SARGENT
AEROSPACE & DEFENSE

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# Supplier Quality Assurance Manual

# Sargent Controls & Aerospace

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**Purpose:** The purpose of this document is to describe in detail the Quality Requirements and Procedures for Suppliers doing business with Sargent Controls & Aerospace (SC&A). All Suppliers are required to comply with the tenets included herein. This document supersedes all previous documents and will be the controlling standard for quality as an SC&A supplier.

**Introduction:** Sargent Controls & Aerospace, a RBC Company, is engaged in the manufacture of components and assemblies for use in Commercial and Military Aerospace, Transportation and Marine applications. SC&A is AS9100 registered, and requires that the suppliers' quality systems are also AS9100 compliant. We will review your system through the completion of a preliminary questionnaire and through a verification audit in the first year of doing business with Sargent Controls & Aerospace.

We recognize that our supply base is one of our greatest assets. In that spirit, we are committed to making Sargent Controls & Aerospace business an important asset to our suppliers. We are committed to helping our suppliers meet their Quality and Delivery goals, and offering assistance in improving quality and communications between our suppliers and SC&A.

This manual describes the requirements for doing business with Sargent Controls & Aerospace from the Quality Assurance perspective. This should be considered the minimum level of active quality assurance, and does not eliminate the use of advanced quality tools such as Statistical Process Control, Failure Mode and Effects Analysis or Measurement System Analysis. We encourage the use of any and all variation management tools for advanced design and process development.

**Right of Access:** The supplier shall make available for review all documents, facilities, materials and process to SC&A, its designated representatives, regulatory/certification bodies, and end customers. This right of access shall also apply to sub-suppliers and distributors of parts, materials and processes used on product supplied to SC&A. We reserve the right for SC&A, SC&A's customers or a designated third party agency to audit/inspect the supplier's facility, processes and documentation.

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## Section 1: Definitions - Acronyms

| | |
|---|---|
| A2LA | American Association for Laboratory Accreditation: Accreditation body for measurement and testing laboratories to ISO 17025 (Guide 25) compliance |
| APQP | Advance Process Quality Planning: Method by which potential failure modes are identified, ranked and process controls developed to prevent them from occurring |
| ASL | Approved Supplier List |
| CIT | Certified Inspection Tooling |
| CPP | Certified Part Program: Same as Certified Supplier Program with the difference that source delegation will be controlled by part number |
| DMA | Discrepant Material Action: Report issued when nonconformance to standards is detected. Response is required |
| DFMEA, PFMEA | Design/Process Failure Mode and Effects Analysis: Method of analysis that evaluates potential risk of failure, impact of the failure on the process, and the likelihood of detecting the failure before the product is sent to the next level of processing or delivered to the customer. Values are assigned and the failure mode is evaluated based on its overall impact. |
| FP | Frozen Planning: Work routing, procedures and process sheets for subcontractor and sub-tier subcontractors shall be submitted for review and approval prior to production. This document shall be considered frozen. Modifications must be re-submitted for approval. |
| FPY | First Pass Yield: Decimal equivalent of the percentage of product that is acceptable from a process the first time it is evaluated |
| FOD | Foreign Object Debris/Foreign Object Damage (FOD) Prevention |
| FTQ | First Time Quality: Percentage equivalent of FPY |
| KC | Key Characteristics: The features of a material, process, or part whose variation has a significant influence on product fit, performance, service life, or manufacturability, that requires specific actions for the purpose of controlling variation |
| NADCAP | National Aerospace and Defense Contractors Accreditation Program: Worldwide cooperative program of major companies designed to manage a cost-effective consensus approach to special processes & products and provide continual improvement within the aerospace and automotive industries |
| NAVLAP | National Voluntary Laboratory Accreditation Program: Laboratory Accreditation program administered by the NIST at U.S Naval Observatory in Bethesda, MD. Sometimes mistakenly referred to as the Naval Laboratory Accreditation Program |
| NIST | National Institute for Standards and Testing: Official source for measurement standards for the US, based in Bethesda, MD |
| OSP | Outside Processing/Processor |
| OTD | On-Time Delivery: Percentage of product received on or before the due date as described in the purchase order |
| PQR | Production Quality Requirements: Coded clauses added to the purchase order to describe additional requirements and restrictions. A list of the PQR's is included with the PO from Form #5.250 |
| QAS | Quality Approved Supplier: Sargent Controls & Aerospace supplier that has completed all Quality requirements and has maintained an acceptable quality approval rating |

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| | |
|---|---|
| QMS | Quality Management System: Policies and systems for managing quality as described by the supplier's Quality Manual |
| QOS | Quality Operating System: Application of policies and systems to the actual assurance and control of quality as described in the supplier's quality procedures |
| SC&A | Sargent Controls & Aerospace |
| SCAR | Supplier Corrective Action Request: Web-based process for tracking the steps involved in an SC&A-initiated corrective action at a supplier's facility. All SC&A initiated corrective actions are reported through the web based Supplier Portal. A username and password are required, as is specific access to the Quality sections that pertain to reviewing and reporting activity on corrective actions |
| SDMR | Supplier Discrepant Material Report: Form used to report discrepancies detected by the supplier |
| SPC | Statistical Process Control: Method of mathematically predicting with a very high degree of certainty the overall compliance of a population based on measurements taken on a limited sample |
| SPR | Supplier Performance Rating: Combined rating determined by averaging the FTQ and OTD |
| SQE | Supplier Quality Engineer |
| QM | Quality Manager |
| VIR | Vendor Information Request: Request for modification or clarification of requirements |
| VM | Variation Management: Collection of quality practices and tools to ensure repeatable, reproducible parts without defects |

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## Section 2: Quality System Requirements

Every Supplier doing business with Sargent Controls & Aerospace will be required to have certain elements in their Quality and Management Systems. These elements are necessary to become an approved supplier under the SC&A banner. SC&A will require the supplier to submit these elements either through a direct audit by SC&A Supplier Quality, indirectly through an outside registrar such as ISO9001 or AS9100, or by specific OEM customer approval for the specific processes and materials supplied to them through SC&A, such as Boeing or Bell Helicopter.

**Quality Control System and Procedures:** A manual defining the policies, responsibilities, basic methods and records requirements of the quality system, including the management structure and organization of the quality system is required. Evidence of the system function will also be required, in the form of records, logs and reports that are described in the manual. In addition to that, the specific procedures for the system are to be described separately for the major functions of the quality system and for each process as it pertains to product for SC&A.

