

# Managing “External Services” Interface with Supplier

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# Agenda

## Yesterday

- Expression of Needs (Olivier Guillet – Eric Britz)

## Today

- Managing Interface with Suppliers (Frederic Lieutaud)
- Legal Aspects (François Renard)

## Safety Management System / Management of External Services



Manage Safety Process,  
wrt services provided to end Users



Assess Risk wrt to safety Significance  
within the provision services



Specify Needs supporting the end service provided

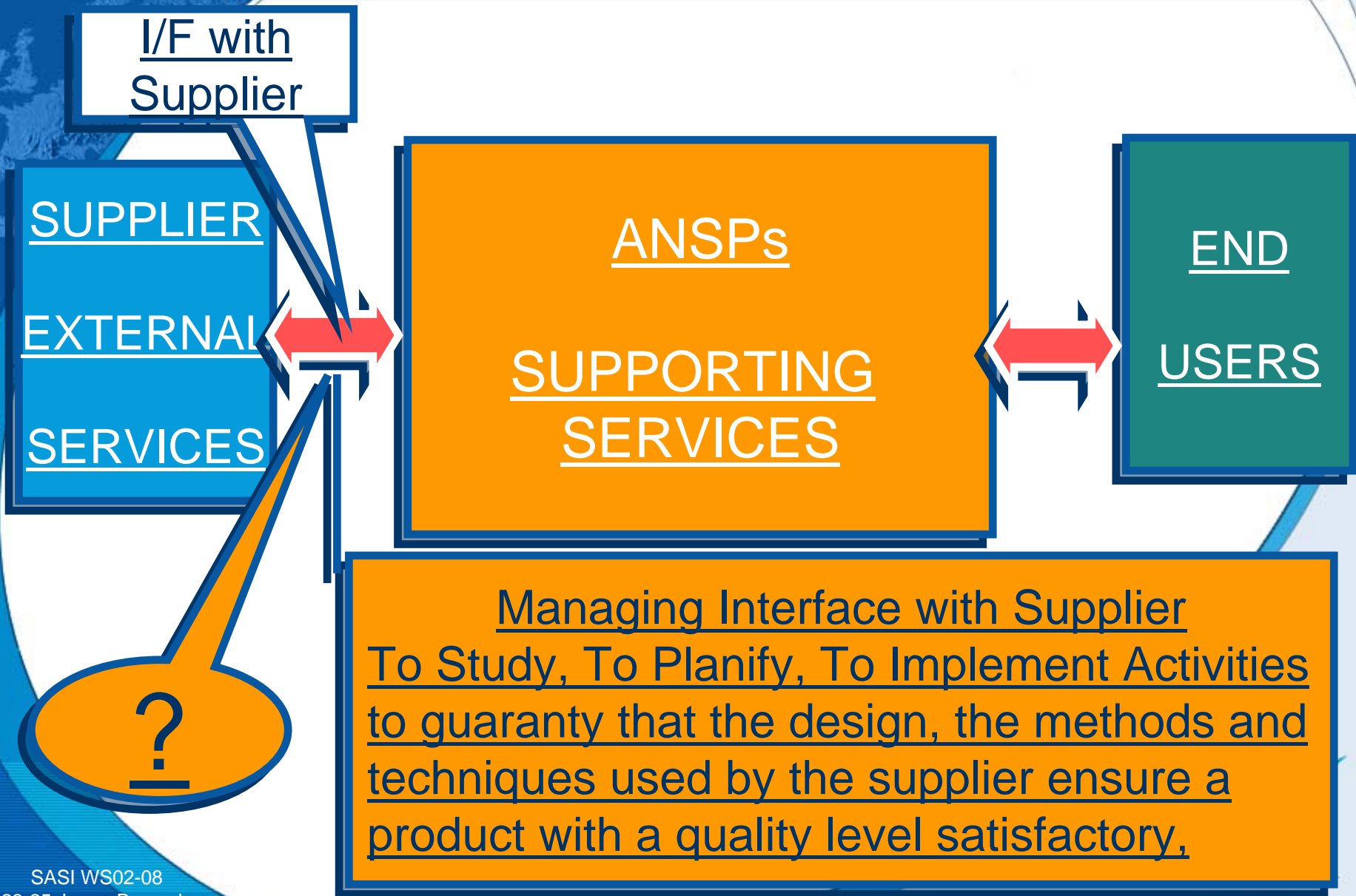


Define SLA/Contract ... at the right level



Incorporating Legal Aspects

# Context




## Safety Management System / Management of External Services




It is a project that needs to be adequately manage at the interface



It is a project that needs to implement processes Internally & Externally to supervise the supplier activities



Express NEEDS (Performance requirements, Safety requirements/objectives, Quality requirements, Documentation delivery, audit plan, ....) with the aim to comply with your own obligation (ESARR3 / CR's)




Internally, specify a set of requirements that will be incorporated at the right level in the SLA / Assurance Quality Plan/ Product Assurance Quality Plan,.... = Part of the Contract

