

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



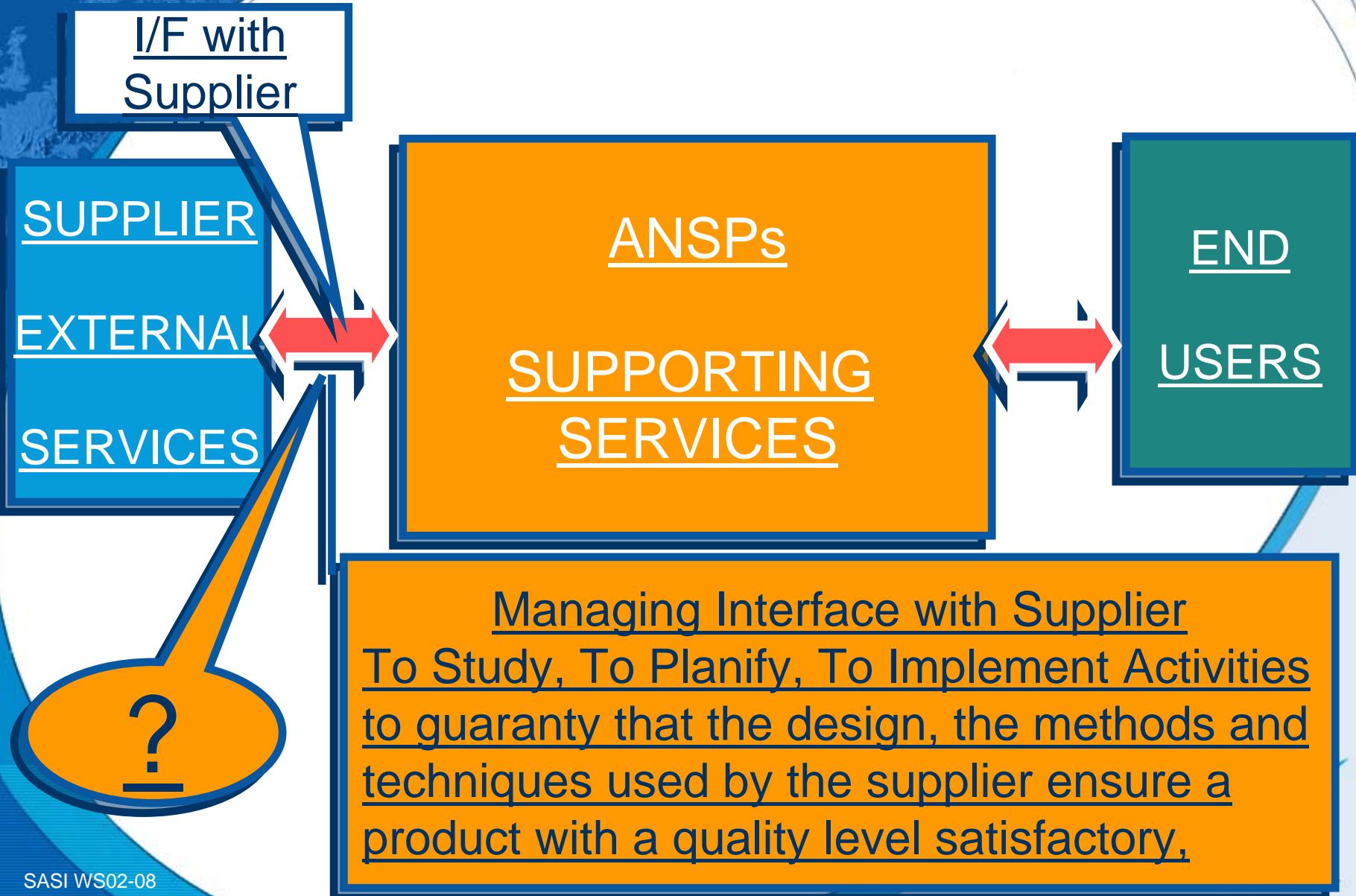
Define SLA/Contract ... at the right level



