



Supplier Information

Shipping Reminders

- > Outside Label of Box to be addressed to Viasat Receiving and include the Viasat Purchase Order #.
- > Packing Slip And/Or Product label to include: Viasat Purchase Order #; ASN # (if applicable); Packing Slip #; Ship Date; Viasat P/N; Manufacturer P/N (if applicable); Manufacturer Lot Number (if applicable), Serial # (if applicable), Qty Shipped; Date Code/Exp. Date (If applicable).
- > Information on the Packing Slip or Product should be barcoded using Code 39 or Code 128 barcoding standards.
- > Country of manufacture information must be included with all shipments.
- > Applicable documents required per Quality Assurance Procurement Provisions (more detail below).

General Terms and Conditions/ Financial Authorization

- > Viasat Procurement Personnel will issue a Purchase Order with governing Terms and Conditions to cover the terms of each procurement. Viasat is only liable for costs as defined on approved Viasat purchase orders and/or approved specific agreement. For easy reference the Viasat General Terms and Conditions can be found on our website at <https://www.viasat.com/supplier-information/terms-conditions/>.

Quality Assurance Procurement Provisions on PO's

- > When suppliers receive a Purchase Order from Viasat it may contain a list of Quality Assurance Procurement Provisions (QAPPs) per each PO Line and part number
- > Review the listed QAPPs to ensure compliance before starting production. If there are any questions about a requirement, follow up with your Viasat supply chain representative to engage in discussion.
- > A list of our Quality Assurance Procurement Provisions can be found in PR000512 in Agile or under Supplier Quality Documents on our Viasat supplier website at: <https://www.viasat.com/supplier-information/quality-documents/>

Quality Alerts vs. Supplier Corrective Action Reports (SCAR)

- > Viasat uses Quality Alerts as a tool to better communicate minor problems with the supplier.
- > Quality Alerts are not tracked or used when calculating the supplier score.
- > Viasat uses SCARs when there are critical issues to be addressed.
- > SCARs will at minimum require root cause, corrective and preventative action and in some cases a full 8D analysis.
 - PR002721 - 8D (Disciplines) Form – Standard Including Use By Suppliers
- > SCARs can affect a supplier quality score depending on severity

Agile

- > The Agile System enables existing Viasat suppliers to view drawings/documents of custom parts.
- > Having a problem logging in? If you do not log into account or update your password every 90 days your account will be deactivated, please contact the Viasat ITSD at 760-476-2345.
- > Still facing issues? Please visit our [website](#) or contact Agile admin: Agile.supplychain@viasat.com.

iSupplier

- > iSupplier is a central portal for our suppliers to view and acknowledge Viasat orders and invoice status. iSupplier also enables suppliers to request a change to the price, quantity or promise date. We ask all our suppliers to become a registered user of i-Supplier and maintain an active account status to take advantage of all the features it offers to facilitate communication.
- > For more information, reach out to your procurement point of contact or check out the FAQs and process documents here: <https://www.viasat.com/supplier-information/tools-resources/>

On Time Delivery and Promise Dates

- > As our supplier, it is your responsibility to work with your Procurement Point of Contact to ensure the accuracy of the Promise Dates and On Time Delivery as it could impact your performance rating / future awards. Viasat defines On Time as being received in full on or before the On Time Delivery date. Viasat's expectation is that suppliers will maintain an On Time Delivery of 85% or higher. Falling below 85% could impact future Viasat business. Suppliers are encouraged to use i-Supplier to monitor and update these dates.
- > Promise Date is the expected Viasat dock date
- > On Time Delivery (OTD) is the contractual commit date. OTD = Original promise date unless buyer/supplier agree to change.
- > Suppliers are encouraged to use iSupplier to monitor and update the promise and OTD dates.

Operations Supplier Quality Business Exchange (OSQRE)

- > A single, automated, and secure path for Operations and Quality file data and metadata to be transferred from Suppliers. Suppliers can upload file sizes up to 5 GB and up to 5 TB when using SFTP or the API. Files can be uploaded through a GUI, SFTP, or an API. To enable downstream automation, we have a growing List of OSQRE Plugins that can be called immediately after a file is uploaded (see OSQRE Plugins for more technical details). Capabilities include:
 - > *Filetypes* are used to collect *metadata* (information describing what a file is).
 - > *Metadata* is what we use to search and organize the files we receive from our suppliers. Metadata is composed of one or more *fields*.
 - > Each *field* is a single piece of data. A given *field* may be optional. Regular expressions are used for input verification of a *field*.

