14 CFR), Part 21 and/or Part 145.

This guide is issued as a requirements document for Gogo LLC approved suppliers and subject to incorporation into contractual documents. This guide describes business processes and procedures Gogo LLC expects suppliers to develop and implement. Through conformance to customer quality requirements, proactive communications, reduction of variation and waste, and meeting customer delivery expectations, Gogo LLC and our suppliers will achieve mutual success. Gogo LLC will establish and maintain long-term relationships with suppliers who are committed to continuous improvement in quality, delivery, cost, and service. This commitment is an expectation of all suppliers. As Gogo LLC explores new markets, we will need support from our entire supply base, along with their commitment to meeting or exceeding our customer's needs. We look forward to continuing a relationship which is mutually beneficial to our sustained growth.


Evidence of Gogo LLC commitment to quality includes adoption of internationally recognized Quality Management Systems; Standard ISO 9001 Quality Management Systems - Requirements, as supplemented by Aerospace Standard AS9100 Quality Management Systems – Requirements for Aviation, Space, and Defense Organizations, or AS9110 Quality Management Systems – Requirements for Aviation Maintenance Organizations, or AS9120 Quality Management Systems – Requirements for Aviation, Space, and Defense Distributors. Gogo LLC requires suppliers demonstrate their commitment to quality by proactive supply chain management and either declared self-compliance to ISO9001, AS9100, AS9110, AS9120, ISO17025; or by maintaining third-party certification. Proactive supply-chain management includes sustained levels of product quality, on-time deliveries, continuous productivity improvements, and cost-savings proposals.

All suppliers to Gogo LLC who hold third-party certification under the AS9100 series of aerospace quality management system standards (AS9100, AS9110 and/or AS9120) must maintain an active profile within the International Aerospace Quality Group – Online Aerospace Suppliers Information System (IAQG-OASIS). In addition these suppliers must grant Assessment Detail access to Gogo LLC within their respective OASIS profile.

Gogo LLC will implement standardized measurement and reporting of supplier's performance and the health of our supplier relations, strive to listen to our supplier's concerns, and clearly communicate our customer requirements.

## 7 Ethics and Business Conduct

Gogo LLC is committed to the highest standards of ethical business conduct; the elements of which are based on fairness, reasonableness and integrity. For consistency, these standards must be upheld in all relationships with our suppliers. To provide our customers with the best product at the best price, we are committed to securing value in the products and services we purchase. As a matter of both sound purchasing practice, and business integrity, Gogo LLC determines all purchasing decisions solely on the basis of best value offered for products and services requisitioned. To ensure best value, Gogo LLC employees shall avoid accepting any favor, gift, gratuity, or entertainment, which might lead a reasonable person to believe acceptance would influence a purchasing decision. Accordingly, it is our policy not to accept favors, gifts, gratuities, or entertainment from suppliers with the reasonable exceptions of appropriate and infrequent hospitality or business mementos of nominal monetary value. Any breach of this conduct may result

 <p>Chicago, IL Bensenville, IL</p>	<b>SIZE</b> <b>A</b>	<b>CAGE CODE</b> <b>1NQ67</b>	<b>DOCUMENT NUMBER</b> <b>D14521</b>	<b>REV</b> <b>H</b>	<b>SH 5 of 14</b>
<b>Title: Procedure, Guide for Approved Vendors and Manufacturer Suppliers</b>					

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in the immediate discontinuation of our relationship with the affected Gogo LLC employee, and responsible supplier.

## 8 Availability of the Approved Supplier Requirements Guide

This guide is available for all entities wishing to conduct business with Gogo LLC. The guide is used as one of the criteria for becoming and maintaining approved supplier status. Suppliers are encouraged to review, comprehend, and commit to the complete contents of the guide.

## 9 Approved Supplier Status

Gogo LLC requires Quality Management System on-site audits and/or self-evaluation Quality System Status questionnaires to be completed once every two years. For existing suppliers, failure to reply to the questionnaire may result in a probationary approval status, or possibly removal from the Gogo LLC Approved Supplier List (ASL).

