

Notice: SOP 06-001 SUPPLIER QUALITY REQUIREMENTS

The latest revision of the Quality Requirements for Suppliers (SOP 06-001) is posted on Cam-Tag Industries website: www.camtag.com

Suppliers are responsible for obtaining the latest revision of this document from the web before proceeding with or processing any purchase orders or product.

This document complies with the latest requirements of AS9100/AS9120.

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CHANGE RECORD

Revision Number	Date	Sections Revised	Description	CN/CR Number	Approval
A	13 Jul 2005	All	Initial Release	N/A	Quality Manager
B	02 Jan 2006	4.6.5	Include process changes	001	Quality Manager
C	23 Mar 2006	4.13	Time frame for NCR reporting.	002	Quality Manager
D	04 Feb 2013	4.6.1, 4.6.2, 4.6.3, 4.13, 4.17.	Review completed on all sections of document	003	Quality Manager
E	17 Dec 2015	4.13 & 4.14	NCR & CAR reporting	004	Quality Manager
F	07 Sep 2016	4.13	Improved language regarding NCR reporting / disposition to eliminate confusion	005	Quality Manager
G	10-Jan-2018	All	Complete re-write to align with re-mapping and new requirements of ISO / AS Standards	006	Quality Manager

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1.0 Purpose

Control the flow down of applicable quality assurance requirements to suppliers as required by AS9100 / AS9120 and our end customers.

2.0 Scope

The requirements of this document apply to all service and product suppliers used by Cam-Tag Industries, when specified on the purchase order.

3.0 Responsibilities

Cam-Tag Industries Quality Assurance Manager and the Purchasing Representative are responsible for establishing the applicable Supplier Quality Requirements.

The Cam-Tag Industries Purchasing Representative is responsible for specifying when the requirements of this procedure form part of this purchase order, including a statement regarding any additional imposed requirements of the end use customer.

The Supplier shall have access to the necessary information and technical documents required to fulfill its contractual obligations. This may also include information or access to Cam-Tag's customer's requirements such:

- Safran Landing System's DK-6000 (portal of approved suppliers and requirements) and SREQ-SLS-001 (quality requirements for Safran suppliers)
- Bombardier's ASL (portal of approved Bombardier suppliers), EMCM-001 (engineering material control manual), QD4.6-40 (quality requirements for Bombardier suppliers)
- Boeing's D-590 and D1-4426 approved source lists and D6-82479 (Boeing's requirements for suppliers)

The supplier shall obtain:

- any missing information or documents from the Purchasing Representative prior to beginning work on the purchase order
- provide required documentation information when required by the purchase order.
- obtain written authorization from the Purchasing Representative for any deviation from the requirements specified herein

- promptly advise the Purchasing Representative in writing if any changes in the supplier name, ownership, facilities, senior management, management representative and situations that could impact on the performance of the contractual obligations.

4.0 Requirements

4.1 Management Responsibility

The supplier shall define and document its quality policy and ensure that it is understood, implemented and maintained at all levels of the organization. Supplier's management must also define responsibilities and assign authority to personnel to identify, document and prevent non-conformities and to monitor effectiveness of corrective actions. Adequate resources must be in place to ensure product will meet customer requirements.

The supplier shall ensure:

- A Quality Representative is selected to ensure that the quality program is effective, efficient and reviewed at planned intervals and to liaise with customer or other interested parties on quality issues as required.
- All communications between the supplier and Cam-Tag Industries is coordinated through the Cam-Tag Industries Purchasing Representative responsible for the purchase order.
- The Cam-Tag Industries Purchasing Representative may request that such communications be provided in writing.
- Any non-documented changes, agreements or other instructions must not be implemented by the supplier prior to obtaining approval from the Cam-Tag Industries Purchasing Representative.

4.2 Supplier Quality System Requirements

Suppliers shall have a current quality program based on AS9100 (or equivalent) as appropriate for the types of products and services provided. Cam-Tag Industries may elect to approve suppliers following the completion of a supplier self-survey audit questionnaire (CTI-1004).