**Quality Control Organization:** A separate and autonomous function within the general operation of the Supplier that is responsible for the maintenance of standards, measurement capability and overall acceptability of the product. This organization must have sufficient authority to prevent the release of suspect product to the customer and to regulate internal compliance to procedures as defined in the Quality Manual.

The Quality organization is also responsible for administration of continuous improvement and prevention programs. These programs must be documented with written procedures in place that define the steps to be taken and who is responsible for the final approval of the process. This can be further enhanced through the use of Process and Design Failure Mode Effects Analysis (PFMEA, DFMEA) and internal corrective action programs, development of control plans and administration of the control of measurement and test equipment.

**Procurement Control:** Current standards, drawings and specifications are used in the specification, acquisition, and verification of all parts, materials and processes associated with SC&A product. These standards, drawings and specifications must be readily available and accessible to Receiving Inspection. Certification of all outside parts, materials and processes is required, and must be passed on unaltered to SC&A with the end product when original certification is required. Sub-suppliers are verified to assure that the products and services supplied are consistently compliant with SC&A standards.

Due to the nature of our business we require 100% compliance with all physical and chemical requirements as defined in the material specifications. We do not accept general commercial-grade materials unless they comply with the specified standard and are certified as such. The Supplier is responsible for supplying material that is as specified and is certified as such. Certification of Compliance is required on all materials and services supplied to SC&A when original certifications are not required. All specialty metals supplied to SC&A must comply with DOD 252.225-7014 Preference for Specialty Metals Alternate I (APR 2003) [DFARS]. Approved countries of origin are listed in the standard, and must be included on the certification.

**Certified Sub-Suppliers:** Suppliers are required to maintain a program by which they review the Quality Management Systems of the sub-suppliers that are used to supply SC&A with materials and processing. Acceptable evidence of compliance to QMS requirements include certification to AS9100 or other nationally or internationally recognized registration body, end-customer approval (such as Boeing) as a source for the materials/processes supplied, listing on the SC&A Approved Supplier List (ASL) or as a directed buy as specified by SC&A contract.

All supplier-sourced sub-suppliers must meet the same standards as SC&A's Suppliers. Suppliers of processing shall be approved by NADCAP, A2LA or other nationally accepted certification body, or have end-customer approval as a source for the goods or services supplied. Those that are not shall be verified by the Supplier to be AS9100 compliant. If the supplier cannot verify the compliance of the sub-supplier to AS9100 standards, assistance in qualifying the sub-supplier can be requested from SC&A Supplier Quality, or an alternate source from the SC&A Approved Supplier List may be selected. SC&A reserves the right to exclude the use of any sub-supplier regardless of their certification, qualification or registration status.

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**Quality Records:** SC&A is AS9100 registered and adheres to the principals defined in ISO9001. Records of events in the QMS are required, to provide evidence. Process changes and adjustments, machine records, maintenance records, and training are just a few of the records that are required besides in-process and final inspection results. All dimensional checks that are taken as variable data shall be recorded as read, not marked as pass/fail. All attribute sampling shall be done in compliance with ANSI/ASQ Z1.4-2003.

SC&A does not currently require SPC systems be used on all of our products, but we realize the value in predictive analysis and control. We encourage all of our suppliers to employ the most exacting and complete methods available for the measurement and analysis of parts and processes that they supply to SC&A. There are occasions that SPC is required, and that will be specified in the purchase order.

SC&A requires that all records be retained for seven years, unless otherwise specified by contract. If there are no intervals specified, the default is seven years. Some customers require much longer record retention, and this will be included with the original RFQ and the purchase order when it is required.

**Traceability and Lot Control:** Parts, materials and processes must maintain strict traceability on all aspects of the parts, processes and materials produced. SC&A requires certification for and identification of all aspects of the parts, materials and processes supplied, and identification by lot of all raw materials used. This includes the national origin of certain parts as described in the SC&A purchase order. These certifications must be available for review even if SC&A does not request copies at the time that the parts are delivered.

**Storage Control:** All parts and materials must maintain strict lot identity and separation at all times and be protected from external contamination and degradation by the elements. Raw materials must be identified by lot numbers that are directly traceable to the certifications for that material. Manufacturing lots must be directly traceable to the individual quality records and raw material lots that they came from. At no time during the receipt, storage, manufacture or shipping can a part or product be allowed to be mixed, or to lose its unique identity. Parts and materials shall be identified with the part number, lot number, date of manufacture and condition. For materials that have a shelf-life, the expiration date shall be clearly identified on the label.

**Nonconforming Parts and Materials:** All nonconforming parts and materials must be identified and stored in a manner that prevents the accidental reintroduction into the product stream. Parts and materials that lose their traceability must be treated as nonconforming material until their compliance to all requirements and material lot identification can be established.

**Inspection Records:** Records of all inspection, testing and validation must be retained for seven (7) years after final payment, unless otherwise specified in the PO. All measurements require variable data be recorded unless specified by contract. Records can be retained as electronic files as long as they are saved as copies of the original collection sheet and are unalterable. Individual quality records shall include at the minimum:

- The part or component number
- The material lot number – this includes heat numbers or manufacturing lot numbers for OSP's
- The date that the product was processed
- The number of parts processed
- The number of parts accepted
- The disposition of rejected parts and scrap
- The standard or specification to which the measurement was taken
- In-process test results, including the number of parts sampled, variable data if taken, the mark, stamp or signature of the person that did the testing and the date that the test was done
- Unique identification of measuring tools – gage number or serial number traceable to calibration records

**Sampling Plan:** All attribute inspection of product for SC&A shall be done using a sampling plan compliant with ANSI/ASQ Z1.4-2003.

**Variation Management:** Sargent encourages the use of any and all tools for advanced design and process development in order to manage variation in their processes and final products. Various tools aid in planning, monitoring, and maintaining production in order to achieve repeatability, reproducibility, and consistency of good

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product. Some common tools are: Statistical Process Control (SPC), Failure Modes and Effects Analysis (FMEA), and Measurement System Analysis (MSA). In addition to implementation and use of these tools, Frozen Process Control Planning may be used to formalize and control the process sequence, special process requirements, and manufacturing controls. Statistical Process Control (QC16) and/or Key Characteristic Control (QC41) may be required and identified on the purchase order for the key characteristics. Variation management is supported by effective root cause analysis and eliminating the cause of nonconformities when they occur.

