MS 44 200

Masévon Supplier Manual

Revision Table

VERSION	CHANGE	DATE	AUTHOR(S)	REVIEWER(S)
01	Complete overhaul of MS 44 101; released as new document.	2024-11-08	Becem Bourbita & Rolf Schulte	René Kosters; Dion Wevers; Henk Broekman; Hermien Erkel; Arjen de Wilde; Ronald Beute; Wim Beumer
02	Added chapters 2, 3, 9, 13, 14, 15 & 16	2025-11-05	Becem Bourbita & Rolf Schulte	René Kosters; Arjen de Wilde; Ronald Beute; René Heijs
03				

0. Table of contents

1. Introduction

1.1. Goal

The purpose of this document is to clearly outline Masévon's expectations and requirements for all suppliers involved in the supply chain. By adhering to these guidelines, suppliers must ensure that products and services consistently meet Masévon's quality, compliance, and delivery standards. This document serves as a reference to promote effective collaboration, enhance supply chain efficiency, and support the delivery of high-quality products to our customers.

1.2. Scope

This document applies to all suppliers providing products, components, and services to Masévon.

Whenever this document refers to Masévon, it means the entire Masévon group. This includes Masévon Technology, Masévon Advanced Systems, Haarhuis Advanced Constructions, Tuin Mechanical Parts, and Vernooy Vacuum Engineering.

The document covers expectations for quality and adherence to Masévon's specific processes and protocols. The requirements outlined in this manual apply to both direct suppliers and any subcontractors they may use.

This document is relevant to all stages of the supplier relationship, from initial onboarding and qualification through ongoing performance monitoring, to ensure that every supplier consistently supports Masévon's commitment to high-quality and reliable service.

Masévon is committed to supporting its suppliers in every possible way and welcomes constructive feedback to help us continuously improve our products and services for all customers.

For feedback or questions about this document, MS 44 200, please contact inkoop@masevon.com.

1.3. Communication matrix

Role	Communication scope	Communication topics	Email address
Operational Purchase	Day-to-day order management, delivery status, and scheduling	Order confirmations and status updates	inkoop@masevon.com
		Delivery delays	
		Shipping notices	
		Deviation requests	supplier.deviations@masevon.com
Project Purchase	Coordination on project-specific needs, custom orders, and specifications	Project timelines and milestones	*Project buyers' email address*
		Specification clarifications	
		Issue escalation for project-specific needs	
Strategic Purchase	Long-term supplier relationship management, contract terms, and performance	Legal agreements	inkoop@masevon.com
		Supplier business reviews	
		Supplier performance and improvement plans	
		Change requests	supplier.changes@masevon.com
Quality Control	Incoming inspection, quality checks, and documentation review	Documentation review and inspection results	certificates@masevon.com
		Non-Conformance Reports (NCRs)	
		Required documentation for compliance and verification	
Supplier Quality Engineering (SQE)	Supplier audits, preventive & corrective actions, continuous improvement topics	Supplier evaluation	*Ronald Beute* *ronald.beute@masevon.com* *Rolf Schulte* *rsc@masevon.com*
		Managing supplier quality	
		Supporting suppliers regarding processes, quality issues and actions	

2. Code of Conduct

2.1. Commitment to Social Responsibility and Ethical Business Conduct

Masévon aims to conduct its business activities in a responsible and ethical manner, in line with standards in social and environmental responsibility. This Code of Conduct defines the social responsibility expectations for Masévon Group B.V., including Masévon Technology B.V., Masévon Advanced Systems B.V., Tuin Mechanical Parts B.V., Haarhuis Advanced Constructions B.V., Vernooy Vacuum Engineering B.V. and its suppliers, aligned with Masévon commitment to sustainability and the principles of corporate social responsibility. Masévon encourages its suppliers to adhere to these standards in their operations and supply chains.

2.2. Compliance with Laws and Regulations

Masévon and its suppliers must comply with all applicable laws and regulations in every country where they operate, including health and safety, environmental, labour, anti-corruption, and anti-trust laws.

2.3. Health and Safety

Masévon expects its suppliers to provide safe and healthy working conditions for their employees, including relevant risk prevention and mitigation measures that protect workers and third parties from relevant safety hazards. Suppliers must ensure that workers are provided with appropriate personal protective equipment and receive training to minimize risks associated with their jobs. All workplace health and safety standards should meet or exceed the relevant local laws and regulations.

2.4. Human Rights and Ethical Treatment of Workers

Masévon expects its suppliers to uphold the highest standards of human rights, in compliance with international conventions. Workers must be treated with dignity and respect, ensuring a harassment-free environment, free from physical, psychological, sexual, or verbal abuse. Masévon expects suppliers to have clear channels for workers to lodge complaints, with appropriate guidance provided for victims of harassment.

2.5. Avoidance of Modern Slavery and Child Labour

Masévon is committed to eradicating all forms of modern slavery and child labour within its operations and supply chains. This commitment includes ensuring that no child labour is used in any activities, in strict compliance with local laws and the ILO Minimum Age Convention. Suppliers are required to eliminate any practices involving child, forced, bonded, or compulsory labour. They must avoid these practices across all their operations and throughout their supply chains. Suppliers are expected to adopt practices that ensure transparency in labour recruitment processes and prohibit forced labour, child labour, and any other form of exploitation within their operations.

2.6. Diversity and Inclusion

Masévon is committed to fostering an inclusive work environment where diversity is celebrated. Suppliers are expected to provide equal opportunities for all workers, regardless of gender, race, religion, sexual orientation, or disability. Suppliers should strive to create a workplace where everyone is given equal opportunities.

2.7. Employment Practices

Suppliers must provide fair and transparent employment practices. This includes ensuring that all workers are compensated at least the minimum wage required by local law, and that they receive the benefits they are entitled to, including reasonable working hours, appropriate rest periods, and compensation for overtime. Suppliers should also ensure workers have the freedom to engage in collective bargaining without fear of retaliation.