Documented procedures and work instructions that support the quality system and internal processes shall be maintained, retained and available to personnel performing activities that have an impact on the quality of the product or services required by the purchase order.

Quality plans shall be developed according to ISO 10005 (or equivalent) when the supplier's existing quality management system does not cover a customer specified requirement.

4.3 Purchase Order Review and Acceptance

The supplier shall have a process in place to review the contractual requirements of the purchase order and to transfer vital information to all necessary functions that support the operation of the processes.

It is recommended that the supplier returns a signed copy of the purchase order to show acceptance of the purchase order requirements. After 10 working days without reply, the purchase order is considered accepted by both parties. Any requests or clarifications regarding purchase order requirements must first be communicated in writing to the Cam-Tag Industries Purchasing Representative.

The supplier must ensure that all documents received make reference to the Cam-Tag Industries purchase order number, part number, lot number as well as the serial numbers, if applicable.

Cam-Tag Industries reserves the right to cancel purchase order at any time and at no cost if Cam-Tag Industries Customer cancels the original contact and/or the supplier's Quality Performance or On-Time Delivery falls below the acceptable level. In either case, an amendment to the original Purchase Order will be sent to the supplier noting why the order is being cancelled.

4.4 Design Control

No design changes are allowed without written authorization of both Cam-Tag Industries and the end customer.

4.5 Document and Data Change Control

The supplier shall have a process in place to ensure that any changes to the drawings, specifications, test methods and contract agreement are implemented within their organization upon receiving a purchase order amendment or other Cam-Tag Industries change request.

Technical data disclosed between Cam-Tag Industries and its suppliers are strictly for the use of the specific originators' product only. Possession of such data does not convey the

right to reproduce such information and/or the resulting product without the written permission of Cam-Tag Industries..

4.6 Procurement

4.6.1 Purchasing Requirements

All material, product or services must be purchased from Cam-Tag Industries approved end customer approved suppliers (where applicable). This action does not relieve the supplier of its responsibility to perform receiving inspection of the material to ensure compliance to requirements prior to further processing.

Any Key / Critical / Special Requirements identified by Cam-Tag Industries shall be flowed down by the Purchase Order as identified in AS9100/AS9120.

4.6.2 Use and approval of sub-tier suppliers

When the purchase order allows suppliers to use sub-tier suppliers, the following conditions apply, unless specified otherwise in the purchase order:

- Special processes must be performed at Cam-Tag Industries End Customer Approved Suppliers.
- End Customer controlled processes (BAC, DCMP, PS, BPS, etc.) must be performed at customers' approved sources
- A technique must be established for each part number processed, as required.

The supplier must ensure to flow down pertinent purchase order and quality requirements of SOP 06-001 to sub-tier suppliers so that proper traceability is maintained. In addition, the supplier's shipping document must specify the Cam-Tag Industries purchase order number.

Suppliers must maintain a list of approval suppliers and have a system to define the extent of control exercised over those suppliers. The system must include the supplier approval and disapproval criteria. Records, including those resulting from supplier evaluation as well as system, product or process audits, must be available for review, as applicable.

4.6.3 Quality Surveillance

When Quality Surveillance (source inspection) is a purchase order requirement, the supplier will follow the instructions provided on the purchase order to arrange for source verification.

The supplier must ensure that the following items are available prior to calling for Source Inspection:

- Certificate of Conformance
- Purchase order, including any revisions
- Drawing at the applicable revision level
- Certificates for processes / operations performed by sub-tiers suppliers
- Inspection and test reports
- First Article Inspection reports
- Dispositioned Non-conforming Reports (if applicable)
- Measuring and test equipment are available for supplier representative

All deliveries that require Quality Surveillance (source inspection) must be authorized by Cam-Tag Industries prior to shipment.

NOTE: Any production parts shipped prior to first article approval by Cam-Tag Industries may be returned to the supplier at supplier's expense.