**Frozen Planning:** The requirement for Frozen Process Control Plans are identified on the purchase order line with the PCR (QC27). Form 5.392 is a guide to aid in the development of this planning to define the necessary value adding requirements including the control of Key Characteristics and associated SPC requirements. Detailed manufacturing is not required.

Process Control Plans are considered frozen and changes must be approved by Sargent prior to implementation.

- Initial submittals shall be submitted to Sargent prior to commencing production.
- Subsequent revisions that require submittal to Sargent for approval are: changes to the process sequence, manufacturing methods, drawing revisions, changes to sub-tier suppliers when specified, or changes that impact a key characteristic.
- Minor revisions that do not require submittal for approval are: typographical corrections, changes to sub-tiers when not specified or not controlled, or detailed changes to manufacturing steps or tasks.

Changes are controlled and a log must be maintained with each plan either directly in the plan or as a supporting document. When required, technique sheets from sub-tier suppliers of special processes may need to be submitted in addition to frozen planning. For questions, please contact the buyer so the program specific quality engineer can provide support.

**Receiving Records:** All shipments must include copies of all certifications and lot quantities as well as the result of any tests done as part of the receiving process. If a lot of material is part of a larger run of materials, and there are multiple receipts of the same lot, each receiving lot must be identified with a unique sequence number.

**Calibration:**
Supplier Requirements:
All measurement equipment used to determine acceptance of material shall be identified with labeling and subject to, as a minimum, an initial calibration, and re-calibration thereafter using a calibration recall process. If calibration is accomplished by an outside source, the accreditation of the calibration source shall be available for review. All outside calibration sources must be registered or have an accreditation as a calibration source by one of the following means: ISO10012, Z540 ISO17025, A2LA and NAVLAP (current revision).

Exceptions are limited to recalibration by the original manufacturer when accredited calibration sources are unavailable. In such cases the calibration source shall supply certification of traceability of standards to NIST or other recognized national or international standards organization. When internal calibration is used the process must be documented and must include the following information: NIST traceable standard, gage number, date the tool was last calibrated, the date the tool is due for its next calibration and the name of the person that performed the calibration.

High precision measurements can only be assured when the capability of the measurement system is known. Gage Reliability and Reproducibility studies (GR&R), are recommend as a means to validate the measurement system. If there is a discrepancy in measurement between what is reported and what is found at SC&A, we will defer to the proven best test capability.

Calibration services minimum requirements:
A calibration service supplier providing services directly to SC&A must be registered or have an accreditation as a calibration source by one of the following means: ISO10012, Z540 ISO17025, A2LA and NAVLAP (current revision).
Exceptions are limited to recalibration by the original manufacturer when accredited calibration sources are unavailable. In such cases the calibration source shall supply certification of traceability of standards to NIST or other recognized national or international standards organization.

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**Non-Conforming Material Control:** Non-conforming material must be clearly identified and isolated from acceptable product to prevent the accidental introduction into the product stream. Likewise, material that has not been verified as acceptable shall be identified and isolated from the product stream until it can be verified.
Non-conformances that result in an SDMR require an internal corrective action to prevent further non-conformities. The form used is left open to the supplier, but the documentation shall include, at the minimum:

- The date of the occurrence
- Who detected it
- A detailed description of the non-conformance
- What actions were taken to contain the problem, and when
- The root cause of the problem
- What irreversible corrective action has been put into place to prevent reoccurrence with estimated completion dates
- Evidence of management review of the final result of the corrective action

Temporary Deviation can be requested on conditions that do not affect the form, fit or function of the overall final product. This shall be documented for review using an SDMR as previously outlined. No known non-conforming product shall be shipped to SC&A without prior approval. All corrective actions shall be reviewed and the result carried to all processes as preventive actions and lessons learned.

Suppliers are required to report nonconforming articles that may have left the supplier's quality system within 24 hours. Non-conforming material shipped will require root cause corrective action within 72 hours of notification.

**Drawing and Change Control:** The supplier shall have a procedure for the issue, return and secure disposal of controlled documents and drawings that insures that the current revision of these documents are available and that the obsolete documents and drawings are permanently removed from access by the production floor. Retention of archived documents must be done separately from current documents to prevent accidental reintroduction. The supplier shall have a process that initiates the review of documents including work instructions, operation sheets, manufacturing and testing procedures and quality records whenever a change is initiated by SC&A, its customers or any standards or certification body affecting SC&A product.

When design is the responsibility of the SC&A supplier, the supplier shall implement no changes in design, materials, process or control without prior written approval from SC&A.

**Retention of Records:** Sargent Controls & Aerospace requires that all quality records be retained for seven (7) years after final payment. There are also special circumstances and customer requirements that may be longer. Special requirements will be defined in the purchase order or in the LTA if one is in place.

**Foreign Object Debris/Foreign Object Damage (FOD) Prevention:** Suppliers shall ensure that FOD prevention is implemented as part of the manufacturing and packaging process. Suppliers and sub-contractors shall ensure that parts are cleaned of debris etc. prior to next operation; to ensure that there is no foreign objects within bores etc. and parts are protected against scratches / dents and those parts are delivered FOD-Free. National Aerospace Standard, NAS 412–Foreign Object Damage / Foreign Object Debris (FOD) Prevention Standard Practice, is a reference document which provides information on Foreign Objects (FO), Foreign Object Debris (FOD) and elimination to help create a FO/FOD free work environment.

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**Counterfeit Parts Prevention:** In order to minimize the risk of procuring counterfeit product, the following requirements in accordance with AS-5553 and/or AS6174 are invoked on all purchase orders to help ensure that conforming, authentic material is provided.

Counterfeit Parts Prevention Program requirements in accordance with AS-5553 and/or AS6174 to be flowed to each level of sub-tier suppliers.

Statement to be flowed down:

a. For purposes of this clause, Work consists of those commodities delivered under this Contract that are the lowest level of separately identifiable items (e.g., articles, components, standard hardware, goods, raw materials and assemblies). "Counterfeit Work" means Work that is, or contains, items misrepresented as having been designed and/or produced under an approved system or other acceptable method. The term also includes approved Work that has reached a design life limit or has been damaged beyond possible repair, but is altered and misrepresented as acceptable.

b. Seller shall only purchase products to be delivered or incorporated as Work to Buyer directly from the Original Component Manufacturer (OCM)/Original Equipment Manufacturer (OEM), OCM/OEM authorized distributor chain, Aftermarket Manufacturer, or Authorized Reseller. These products shall have verification that Work is traceable to OCM/OEM; OCM/OEM authorized distributor chain, Aftermarket Manufacturer, or Authorized Reseller that identifies the name and location of all the supply chain intermediaries from the part manufacturer to the direct source of the product for the Seller. Work can only be acquired from independent distributors or brokers in cases of diminishing material supply (DMS) or obsolescence and shall be subjected to a screening process appropriate to the commodity in accordance with the Counterfeit Parts / Material Prevention and Control Plan.

