***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 Customer and AS9100 requirements.

Printed copies of this document are not controlled, and it is the responsibility of each individual to ensure that any printed copy reflects the latest and greatest revision level.

## 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 |
| H | 23-Oct-2019 | Header | Replaced old Logo with new one | 007 | Quality Manager |
| I | N/A | N/A | NOT USED | N/A | Quality Manager |
| J | 11- | 4.16.1 | Revised the statement re: serial numbers and added size limitations | 008 | Quality Manager |

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| | Aug-2022 | | to CofC's and supporting docs | | |
| K | 15-Sep-2022 | 4.0<br><br>4.16.1 | 1 - Added statement for suppliers to be aware of their contributions to Ethical Behaviour<br>2 - Removed statement that s/n's must be listed individually on CofC's | 009 | Quality Assurance Leader |
| L | 29-Nov-2024 | 4.0, 4.2, 4.6.4, & 4.10.2 | New requirements added for better clarity and compliance to customer requirements, and Added statement requiring AS9102 FAI | 010 | Quality Assurance Leader |

# TABLE OF CONTENTS

## 1.0 Purpose

Control the flow down of applicable quality and information requirements to sub-tier suppliers as required by our customers and AS9100.

## 2.0 Scope

The requirements of this document apply to all outside service and product providers used by Cam-Tag Industries.

## 3.0 Responsibilities

Cam-Tag Industries Quality Assurance Leader and the Procurement Agent are responsible for establishing the applicable Supplier Quality Requirements.

The Cam-Tag Industries Procurement Agent 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), BAEMM-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 Procurement Agent prior to beginning work on the purchase order
- provide required documentation information when required by the purchase order.
- obtain written authorization from the Procurement Agent for any deviation from the requirements specified herein

- promptly advise the Procurement Agent 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

All suppliers are required to promptly notify Cam-Tag whenever there is a change in the Quality Management System certifications (such as Nadcap, Aerospace Standard and Regulatory Authorities, Facility permits and registration status, Approved sub-tier suppliers and subcontractors, manufacturing process including transferring parts from one machine to another and/or switching cutting fluids and coolants, and any other changes not mentioned above, that would have an impact on product or affect the supplier's scope of approval.

Suppliers shall ensure that all persons performing work under a Cam-Tag Purchase Order are aware of their contributions and commitment to the following:

**Importance of Ethical Behavior:**

Ethics are those moral principles or values that govern the conduct of individuals and groups. They are those guidelines that define our duties and obligations and help us to distinguish right from wrong, good from bad.

In pursuit of its mission, the supplier shall uphold the highest ethical and professional standards. Toward that end, they shall affirm the following standards:

- Maintain a strong commitment to objectivity, independence, and integrity in dealing with customers, suppliers, and business associates.
- Guard against the inadvertent public dissemination of sensitive information.
- Recognize the importance of preventing unauthorized disclosure of classified information.
- Respect and safeguard proprietary information entrusted to the corporation by taking precautionary measures to prohibit unauthorized disclosure of such information.
- Act with integrity, good judgment, and common sense, avoiding even the appearance of impropriety when involved in the procurement process.
- Avoid any relationship that might constitute a conflict of interest
- Preserve the corporation's reputation, ensure that all employees are made aware of their responsibilities and liabilities for personal conduct
- Improve the opportunities and quality of life for our employees and promote and ensure equal employment opportunity for applicants.

- Recognize that the physical and psychological health of our fellow employees contributes to a substance-free workplace.

**Awareness and Contributions to Product Safety:**

Product Safety is defined as “the state in which a product can perform to its designed or intended purpose without causing an unacceptable risk of harm to persons or damage to property." It is the responsibility of the Supplier and its employees to be aware of and to identify and address product safety considerations throughout a product's lifecycle. Any risks, such as those related to machinery, human factors, or others, should be accounted for and managed appropriately. As part of these requirements, any events related to product safety that has occurred should be reported, recorded, analysed and, when possible, acted upon to prevent future incidents. Such actions help to minimize safety risks and improve organizational awareness of product safety concerns.

**Awareness and Contributions to Product and Service Conformity:**

Product and Service Conformity is defined as the ability to meet engineering design characteristics through dimensional criteria, special processing requirements and any other stated customer requirements. Product and/or Services either conform to the requirements, or it does not. It is the responsibility of the Supplier and its employees to be aware of these requirements and to ensure that we support and comply with these requirements at every stage of manufacturing, including delivery of finished product to our customer. Examples of how this can be accomplished is by always ensuring Material and Services are purchased through Customer Approved Sources (where applicable), inspection verifications are carried out at the properly defined intervals and all supporting documentation is thoroughly verified for accuracy and adequacy. If product or service does not meet requirements, the Supplier shall report it responsibly.