4.6.4 Supplier Evaluation / Approval

A new supplier is initially audited by means of a Supplier Self-Survey Audit Questionnaire (form CTI-1004), an on-site physical audit or a combination of the two. Once approved, the supplier is added to Cam-Tag's Approved Supplier List (ASL) and is then re-audited, at minimum, every two years.

Supplier Quality and On-Time Performance is monitored to establish the level of conformance to purchase order requirements. If performance drops below an acceptable level, the supplier must provide a corrective action plan showing steps initiated to meet purchase order conformance.

Cam-Tag Industries reserves the right to review the supplier's quality management system, the product and related documentation at any stages of production to determine the level of compliance with purchase order requirements.

4.6.5 Request for Material Substitution or Technical Change

Under no circumstances will material substitution, technical changes, process changes or deviations to purchase order requirements be allowed without receiving written authorization from Cam-Tag Industries. This written confirmation must be kept as part of the supplier's quality records.

4.6.6 Order Conformity

All the requirements and conditions of the purchase order must be met; otherwise the Cam-Tag Industries Purchasing Representative must be informed promptly and in writing of any details causing a deviation.

4.7 Control of Customer Supplied Products and Materials

The supplier shall have a process in place to ensure that Products and/or Material, supplied directly from Cam-Tag or by one of Cam-Tag's customer approved suppliers is verified for the proper traceability documentation and subjected to a receiving inspection (visual and/or dimensional) upon receipt.

In addition, the supplier shall identify, segregate and use material / product to fulfill the purchase order requirements only. Inventory and traceability control of products and material is a requirement and must be performed effectively by the supplier while in their possession.

Once purchase order requirements have been met, the supplier must request disposal instructions from the Cam-Tag Industries Purchasing Representative for any excess material or non-conforming product.

4.8 Identification and Traceability

Identification and Traceability shall be controlled by the supplier at all times when Cam-Tag Products and/or Materials are in their possession.

As per purchase order, Raw Material certifications, Heat Lots, Part Numbers and revision levels, Job / Batch Numbers, Serial Numbers (if applicable) shall be recorded on the documentation accompanying the parts, such as inspection reports, non-conformance reports, certificates of conformity, shipping and packing slips and when required, raw material shall be identified by means that will allow traceability to the purchase order.

4.9 Process Control

4.9.1 Manufacturing Planning

A manufacturing plan, process techniques, inspection plans, flow charts, sketches, shop travelers, work orders and manufacturing and assembly outlines, or a combination of these, must be developed for each part number and/ or

process where the supplier is manufacturing or processing to an engineering drawing or specification.

The manufacturing plan shall contain sequential manufacturing, processing, processor name and inspection steps in the order required by the applicable engineering drawings / process specification and shall provide evidence of processing in compliance with applicable drawings, specifications, purchase orders, and other relevant requirements.

Objective evidence must show that all manufacturing and inspection operations have been performed as planned. Manufacturing plans and generated records must be available upon request.

For steel parts with an ultimate tensile strength ≥ 180 ksi, the supplier shall submit a manufacturing plan to the Buyer for approval prior to production. In addition, the supplier shall submit a process technique to the Cam-Tag Industries Purchasing Representative for approval prior to production when any special processes form part of the manufacturing plan, including: heat treatment, shot peening, thermal spraying, swaging, welding, electric discharge machining, proof load testing.

For steel parts with an ultimate tensile strength ≤ 180 ksi, the supplier shall submit a process technique to the Cam-Tag Industries Purchasing Representative for approval prior to production only for the following special processes: thermal spraying, swaging, welding, electric discharge machining, proof load testing.

For parts manufactured from aluminum alloy forgings, the supplier shall submit a manufacturing plan to the Buyer for approval prior to production along with a technique for any special processes, such as: heat treatment, shot peening, hard anodizing, electric discharge machining, etc.

For parts designated as Fracture Critical, Fracture Critical Traceable, and/ or Process Sensitive on the purchase order or on the drawing, the supplier shall submit for approval a manufacturing plan and techniques.

