

# Supplier's General Requirements

EP-QC-1159

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**Revision Page**

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## 1.0 SCOPE

This document defines EaglePicher supplier’s requirements to plan and control parts, materials, and services in order to assure that all specifications and contractual requirements are met. The requirements herein only apply to Level 1 and Level 2 suppliers.

## 2.0 SUPPLIER LEVELS

Supplier levels are assigned to each EaglePicher supplier based on the level of critically of products supplied. See below table for supplier levels.

<b>LEVEL 1</b>	<b>LEVEL 2</b>	<b>LEVEL 3</b>
<i>Suppliers providing Special Processes or Critical Items for parts, materials, or services utilized in product related items.</i>	<i>Suppliers providing parts, materials, or services not classified Level 1, but are utilized in product related items.</i>	<i>Suppliers providing non-product related materials and supplies.</i>
Include, but are not limited to: 1. Fasteners (Screws, Nuts, Bolts, Washers, etc.) with Special Processes. 2. Headers (Glass-to-Metal Seals) 3. Containers / Cell Cases 4. Chemical Processing 5. Welding 6. Soldering 7. Nondestructive Testing 8. Plating 9. Heat Treating 10. Sole Source Suppliers 11. Electronic Components 12. OEM / OEM-Authorized / Franchised distributor of Electronic Component Parts. 13. Machined parts requiring special processing	Include, but are not limited to: 1. Machined Products 2. Molded Products 3. Raw Materials (Metals, Chemicals, Powders, etc..). 4. COTS Fasteners (Screws, Nuts, Bolts, Washers, etc.) 5. Solder and Flux 6. Labels 7. Shrink Tubing 8. Wire 9. Potting & Adhesive Material 10. Insulating & Separating Components 11. Electrodes 12. Tubing 13. COTS items 14. Glass preforms 15. Terminals / Pins 16. Calibration Service Providers. 17. Testing Service providers other than Nondestructive Testing.	Include, but not limited to: 1. Janitorial Supplies 2. Office Supplies 3. Computer/Copier Supplies 4. Gloves 5. Cotton Wadding/Balls 6. Packaging Materials 7. All machining/metal fabricated items other than those listed for Level 1 or Level 2. (Non-Product Related).

### **3.0 SUPPLIER QUALITY ASSURANCE REQUIREMENTS**

Suppliers shall maintain at a minimum, a documented Quality Management System that meets the requirements herein.

In addition to the below quality system requirements, any Supplier providing Level 1 products / services per section 2 shall maintain a quality system certified to ISO 9001. Registration with or certification by an independent third party certification or registrar is required, evidence of such registration or certification to this quality standard shall be provided to EaglePicher upon request. Supplier shall notify EaglePicher if certification has been suspended or revoked.

In addition to the below quality system requirements, any Supplier performing calibration services shall maintain a quality system certified to ISO 17025. Registration with or certification by an independent third party certification or registrar is required, evidence of such registration or certification to this quality standard shall be provided to EaglePicher upon request. However, if providing calibration services as the manufacture, the Supplier shall only meet the quality requirements listed below.

#### **3.1 Contract Review**

Supplier shall review all requirements related to the product which includes all flow down requirements prior to accepting any EaglePicher purchase order to ensure the Supplier has the ability to meet the requirements.

Records of contract reviews shall be maintained.

### **3.2 Supplier Management**

Supplier's purchasing process shall flow down applicable EaglePicher requirements of this document including any supplemental customer requirements included with the PO, DX/DO ratings, and prime contract numbers as specified on the PO to their suppliers.

Supplier shall verify that purchased product meets specified drawing and purchase order requirements.

Supplier shall have a system to select, evaluate and re-evaluate their suppliers.

Supplier shall maintain an approved supplier list.

### **3.3 Control of Documents & Records**

Supplier shall ensure applicable drawings, specifications, procedures, and instructions to support EaglePicher purchase orders are used and controlled for procurement, fabrication, inspection, and acceptance. Supplier shall ensure obsolete documents are promptly withdrawn from use.