   The seller shall maintain a method of commodity and item level traceability that ensures tracking of the supply chain back to the manufacturer of all <MATERIAL> being delivered per this order. This traceability method shall clearly identify the name and location of all of the supply chain intermediaries from the manufacturer to the direct source of the materiel for the seller and shall include the manufacturer's commodity or item level identification for the item(s) such as date codes, lot codes, heat codes, serializations, unique item identifiers, or batch identifications."

   If traceability is not obtainable, written notice shall be provided to the Supplier Quality Engineer and Buyer prior to delivery with records of evidentiary tests and inspections performed and conformance of the product to specified acceptance criteria that ensures verification activities taken to assure authenticity. Written notice is not required for raw material and standard hardware purchased from independent distributors or brokers, but products must be able to provide commodity level traceability to the Original Manufacturer.

c. Seller shall notify Supplier Quality Engineer and Buyer in accordance with corrective/preventative action with the pertinent facts if Seller becomes aware or suspects that it has furnished Counterfeit Work. Seller shall provide to Supplier Quality Engineer and Buyer, upon request, the supply chain traceability to an Original Manufacturer or authorized distributor chain that identifies the name and location of all the supply chain intermediaries from the part manufacturer to the direct source of the product for the Seller.

d. Seller shall include this clause or equivalent provisions in lower tier subcontracts for the delivery of items that will be included in or furnished as Work to Buyer.

   Sellers eligible for utilization of the Government-Industry Data Exchange Program ("GIDEP") shall utilize the GIDEP process to alert the industry of encountered counterfeit parts.

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**Corrective Action, Preventive Action, Request and Reporting:**

Seller shall:

a. ensure effective corrective and preventive action is taken (including repetitive nonconformances dispositioned "Use-As-Is" or "Repair" by Buyer's or Seller's Material Review Board ["MRB"] actions) to prevent, minimize, or eliminate non-conformances; and

b. evaluate each nonconformance for its potential to exist in previously produced Items and notify Buyer, in writing, within 24 hours of potential or verified non-conformances impacting flight safety on Items in transit or delivered to Buyer; and

c. notify Buyer in writing within 5 working days of all other potential or verified nonconformances; and

d. provide effective corrective and preventive action upon request by Buyer and, when requested by Buyer, provide trend data; and

e. assess all Buyer-identified non-conformances, whether or not Item(s) was/were returned to Seller, and take appropriate actions to ensure causes of non-conformance are corrected;

f. perform the following actions when Seller has tested any returned Item and Seller cannot verify a Buyer reported non-conformance:
    I. initiate a SDMR to Buyer for additional verification testing and disposition,
    II. process non-verified failure Items according to the SDMR, and
    III. not return non-verified failure Items unless authorized by Buyer.

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## Section 3: Becoming a Sargent Controls & Aerospace Supplier

**Sargent Controls & Aerospace Approved Supplier:** Before a supplier can be listed on SC&A's Approved Supplier List, there are certain criteria that have to be met. For Manufacturing and Outside Processing Suppliers, they must show evidence of having a Quality Management System that complies with AS9100. Initially, this is done through the Supplier Evaluation Checklist (Form #5.382). When submitting the Supplier Evaluation Checklist, the supplier is asked to include copies of their specialized certifications and registrations, such as Nadcap, AS9100, ISO9001 and A2LA. Within one year of becoming listed as an Approved Supplier, SC&A will schedule an on-site audit to verify the information that was supplied in the Supplier Evaluation Checklist. Suppliers that are AS9100 registered may only be required to present a copy of their Certificate of Registration. Registration or certification by our customers is also evidence of compliance and will greatly reduce or eliminate any audit requirements.
At the very minimum, the Supplier's quality system is required to have:

1. A Manual for the operation of their quality system
2. Written procedures for the execution of all tasks within the Quality Operating System
3. A measurement system directly traceable to NIST standards, or certified to comply to standards of accuracy and repeatability by an A2LA, NAVLAP or other ISO17025 compliant calibration source
4. Records of all measurements taken on critical dimensions identified on the print or other features identified in the purchase order for parts supplied to SC&A as specified by the PO and the drawing
5. Certification of all materials showing traceability to the original source of the material, including compliance to all physical and chemical specifications and country of origin. SC&A requires DFARS compliance on all material supplied.
6. A document control system that maintains the revision level and access to all drawings, specifications and standards and prevents the use of outdated or marked up prints
7. A material control system that maintains all lot traceability and can recall all lot/product information. Suppliers will also be required to undergo a risk assessment to insure that there will be no interruptions of the flow of product. This will be done in conjunction with Management from Purchasing and Finance to verify the financial and delivery capabilities of the Supplier

If there are any compliance questions, refer to the latest revision of AS9100 as the governing standard for QMS compliance. SC&A is an AS9100 registered system and we audit to AS9100 standards.

**Approval and Disapproval:** There are two levels of Approval and two levels of Disapproval under the SC&A system:

- Acceptable: All components of the QMS are present and functioning. The quality records that relate to SC&A product are complete and available for review. No further action is required. This is full Quality Approved Supplier status.
- Conditional: All elements of the QMS are present, but have minor deficiencies, such as incomplete records or lapses in the application of the Supplier's quality procedures. The Supplier agrees to take immediate corrective action. The corrective action shall be verified by SC&A either through the review of documentation related to the corrective action, or by re-audit. Initial response to findings is required within 30 days, and final closure will be determined on a case-by-case basis.
- Withheld: Supplier's quality system has major deficiencies, lacks a key element or there is no evidence of compliance to an element of AS9100. The Supplier has expressed a willingness to correct these deficiencies and corrective actions are immediately initiated. Initial response is required within 30 days and a re-audit is necessary before business can be placed in the supplier's facility.
- Unacceptable: There are major deficiencies noted in the Supplier's QMS, and the Supplier has indicated that they do not have an interest in becoming acceptable and corrective action has not been initiated. No business will be placed and the Supplier is excluded from bidding on new business.