For all assemblies with acceptance test requirements, the supplier shall submit a manufacturing plan for approval prior to starting manufacturing. Suppliers performing assembly and testing must have written instructions to preclude foreign object damage and entrapment of debris or contamination during assembly/ test operations.

Once a supplier's manufacturing plan / technique is approved by Cam-Tag Industries and the end customer, the manufacturing plan / technique is considered frozen and the supplier may begin production. Re-approval by Cam-Tag Industries and end customer is required when any of the following changes occur: new part / dash number; changes in processing or material; change in location of manufacturing; changes affecting equipment and tooling, die, mould or pattern; re-sequencing of operations, new sub-tier supplier and modifications to the operations.

In some cases, Cam-Tag Industries provides its own internal manufacturing process sheets to suppliers. This information must be used as reference only. Suppliers, who choose to follow these process sheets, shall not, under any circumstances hold Cam-Tag Industries responsible for nonconformities, which may result from their use.

The supplier must have written instructions for the process and demonstrate that the persons assigned to work on the product are qualified as required and have the ability to monitor the process parameters and take corrective actions, as necessary.

Details of certain operations may be considered proprietary by a supplier; however this does not relieve the supplier from any requirements herein specified. Proprietary information shall be available for review at the supplier's facility. Manufacturing or assembly plans, techniques and any other document submitted to Cam-Tag Industries for approval as part of the contractual agreement are dealt with in a confidential manner and strictly kept within the organization.

4.9.2 Loaned Tooling

Cam-Tag Industries may loan tools to suppliers as an aid in fabricating parts, however this does not relieve the suppliers of their responsibility to provide and use their own tools and measurement equipment to provide evidence that the parts or product meet the requirements of the purchase order.

Tooling fabricated by the supplier but owned by Cam-Tag Industries must be inspected and accepted to applicable engineering data prior to release for production use. The tooling must be conspicuously identified as to the ownership, show the tool number (engineering part number), serial number, and program, acceptance and date stamp.

Any subsequent need to modify or rework the tooling must be first approved by Cam-Tag Industries. Loaned tooling used as a media for inspection must be

periodically inspected / calibrated by the supplier or returned to Cam-Tag Industries for calibration ahead of the calibration due date.

Suppliers are liable for any damages or loss that occurs to tools or equipment while in the supplier's possession. The supplier is responsible to perform routine maintenance of loaned tooling and is subject to periodic inventory audits by Cam-Tag Industries. Any loaned tooling must be returned after the purchase order requirements are completed, or at any time when requested by Cam-Tag Industries.

4.10 Inspection and Testing

4.10.1 General Requirements

The supplier shall have a process in place to ensure and/or demonstrate that all material or product received, manufactured and tested have been 100% inspected, unless a recognized statically sampling plan is implemented and in use. Records shall identify the authority responsible for inspection and release of the product at all stages. A positive recall system must be in place to monitor product released prior to verification of conformance to requirements.

Suppliers shall check raw material test reports against specification requirements. For incoming material accepted on the basis of certification or test reports, chemical and mechanical properties must be verified and tested by an independent laboratory on a planned basis to ensure compliance to specification requirements.

Heat Treating source shall perform 100% hardness testing on all heat- treated material.

Time-Sensitive Material Suppliers shall ensure that product subject to "shelf- life control" has no more than 20% of their shelf life expired at the time of shipment to Cam-Tag Industries.

4.10.2 First Article Inspection

When required by the purchase order, the supplier shall prepare and submit an FAIR (First Article Inspection Report) on a representative part from the batch when:

- it is the first time the part number is being manufactured

- the drawing revision or part configuration has changed
- it has been longer than 2 years since the previous production run
- there are changes to the supplier's manufacturing process.

A Delta FAIR shall be performed when:

- there is a change to the drawing that does not affect form, fit, function,
- there is a change in the supplier's manufacturing sources, processes, inspection methods, location, tooling or material with the potential of affecting form, fit or function of the part
- required by Cam-Tag Industries as part of a corrective action
- there is a change in numerical control program or translation to another media

Unless noted on the purchase order, the supplier must abide by the requirements of AS 9102 "Aerospace First Article Inspection Requirement" when completing a FAIR or a Delta FAIR package. This includes using AS9102 Forms 1 through 3.