Supplier shall establish and maintain records to provide evidence of conformity to purchase order requirements. Records shall remain legible, readily identifiable, and retrievable. EaglePicher shall be provided records upon request. These records shall be retained for a minimum of 7 years or as required by the purchase order.

### **3.4 Control of Non-Conforming Product**

Supplier shall identify, segregate, and disposition articles that do not conform to purchase order requirements. Supplier shall provide prompt notification to EaglePicher if nonconforming product is identified after shipment to EaglePicher and take immediate

containment and corrective actions. When non-conforming material is corrected, it shall be subject to re-verification to demonstrate conformity to the requirements.

The Supplier does not have MRB Authority and cannot use dispositions of “use as is” or “repair” **without written authorization** from EaglePicher. Request for waivers shall be requested on the EaglePicher Supplier Change Deviation Waiver Request (CDWR) form which can be found on the EaglePicher website at **<https://www.eaglepicher.com/about-us/supply-chain/>** The Supplier shall flow this MRB Authority requirement to any sub-tiers performing work for EaglePicher.

Returned product back to the Supplier shall be reworked or replaced using the same standard manufacturing processes utilized initially when qualified. Any rework that requires non-standard work to correct returned product must first be approved by EaglePicher by submitting an EaglePicher Supplier Change Deviation Waiver Request (CDWR) form which can be found on the EaglePicher website at **<https://www.eaglepicher.com/about-us/supply-chain/>** which outlines the proposed rework process. **This shall be approved before any rework begins.** All returned product reworked or replaced shall be identified as such on the Certificate of Compliance.

### **3.5 Control of Monitoring & Measuring Equipment**

Supplier shall have in place a system to control, calibrate, and maintain all inspection, measuring and test equipment that has the potential to affect EaglePicher product quality.

All calibration must be traceable to the National Institute of Standards and Technology (NIST).

All items calibrated shall be identified in such a way that indicates the calibration date and the due date.



The Supplier shall maintain a list of inspection equipment which shows the calibration due date and the location of each piece of equipment.

If any gauge or equipment is found to be out of tolerance during a normal scheduled calibration, the Supplier shall determine if any product built and delivered to EaglePicher has been negatively impacted. If so, the Supplier shall notify EaglePicher immediately of the potential for a dimensionally nonconforming tool, fixture, or gauge.

### **3.6 Corrective Actions**

Supplier shall have a process to review non-conformances generated from both internal and external sources to determine the cause of non-conformances and provide corrective action to prevent recurrence.

When non-conforming materials are found at EaglePicher, the Supplier may be issued a corrective action request. The Supplier shall take prompt action to ensure the nonconforming product is contained, root cause of the problem is identified, and proper actions are put in place to prevent recurrence in the process. An adequate corrective action plan shall be submitted to EaglePicher within 10 business days, including responsibilities and planned completion dates. EaglePicher will track completion of the action plan with the supplier.

### **3.7 Manufacturing Control & Inspection**

Supplier shall implement, document, and maintain procedures and work instructions, as necessary, for all employees having responsibilities for the operation of the processes that impact product quality.

Supplier shall establish a training program to train any personnel whose job function affects product quality and maintain those training records. Suppliers shall ensure that

persons are aware of their contributions to product or service conformity, their contribution to product safety, and the importance of ethical behavior.

When special processes are used by the Supplier, the Supplier will assure specification requirements, adequate facilities, appropriate procedures, and certified / qualified personnel and equipment are in place to support those special processes.

Supplier shall provide for in-process and final inspection and testing to assure that manufactured product complies with EaglePicher purchase order requirements.

When the Supplier elects to use statistical methods for the acceptance of products or processes, such methods shall be in accordance with the latest revision of ANSI/ASQ Z1.4 with the criteria of lot acceptance at zero ( $C = 0$ ).