2.8. Preventing Fraud and Corruption

Masévon expects the highest standards of ethics in all business dealings. Suppliers must not engage in fraud, bribery, or corruption. All business dealings must be transparent, honest, and fair. Suppliers should actively prevent unethical business practices such as influence peddling, extortion, illegal payments, conflict of interest, and any other practices that undermine the integrity of business operations. As such, suppliers must also ensure their operations are compliant with Conflict Minerals regulations, avoiding sourcing minerals from conflict regions. Additionally, Masévon expects its suppliers to only source Conflict Minerals from audited smelters, as well as answer promptly on any request to disclose required information to be able to declare Conflict Minerals.

2.9. Environmental Protection

Masévon encourages all suppliers to minimize their environmental impact by adopting sustainable practices. Suppliers must implement appropriate environmental management systems, such as ISO 14001 or ISO 26000, to manage risks and reduce environmental impacts. Masévon expects suppliers to actively reduce greenhouse gas emissions, improve energy efficiency, use renewable energy, and minimize waste. Suppliers are also required to comply with international environmental regulations, including the “Registration, Evaluation, Authorization, and Restriction of Chemicals” (REACH) Regulation and “Restriction of Hazardous Substances” (RoHS) Directives regarding hazardous materials and chemicals in products. Upon request, Masévon suppliers are expected to disclose necessary documentation to ensure or verify adherence to REACH and RoHS directives.

RoHS:	RoHS Directive - European Commission
REACH:	REACH Regulation - European Commission
Conflict Minerals:	Conflict Minerals Regulation: The regulation explained

2.10. Ethical Business Practices

Masévon expects its suppliers to always uphold ethical business conduct. This includes avoiding anti-competitive behaviour such as price-fixing or collusion, as well as ensuring that all dealings with employees, customers, and third parties are fair, transparent, and conducted with integrity. Any offering or receipt of gifts or hospitality must be lawful, transparent, and consistent with reasonable business practices.

2.11. Information Protection

Masévon expects its suppliers to maintain adequate measures to protect sensitive information. Suppliers must implement physical and technical security measures to ensure the confidentiality and integrity of information, including cybersecurity protocols. In case of any security incidents or data breaches, suppliers are required to promptly notify Masévon of the breach.

2.12. Corporate Governance and Continuous Improvement

Suppliers are expected to establish and maintain effective governance systems that ensure compliance with this Code of Conduct, applicable laws and regulations, and their own ethical standards. Transparent business administration and fair financial practices must be always upheld. Suppliers are expected to conduct regular self-assessments, audits, and corrective actions to continuously monitor and improve their performance across all areas covered by this Code.

3. Supplier onboarding process

3.1. Selection and Registration

3.1.1. Selection Criteria

Masévon selects suppliers based on a combination of technical capability, financial stability, quality performance, delivery reliability, and strategic fit within our supply chain. Additional considerations may include sustainability performance, innovation capacity, and compliance with Masévon's Code of Conduct. To qualify for onboarding, potential suppliers must:

- Demonstrate relevant experience in delivering similar products or services.
- Be able to meet Masévon's quality, lead time, and documentation standards.
- Provide transparent and cooperative communication throughout the qualification process.
- Possess the required certifications (if applicable).

3.1.2. Supplier Registration & Compliance Requirements

Before a supplier can be added as a Masévon's approved supplier, the following documents and checks are mandatory:

- Completed supplier information form (company details, bank info, VAT number, etc.).
- Signed legal agreements (NDA, general terms of purchase, long-term supply agreement).
- Signed compliance declarations (RoHS, REACH, Conflict Minerals).
- Chamber of Commerce registration check.
- Creditworthiness check.

Only after these checks are successfully completed, the supplier will be approved and onboarded.

3.2. Evaluation and Approval

3.2.1. Self-assessment & Capability Evaluation

After being added to Masévon supplier database, the supplier must complete two evaluations:

- Supplier Audit Questionnaire: Evaluates general quality processes, certifications, Environmental, Social and Governance (ESG) standards, risk management, and other supplier capabilities.

- Supplier Capability Assessment: Technical evaluation of production processes, machinery, materials, traceability, and measurement systems.

These assessments are reviewed by the Strategic Purchasing and Supplier Quality teams. Based on the results, a decision is made whether the supplier qualifies for further onboarding steps. If necessary, an on-site audit may be conducted.

3.2.2. Supplier onboarding and approval

Once a supplier has successfully completed all onboarding steps, including administrative checks, compliance verifications, and capability assessments, the supplier will be added to the Masévon Approved Supplier List. This approval marks the transition from applicant to active supplier within the Masévon supply chain.

Upon approval, the supplier is:

- Categorized in the appropriate category, based on the type of products or services provided.
- Assigned an initial supplier classification, typically as a Prospect Supplier.
- Eligible to be selected for new projects and RFQs, and may begin receiving orders for proto and/or pilot parts.

3.2.3. Classification levels

Suppliers are classified into three categories based on performance, risk, and strategic relevance:

Supplier classification	
Classification	**Description**
A – Preferred Supplier	A supplier that has demonstrated a strong and consistent performance in quality, delivery, competitiveness and which meets Masévon's business objectives. These suppliers are the first choice for new projects and repeat business.
B – Regular Supplier	Approved supplier with sufficient performance in quality, delivery, and competitiveness. These suppliers can become preferred suppliers based on supplier evaluations and business reviews. Regular suppliers are eligible for new projects and RFQ's, if no preferred suppliers are available.
C – Prospect Supplier	Recently onboarded or unproven supplier. Limited order volume and under evaluation. Can be promoted to preferred or regular supplier based on supplier evaluations and business reviews.

The classification influences sourcing decisions and level of engagement from Masévon. Only A and B suppliers are considered fully approved for repeat production.

3.2.4. Supplier re-classification process

Suppliers may be reclassified at any time based on:

- Performance trends (Quality performance, delivery reliability, compliance behaviour, competitiveness).
- Quality incidents or audits.
- Improvement results after corrective action plans.
- Strategic changes or risk assessments.