## Safety Management System / Management of External Services



Externally, give ANSP the assurance level expected that the Product or the Service delivered complies with ANSPs requirements

Quality Assurance



Externally, guaranty to ANSP that all safety risks associated to the design, the development, the manufacturing and the use of a product are identified, assessed, minimized (risks reduction), controlled and accepted at the right level and in a appropriate way, while implementing a Safety Assurance Program

Safety Assurance

# Managing Risks

**Identification  
Of  
Needs / Risks**

**Define the Policy to identify  
What level of Management and  
Quality is required?  
Wrt activities and delivery of a  
Product or Service**

- **Class 1 : Risk Minimum, whatever the Cost**
- **Class 2 : Trade-off between Risk/Cost Minimising the Risks**
- **Class 3 : Trade-off between Risk/Cost Minimising the Costs**
- **Class 4 : Cost Minimum**

**CLASS of  
the Project**

**Manage  
Risks  
And  
QA & SA  
Level Required**

## Safety Management System / Management of External Services



Management Process INCLUDES checking & keeping monitoring Quality of Equipment used and Software development and COTS



To Guaranty to the ANSP that the Software developed or re-used including the COTS satisfy at any time the requirements

In particular, Software must be safe and reliable in the operational environment


Software Assurance Product



## Safety Management System / Management of External Services



### Obtaining Adequate Documentation



Quality Assurance Plan  
Safety Assurance Plan  
Dependability Studies (Reliability, Maintainability, Availability, Safety)  
Management of anomalies  
Configuration Management (equipment)  
Tests Plan (equipment)  
....;



**Adequate Documentation will help you**

- **to get a good level of how supplier's activities are performed, what is used and how,**
- **to manage risk and make decision**