Supplier shall have a lot identification system that distinguishes one lot from another when shipping finished product. All lots shall be traceable back to the raw or component materials lots used in the manufacturing of the finished product.

#### **4.0 SUPPLIER QUALITY ASSURANCE PROCUREMENT PROVISIONS**

##### **4.1 First Article Inspection (FAI)**

A First Article Inspection (FAI) is required to initially qualify a first time build of a part. FAI shall be performed in accordance with AS9102. A new AS9102 FAI is required whenever any of the following events occur:

- A change in design affecting fit, form, or function of the part.
- A change in manufacturing source(s), process(es), inspection method(s), location of manufacture, tooling or materials, that can potentially affect fit, form, or function.
- A change in numerical control program or translation to another media that can potentially affect fit, form, or function.

- A natural or man-made event, which may adversely affect the manufacturing process.
- A lapse in production for two years or unless otherwise specified by the Purchase Order.

FAI reports require that all features and characteristics on the design specification are to be inspected and verified prior to production. Actual measured values shall be recorded as opposed to general statements of conformance or other notations simply indicating acceptance.

#### **4.2 Certificate Of Compliance**

Supplier shall include a Certificate of Compliance (C of C) with each shipment to EaglePicher. The C of C shall include at a minimum:

- Statement of conformance to purchase order, applicable specifications, and drawing requirements with signature of authorized representative.
- Supplier's name, address, and contact information.
- Purchase order number.
- EaglePicher part number & drawing revision. (Optional for COTS items)
- Statement that test results or documents verifying the conformity of product is available for review by the purchaser

Copies of all Materials Certifications used in support of the PO shall be submitted with the C of C. Missing and non-conforming certifications are subject to rejection of the lot.

Supplier shall include a Certificate of Analysis (C of A) for any raw material manufactured for EaglePicher. If the C of A contains all of the requirements above for the C of C then a separate C of C can be waived with the shipment.

OEM certification is required for all product supplied by a distributor. This OEM C of C shall be sent with your company's Certificate of Compliance.

A compliant C of C template can be found in Figure 1 at the end of this document that can be used to meet this requirement.

#### **4.3 Raw Material Certification**

A physical / chemical test report for each raw material used shall be submitted with each shipment identifying the conforming specification, actual chemical composition and physical properties, melt, heat, batch, or lot number.

#### **4.4 Special Processes**

Suppliers performing special processes shall have their special process approved by either EaglePicher, our Customer, or maintain NADCAP approval. If customer designated or customer approved sources are flowed down by EaglePicher then the Supplier shall use those sources.

Supplier shall only use NADCAP approved sub-tiers for any subcontracted special process unless directed otherwise by EaglePicher Purchase Order.

Examples of special processes include, but are not limited to; passivation, anodizing, chemical films, plating, soldering, non-destructive testing, welding, brazing, and heat treating.

#### **4.5 Special Process Certification**

Where special processes are required per EaglePicher drawing requirements, a special process certificate shall be issued with each shipment which includes at a minimum:

- Special process specification of the special process(es) performed.
- A certification stating the special process was performed per the applicable drawing / specification requirements.
- The processing organization's name and address.
- The certificate shall contain the signature of an authorized representative.

#### **4.6 Change Control**

Supplier shall not make any changes to their processes, manufacturing location, equipment, material, product design (or any change which may affect product design or function), sub-tier suppliers, or any purchase order requirements without specific written approval from EaglePicher.

Changes shall be requested on the EaglePicher Supplier Change Deviation Waiver Request (CDWR) form which can be found on the EaglePicher website at <https://www.eaglepicher.com/about-us/supply-chain/>

This request shall be submitted to EaglePicher Buyer for proper distribution and approvals prior to making any changes. If approval is granted, this form shall accompany supplier's Certificate of Compliance (C of C) with each shipment the request form applies to.

This change control requirement shall be flowed down to all sub-tier suppliers.