Suppliers who repeatedly fail to meet expectations may be deactivated or removed from the supplier base.

4. Purchase process

4.1. Defining product requirements

Masévon communicates its product requirements to suppliers through *Technical Product Documentation (TPD)*. TPD may include drawings, data files, relevant international standards, Masévon Standards (MS-documents), and additional requirements or documentation provided by Masévon's customers. This documentation ensures that suppliers have a clear understanding of all technical and quality requirements.

4.2. Request for Quotation (RFQ)

A Request for Quotation (RFQ) sent by Masévon to supplier contains detailed information regarding the requested products, including the Technical Product Documentation (TPD), specific requirements, specific quantities, quality expectations, and other relevant documentation. The RFQ ensures that suppliers have all the necessary information to provide Masévon with an accurate and competitive quotation, aligning with Masévon's standards and expectations.

If the supplier or their subcontractor encounters issues fulfilling any requirements, needs additional information or documentation, they should contact the project buyer who sent the RFQ. If contact details are unavailable, suppliers may reach out to the purchasing team at inkoop@masevon.com.

4.3. Quotation by supplier

Masévon expects suppliers to submit a quotation within five business days. If the five-day timeframe is not feasible, the supplier should notify Masévon promptly with a proposed alternative timeline.

The quotation should at least include:

- Quotation number
- Pricing including one-time costs and Non-Recurring Engineering (NRE)
- Quantities
- Lead times
- Agreed upon terms
- Quotation validity period

4.4. Purchase Order (PO)

A purchase order (PO) is a formal document issued by Masévon to the supplier, specifying the quantities, prices and agreed terms for products or services. The PO becomes legally binding once the supplier confirms the order, signifying mutual agreement on the terms outlined in the PO.

4.5. Order Confirmation

Masévon requires the supplier to confirm the order within three working days after receiving Masévon's PO via email at inkoop@masevon.com.

4.6. Delivery

Delivery is considered complete once all required documents, products and services, as specified in the purchase order and TPD, have been received. Any deviations from these requirements must receive prior written approval from Masévon.

5. Part release and approval process

5.1. Product generation process

Masévon's Product Generation Process (PGP) progresses through several phases before reaching maturity. The phases relevant to supplier product requirements are categorized as "one-off/proto", "pilot" and "repeat". Masévon will determine the applicable phase and communicate it clearly to the supplier.

Proto/one-off Phase →	Pilot Phase →	Release	Repeat Phase ∞
See chapter 5.3.1	See chapter 5.3.2		See chapter 5.3.3

Two key phases for suppliers are the "One-off/Proto" phase and the "Pilot" phase. The One-off/Proto phase focuses on validating the product based on its specifications and confirming that the supplier can produce the product. The Pilot phase on the other hand, is centred around validating the production processes for consistency in repeatable orders. Both proto and pilot phase must be completed successfully to continue to the repeat phase.

These phases differ in their release procedures. For instance, a proto product with a high-risk indication may require comprehensive welding certification to demonstrate that the selected welding method is correct. However, once a pilot order is placed for the same product, this extensive certification won't be needed again since it has already been validated during the proto phase. Instead, the pilot order will require evidence that the welding process is stable enough for repeat production.

Once the pilot phase is complete, the production processes will be considered "frozen," meaning no changes can be made to the production processes without prior approval from Masévon.

To summarize:

- **Proto/One-off Phase**: This phase focuses on validating both the product and the specific supplier-product combination.
- **Pilot Phase**: This phase verifies that the production processes are set up and validated for consistent, repeatable orders.
- **Repeat Phase**: Once the pilot phase is successfully completed, products can be ordered without needing to submit detailed documentation to Masévon for each item. In certain cases, limited documentation may still be requested per product.

See chapter 5.3: Phases for more information.

5.2. Critical Part classification system

The Critical Part (CP) classification system, established by Masévon, categorizes the risk levels of processes or products, considering both Masévon's own requirements and those of its customers. This classification determines which proof suppliers need to provide to demonstrate compliance with product and production specifications.

There are four CP levels:

CP1: Most critical parts/products, usually involving safety risks or high failure costs.
CP2: Essential for product quality/functioning or if manufacturability is uncertain.
CP3: Production variations could affect the products form, fit, function or performance.
Non-CP: All other parts/products (e.g. catalogue parts or no-risk-products).

5.3. Phases

The deliverables requested depend on the phase the product is in, the CP classification of the product and other factors such as the specific processes used to produce the product.

For the list of all deliverables and for what criticality they might be required, see the tables below.

5.3.1. Proto/one-off phase

In the **Proto/One-off phase**, the primary focus is on validating both the product itself and the supplier's ability to produce it. This phase requires rigorous testing, certification & validation, especially for high-risk components, to confirm that the selected manufacturing and control methods meet Masévon's standards.

Proto/one-off orders			
Deliverables	**CP1**	**CP2**	**CP3**
Measurement report	• 100% measurement report required, must be shared with Masévon. • Document results in "MS 41 004 Masévon Report Format".	• 100% measurement report required, must be shared with Masévon. • Document results in "MS 41 004 Masévon Report Format".	• 100% measurement report required, must be shared with Masévon. • Document results in supplier format or use "MS 41 004 Masévon Report Format".
Material certificate or information	• Must be shared with Masévon • Document results in "MS 41 004 Masévon Report Format"	• Must be shared with Masévon. • Document results in "MS 41 004 Masévon Report Format".	• Documentation must be available at supplier. • Files must be available to Masévon upon request for a period of 10 years.
Welding certificate or information (if applicable)	• Must be shared with Masévon • Document results in "MS 41 004 Masévon Report Format"	• Must be shared with Masévon • Document results in "MS 41 004 Masévon Report Format"	• Documentation must be available at supplier. • Files must be available to Masévon upon request for a period of 10 years.
Process Assurance (pFlow, pFMEA & Control plan)	-	-	-
Appearance Approval Catalogue (AAC)	• Provide approval using the "MS 41 004 Masévon Report Format" • Appearance Approval Catalogue must be available at supplier.	• Provide approval using the "MS 41 004 Masévon Report Format" • Appearance Approval Catalogue must be available at supplier.	-

5.3.2. Pilot phase

The Pilot phase shifts the focus to the production process. Here, Masévon works with suppliers to validate that the manufacturing process can consistently produce qualified products. This phase builds on the findings from the Proto phase, with an emphasis on stabilizing and verifying production for repeatability.