Suppliers that have findings during their audit will be required to track their corrective actions through the SC&A Supplier Portal. A Supplier Corrective Action Request (SCAR) will be issued to cover the findings in the On-Site Audit.
**Approved Supplier List (ASL):** Upon completion of the qualifying review process Suppliers are added to the ASL. Approved Suppliers may select their own sources as long as they can document compliance to all

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requirements as specified in the PO and on the blueprint. If the Supplier is a Quality Approved Supplier, and their sub-supplier is not certified/registered to a nationally recognized organization or listed as an approved source by the end user (Boeing, Sikorsky, etc.) then evidence of verification of compliance shall be substituted in the form of on-site audits to establish compliance to requirements. Evidence of successful verification shall be maintained at the Supplier's location and made available for review upon request. If you do not have a Supplier Verification Program, sources for materials and processing are available through your SC&A Purchasing Representative. **SC&A reserves the right to specify sub-suppliers and outside processors and disqualify suppliers that do not meet SC&A's requirements.**

The Supplier is responsible for reviewing the accuracy and compliance to requirements of certifications supplied by sub-suppliers. This includes sub-suppliers specified by SC&A unless otherwise stated in the PO or through an approved SDMR (Supplier Discrepant Material Request) in special instances.

**Supplier Classification:** SC&A has a classification system that breaks our suppliers down into categories based on their quality systems. These categories are used, amongst other things, to flow down vendor-related requirements. You may be required to use SC&A Approved sources for outside processing depending on your classification. It is also an indication to show what kind of business can be placed at your facility. The classifications are as follows:

**XV.** NADCAP or A2LA approved processors.

**XX.** ISO9001 or AS9100 series certified quality systems or approved by major OEM customers.

**1A.** Quality systems that provide a level of control proportionate with item complexity and contractual requirements, and control their suppliers.

**1B.** Calibration systems that meet or exceed the requirements of ISO10012-1 or ANSI/NCSL Z540-1-1994 and calibration services that are traceable to N.I.S.T. or national standards. 1C. Quality systems that provide a level of control proportionate with item complexity and contractual requirements, but do not control their suppliers.

**1D.** Specialized quality systems for distributors and other suppliers that are not required to perform in-process inspection.

**1C.** Supplier does not have a program for validation or verification of sub-tier suppliers, but provide a level of control proportionate with item complexity and contractual requirements. All sub-tier suppliers must be registered or come from the SC&A approved supplier list.

**1S.** Sole source or customer mandated sources.

**Supplier Development:** Sargent encourages suppliers to expand their capabilities and classification to become more robust. Notify Sargent if additional certifications are earned.

**Quality Approved Supplier:** An approved Supplier that has demonstrated compliance to AS9100 standards, either through audit or registration, and has maintained a Quality Rating of 98% or better for two consecutive quarters is eligible for Quality Approved Supplier status.

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**Certified Supplier:** Once a supplier is approved as a Quality Approved Supplier and has maintained a Quality Rating of 98% or better and an On Time Delivery Rating of 93% or better for two consecutive quarters the supplier becomes eligible for Self-Release status. This requires at least the first two (2) consecutive shipments of parts having been received on-time without defects and having completed an on-site process audit with SC&A Supplier Quality. This audit will include review of the quality system as it relates to the individual process, observation of the process in action and review of all records. Included in this are records of in-process dimensional checks, process control, corrective actions, maintenance, certifications and final inspection records.

Based on the statistical stability and the Supplier's level of process control, the frequency of audit at SC&A will vary from every 3rd to every 10th receiving lot of material. This interval will be determined by SC&A Quality Engineering. In some cases, skip lot approval can be extended to cover similar parts that are produced by the same process. This will be reviewed on a case by case basis. In that instance, the frequency of audit will be based on the number of lots that are from the same process. In the event of multiple parts from the same process being received at the same time, the part that has the most skipped lots will be audited.

**Supplier Rating System:** Suppliers will be rated based on their lot-by-lot performance and that performance is averaged to determine the overall Supplier Rating. The supplier average score is calculated and reported monthly by SC&A Purchasing. Each lot has a possible total point value of 100, and is made up of the following components:

**Lot Quality Rating** = (Quantity Accepted / Quantity Rejected) * 50 points
Partial points for discrepant product may be awarded based on the disposition of the product. Use-As-Is = 40 points, Missing or incorrect Certs = 40 points, Missing DQA Stamp = 40 points, Rework @ SCA = 20 points, and Return to supplier for any reason = 0 points

**Lot Delivery Rating** for no more than 3 days early = 50
**Lot Delivery Rating** for no more than 0 days late = 50

**Lot Overall Rating** = Quality points + Delivery points = 100 points max

**The supplier average score** is weighted equally based on lot rating regardless of the quantity received.

**Training:** Quality Approved Suppliers, Certified Suppliers, Suppliers having Certified Inspection Tooling and Supplier having parts in the Certified Part Program will be trained in the requirements and responsibilities for their self-release designation and will be issued an SC&A controlled acceptance stamp. An Inspection Checklist (ICL) will be supplied with each lot, along with material and processing certifications and a Certificate of Compliance supplied. The ICL will list all characteristics and notes identified on the print and any requirements identified by SC&A. The supplier is responsible for the review of all inspection records and certifications supplied. This includes the compliance of those certifications to the standards and specifications defined in the print and purchase order. Both the ICL and Certificate of Compliance need to be stamped with the stamp and included with every shipment.

**If a discrepancy is found** in a lot of material that is in a self-release lot, that supplier will be removed from skip lot until the root cause and a corrective action to prevent the recurrence are in place and documented, and three consecutive shipments have been received without any defects. The three (3) lots do not have to be the same part number, but they must be similar parts from the same process. All material from the supplier may be removed from self-release if it is determined that the discrepancy indicates a breakdown in the supplier's quality system and will result in loss of preferred status.

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## Section 4: Communication

**The Sargent Controls & Aerospace Supplier Portal:** Upon approval as an SC&A Supplier, the Supplier will be assigned a username and password for the SC&A Supplier Portal. This portal is designed to allow a direct electronic interface between SC&A and its Suppliers for the purposes of expediting orders and sharing technical information.

Specific access to certain areas of the Supplier Portal must be obtained separately.

**Electronic Transfer:** All documents that are available electronically can be found on the SC&A Supplier website. Some information cannot be transferred this way, and must not be sent in this manner to any sub-suppliers. If you require a sensitive document it will be necessary to make arrangements to transfer it through your SC&A Purchasing Representative, or through SC&A Quality Engineering.