### 9.1 Periodic On-Site Audits/Right of Access

As applicable, Gogo LLC, Gogo's customers, and regulatory authorities, may conduct on-site process or product audits of suppliers to ensure the requirements of this manual, as well as Gogo LLC purchase order requirements, drawings, and specifications are being met. Refusal to allow on-site access may jeopardize a supplier's Approved Supplier status. Response to the QMS questionnaire, maintenance of internal Quality Systems, and on-going satisfactory supplier performance measurement (initial quality, and on-time delivery), is necessary to maintain approved supplier status.

## 10 Sale, Relocation, Closure, or Transfer of Manufacturing Operations

All Suppliers shall notify Gogo LLC in writing 90 days before any sale, relocation, closure, or transfer of the Supplier's manufacturing facilities. This notification should be provided to the Supplier Quality Engineer as well as a representative from the SCM organization. This notification should include the following:


- Purpose of relocation
- Address of new location
- Risk identification and mitigation plan specific to Gogo's contracted products
- Schedule of move, minimizing impact to Gogo
- Coordinator / Point of Contact for the Relocation

## 11 Counterfeit Part Prevention

Supplier shall establish and maintain a counterfeit part prevention plan. AS5553 may be used as a guide to develop the plan. This plan shall focus on detection, prevention, mitigation, disposition, and reporting of suspected or confirmed counterfeit parts or assemblies. This Counterfeit Part Prevention Plan (CPPP) should adhere to the following:

Counterfeit parts are defined as any parts containing unlawful or unauthorized reproductions, substitutions, or alterations that have been knowingly mismarked, misidentified, or otherwise misrepresented to be an authentic, unmodified part from the original manufacturer, or a source with the express written authority of the original manufacturer, such as an approved aftermarket distributor.

Upon discovery of counterfeit or suspect counterfeit parts the Supplier shall notify Gogo Quality and Supply Chain immediately. Supplier must be able to provide the supply chain traceability showing

 <p>Chicago, IL Bensenville, IL</p>	<b>SIZE</b> <b>A</b>	<b>CAGE CODE</b> <b>1NQ67</b>	<b>DOCUMENT NUMBER</b> <b>D14521</b>	<b>REV</b> <b>H</b>	<b>SH 6 of 14</b>
<b>Title: Procedure, Guide for Approved Vendors and Manufacturer Suppliers</b>					

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how the counterfeit parts were obtained (this includes the supply chain path from the original manufacturing of the parts through any intermediaries and ultimately to delivery to Gogo). Supplier shall flow down requirements for a counterfeit parts prevention program to their suppliers.

## 12 Supplier Performance Measurement

Key Supplier Performance Measurement criteria for ongoing supplier evaluation and selection include:

- Quality Performance
- Delivery Performance
- General Performance Assessment
- QMS Compliance

### 12.1 Quality and Delivery Performance

Quality and Delivery Performance will be measured as follows:

1. Cost of quality related nonconformance dispositions assigned to the unit cost of products received over a twelve month period, rolling average
2. Percentage of on-time delivered units accepted from the Supplier over a twelve month period, rolling average
3. Index rating based on criteria mutually agreed upon by Gogo LLC and the Supplier
4. First pass yield related to incoming Acceptance Test Procedure (ATP) pass/fail for new product or articles
5. Additional Criteria to be incorporated into new Supplier Scorecard rating system


### 12.2 Threshold Cutoffs for Quality and On-Time Delivery

Threshold Cutoffs for Quality and On-Time Delivery are as follows:

- **Green:** Exceptional to Very Good supplier performance. Clearly meeting or exceeding Gogo LLC expectations: Score 4.5 – 5.0
- **Yellow:** Satisfactory supplier performance, requiring immediate attention and improvement to meet Gogo LLC expectations: Score 3.5 – 4.4
- **Red:** Unsatisfactory supplier performance. Clearly failing to meet Gogo LLC expectations: Score 0 – 3.4

## 13 Quality Communications

Gogo LLC recognizes the critical role supplier quality plays in our ongoing success. Realization of product quality is dependent upon receiving quality materials and services across our entire supply chain. Supplier quality is a prime consideration for supplier selection and sourcing. An essential element to a successful relationship is clear communication. At Gogo LLC, our means of communicating direction, expectations, guidelines and requirements include:

 <p>Chicago, IL Bensenville, IL</p>	<b>SIZE</b> <b>A</b>	<b>CAGE CODE</b> <b>1NQ67</b>	<b>DOCUMENT NUMBER</b> <b>D14521</b>	<b>REV</b> <b>H</b>	<b>SH 7 of 14</b>
<b>Title: Procedure, Guide for Approved Vendors and Manufacturer Suppliers</b>					