## Safety Management System / Management of External Services

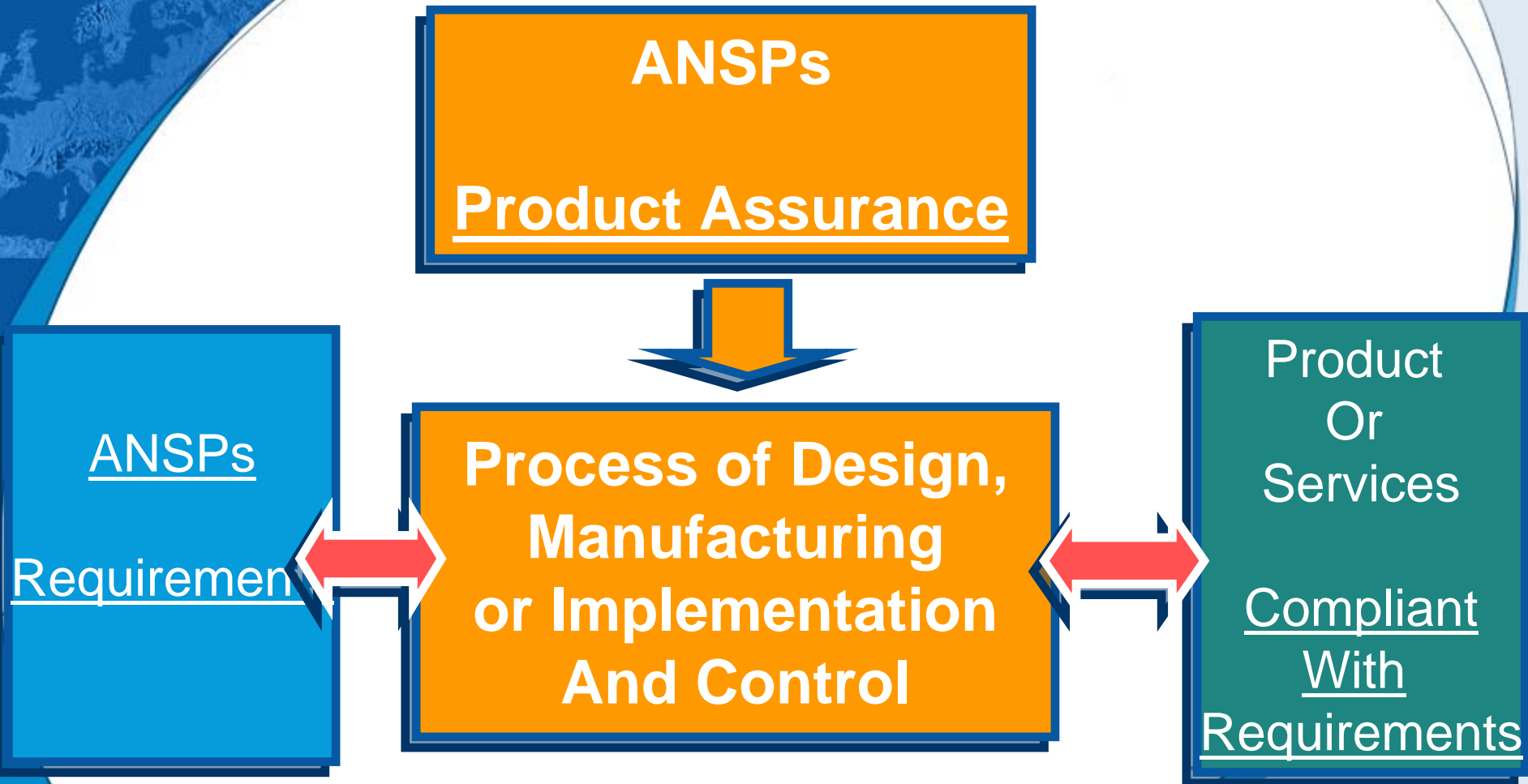
### Obtaining Adequate Documentation

#### Managing Risks

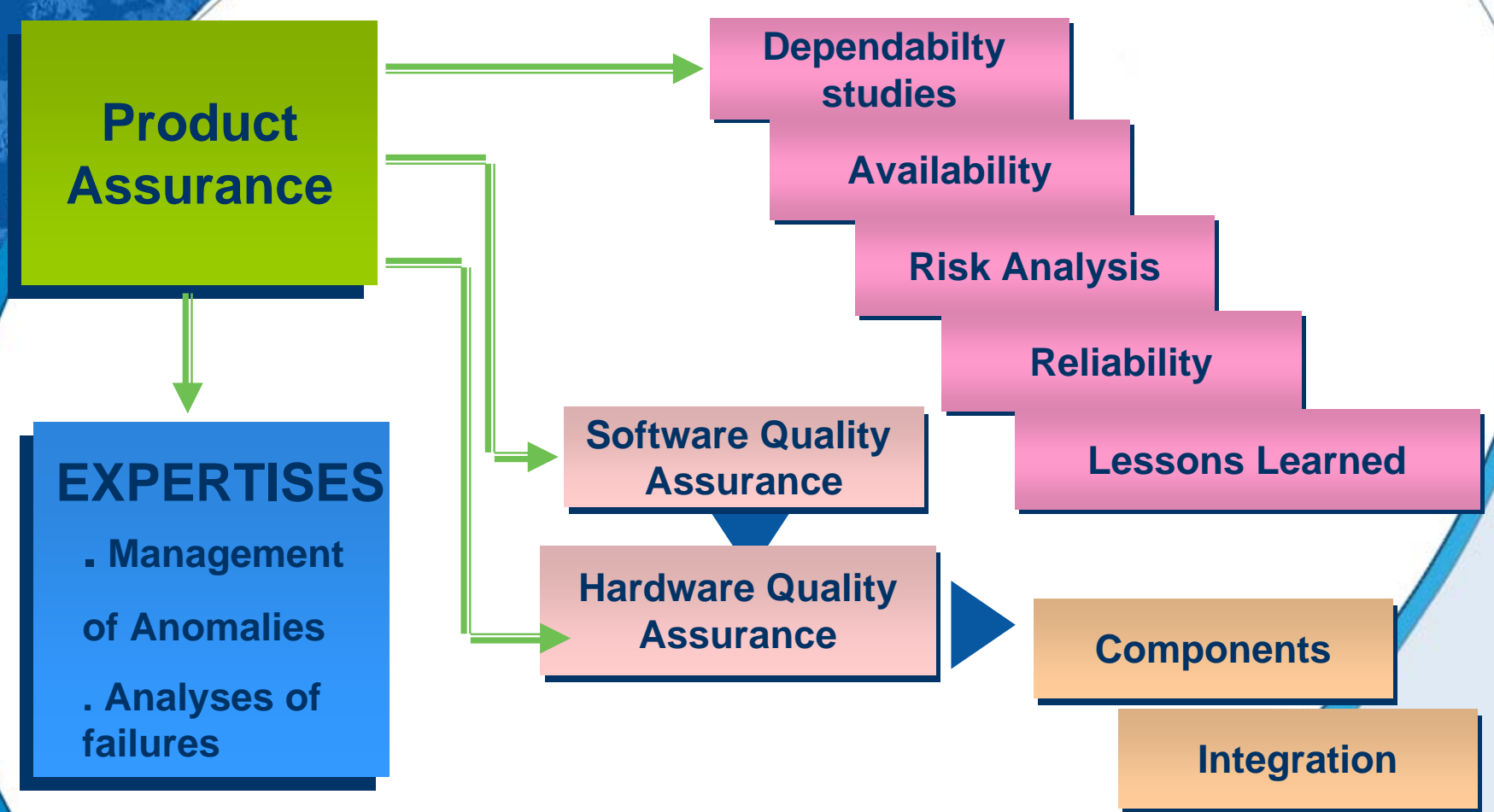
**Attach this documentaiton in your contract**

**So that it can become Binding upon the supplier**

# Product Assurance Concept



# Product Assurance Concept



# Product Assurance Concept

