

The background of the page features a large, stylized red 'V' logo, which is the Vodafone brand mark. This logo is centered and surrounded by a series of concentric red circles of varying line weights, creating a ripple effect. The text is positioned within the negative space of the 'V' logo.

Vodafone Supplier Policy – A8

Quality Assurance



Scope

All Vodafone Procurement Company procurement agreements with Suppliers.

Policy

The phrase “Supplier” in this Supplier Policy shall, where relevant, also include all officers, employees, contractors, subcontractors and agents of Supplier. All references to “Vodafone” include the relevant contracting entity and all other Vodafone Group Companies that benefit from the goods and services being provided

1. Quality System

- 1.1. Supplier shall operate a quality management system which conforms as a minimum to the requirements of ISO9000 (or ISO20000 where applicable) or equivalent standard and is certified by an independent accredited third party;
- 1.2. Supplier shall upon Vodafone request:
 - 1.2.1. provide Vodafone with the name of a management representative responsible for quality assurance;
 - 1.2.2. identify Supplier facilities associated with the Vodafone related work;
 - 1.2.3. identify all third party suppliers upon which the supply of products and services to Vodafone is materially dependent;
 - 1.2.4. permit access to Supplier’s facilities to assess their suitability and procure access also to the facilities of Supplier’s major third party suppliers for the same purpose;
 - 1.2.5. permit Vodafone (on reasonable notice) to conduct a review of relevant aspects of Supplier’s operations and systems including design, development, manufacture, production, performance, deployment, testing and servicing processes, regardless of whether these items are in-house or subcontracted;
 - 1.2.6. make available appropriate personnel and facilities to enable Vodafone to conduct review or audits;
 - 1.2.7. make available, during audits, all documentation sufficient to demonstrate compliance with (i) the requirements of the relevant Vodafone Procurement Agreement and; (ii) Supplier's own process requirements;
 - 1.2.8. identify the quality assurance and project management activities necessary for the performance of obligations under the relevant Vodafone Procurement Agreement through the use of quality plans and/or project plans, as appropriate;
 - 1.2.9. provide to Vodafone (prior to shipment) (i) the results of any regulatory and/or compliance testing necessary for inspection and review and; (ii) certification relating to such regulatory compliance (e.g. CE/Radio and Telecommunications Terminal Equipment Directive/ Specific Absorption Rate);and
 - 1.2.10. bear the costs associated with any quality audit (including any revisits).



- 1.3. Supplier shall provide Vodafone, upon request, with a report detailing corrective actions and measures taken to prevent recurrence in relation to any product and/or documentation repaired, corrected or replaced.

2. Identification and Traceability

- 2.1. Supplier shall provide a “tracking and tracing” system for all items in transit from the point of origin and provide both the location and relevant data, upon request;
- 2.2. Such a system shall provide the following as a minimum:
 - 2.2.1. all transit information as is necessary for compliance with Applicable Laws;
 - 2.2.2. due delivery date;
 - 2.2.3. country of origin;
 - 2.2.4. country of shipment;
 - 2.2.5. part numbers; and
 - 2.2.6. quantity.