**Prevention and Detection of Counterfeit and Suspect Counterfeit Parts:**

A “Counterfeit Part” is defined as a copy or substitute without legal right or authority to do so or a part whose material, performance, or design characteristics are knowingly misrepresented. Examples include, but are not limited to, parts manufactured using a material specification other than required by the drawing, used parts that have been reclaimed and refurbished and represented as new, parts that have not completed the full production, inspection and test requirements but are represented as completed product, and parts sold with modified labeling or markings intended to misrepresent the part's form, fit, function or grade.

A "Suspect Counterfeit Part" is a part in which there is an indication, by visual inspection, testing, or other information, that it may have been misrepresented by the supplier or manufacturer and may meet the definition of counterfeit part.

In both cases it is the responsibility of the Supplier and its employees to be aware that such items exist and to be aware that Material and Services are purchased through Customer Approved Sources, Dimensional and Visual Inspection Verifications are carried out at the properly defined intervals and all Supporting Documentation is thoroughly verified for accuracy and adequacy.

**Awareness of Human Factors:**

Understanding Human Factors has long been recognized as critical to eliminating errors. One small human error can have catastrophic consequences. Understanding and managing/working with human factors on a daily basis is therefore a core responsibility of every employee and central to the reputation of the business.

Human Factors explains the underlying reasons for human errors. It applies human capabilities, limitations, and behavior relevant to the design of tools, machines, process, systems, tasks, jobs, and environments for the purpose of increasing human performance, personnel situational awareness and organizational awareness to eliminate where possible, and to reduce the risk for human error in safe, efficient, and cost-effective operations.

Human factors are typically categorized into the following 12 causes:

- Fatigue
- Lack of Communication
- Complacency
- Lack of Knowledge
- Distraction
- Lack of Teamwork
- Lack of Resources
- Pressure
- Lack of Assertiveness
- Stress
- Lack of Awareness
- Negative Norms

### 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 are coordinated through the Cam-Tag Industries Procurement Agent responsible for the purchase order.
- The Cam-Tag Industries Procurement Agent 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 Procurement Agent.

### 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 suppliers for its' ASL using Supplier Self-Survey Audit Questionnaire (form # CTI-1004).

All suppliers are required to complete and submit Form CTI-1004, along with copies of their current, valid registration certificates for accreditations such as ISO 9001 / AS9100 / AS9120 / ISO 17025 / ITAR / CCGP / NADCAP Approvals. If the supplier does not hold any of these certifications, they must provide a copy of their Quality Manual and a list of processes. Additionally, Suppliers of machining, deep-drilling, grinding, and honing operations must also disclose any/all Coolants, Lubricants, Oils that will be used in manufacture, and/or contact Cam-Tag parts. Supplier shall provide the Manufacturer's Name and Product Identification, so it can be verified prior to any approval (initial or reapproval) by Cam-Tag. A copy of the purchase order and the manufacturer's CofC from your most-recent delivery will be expected as evidence

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 Procurement Agent.

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.

#### 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

Suppliers are initially informally audited using the Supplier Self-Survey Audit Questionnaire (form CTI-1004). Once submitted and approved, the supplier may also be required to complete and submit Control of Suppliers Audit Form # CTI-1070, which is a Desk-Top audit with an on-site physical audit or follow-up. 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 Procurement Agent 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 Procurement Agent 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 Procurement Agent 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 Procurement Agent 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 s 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 requested by the purchase order, the supplier shall prepare and submit a First Article Inspection Report (FAIR) is required with the first delivery of parts. If supplier is not able, or not willing to provide FAIR, they must obtain advanced written permission from Cam-Tag Quality, and then supply detailed inspection reports with the first delivery, and each subsequent follow-up delivery.

FAIRs are required 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. If 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 Procurement Agent 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 an 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 Procurement Agent 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 Procurement Agent 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 Procurement Agent.

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.

The size of all paper copies of Certificates of Compliance (CofC's) and any supporting documentation shall be limited to 8.5" x 11" (Letter size) or 8.5" x 14" (Legal size). Anything larger, such as 11" x 17" (Ledger or Tabloid size) will no longer be accepted.

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.

**NOTE:** It is preferred that serial numbers be listed individually, however, serial numbers *may* be displayed in a range, or set of ranges, as long as all serial numbers listed on the purchase order are represented and in the correct format on the supplier's CofC.

- 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 number(s) if applicable

**NOTE:** It is preferred that serial numbers be listed individually, however, serial numbers *may* be displayed in a range, or set of ranges, as long as

all serial numbers listed on the purchase order are represented and in the correct format on the supplier's CofC.

- 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 |
| AS9102 | First Article Inspection Report Requirements for Aerospace |

### 5.2 Forms

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| CTI-1004 | Supplier Self-Survey Audit Questionnaire |
| CTI-1070 | Control of Suppliers Audit Form |