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- Executed Agreements
- Gogo LLC issued Purchase Orders
- Configuration Management Controlled Drawings, Specifications and Documents
- Nonconforming Material Reports
- Supplier Corrective Action Reports
- Supplier status and program review meetings
- Quality Management System Survey Questionnaire
- Process, Product, and Procedure Audit Results

## 14 Purchase Order Requirements

Suppliers are required to enter into a contractual relationship and have an approved Purchase Order from Gogo LLC. Suppliers risk non-payment and may jeopardize their ability to be considered for future opportunities if they proceed without these arrangements. Verbal authorizations are not considered formal agreements. The purchase order may include: part numbers, revisions, prices, quantities, and other requirements that govern the purchase and supply of the parts or services. Quotations from suppliers must include additional costs; such as delivery, packaging, etc. required to supply the item or service. With regard to price, Gogo LLC requires supplier invoice prices match negotiated Gogo LLC prices to ensure timely processing. Changes may be handled on a case by case basis. Invoices which do not match the purchase order or the agreement may be returned to the supplier.

## 15 Delivery Requirements

Gogo LLC expects suppliers to maintain on time delivery performance approaching 100%. Just-In-Time delivery demands consistent and timely response from the entire supply base.

### 15.1 Short Shipments


Short shipment requests shall be communicated to the appropriate Supply Chain Buyer as soon as the issue is known. Short shipments may require a supplier action plan, and may result in poor delivery performance ratings.

### 15.2 Delivery Schedules

It is the supplier's responsibility to ensure goods are received at the required location on the date specified on the agreed documents. The acceptable time frame for shipments will be addressed specifically in these documents. Suppliers may be required to provide corrective action plans whenever this requirement is not being met. It is the supplier's responsibility to inform Gogo LLC Supply Chain personnel immediately of any potential difficulties in meeting shipping requirements. Alternative plans may be available which avoid downtime. Gogo LLC expectation is that all shipping requirements will be adhered to (including during holiday or other supplier shutdown periods), unless prior written arrangements are made.

## 16 Packing Slip Requirements

Material shipped shall be identified on a Packing Slip or Bill of Lading. The following information must be noted on these documents:

 <p>Chicago, IL Bensenville, IL</p>	<b>SIZE</b> <b>A</b>	<b>CAGE CODE</b> <b>1NQ67</b>	<b>DOCUMENT NUMBER</b> <b>D14521</b>	<b>REV</b> <b>H</b>	<b>SH 8 of 14</b>
<b>Title: Procedure, Guide for Approved Vendors and Manufacturer Suppliers</b>					

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- Shipment Method and Date
- Ship to Address
- Single Line Item for Each Part Number Shipped
- Full and Complete Part Labeling; Part Number and Serial Number as applicable
- Description of the Product
- Purchase Order Number(s)
- Order Release Number (if applicable)
- Quantity Ordered /Quantity Shipped
- Number of containers of each part number shipped with the extended quantity noted. (ex. 10 containers @ 100 pieces total 1000)
- Total number of cartons/skids and weight.

## 17 Hazardous Material

Suppliers must comply with all local, State, and Federal Health, Safety and Environmental regulations.

Shipping of all hazardous materials must be prepared in accordance with the appropriate Federal Hazardous Materials Regulations. These regulations can be found in Title 49 of the Code of Federal Regulations (49 CFR). 49 CFR changes periodically and it is the suppliers' responsibility to comply with the most current standard.

The supplier must ensure that the proper Dangerous Goods-Hazardous Materials (DGHM)/Safety Data Sheet (SDS) markings are placed on the shipping or storage containers, and proper documentation is supplied. SDS sheets should be included in initial shipments, and upon request.

## 18 Packaging and Shipping Pallet Requirements

- 18.1** Articles supplied to Gogo LLC shall be packaged to provide physical, chemical, and cleanliness protection to prevent damage to or deterioration of the parts.


Packaging shall meet or exceed the guidelines established per the current revision of ATA Specification 300 (Category III), Specification for Packaging of Airline Supplies.

Sensitive items (age, light, temperature, and ESD) shall be packaged as noted in Section 25.