**Supplier Initiated Quality Actions:** Whenever there is a problem that may affect the quality or the delivery of a product, this must be communicated to SC&A. There are several methods for doing this and all are acceptable. Quality problems found at the Supplier's location should be communicated in writing to SC&A Quality to allow for a timely response prior to shipment through an SDMR. Issues that are communicated to SC&A and approved for shipment in advance will not affect your Supplier Quality Rating. Without this communication the Quality Score will be charged with the rejection and a late shipment, as well as any delivery, rework or special handling that is required as a result of a rejection.

**Supplier Discrepant Material Report (Form #2.385):** SDMR's are submitted by the Supplier through your Purchasing Representative or on the SC&A website, www.sargentaerospace.com for when discrepancies are identified prior to the shipment of parts and materials to SC&A. SDMR's are reviewed by the Material Review Board (MRB) and acceptance or rejection will be issued before the parts or materials are shipped to SC&A. They must be approved by SC&A in advance of shipment to prevent issuance of a DMA. The SDMR must be accompanied by supporting documentation showing the scope of the requested deviation. No SDMR will be considered without this supporting documentation. This allows SC&A to assess the impact of the discrepancy, if any, and the acceptability before the discrepant material is received at our location.

If the SDMR is rejected it will not affect your SQR unless the product was shipped prior to rejection. If the shipment is late as a result of the rejected SDMR, however, your OTD score will be affected. This may be prevented by making arrangements prior to the due date with your SC&A Purchasing Representative. The submission of an SDMR does not guarantee acceptance of the product once it is received at SC&A. Approval of an SDMR is treated as permission to ship noncompliant material, and is subject to evaluation once it has arrived at SC&A. If the problem is not corrected prior to the next shipment, another SDMR must be submitted to address the problem for that P.O. If the problem occurs in a product on a LTA, the SDMR can be identified as an LTA P.O. on the P.O. number line to allow the SDMR to be applied to the entire LTA. Also, if the same problem exists on multiple line items, they can be covered by one SDMR, as long as each line item is identified separately on the SDMR.

**Vendor Information Request (Form #2.385):** When a question arises regarding specifications, applications, substitution of materials or processes, a VIR should be submitted through your purchasing representative. The VIR does not cover any discrepancy. It is a request for information or clarification. If there are any resulting issues, these can be addressed in an SDMR, or by contacting your Purchasing Representative regarding late deliveries as a result of the information requested. If the same issue is identified in multiple PO's, they can be submitted on one VIR, as long as each is separately identified on the VIR. Likewise, if the issue occurs in multiple line items in the PO, each line item must be addressed separately.

**SC&A Initiated Quality Actions:** Materials that are received that do not comply with the requirements specified in the purchase order, print specifications, condition at time of delivery, or material and processing requirements will result in the issuance of a DMA. SC&A may elect to require corrective action form the supplier based on the discrepancy. This is done through a Supplier Corrective Action Request (SCAR).

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**Deviated Material Action (Form #SC21):** Unless an SDMR is received and approved prior to shipment of a lot that has known discrepancies, a Deviated Material Action (DMA) will be issued for all suspect material. A DMA will also be issued for lots that are received without the proper paperwork or certifications unless prior arrangements have been approved by SC&A Quality Management. Materials on hold waiting for MRB approval or delivery of certifications are not received into the system, and delays may result in the shipment being late and your OTD score being reduced.

**Supplier Corrective Action Request (SCAR):** SCAR's are issued for repeat problems or any issue that may be identified as requiring further action. Upon receipt of a SCAR, a Supplier is required to respond within the time specified in the SCAR to the SC&A Supplier Quality Engineer who issued the SCAR. If a Supplier cannot respond within the allotted time, they must contact the SC&A Supplier Quality Engineer or the SC&A Quality Manager. Only the Quality Manager or the Supplier Quality Engineer can authorize an extension.

All containment, root cause and corrective action information is entered on the form. Response is required within 30 days.

The following forms can be submitted can be submitted for review to your SC&A Purchasing Representative or to SC&A Supplier Quality Engineer directly by email.

**Supplier Evaluation Checklist (Form #5.382)**: Completion of this form and review by SC&A Quality Management is necessary for preliminary approval as an SC&A Supplier. This survey tells us what your capabilities are, and the viability of your quality system. An on-site Quality Approved Supplier (QAS) Audit will be scheduled within the first year of doing business.

**Special Process Evaluation Checklist (Form #5.383):** This form is required in addition to the Supplier Evaluation Checklist if the supplier supplies any processes or services not directly addressed in AS9100. This will include plating, heat treat and paint.

**Self-Check Guidelines for Frozen Planning Control Plan (Form #5.392):** This form is a supplier self-check guide to ensure complete frozen planning submittals, when required.

**Certified Inspection Tooling Checklist (Form #5.393):** This form shall be completed and signed to qualify supplier tooling as being certified.

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## Section 5: Certification

**Certification:** Our standard method of receiving certifications is through placing a copy in box with parts. These can placed in an envelope clearly marked "**CERTIFICATIONS – DO NOT DESTROY**" at the time that the product is shipped. Certification of Compliance is required on all parts, processes and materials supplied to SC&A. The Certification of Compliance will include the VIR-SDMR numbers pertinent to the parts being shipped. Any VIR-SDMRs applicable to the shipment must be included as part of the certification package included with the shipment. Mill certifications showing actual chemistry and physical properties along with country of origin for metals, test certifications, material certifications for any coatings or added parts or materials and inspection results may also be required and will be identified in the PQR. Communication of additional requirements for a part or project is done during the quotation process and any special requirements for the delivery of documentation other than the standard SC&A documentation will be communicated at that time. All requirements for inspection and certification are communicated in the PO through the PQR's. This list is included with the purchase order, is available on the SC&A website, www.sargentaerospace.com and is included in the supplement to this document.

**Material Certification:** Material certification shall include specific chemistry, physical properties and actual test results for all specifications stated on the Purchase Order as well as identification and evidence of compliance to specific specifications and standards. The Nation of Origin may also be restricted, and the certification of origin will be required on some materials as specified by the PO. Suppliers are required to review all information included on certifications based directly upon the standard they are purchased under. Evidence of this review shall be maintained in the receiving inspection records and acknowledged in the C of C.