The First Article "FAI Part", when presented for source inspection and/ or shipped to Cam-Tag Industries, must be clearly identified by means of a tag.

4.10.3 Final acceptance

Final acceptance of a supplier's product by Cam-Tag Industries shall not relieve the supplier of its obligation to meet all applicable industry, regulatory, contractual and warranty requirements.

4.11 Control of Inspection, Measuring and Test Equipment

The supplier shall have a process in place to ensure control and the recall and calibrations of inspection tools and measuring and test equipment used as a media for inspection and product acceptance. Tools and gauges used as production aids shall be identified in a manner which will prevent their use for inspection / acceptance of the end product.

The supplier must maintain control over its sub-tier suppliers in the same fashion.

4.12 Inspection and Test Status

The supplier must maintain a system for identifying the inspection status of material throughout all production phases. Identification may be accomplished using controlled stamps, tags, travelers, etc.

4.13 Control of Nonconforming Product

The supplier shall have a process in place to record, identify, segregate and report non-conforming product. In the event that Cam-Tag Industries material or product has been discovered non-conforming (regardless of liability), the supplier shall immediately report the non-conformity by phone call and/or email to Cam-Tag Industries Purchasing Representative and Quality Manager. The email shall include a description of the non-conformity, a copy of the supplier's internal non-conformance report and any other supporting pictures and/or documentation.

The supplier is also instructed to wait for official disposition instructions from Cam-Tag Industries before continuation of processing or returning parts to our facility. Completed Non-Conformance Reports shall be retained as quality records.

Any delivered parts found non-conforming at Cam-Tag Industries are considered an "escape" and will be documented as such on a NCR (Non-Conformance Report). In the case of urgent production needs, or at the discretion of Cam-Tag Industries, parts may be repaired by Cam-Tag Industries, but at the supplier's expenses. Cam-Tag Industries Purchasing Representative will inform the supplier when such a situation occurs. Under normal circumstances, these parts will be returned to the supplier for repair according to the dispositions made by the Cam-Tag Industries MRB (Material Review Board). In both cases, the supplier will be required to contain any product in WIP and provide a corrective action.

Escapes of non-conforming product identified by the Supplier after delivery to Cam-Tag Industries must be reported immediately in the form of an email addressed to Cam-Tag Industries Purchasing Representative and Quality Manager. The email shall include a description of the non-conformity, root cause investigation results, immediate containment action, a copy of the supplier's internal non-conformance report and any other supporting pictures and/or documentation.

4.14 Corrective and Preventive Action

The supplier shall have a process in place for corrective and preventive action to ensure the elimination or early detection of problems, including those found at sub-tier suppliers or reported by the customer. Corrective Action Requests must be answered and submitted within 10 business days, or sooner, if requested by Cam-Tag Industries. Failure to comply may negatively affect the supplier rating.

Corrective Action Requests must show evidence that the supplier has:

- performed a thorough root cause analysis and determined the real cause of the non-conformity
- determined the impact on parts in production, storage or already delivered
- implemented the appropriate measures to eliminate / prevent reoccurrence of the root cause(s)
- verified the implementation of the corrective action(s) to ensure effectiveness of the actions taken
- advised the process owner of the results

4.15 Handling, packaging, storage, preservation and shipping

The supplier shall have a process in place for the handling, packaging, storage, preservation and shipping of product and/or material.

The supplier shall use designated areas in order to prevent damage or deterioration of the product, pending use or delivery. Stock condition in temporary storage shall be addresses at planned intervals.

Packaging shall be done in accordance with the engineering drawings, specifications and / or as specified on the purchase order.

In all circumstances, it shall be done in such a way as to prevent physical damage, contamination and corrosion damage in transit (packaging materials in direct contact with the items must be dry, non-corrosive and non-hygroscopic). Individual packing is required.