- 18.2** Suppliers are responsible to ensure pallet loads meet the following criteria:

- Even, level pallet loads (not pyramided)
- Proper securing, e.g. straps, stretch wrapped, boxed, etc.
- Height of pallet not to exceed 50 inches
- Pallets shipping international are required to be 'heat-treated' to protect against wood infesting insects. International pallets require a conformance ID stamp to pass Customs.

For questions or comments, please contact your Gogo LLC Supply Chain representative for clarification.

 <p>Chicago, IL Bensenville, IL</p>	<b>SIZE</b> <b>A</b>	<b>CAGE CODE</b> <b>1NQ67</b>	<b>DOCUMENT NUMBER</b> <b>D14521</b>	<b>REV</b> <b>H</b>	<b>SH 9 of 14</b>
<b>Title: Procedure, Guide for Approved Vendors and Manufacturer Suppliers</b>					

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## 19 Nonconforming Material Notification, Containment and Corrective Action

All materials furnished to Gogo LLC shall conform to contractual requirements, approved type design and specifications. All materials are subject to inspection and acceptance upon receipt.

If an anomaly is discovered with the procured item, Gogo LLC reserves the right to withhold payment.

Suppliers are required to notify Gogo of potential or verified non-conformances. To obtain Gogo approval to ship a verified non-conformance, utilize the Supplier Deviation Request (SDR) form D20157. If a non-conformance has been identified on parts already shipped to Gogo, supplier is required to notify Gogo immediately via the Supplier Disclosure Letter (SDL) form D20158. Please utilize these forms and follow the instructions found therein for further details and requirements.

*Note: Contact [AviationQuality@gogoair.com](mailto:AviationQuality@gogoair.com) for the latest copies of the referenced forms.*

## 20 Notification of Nonconforming Product

Nonconforming material will be communicated to the supplier upon discovery. Subsequent corrective action will be coordinated with the supplier. If required, a Supplier Corrective Action Request (SCAR) will be issued requiring documented corrective action to permanently resolve the issue. A SCAR may also be issued if a negative supplier performance measurement trend is identified by Gogo LLC.

## 21 Change Notification

### Gogo LLC as the Design Approval Holder:

Gogo LLC must approve any design change (major or minor) prior to incorporation of the change. If the design change is deemed acceptable, a Gogo LLC Engineering Change Order (ECO) shall be issued and implemented prior to making the change.

### Supplier as the Design Approval Holder:

Gogo LLC must approve design changes to LRUs, as well as design changes on any Gogo-owned or controlled FAA design package, prior to incorporation of the change.


The supplier shall notify Gogo LLC if any changes are made to supplier products and/or processes, changes of suppliers, changes of manufacturing facility locations, and when required, obtain Gogo LLC's approval.

Reference Gogo LLC Document, D14743, Work Instruction, Aircell Broadband Services (ABS) System Components with PMA.

## 22 Supplier Deviation Request

**Note: This section is applicable to Gogo LLC owned designs only.**

Gogo LLC adherence to approved design data is essential to continued, repeatable quality & reliability. Accordingly, once a product is qualified for production, and its configuration is released, the supplier shall not change the product, process, and/or location of manufacture without written communication and approval from Gogo LLC, including components used on printed wiring board designs. Requests for Deviation, and/or product specification changes shall be communicated in writing via Form D20157, Supplier Deviation Request.

	Chicago, IL Bensenville, IL	SIZE <b>A</b>	CAGE CODE <b>1NQ67</b>	DOCUMENT NUMBER <b>D14521</b>	REV <b>H</b>	SH 10 of 14
<b>Title: Procedure, Guide for Approved Vendors and Manufacturer Suppliers</b>						

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## 23 Liability

Gogo LLC may seek to recover costs resulting from delivery of nonconforming product. This may include:

- Inordinate handling by Gogo LLC personnel. Charges may be incurred for the amount of time or resources to complete unanticipated handling
- Administrative costs
- Costs incurred for discovery in pre- and post- production
- Other nonconformance related costs

Upon receipt of Gogo LLC notification, an immediate action plan must be developed to prevent further occurrences.

## 24 Sampling Plan Requirements

In the event a sampling plan is applicable, the sampling process shall be based on Military Standard 105D/E (ANSI/ASQC Z1.4, ISO 2859), Table 1- General Inspection Level II where C=0 and AQL = 1 and/or a Gogo LLC approved methodology at the minimum.