*The Supplier is responsible for the accuracy and compliance of all certifications even if a sub-supplier is mandated by contract. If a customer-mandated sub-supplier's product does not meet the requirements of the specified standard, a VIR-SDMR shall be issued and approved before the material can be used.* ***If a sub-supplier's certification is found to be non-conforming a DMA will be issued to the supplier that accepted it when the material was sent to their facility.***

**Process Certification:** Suppliers of outside processing (OSP) may certify their supplied processing if they are NADCAP or A2LA certified for their process, or if they have been approved as a processing source for the specific SC&A customer that will receive the product. Otherwise, processing must be certified by a certified and independent testing facility. This can be waived if SC&A performs an audit on the process and Supplier, and finds that the process is acceptable and meets SC&A customer requirements.

**Certified Inspection Tooling:** Suppliers may obtain inspection tool certification by working with SQE through SC&A certified inspection tool program. Requirements vary based on inspection method and tooling being certified.

**Testing Certification:** Tests required for certification of materials and processing shall be done by qualified technicians using calibrated equipment to certified standards and processes. The certifications shall include the actual readings and measurements taken while the product was under test, the method by which the testing was done and the standard that the results were compared to, including traceability to NIST, ISO, or other recognized national or international standards where appropriate.

**Certified Part Program:** Individual part number certification based on quality rating by individual part number and/or part family. Once a part is a CPP and has maintained a Quality Rating of 98% or better for two consecutive quarters the part or part family becomes eligible for Self-Release status. This requires at least five (5) consecutive shipments of the parts having been received without defects and having completed an on-site process audit with SC&A Supplier Quality. This audit will include review of the quality system as it relates to the individual process, observation of the process in action and review of all records. Included in this are records of in-process dimensional checks, process control, corrective actions, maintenance, certifications and final inspection records.
Based on the statistical stability and the Supplier's level of process control, the frequency of audit at SC&A will vary from every 3rd to every 10th receiving lot of material. This interval will be determined by SC&A Quality Engineering.

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## Section 6: Appendix: Documents and Forms

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| **2.351** | **Government Regulation Compliance and Business Size Certificate** |
| **2.385** | **Vendor Information Request** |
| **2.385** | **Supplier Discrepant Material Report** |
| **5.250** | **Procurement Quality Requirements** |
| **5.382** | **Supplier Evaluation Checklist** |
| **5.383** | **Special Process Evaluation Checklist** |
| **5.392** | **Frozen Planning Checklist** |
| **5.393** | **Certified Inspection Tooling Checklist** |
| **SC21** | **Deviated Material Action** |

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## Section 7: Revision History

| Revision No. | Date | Revision | Revised By: | Reviewed By: |
|---|---|---|---|---|
| NC | 3/20/08 | Original Release | J. Ruppel | M. Johnson |
| A | 4/7/08 | Added Attribute Sampling and Rev. History Page | J. Ruppel | M. Johnson |
| B | 10/27/08 | Changed references to forms that have been superseded and corrected email address reference, fixed errors | J. Ruppel | M. Johnson |
| C | 1/6/2010 | **Section 3: Approved Supplier List (ASL):** Updated<br>**Section 3: Supplier Classification:** Section rewritten to reflect current practices and requirements<br>**Section 3: Supplier Rating System:** Entire section rewritten to incorporate new method of calculating supplier ratings. Updated manual references and procedures to comply with ERP implementation and AS9100 Rev C, corrected grammar and spelling errors<br>**Section 4: Communication:** Updated SDMR and VIR definitions to clarify processing questions. | J. Ruppel | M. Johnson |
| D | 10/25/2012 | **Section 2: Added Counterfeit Parts Prevention**<br>**Section 5: Certifications: Added** The Certification of Compliance will include the VIR and/or SDMR numbers pertinent to the parts being shipped. Any VIRs or SDMRs applicable to the shipment must be included as part of the certification package included with the shipment. | A. Ashton | M. Johnson |
| E | 10/01/2013 | Introduction was: We encourage…all APQP tools for advanced…<br>Is: We encourage…all variation management tools for advance…<br>Section 1: PQR added form #5.250 to end of description<br>Section 1: Added acronym and definitions CIT, CPP, KC, FP, and VM | N. Ferrell | M. Johnson |

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| | | Section 2: Added Variation Management<br><br>Section 2: Revised formatting counterfeit parts prevention section<br><br>Section 3: Added variation management and frozen planning<br><br>Section 4: Added Frozen Planning Checklist (Form#5.392)<br><br>Section 4: Added Certified Inspection Checklist (Form#5.393)<br><br>Section 5: Added Certified Inspection Tooling<br><br>Section 5: Added Certified Part Program<br><br>Section 6: corrected typo for form Was: 5.280 s/b 5.028<br><br>Section 6: Added Form 5.392 Frozen Planning Checklist<br><br>Section 6: Added Form 5.393 Certified Inspection Tooling Checklist<br><br>Section 6: Added Form SC21 Deviated Material Action | | |
| F | 03/31/2014 | Section 3: Training – Added "Both the ICL and Certificate of Compliance need to be stamped with the stamp and included with every shipment."<br><br>Section 4: The SC&A Supplier Portal: removed: and recording corrective actions.<br><br>Section 4: The SC&A Supplier Portal: removed: "For access to quality related areas please contact SC&A Supplier Quality. Usernames and passwords for the SC&A Supplier Portal are assigned by the SC&A Quality Manager. If you do not have a username and password you will need to contact the Supplier Quality Engineer or the Quality Manager."<br><br>Section 4: SDMR - changed **from:** form # 5.028 **to**: 2.385<br><br>Section 4: VIR - changed **from:** form # 2.353 **to:** 2.385 | N. Ferrell | M. Johnson |

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| | | Section 4: SCAR – changed **from**: "on the SC&A supplier portal…." **To**: "to supplier quality engineer who issued SCAR".<br><br>Section 4: SCAR – changed **from**: "all containment, root cause and corrective action information is entered on the website." **TO:** "all containment, root cause and corrective action information is entered on the form."<br><br>Section 4: SCAR – removed "the website allows you to send an email directly to the responsible SC&A representative once you have finished updating the SCAR"<br><br>Section 4: SCAR- Changed **from:** "the following forms can be submitted through the Sargent Controls Supplier Portal…" **TO:** "The following forms can be submitted can be submitted for review to your SC&A Purchasing Representative or to SC&A Supplier Quality Engineer directly by email."<br><br>Section 5: Certification - changed **from:** "Our standard method of receiving certifications is through electronic media…" **TO:** "Our standard method of receiving certifications is through placing a copy in box with parts.<br><br>Section 5: Certification: changed **from:** "These can be sent via email to insp@sargentcontrols.com at the time the product is shipped." **TO:** "These can be placed in an envelope clearly marked "**CERTIFICATIONS – DO NOT DESTROY**" at the time that the product is shipped."<br><br>Section 5: Certification - removed: "The preferred method for the submission of certifications is electronically via e-mail to SC&A inspection…"<br><br>Section 6: Appendix - changed **from:** form # 2.353 **to**: 2.384<br><br>Section 6: Appendix - changed **from:** form # 5.028 **to**: 2.384 | | |