Source Inspection – QAPPs 15 & 15.a

- > QAPPs 15 and 15.A outline the requirements and invoke source inspection.
- > QAPP 15: Does NOT invoke source inspection. This QAPP details the requirements of source inspection if deemed required.
- > QAPP 15.A: Does invoke source inspection
- > PR000551 – Prerequisites for self-source inspection
 - > Minimum Quality Balanced Score of 87.5% for previous 4 quarters
 - > No NMRs assigned as “Supplier Responsibility” for previous 10 consecutive lots
 - > Viasat Quality Engineer approval via signature on Certificate of approval.

Non-Conforming Material Reports

- > If a part or product is rejected (receiving inspection, work in progress, test etc.) and the responsibility has been determined to be “Supplier Responsibility” the supplier will receive an automated report with the non-conformance details
- > Viasat assumes that when non-conformances are generated and the supplier receives the automated notice, that the supplier is responsible for creating an internal corrective action and identifying root cause. This is stated at the top of the NMR email.
- > If the supplier has reviewed the NMR and believes that the defect described is not “supplier” responsibility please work with your Viasat supply chain representative and the program quality engineer to re-evaluate the responsibility.
- > NMRs to inspections are used to calculate supplier quality score.

Supplier Deviation Requests

In the case where a supplier is unable to build per the required BOM, DWG, AML etc. the supplier can request the approval of the non-conforming material

- > PR001403 and PR001404 are the procedure and request form we expect the supplier to follow and use when requesting a deviation
- > Deviations will require a special deviation label to be placed on the product to identify the Deviation and must be fully approved in Agile in order to be accepted in Receiving Inspection

Supplier Change Notification, QAPP 39 & 40

- > Supplier shall get approval from Viasat for any change in hardware, software or programmable logic requirements, design, or program management plan per PR002403, "Supplier Change Notification Form"
- > Note that process changes shall be considered for approval per PR002403.
- > Aviation suppliers have additional considerations per
 - > PR002162, VIASAT AVIATION SUPPLIER CHANGE NOTICE PROCESS and the accompanying PR002155, VIASAT AVIATION SUPPLIER CHANGE NOTICE
 - > 1391077, "SUPPLIER CHANGE MANAGEMENT PROCESS, Commercial Aviation"
 - > 1377584, "Supplier Engineering Request Process, Commercial Aviation"

- > OSQRE can identify what *filetype* to use for a given file by using a regular expression to match the file to the *filetype*. The regular expression is also used to map elements of the filename to individual *metadata fields*.
- > *Plugins* enable event-driven automation that is triggered when a user completes uploading a specific *filetype*. The *plugin* is implemented as a highly scalable serverless AWS lambda that is passed the *filetype* contextual metadata along with the upload file itself.
- > Contact your Supply Chain Manager to start the process of onboarding.

Paperwork Deliverable QAPPs

- > A subset of QAPPs will be applied based on the part number being produced. It is required that all QAPPs applied are adhered to, the list below are just a few key Paperwork Deliverables that we would like to highlight.
- > **QAPP 5** - Certificate of Conformance
- > **QAPP 12** - First Article Inspection “FAI” (Includes 12.A, 12.B, 12.C)
- > FAI is required upon first lot of PN and Revision defined in the PO. If change in revision has occurred a delta FAI would be required to validate the characteristics of the revision change.
- > **QAPP 35 / 35.A** - Test Data: Arrange for test data to either be sent as a hardcopy or softcopy upon shipment of product
- > **QAPP 62:** Environmental Compliance
- > Review Supplier Training Options per PR002344 in Agile or under the Supplier Quality Documents on the Viasat Supplier website: <https://www.viasat.com/supplier-information/quality-documents/> before creating and sending declarations. This training outlines verbiage required when certifying and gives the option to Self Cert for all products (good for 1 year). Any questions can be emailed to: compliance-productenvironmental@viasat.com

Additional questions?

- > [Supplier Information Tools and Resources](#)
- > Common Definitions
 - > AML: Approved manufacturers list
 - > AMS: Aftermarket Service
 - > APL: Approved Product List
 - > SOA: Scope of Approval
 - > VPN: Viasat Part Number
- > REACH/RoHs certification requirement clarifications
- > Viasat Supplier Website: <https://www.viasat.com/supplier-information/>
- > Viasat Product Environmental Compliance Team: compliance-productenvironmental@viasat.com
- > PR000512 – Quality Assurance Procurement Provisions
- > PR002344 – Environmental Compliance Supplier Training (Methods of certification)
- > PR002005 / PR002006 – Environmental Compliance RoHS and REACH Self Certification Form
- > PR001403 – Supplier Deviation Procedure
- > PR001404 – Supplier Deviation Request Form
- > 070-QA-044 – Standard Workmanship and General Practices (called out in drawings, can be found in Agile or on supplier website)