Product received from the supplier in a damaged condition due to improper packaging or showing evidence of rust or surface corrosion may be returned to the supplier or reworked at Cam-Tag Industries at the supplier's expense.

4.15.1 Shipping documentation

The shipping documentation must include, as applicable:

- Certificate of Conformance
- Raw material certification complete with mill test run reports and heat lot / batch code numbers
- Forging certification complete test reports
- Heat treat certification, including process summary (entry and exit time, temperatures and media for each stage, hardness) and test reports

- Special process certification, including those performed by sub-tier suppliers
- Complete First Article Inspection Report / delta FAI as per SAE AS 9102
- A copy of the duly completed manufacturing process sheets for any FAI parts subject to a conformity inspection
- Inspection / test reports
- Nonconforming Material Report(s)

4.16 Quality records

Documents showing conformity of a product to specified requirements must be kept for a minimum of ten years after delivery of the last item on a purchase order and must not be destroyed unless written approval is obtained from the Cam-Tag Industries Purchasing Representative.

Records must be legible and archived in such a way as to be protected against deterioration and loss and be easily retrievable for review by Cam-Tag Industries or its, customers and/or regulatory authorities, upon request.

This requirement shall be imposed on sub- tiers, as applicable.

4.16.1 Certificate of Conformance

Product and Material supplied per Cam-Tag Industries purchase order must be accompanied by a certificate of conformance that states conformance to all applicable engineering drawings, process specifications and purchase order requirements.

In addition, the certificate of conformance must make reference to the following, as applicable:

- Supplier name and physical address (street, city, province / state, postal / zip code)
- Suppliers work order and certification of conformance (cofc) number
- Cam-Tag Industries purchase order and line item number(s)
- Part numbers and all applicable revision levels
- Cam-Tag's Job or Batch Numbers
- Cam-Tag's Serial number(s) if applicable
- FAI detail part numbers and standard hardware used in an assembly, including serial numbers, when applicable; standard hardware must be traceable to the manufacturer
- Quantity delivered (shipment and back-order quantity)

- Material used, name of source, certification number and date of actual process certification
- Each special process performed at the supplier or at the sub-tier, including the applicable specifications, revision level, name of source, certification number and date of actual process certification
- Control number and revision level of the Supplier Techniques
- Attached copy of any Non-conforming Reports
- Invoice number
- Date of certification
- Signature or stamp of person authorized to release the product.

4.16.2 Special Process Certification

The special process certification must show the following, as applicable:

- Part number including revision level
- Quantity of parts accepted / rejected covered by certification
- Serial numbers, as applicable
- Process specification number, revision and the type and class to which the process is performed
- Reference to any authorized deviations
- For thermal treatment, entry time, exit time, temperatures and media for each step, hardness obtained
- All test data required by the drawing and specifications.
- Approved technique number, revision

4.17 Audits and Right of Access

The supplier shall have a process in place for planning and conducting internal audits on a planned basis to show compliance to their quality management system.

Cam-Tag Industries, its customers and regulatory authorities must be afforded the right of access to the supplier's facilities. The supplier must flow down the right of access provision to its sub-tiers.

Right of access shall extend to the audit of the quality management system and/or to the inspection of the work to ensure product conformance to purchase order requirements, including verification of records and material.

Suppliers, including their sub-tiers, must provide reasonable assistance in such cases.

4.18 Training

The supplier shall have a process in place that provides adequate training of all personnel having an impact on product quality.

Employee records certification and qualification as required by relevant specifications must be available.

4.19 Servicing

When servicing is a purchase order requirement, the supplier must implement a procedure for the performance, verification and reporting of servicing completed.

5.0 REFERENCES

5.1 Reference Documents

ISO 9001	Quality Management System Requirements
ISO 10005	Preparation of Quality Plans
AS9100	Quality Management System Requirements for Aviation, Defence and Space Organizations
AS9120	Quality Management System Requirements for Stockists and Distributors
AS9102	First Article Inspection Report Requirements for Aerospace

5.2 Forms

CTI-1004	Supplier Self-Survey Audit Questionnaire
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