Masévon requires the supplier to “freeze” their processes based on the CP classification of the products. The moment of this “process freeze” is after the pilot phase has been completed successfully and is determined by the quality of the submitted products and documentation. Any changes to these approved processes or documents must adhere to established protocols and may require prior written approval from Masévon. For more information, see chapter 6: Change process.

Pilot orders				
Deliverables	**CP1**	**CP2**	**CP3**	**Release**
Measurement report	• CTQ measurement report required, must be shared with Masévon. • Document results in "MS 41 004 Masévon Report Format".	• CTQ measurement report required, must be shared with Masévon. • Document results in "MS 41 004 Masévon Report Format".	• Supplier must measure and control product • Documentation must be available at supplier. • Files must be available to Masévon upon request for a period of 10 years.	
Material certificate or information	• Documentation must be available at supplier. • Files must be available to Masévon upon request for a period of 10 years.	• Documentation must be available at supplier. • Files must be available to Masévon upon request for a period of 10 years.	• Documentation must be available at supplier. • Files must be available to Masévon upon request for a period of 10 years.	
Welding certificate or information (if applicable)	• Documentation must be available at supplier. • Files must be available to Masévon upon request for a period of 10 years	• Documentation must be available at supplier. • Files must be available to Masévon upon request for a period of 10 years.	• Documentation must be available at supplier. • Files must be available to Masévon upon request for a period of 10 years.	
Process Assurance (pFlow, pFMEA & Control plan)	• Give OK in "MS 41 004 Masévon Report Format" • Documentation must be available at supplier. • Files must be available to Masévon for inspection upon request for a period of 10 years.	• Give OK in "MS 41 004 Masévon Report Format" • Documentation must be available at supplier. • Files must be available to Masévon for inspection upon request for a period of 10 years.	-	
Appearance Approval Catalogue (AAC)	• Documentation must be available at supplier. • Appearance Approval Catalogue must be available at supplier.	• Documentation must be available at supplier. • Appearance Approval Catalogue must be available at supplier.	-	

5.3.3. Repeat phase

Finally, the Repeat phase is reached once the Pilot phase demonstrates reliable production. At this stage, orders can be placed without needing extensive documentation, allowing for streamlined production. Depending on results during pilot phase, limited documentation may still be requested for specific items to maintain quality standards. The supplier is also expected to maintain and update the process assurance documentation (pFlow, pFMEA & Control plan).

Repeat orders				
Deliverables		**CP1**	**CP2**	**CP3**
Measurement report	Release	Depending on process variation the following may be required: • CTQ measurement report required, must be shared with Masévon. • Document results in "MS 41 004 Masévon Report Format".	Depending on process variation the following may be required: • CTQ measurement report required, must be shared with Masévon. • Document results in "MS 41 004 Masévon Report Format".	• Supplier must measure and control product • Documentation must be available at supplier. • Files must be available to Masévon upon request for a period of 10 years.
Material certificate or information		• Documentation must be available at supplier. • Files must be available to Masévon upon request for a period of 10 years.	• Documentation must be available at supplier. • Files must be available to Masévon upon request for a period of 10 years.	• Documentation must be available at supplier. • Files must be available to Masévon upon request for a period of 10 years.
Welding certificate or information (if applicable)		Depending on process variation the following may be required: • Documentation available at supplier. • Files must be available to Masévon upon request for a period of 10 years.	Depending on process variation the following may be required: • Documentation available at supplier. • Files must be available to Masévon upon request for a period of 10 years.	Depending on process variation the following may be required: • Documentation available at supplier. • Files must be available to Masévon upon request for a period of 10 years.
Process Assurance (pFlow, pFMEA & Control plan)		-	-	-
Appearance Approval Catalogue (AAC)		• Appearance Approval Catalogue must be available at supplier. Depending on process variation the following may be required: • Documentation available at supplier.	• Appearance Approval Catalogue must be available at supplier. Depending on process variation the following may be required: • Documentation available at supplier.	-

5.4. Submitting the validation documentation

To streamline the documentation of the CP deliverables, Masévon will provide a pre-filled document called "MS 41 004 Masevon report format".

All requested deliverables/documents need to be sent to Masévon before delivery of the products. Send the documents to certificates@masevon.com, stating at least the following information in the subject of your e-mail: '*Name supplier, Purchase Order number*'.

If a purchase order includes both prototype and pilot products but does not specify quantities for each, the supplier may assume that the initial product produced is the prototype, with the remaining items classified as pilot products. In these cases, always produce the prototype first and submit its documentation as soon as it is available. Once the prototype results have been reviewed and approved by Masévon, proceed with production of the pilot run.

5.5. Approval by Masévon

After receiving the documentation from the supplier, the Masévon project team will assess them.

Once the supporting documents are approved, Masévon will send written approval within 5 working days to the supplier. The products may then be shipped to Masévon.

The supplier should factor these days into the production timeline, meaning that if Masévon requests a quote and an estimated delivery date, the supplier should include these days in the production schedule.

A Masévon employee may also occasionally inspect the product and/or documentation at the supplier's location.

6. Change process

The supplier is expected to always comply with all specified requirements. In certain cases, Masévon may ask the supplier to “freeze” their processes depending on the CP classification of the products. Any changes to these approved processes or documents must adhere to established protocols and need prior written approval from Masévon based on the criticality (CP-classification) of the affected products.