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| G | 06/15/2015 | Revised Header to current Sargent Aerospace & Defense Logo<br>Section 3: Supplier Rating System – Added: Missing/Incorrect Certs = 40 points, Missing DQS Stamp = 40 Points | N. Ferrell | E. Harris |
| H | 07/28/2015 | Section 1: Added FOD to acronym list.<br>Section 2: Added Foreign Object Debris / Foreign Object Damage (FOD) Prevention section | N. Ferrell | E. Harris |
| J | 7/27/2016 | Section 2: Nonconforming material<br>Added: Suppliers are required to report nonconforming articles that may have left the supplier's quality system within 24 hours. Non-conforming material shipped will require root cause corrective action within 72 hours of notification.<br>Section 2: Added Counterfeit requirements specifications<br>Section 2: Supplier Corrective action Request<br>Added time requirement and ECD requirement for SDMRs | E. Harris | C. Heckel |
| K | 9/21/2016 | Section 2: Quality System Requirements.<br>**From:** SC&A will require the supplier to submit these elements either through a direct audit by SC&A Supplier Quality, indirectly through an outside registrar such as ISO9000 or AS9100,<br>**To:** SC&A will require the supplier to submit these elements either through a direct audit by SC&A Supplier Quality, indirectly through an outside registrar such as ISO9001 or AS9100,<br>Section 2: Quality Records.<br>**From:** SC&A is AS9100 registered and adheres to the principals defined in ISO9000.<br>**To:** SC&A is AS9100 registered and adheres to the principals defined in ISO9001. | C. Heckel | J. Dugle |

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| | | Section 2: Calibration.<br><br>**From:** The Supplier is required to establish processes to ensure that monitoring and measurement can be carried out and are carried out in a manner that is consistent with the monitoring and measurement requirements as defined in the purchase order and the blueprint. Measurement systems must be traceable to national, international, or natural standards, as established by the NIST, ISO or other accepted national or international standards organization. Measurement systems must demonstrate reliability and reproducibility through internal studies or by artifact verification and validation through SC&A's Metrology group.<br>Calibration shall be verified at designated intervals and the results retained. This includes maintaining a register of measuring and test equipment and defining the process employed for their calibration/verification. Each calibrated instrument shall have a label with the gage number, the date the tool was last calibrated, the date the tool is due for its next calibration and the name of the person that did the calibration.<br>The Calibration Register shall contain the date of each calibration, the actual measurements before and after any adjustments are made, the method by which the tool was calibrated and the acceptance criteria. If calibration is done by an outside source, the accreditation of the source shall be available for review. All outside calibration sources must be registered as a calibration source with A2LA or another national or international registrar for the specific calibration that they supply. Exceptions are limited to recalibration by the original manufacturer when accredited calibration sources are unavailable. In such cases the calibration source shall supply certification of traceability of standards to NIST or other recognized national or international standards organization. | | |

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| | | We do not specifically require the use of Gage Reliability and Reproducibility studies (GR&R), but we recommend it as a means by which the measurement system can be validated. High precision measurements can only be assured when the capability of the measurement system is known. If there is a discrepancy in measurement between what is reported and what is found at SC&A, we will defer to the proven best test capability.<br><br>In addition, the organization shall assess and record the validity of the previous measuring results when the equipment is found not to conform to requirements. The organization shall take appropriate action on the equipment and any product affected.<br><br>**To:** Supplier Requirements:<br>All measurement equipment used to determine acceptance of material shall be identified with labeling and subject to, as a minimum, an initial calibration, and re-calibration thereafter using a calibration recall process. If calibration is accomplished by an outside source, the accreditation of the calibration source shall be available for review. All outside calibration sources must be registered or have an accreditation as a calibration source by one of the following means: ISO10012, Z540 ISO17025, A2LA and NAVLAP (current revision).<br><br>Exceptions are limited to recalibration by the original manufacturer when accredited calibration sources are unavailable. In such cases the calibration source shall supply certification of traceability of standards to NIST or other recognized national or international standards organization. When internal calibration is used the process must be documented and must include the following information: NIST traceable standard, gage number, date the | | |

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| | | tool was last calibrated, the date the tool is due for its next calibration and the name of the person that performed the calibration.<br><br>High precision measurements can only be assured when the capability of the measurement system is known. Gage Reliability and Reproducibility studies (GR&R), are recommend as a means to validate the measurement system. If there is a discrepancy in measurement between what is reported and what is found at SC&A, we will defer to the proven best test capability.<br><br>Calibration services minimum requirements:<br>A calibration service supplier providing services directly to SC&A must be registered or have an accreditation as a calibration source by one of the following means: ISO10012, Z540 ISO17025, A2LA and NAVLAP (current revision). Exceptions are limited to recalibration by the original manufacturer when accredited calibration sources are unavailable. In such cases the calibration source shall supply certification of traceability of standards to NIST or other recognized national or international standards organization.<br><br>Section 3: Sargent Controls & Aerospace Approved Supplier:<br><br>**From:** When submitting the Supplier Evaluation Checklist, the supplier is asked to include copies of their specialized certifications and registrations, such as Nadcap, AS9100, ISO9000 and A2LA.<br><br>**To:** When submitting the Supplier Evaluation Checklist, the supplier is asked to include copies of their specialized certifications and registrations, such as Nadcap, AS9100, ISO9001 and A2LA. | | |

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| | | Section 3: Supplier Classification:<br><br>**From: XX.** ISO9000 or AS9100 series certified quality systems or approved by major OEM customers.<br><br>**To: XX.** ISO9001 or AS9100 series certified quality systems or approved by major OEM customers.<br><br>Section 3: Supplier Rating System:<br><br>**IS: Lot Delivery Rating** for no more than 6 days early = 50<br>**Lot Delivery Rating** for no more than 4 days late = 50<br><br>**WAS: Lot Delivery Rating** for no more than 3 days early = 50<br>**Lot Delivery Rating** for no more than 0 days late = 50 | | |