## 25 Sensitive Items


- **Age:** Age-sensitive items must be shipped to Gogo LLC with at least 80% of the useful shelf life so long as the normal shelf life is in excess of 1 year, if shorter than 90% of the product life remaining.  
**Note: Expiration dates must be clearly noted on the material, as well as on the packing slip.**
- **Light or temperature sensitive:** Items which require special storage, such as light or temperature sensitive materials, must be shipped with consideration of this sensitivity and must be clearly identified on the outside of the packaging material, as well as on the packing slip .
- **Electro-Static Discharge (ESD):** Items that are ESD sensitive must be shipped in ESD protective packaging, and be properly handled throughout the manufacturing process. ESD items should be clearly marked, as well as noted on the packing slip.

## 26 Record Retention Requirements

Suppliers shall maintain accurate quality records documenting conformance to requirements. Documented procedures shall be in place defining responsibilities for record retention and control. Records pertaining to Gogo LLC projects shall be retained for a minimum of 10 years unless otherwise specified in the Purchase Order or contract. At a minimum, the requirements of ISO9001/AS9100 should be considered.

## 27 Second and Third Party Supplier Management Requirements

Suppliers to Gogo LLC have a responsibility to manage all second and third party suppliers or subcontractors in accordance with their agreements. Suppliers are responsible for the flow down of all applicable requirements to second and third party suppliers including customer requirements, statutory requirements, and regulatory requirements as applicable.

 <p>Chicago, IL Bensenville, IL</p>	<b>SIZE</b> <b>A</b>	<b>CAGE CODE</b> <b>1NQ67</b>	<b>DOCUMENT NUMBER</b> <b>D14521</b>	<b>REV</b> <b>H</b>	<b>SH 11 of 14</b>
<b>Title: Procedure, Guide for Approved Vendors and Manufacturer Suppliers</b>					

The master version of this document resides on the Gogo LLC Configuration Management Server. Printed copies are considered uncontrolled, until verified as current by comparing with the master. It is the responsibility of the user to verify the most current revision.

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## 28 Gogo LLC Owned Tooling and Gauges

Unless otherwise agreed upon in writing, all supplies, materials, facilities, tools, jigs, dies, fixtures, patterns and equipment furnished to the supplier by Gogo LLC for the performance to a purchase order, or for which the supplier has been reimbursed by Gogo LLC, shall remain the property of Gogo LLC. The supplier shall bear the risk of loss and damage to such property, normal wear accepted. Such property shall at all times be properly stored and maintained by the supplier, shall be identified as Gogo LLC property, shall not be commingled with the property of the supplier or with that of a third party, shall not be moved from supplier's premises without Gogo LLC prior written approval, and shall, upon request of Buyer to Seller, be properly packed and marked in accordance with the requirements of the carrier selected by Buyer to transport such property. In general, the requirements for supplier's use of Gogo LLC property include:

- Inspection & measuring equipment must be specified in the control plan, and be traceable to the inspections performed
- All inspection & test equipment must be included in a comprehensive calibration program, conducted prior to initial use, and at prescribed intervals. Reaction plans must be in place and followed when a piece of inspection/test equipment is deemed out of calibration
- Supplier is responsible for the proper use, maintenance and calibration of all tooling, testing and inspection equipment
- All equipment must be clearly identified, including part number, revision level, calibration date and have a Gogo LLC identification number
- Records of maintenance shall be kept by the supplier until such time that the part is no longer considered "active" (part remains "active" until tooling scrap authorization is given by Gogo LLC).

Gogo LLC reserves the right to inspect any tooling, testing and/or inspection measuring equipment at the supplier's location.

## 29 Corrective Action Requirements


Supplier Corrective Action Request (SCAR): The supplier shall provide a SCAR response within 10 business days of SCAR issuance. It is essential that corrective action be *immediately* taken by the supplier when any nonconformance is identified at Gogo LLC or any of its customers. When this occurs, Gogo LLC Quality will inform the supplier of the nonconformance. This system is designed to prevent the use of suspect and/or nonconforming purchased material. A SCAR may be issued for purchased components found to be nonconforming through line rejections, testing failures, failed inspection results, Gogo LLC customer concerns or returns, or obsolete material. Suppliers risk non-payment and may jeopardize their ability to be considered for future opportunities if they fail to respond to the SCAR in a timely manner.