The Change Trigger Matrix specifies the required follow-up and actions for each change type and category based on specific CP classifications. The matrix has three options per situation:

- **N/A (Not Applicable)**:
  No action required.
- **CN (Change Notification)**:
  A Supplier Change Request Form must be submitted by the supplier to Masévon.
- **CNA (Change Notification, Qualification, and Approval)**:
  A Supplier Change Request Form must be submitted by the supplier and subsequently reviewed and approved by Masévon.

Change Trigger Matrix			Critical Part Classification			
Change Type	**Change Category**	**Change Description Example(s)**	**NON-CP**	**CP3**	**CP2**	**CP1**
Administrative/ Management	Organizational structure	New leadership/ownership/management/supervisor/calamity	NA	NA	NA	CN
	Quality management system	Change to QMS procedure	NA	NA	NA	NA
		Change of manufacturing process related certificates	NA	CN	CN	CN
	Admin (non-product) location	Relocation of administrative offices	NA	NA	NA	NA
Design	Technical Product Documentation (TPD)	Change to technical interface & change impacts TPD	CNA	CNA	CNA	CNA
	Physical characteristics	Dimensional change	CNA	CNA	CNA	CNA
	Finish Specifications	Change impacts finishing specs e.g. coating	CNA	CNA	CNA	CNA
	Firmware/software	Software upgrades	CN	CN	CNA	CNA
	Quality/reliability	Change impacts product quality and test specs	CN	CNA	CNA	CNA
Materials	Raw Materials	Any material change having an impact on 'function'	CNA	CNA	CNA	CNA
	Obsolete Materials	Existing and/or ordered material that can no longer be used for the product or will no longer be available in the future.	CN	CN	CN	CN
Process	Acceptance/test method	New acceptance/test equipment, identical model	NA	NA	NA	NA
		New acceptance/test equipment, non-identical model	NA	CN	CNA	CNA
		Expansion/loosening/widening of acceptance limits	NA	CNA	CNA	CNA
		Contraction/tightening/narrowing of acceptance limits	NA	NA	NA	NA
		Change to acceptance/test method	NA	CN	CNA	CNA
	Process parameters/spec's	Changing/optimizing of process parameters	NA	CN	CNA	CNA
	Manufacturing equipment	New equipment / replacement (identical model)	NA	CN	CNA	CNA
		New equipment, non-identical model	NA	CN	CNA	CNA
	Tooling	Routine equipment/tooling maintenance	NA	NA	NA	NA
		Minor/Major repair of existing tooling	NA	NA	CN	CN
		New tooling	NA	NA	CN	CNA
	Manufacturing location	Relocation of product processing line within present facility	NA	NA	CNA	CNA
		Product processing address/facility change	NA	NA	CNA	CNA
		Expansion/renovation within present facility	NA	NA	CN	CNA
	Testing Location	Change of external testing location	NA	CN	CN	CNA
Supply Chain	Suppliers	New or changing of supplier	NA	CN	CNA	CNA
		Change of supplier for non-product related part / service	NA	NA	NA	NA
		Switching between approved suppliers for product	NA	NA	NA	NA
Labelling/ Packaging	Part/product labelling	Physical part/product label	NA	CN	CNA	CNA
	Part/product packaging	Physical product packaging boxes (e.g. colour, size)	NA	CN	CNA	CNA
	Package labelling	Change in sticker / tag outside packaging boxes (meet specs)	NA	NA	NA	CN
Service	Shipping method	Change to shipping method	NA	NA	CN	CN
	Finished product storage location	New finished goods storage facility	NA	NA	CN	CN

If the supplier intends to modify production facilities, production processes, testing and qualification protocols, or parts logistics flow, neither the supplier nor its subcontractors may proceed without prior written consent from Masévon, as specified in the Trigger Matrix where applicable.

To request changes, the supplier must submit a completed Supplier Change Request Form (MS 10 013), available from Masévon upon request, to supplier.changes@masevon.com. No changes may be implemented until Masévon has provided written approval. Upon approval, the supplier must carry out the agreed change as documented in the signed Supplier Change Request Form.

7. Deviation process

Masévon expects suppliers to consistently deliver 100% quality and meet all delivery deadlines. If any deviations occur at the supplier, the supplier must submit a fully completed Deviation Request Form (MS 10 028) to Masévon prior to delivery. This form is available upon request and should be sent to supplier.deviations@masevon.com.

Products with deviations may only be shipped to Masévon with written approval. Prior to shipment, these products must be clearly labelled, and their identification details must be communicated to Masévon. Should a deviation be rejected, the supplier is responsible for promptly repairing or replacing the affected products to ensure timely delivery.

8. Non-conformity process

If any issues bypass the supplier's quality checks and are discovered on products already received by Masévon, they are classified as Non-Conformities (NCs).

These NCs can range from minor defects to significant quality failures, and the required response from suppliers varies based on the nature and severity of the non-conformity.

When a non-conformity is identified and it becomes evident that a supplier has deviated from the requested TPD, the following actions may be required:

- Concession:
  In cases where the defect does not critically impact functionality or safety, a concession might be granted, allowing that product to be accepted "as is," often with adjustments to terms or pricing.
  This concession applies only to that instance of the product and does not set a precedent for future products.
- Rework:
  If the non-conformity is minor and correctable, the supplier may be asked to perform rework, either at Masévon or after retrieving the product.
- Replacement:
  For products with irreparable defects, replacement of the product is required.
- 8D (Eight Disciplines Problem-Solving):
  A structured, root-cause analysis method used to address complex or recurring issues. Suppliers are required to investigate the root cause, implement corrective actions, and prevent recurrence.

Each action aims to ensure product quality while minimizing delays and costs, ultimately safeguarding operational efficiency.

9. End Of Life (EOL) statement

9.1. Purpose

This statement outlines what we expect from our suppliers, when a product that is provided to Masévon reaches its end of life.