Incorporating Legal Aspects



Context



Internally

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

Externally

Safety Management System / Management of External Services

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

Quality Assurance

II → 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

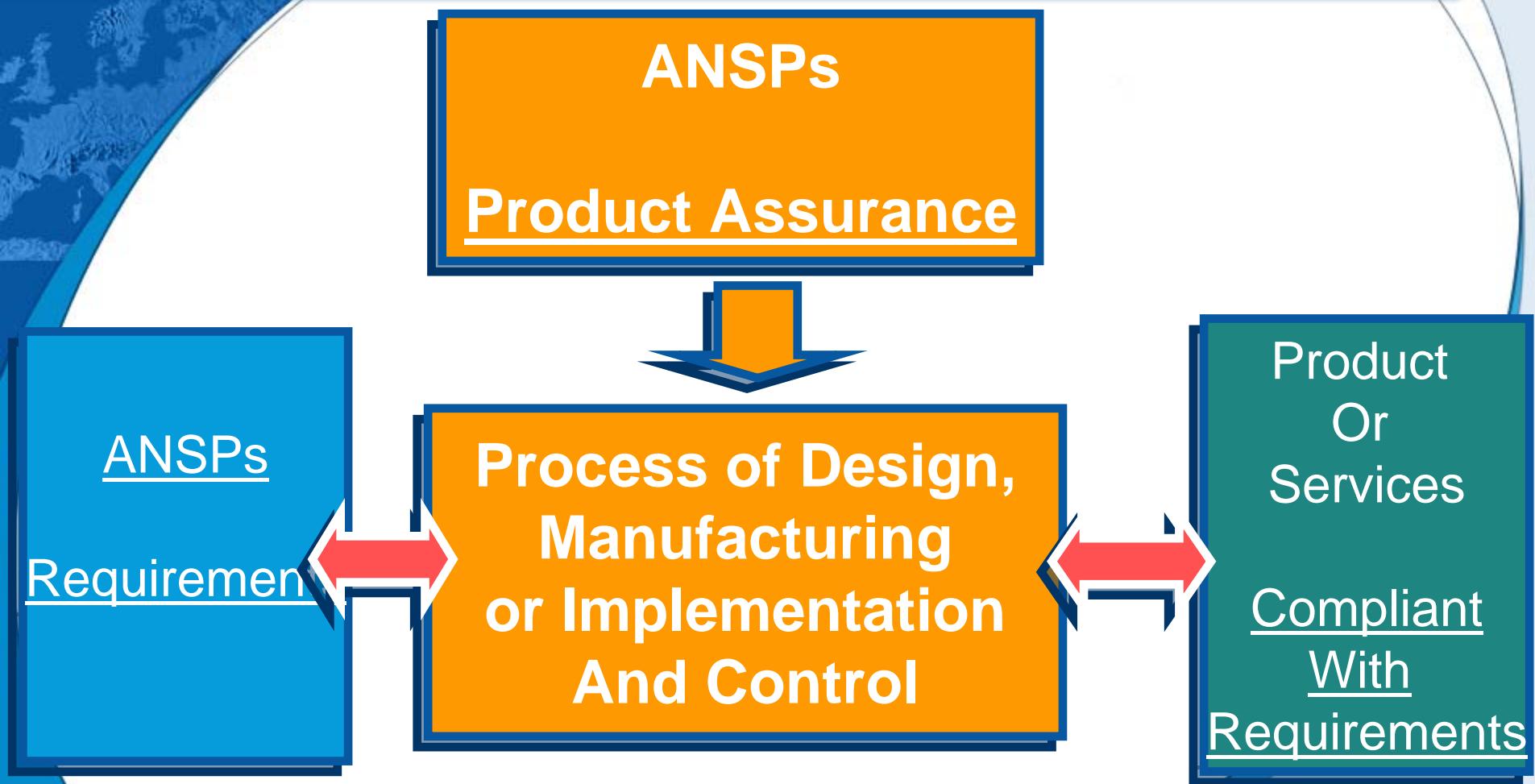
Obtaining Adequate Documentation

Managing Risks

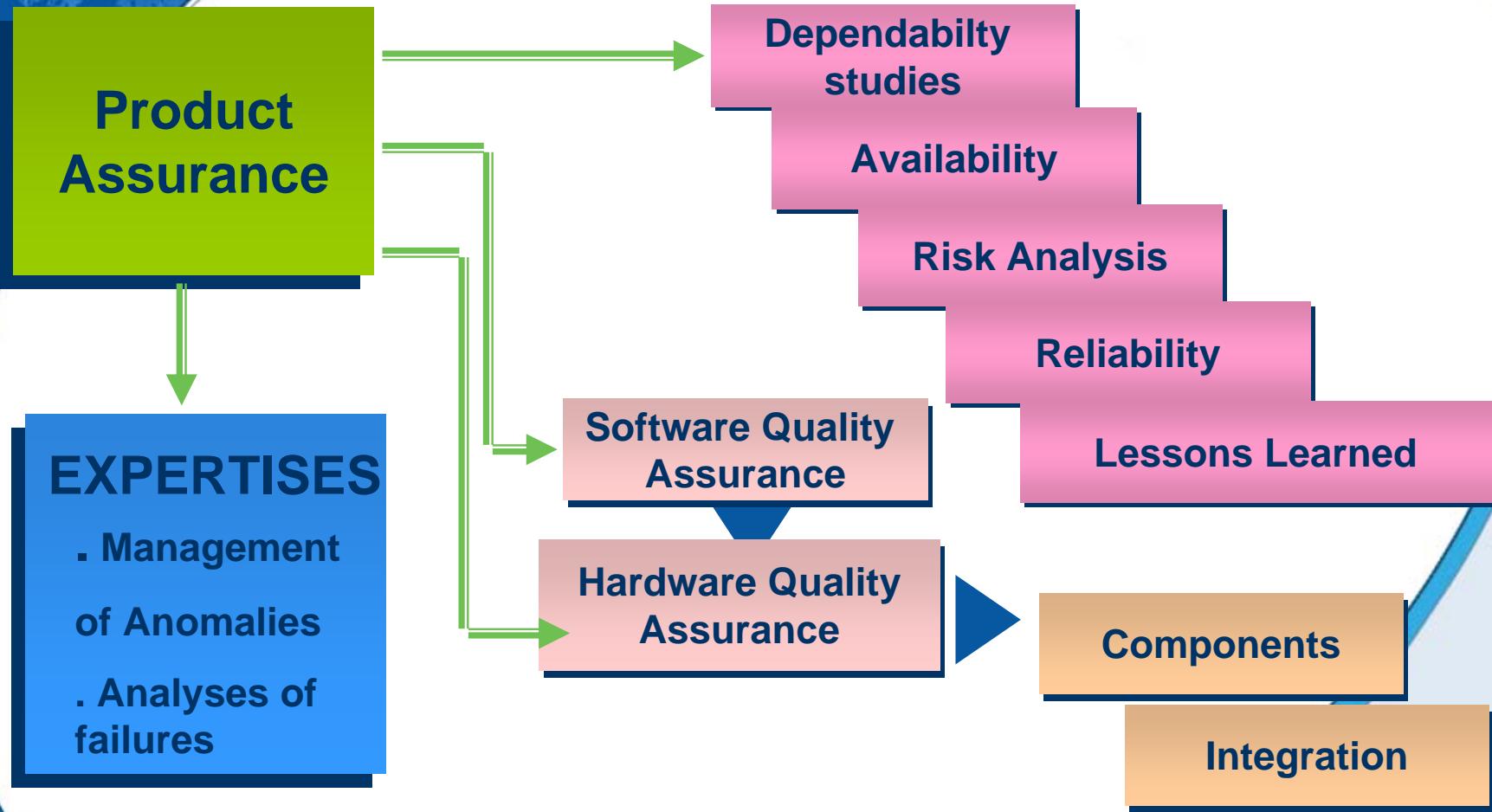
Attach this documentaiton in your contract

So that it can become Binding upon the supplier

Product Assurance Concept



Product Assurance Concept



Product Assurance Concept