### 29.1 Failure Analysis Reporting Requirements for Return Material Authorization (RMA) Units:

Failure reports complete with root cause analysis and corrective actions shall be provided with the returned unit.

Monthly reports on RMA items detailing failure modes shall be provided to Gogo Quality Engineering.

SCARs may be issued for trending failure modes.

 <p>Chicago, IL Bensenville, IL</p>	<p>SIZE <b>A</b></p>	<p>CAGE CODE <b>1NQ67</b></p>	<p>DOCUMENT NUMBER <b>D14521</b></p>	<p>REV <b>H</b></p>	<p>SH 12 of 14</p>
<p>Title: Procedure, Guide for Approved Vendors and Manufacturer Suppliers</p>					

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### 30 Certificate of Compliance Requirements

Gogo LLC suppliers are requested to provide as evidence that they are checking critical characteristics of the part on an ongoing basis; Gogo LLC will require certifications with every shipment. The format of all certifications must include, at a minimum, the name of the supplier, the address of the supplier, Gogo LLC part number, Gogo LLC part revision, Gogo LLC purchase order number, shipment quantity, all applicable specifications, and the signature and printed name and title of the supplier's authorized quality representative.

### 31 First Article Inspection Requirements

Gogo LLC suppliers shall complete a First Article Inspection (FAI) on one article from the initial production run. The FAI shall be performed in accordance with AS9102 requirements.

#### 31.1 First Article Inspection Report Requirements

Gogo LLC suppliers are required to maintain a First Article Inspection Report (FAIR) on file and shall be available to Gogo Aviation Quality upon request.

A copy of the supplier's FAIR shall be provided with each initial shipment for the following articles:

- Gogo designed LRUs (end item deliverables).


### 32 Calibration Provider Requirements Only

Vendors performing calibration services per a Gogo LLC generated PO shall:

- Have a quality management system that conforms to ISO/IEC 17025:2005, General Requirements for the Competence of Testing and Calibration Laboratories and/or ANSI/NCSL Z540.
- Perform calibration against measurement standards traceable to internationally recognized standards; where no such standards exist, the basis used for calibration or verification shall be recorded.
- Achieve traceability through calibrations by the National Institute of Standards and Technology (NIST) or other National Measurement Institutes (NMI's).
- Identify measuring equipment in order to determine its calibration status.
- Protect equipment from damage and deterioration during handling, maintenance and storage.
- Safeguard equipment from adjustments that would invalidate the measurements result.
- Provide to Gogo a Certificate of Calibration for each piece of measurement equipment, which includes details of equipment type, unique identification, frequency of checks, check method/acceptance criteria, due date and any out-of-tolerance conditions.

### 33 Repair and/or Contract Maintenance Providers

Suppliers performing repair and/or contract maintenance for Gogo and our airline customers are required to comply with CFR Title 14 part 121.377, Maintenance and preventative maintenance personnel duty time limitations. Within the United States, each certificate holder (or person performing maintenance or preventive maintenance functions for it) shall relieve each person performing maintenance or preventive maintenance from duty for a period of at least 24 consecutive hours during any seven consecutive days, or the equivalent thereof within any one calendar month.

 <p>Chicago, IL Bensenville, IL</p>	<b>SIZE</b> <b>A</b>	<b>CAGE CODE</b> <b>1NQ67</b>	<b>DOCUMENT NUMBER</b> <b>D14521</b>	<b>REV</b> <b>H</b>	<b>SH 13 of 14</b>
<b>Title: Procedure, Guide for Approved Vendors and Manufacturer Suppliers</b>					

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**34 Related Documents**

Document Title	Number
Work Instruction, Aircell Broadband Services (ABS) System Components with PMA	D14743

**35 Forms and Records**

Form/Record Title	Number
Form, Supplier Deviation Request (SDR)	D20157
Form, Supplier Disclosure Letter (SDL)	D20158

 Chicago, IL Bensenville, IL	SIZE <b>A</b>	CAGE CODE <b>1NQ67</b>	DOCUMENT NUMBER <b>D14521</b>	REV <b>H</b>	SH 14 of 14
<b>Title: Procedure, Guide for Approved Vendors and Manufacturer Suppliers</b>					

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