9.2. Notification of end of life

The supplier must notify Masévon at least 12 months before discontinuing any product.

The notification should include:

- The EOL-date and the last order date for the product.
- A transition plan for replacements or upgrades, including technical details and costs.
- A list of spare parts and how long they will remain available.

9.3. Spare parts and maintenance:

The supplier must provide spare parts and maintenance for at least 10 years after the EOL date, at current market prices.

10. CP Deliverables and Documentation

10.1. 100% Measurement report

A 100% measurement report of a first (proto or one-off) product is a report in which all dimensions, features and specifications are measured, checked and verified.

The minimum requirements for the 100% measurement report are:

- Supplier name
- Product/article number
- Drawing number
- Drawing revision
- References to all specifications and/or requirements
    - E.g. material specifications, cleanliness requirements, other standards mentioned on drawing, etc.
- All referenced specifications and/or requirements must be able to be traced back to the drawing or other documents using a bubble drawing or a similar effective method
- It must be clear at first glance if the product is according to specifications, test & validation requirements or not
    - E.g. use of green/red colours for OK/NOK results
- The measurement equipment must be 10 times as accurate as the dimension measured
    - If such equipment is unavailable or impractical, suppliers may use alternative methods to demonstrate tolerance compliance, provided these methods can reliably confirm the required tolerance.
- All repeating specifications (e.g. 8 x M8 holes) uniquely numbered in the measurement report.
- All referenced or associated attachments must be shared with the measurement report and have the file name linked/recorded in the report. For example, the bubble drawing file.
- The file name of the report must be unique and must contain the article number, article revision number, supplier name, date and document version combination.
    - E.g. "*1234.123.1234-1-SUPPLIER-01-08-2024-V1.0*"
- A clear statement of compliance with name, signature and date of the responsible person.

If no bubble drawing has been supplied by Masévon, a bubble drawing must be created by the supplier. Requirements of this bubble drawing are:

- Complete Coverage: Include all product dimensions, features, and specifications with unique bubble numbers matching the measurement report.
- Traceability: Link each bubble to the specific requirement or standard in the measurement report.
- Unique numbering: Label each repeated feature (e.g., multiple holes) distinctly.

For CP1 and CP2 parts, suppliers are required to use the "MS 41 004 Masévon Report Format" for their measurement reports. For CP3 parts, suppliers have the option to use an alternate format or layout but may also use the MS 41 004 format. The use of MS 41 004 is preferred by Masévon.

The MS 41 004 Masévon Report Format will be pre-filled with article data and the necessary CP deliverables, so the supplier only needs to add the measurement data, provide an approval, and sign it. The completed document should then be submitted following the guidelines in chapter 4.4: Completing and/or submitting the CP deliverables and validation documentation.

10.2. CTQ measurement report

A CTQ bubble drawing provided by Masévon will highlight the critical dimensions, features, and specifications that suppliers must treat as critical-to-quality (CTQ) items. These CTQ items require elevated attention and stringent process controls. All “CTQ-specified” dimensions and features must be consistently verified and included in a measurement report.

The MS 41 004 Masévon Report Format will be pre-filled with a section for the CTQ measurement report. Suppliers are required to complete the document with the CTQ measurement data, provide an approval, and sign it. The final document should then be submitted according to the guidelines in chapter 4.4: Completing and/or submitting the CP deliverables and validation documentation.

10.3. Process Flow (pFlow)

A Process Flow is a schematic drawing of the production process. It is used to facilitate process understanding, optimization, and effective communication, leading to improved product quality and process control.

The minimum pFlow requirements are:

- An overview of all the process steps from the purchased raw material to the product (including outsourced processes, transport and packaging).
- Clear decision points are marked in the process.
- When special tooling is required, they must be included in the pFlow
- Always use standard symbols and markings and include a legend
- Every step in the pFlow must undergo assessment and verification, with results recorded in the pFMEA and control plan format.

An example format “MS 41 001 pFlow template for suppliers” is available at Masévon on request.

Since a pFlow may include significant company-specific intellectual property, we will not require the supplier to share it directly with Masévon. However, we do expect the supplier to permit Masévon employees to review the pFlow during an on-site visit.

The MS 41 004 Masévon Report Format will be pre-filled with the pFlow request, requiring only the supplier's approval and signature. Once completed, this document should be submitted in accordance with the guidelines outlined in chapter 4.4: Completing and/or submitting the CP deliverables and validation documentation.

10.4. Process FMEA (pFMEA)

A Process Failure Mode and Effects Analysis (pFMEA) is a method used to perform a risk analysis.

This pFMEA helps to identify, evaluate and prevent process errors.

An example format “MS 41 002 pFMEA template for suppliers” is available at Masévon on request.

Since a pFMEA may include significant company-specific intellectual property, we will not require the supplier to share it directly with Masévon. However, we do expect the supplier to permit Masévon employees to review the pFMEA during an on-site visit.

The supplier must treat the pFMEA as a “living” document, updating it regularly to reflect any issues that arise during production.

The MS 41 004 Masévon Report Format will be pre-filled with the pFMEA request, requiring only the supplier's approval and signature. Once completed, this document should be submitted in accordance with the guidelines outlined in chapter 4.4: Completing and/or submitting the CP deliverables and validation documentation.

10.5. Control Plan and Out of Control Action Plan (OCAP)

A control plan is a document that outlines the specific procedures and methods used to ensure a process or product meets predetermined requirements. The importance of Control Plans are; quality assurance, risk management, compliance, process improvement and cost savings.

The minimum Control Plan requirements are:

- An overview of all the process steps from the purchased raw material to the product (including outsourced processes, transport and packaging) must be recorded.
- From the pFMEA; all 'current detections' and high-risk items must be recorded in the control plan.
- The requirements for verification and documentation of sub-supplier processes must also be implemented, such as providing a certificate of conformity for surface treatments
- An Out-of-Control Action Plan (OCAP) or reaction plan needs to be implemented in the control plan as an emergency plan for uncontrolled process situations. This describes what actions should be taken if something falls out of specification.

An example format "MS 41 003 Controlplan template for suppliers" is available at Masévon on request.

Since a control plan may include significant company-specific intellectual property, we will not require the supplier to share it directly with Masévon. However, we do expect the supplier to permit Masévon employees to review the control plan during an on-site visit.

The MS 41 004 Masévon Report Format will be pre-filled with the control plan request, requiring only the supplier's approval and signature. Once completed, this document should be submitted in accordance with the guidelines outlined in chapter 4.4: Completing and/or submitting the CP deliverables and validation documentation.

10.6. Material certificate

To confirm material conformity, material certificates compliant with EN 10204:2004 are required for the materials used for Masévon products. When no specific certificate type is stated in the TPD or in the purchase order, CP1 and CP2 products require an inspection certificate 3.1 by default.

10.7. Welding certificate

For critical products, a welding certificate or report may be requested.

In this report, the supplier provides assurances that the welding process meets the specified requirements. This certificate may include details on weld validation, welder qualifications, weld process, and specific delivery requirements, such as a visual inspection report, non-destructive test report, inspection test plan, procedure qualification record, qualification testing of welders, and compliance with the Pressure Equipment Directive.

10.8. Appearance Approval Catalogue (AAC)

The Appearance Approval Catalogue (AAC) is a tool for defining the visual specifications of the final product, using images, diagrams, and specific guidelines.

Often, these visual details are not fully captured on standard drawings or specification sheets but can be critical for customer acceptance.

Masévon will provide a standard Appearance Approval Catalogue (MS 41 005) to establish consistent visual quality standards for supplier-provided products. This catalogue includes photos and examples of common visual issues encountered by Masévon, serving as a reliable reference for acceptable product appearance.

We advise suppliers to refer to this AAC or to create a similar document specific to Masévon products they deliver. This ensures clear communication on the production floor, allowing easy comparison of any current visual deviations with catalogue examples to assess acceptability.

The use of the AAC is mandatory for suppliers producing CP1 and CP2 parts for Masévon. During the prototype phase for these parts, Masévon will require suppliers to sign off on the AAC's implementation. Although the AAC is not required for CP3 or non-CP parts, it still is a valuable reference.

The supplier must treat the AAC as a "living" document, updating it regularly to reflect any visual issues that arise during production. The default MS 41 005 format includes additional space for suppliers to add their own examples and specifications as needed.

To further support consistency, the "General Inspection Method" sheet in the AAC outlines a standardized approach for identifying deviations. Using this method ensures inspections are conducted consistently by both Masévon and the supplier.

The MS 41 004 Masévon Report Format will be pre-filled with the request for implementation of the AAC, requiring only the supplier's approval and signature. Once completed, this document should be submitted in accordance with the guidelines outlined in chapter 4.4: Completing and/or submitting the CP deliverables and validation documentation.

11. Cleanliness

To achieve the cleanliness levels required by Masévon customers, all production stages must adhere to specific cleanliness requirements. The emphasis of these requirements is on maintaining cleanliness throughout the process rather than relying on post-production cleaning.

Cleanliness requirements are just as important as mechanical requirements. Not complying with the cleanliness requirements can cause products to be rejected.

Masévon distinguishes five cleanliness levels:

- Minimum requirements
- Vacuum clean
- Surface clean
- Molecular clean
- Metallic clean

Each next level is a higher cleanliness standard. The five Masévon cleanliness standards are indirectly linked to customer standards. The Masévon procedures and requirements for cleaning, packaging and labelling are described in Masévon Standards (MS).

The table below gives a comprehensive overview of the Masévon Standards and cleanliness levels, and how they relate to customer cleanliness levels.

		Masévon cleanliness levels				
		Minimum requirements	**Vacuum clean**	**Surface clean**	**Molecular clean**	**Metallic clean**
Masévon requirements [standards]	Chips free, manufacturing fluids removed, no sharp edges, no burrs, etc.	X	X	X	X	X
	Wet cleaning [MS 40 003]		X	X	X	X
	Verification of surface cleanliness [MS 40 002]			X	X	X
	Packing and labelling single layer [MS 40 010]		X			
	Packing and labelling [MS 40 004]			X	X	X
	Clean operating procedure for manufacturing [MS 40 001]				X	X
Comparable standards	ASML GSA 07 9410 (Particles)	Grade 5		Grade 4/2/1		
	ASML GSA 07 9510 (Molecular)		Grade 4.5	Grade 4	Grade 3/2	Grade 1
	Carl Zeiss FU1000962		X			
	Carl Zeiss FU1009781			X		
	Carl Zeiss FU1009782				X	
	Carl Zeiss FU1000711					X

When cleanliness is specified, it indicates the required cleanliness level of the final product as it should be received by Masévon. If the cleanliness specifications in the purchase order differ from those on the drawing, the specifications in the purchase order take precedence.

In case the specifications are deemed unfeasible or unclear, please contact Masévon.

12. Surface Treatment

If surface treatment is required, the dimensions specified on the drawing must be met after the surface treatment is applied, unless otherwise noted on the drawing. Verification of the surface treatment requirements must be documented in a Certificate of Conformity and/or measurement report.

13. Requirements for all parts prior to shipment

13.1. General requirements

- Parts must be free from burrs and sharp edges, unless otherwise specified in the drawing.
- Parts must be free of dirt, chips, stains, and fingerprints.
- Ensure that all manufacturing fluids are thoroughly removed.
- Do not handle stainless steel, aluminum, titanium, nickel-plated, or coated products without wearing clean nitrile gloves.
- Finished parts must be free from dents, scratches, and any other damage. Refer to the Appearance Approval Catalogue (MS 41 005) if required.

13.2. Packaging and shipment

- The delivery date specified on the purchase order is the date on which the parts must be delivered at Masévon.
- Both the part packaging and the outer transport packaging must be suitable and in good condition to protect the products and prevent potential damage during transportation, long-term storage, and handling.
- All parts and the overall package must be clearly labelled.
- If products need to be packed in two layers of PE foil for cleanroom purposes, each layer must have its own label
- Labels should include the following information at a minimum:
    - Purchase order number
    - Position number (as indicated on the purchase order)
    - Drawing number
    - Drawing number revision
    - Part name
    - Quantity
- Shipment must include a packing slip.
- This packing slip must include the following:
    - Purchase order number
    - Position number (as indicated on the purchase order)
    - Drawing number
    - Drawing number revision
    - Part name
    - Quantity
    - Shipping date

14. Supplier Performance Monitoring

14.1. Evaluation Criteria

Masévon periodically evaluates all active suppliers to ensure consistent delivery of quality products and services. The following performance indicators are used as standard evaluation criteria:

- On-Time Delivery (OTD) refers to the percentage of deliveries completed on or before the agreed delivery date. This metric is further divided into two scoring components:
    - Confirmed Line-Item Performance (CLIP)
    - Requested Line-Item Performance (RLIP)

  A delivery is considered on time if it occurs within a window of ± 2 days from the confirmed delivery date for CLIP or within ± 2 days from the requested delivery date for RLIP, excluding weekend days.
- Quality performance: Extent to which delivered products meet the technical product documentation (TPD), including dimensions, material, surface treatment, cleanliness, and certification. This KPI is the number of Non-Conformity Reports (NCRs) or rejections relative to the total delivered quantity of products.

  Quality performance = (Total quantity of received parts – rejected parts) / total quantity of received parts x 100%
- Competitiveness: Evaluation of the supplier's cost structure, value for money, openness to cost transparency (e.g. open costing), and alignment with market benchmarks.

Depending on the type of supplier or risk level, additional criteria (e.g. audit results or customer-specific KPIs) may be added where necessary.

14.2. KPIs & Scorecard metrics

Masévon actively monitors supplier performance using predefined Key Performance Indicators (KPIs). These are tracked in a Supplier Scorecard, which forms the basis for performance reviews, classification, and sourcing decisions. Standard KPIs include:

- On-Time Delivery (OTD) via RLIP & CLIP
- Quality Performance (i.a. number of NCRs relative to the total amount of deliveries)
- Competitiveness (i.a. pricing trend, open costing cooperation)

In case of significant performance deviations, direct feedback will be provided along with a request for a performance improvement plan.

14.3. Business reviews

Supplier performance and collaboration is reviewed and discussed with the supplier periodically. The goal of business reviews is to:

- Discuss current projects and forecast
- Discuss current collaboration
- Discuss improvement opportunities
- Discuss long term business vision and investments between supplier and Masévon

14.4. Performance improvement and Corrective Action Plans

If a supplier's performance falls below acceptable levels, Masévon may request a Corrective Action Plan or Performance Improvement Plan. This plan must:

- Identify the root cause(s) of performance issues

- Outline clear corrective and preventive actions
- Include a timeline and responsible contact person

The plan is reviewed by Masévon's Strategic Purchaser and/or Supplier Quality Engineer, and its implementation is monitored until closure. Failure to take timely and effective action may result in a downgrade of the supplier's classification.

14.5. Supplier underperformance

If performance remains insufficient despite feedback and corrective actions, Masévon reserves the right to:

- Freeze new sourcing activities for the affected supplier
- Downgrade the supplier's classification or remove them from the supplier base
- Reassign orders to alternative suppliers to safeguard continuity and quality

Suppliers are encouraged to view the performance monitoring process as a collaborative effort to achieve mutual improvement, cost reduction, and value creation over time.

15. Continuous improvement & Design for Excellence (DfX)

15.1. Continuous improvement Expectations

Masévon expects suppliers to proactively contribute to the continuous improvement of product quality, process stability, and overall cost efficiency. Improvement efforts should focus on:

- Reducing lead times and throughput variation
- Minimizing non-conformities and waste
- Increasing first-pass yield and process robustness
- Improving energy use, materials efficiency, and environmental impact

Suppliers are encouraged to identify improvement opportunities during production, root cause analyses of deviations, audits and to implement structured improvement initiatives such using methods such as Lean, Six Sigma, or Kaizen.

15.2. DFX initiatives

Masévon encourages suppliers to contribute their technical expertise early in the product development process through DfX initiatives. These include:

- Design for Manufacturability (DfM): Suggesting design changes to simplify production or improve tolerances
- Design for Assembly (DfA): Recommending adjustments to minimize assembly steps or tooling complexity
- Design to Cost (DtC): Identifying material, process, or packaging optimizations that reduce total cost

For parts classified as CP1, CP2 or CP3, Masévon may ask the supplier for feedback during the design or prototyping phase. The supplier is expected to review the design and provide structured feedback on:

- Feasibility of the proposed design
- Opportunities for manufacturability or cost improvements
- Suggestions related to cleanliness, quality or material optimization

This feedback is an essential part of the design validation process and may influence product design or supplier classification.

16. Referenced Masévon Standards

16.1. Supplier CP deliverables

- MS 41 001 pFlow template for suppliers *(available on request)*
- MS 41 002 pFMEA template for suppliers *(available on request)*
- MS 41 003 Controlplan template for suppliers *(available on request)*
- MS 41 004 Masévon report format *(product specific, will be shared for CP parts)*
- MS 41 005 Appearance Approval Catalogue *(available on request)*

16.2. Standard formats

- MS 10 013 Supplier Change Request Form *(available on request)*
- MS 10 028 Deviation Form *(available on request)*

16.3. Cleanliness documents

- MS 40 001 Clean operating procedure for manufacturing *(available on request)*
- MS 40 002 Verification of surface cleanliness *(available on request)*
- MS 40 003 Wet cleaning *(available on request)*
- MS 40 004 Packing and labelling *(available on request)*
- MS 40 010 Packing and labelling single layer *(available on request)*
- MS 40 011 Questionnaire for clean production *(available on request)*