#### **4.7 Shelf Life Control**

For any item that is considered age sensitive by the product's manufacture, the shipping documents shall state: a) cure or manufacturing date, (b) expiration date or shelf life, (c) lot or batch number, and d) when applicable, any special handling or storage requirements. The supplier shall assure that a minimum of 75% of the shelf life is remaining at time of receipt at EaglePicher.

#### 4.8 **DFARS Specialty Metal Clause**

The following DFARS requirements are applicable:

- Applicable Specialty Metals must be acquired from the United States or from a qualifying country per DFARS Specialty Metal Clause 252.225.7009.
- If a distributor or other supplier is the source of your material, the DFARS Specialty Metal Clause 252.225.7009 shall be flowed down.
- Supplier's Quality Assurance personnel, or personnel responsible for inspecting incoming material where in-coming material and certifications are verified, shall be trained to the DFARS Specialty Metal Clause 252.225.7009 requirements. These personnel should ensure that no foreign melted specialty metals are utilized for EaglePicher product unless they are melted in a qualifying country.
- Material certification with Country of Origin for specialty metals shall accompany the Certificate of Compliance with each shipment as objective evidence of compliance to the DFARS Specialty Metal Clause.

#### 4.9 **Counterfeit Parts**

- Counterfeit Item is an unlawful or unauthorized reproduction, substitution, alteration, or the false identification of grade, serial number, lot number, date code, or performance characteristic, that has been knowingly mismarked, misidentified, or otherwise misrepresented to be an authentic, unmodified item from the OM, an Authorized Distributor, or an Aftermarket Manufacturer as defined in SAE AS5553 "Counterfeit Electronic Parts; Avoidance, Detection, Mitigation, and Disposition"
- Authorized Distributor is defined as a distributor with which the OEM has a contractual agreement to stock, repackage, sell and distribute its product lines. Authorized distributors normally offer the product for sale with full manufacturer flow-through warranty.

- Seller shall not deliver suspect counterfeit or counterfeit parts to EaglePicher.
- Seller shall purchase product directly from the Original Component Manufacturer (OCM)/Original Equipment Manufacturer (OEM), or through an OCM/OEM authorized distributor chain.
- If the Seller provides EEE parts then the Seller shall have a counterfeit program that complies with SAE AS5553 – Counterfeit Electrical, Electronic, and Electromechanical (EEE) Parts; Avoidance, Detection, Mitigation, and Disposition and DFARS 252.246-7007 – Contractor Counterfeit Electronic Part Detection and Avoidance System, and DFARS 252.246-7008 – Sources of Electronic Parts.
- Seller shall disclose in writing to EaglePicher when the Seller is not authorized for the parts they are supplying or if the seller procured parts from unauthorized sources.
- Seller shall immediately notify EaglePicher with the pertinent facts if Seller becomes aware or suspects that it has furnished suspect or confirmed Counterfeit Items. When requested by EaglePicher, Seller shall provide OCM/OEM documentation that authenticates traceability of the affected items to the applicable OCM/OEM.
- Seller and Seller's subcontractors that are allowed access to the US Government Industry Data Exchange Program (GIDEP) shall participate in monitoring GIDEP reports and Seller shall act on GIDEP reports that affect product delivered to Buyer. Seller shall immediately notify EaglePicher with the pertinent facts if Seller becomes aware of or suspects that items delivered for the Purchase Order are, or contain, suspect or confirmed counterfeit items

#### **4.10 Foreign Object Damage / Debris (FOD)**

The Supplier shall ensure that Foreign Objects and subsequent Foreign Object Damage (FOD) are eliminated from all parts prior to shipment. Suppliers are to maintain a FOD free environment during machining, manufacturing, assembly, maintenance, inspection, storage, packaging and shipping.

Suppliers are responsible for flow down of these requirements to their sub-tier suppliers to ensure FOD free products as applicable.

#### **4.11 Right Of Entry**

The Supplier shall provide access to EaglePicher representatives, their customer and regulatory authorities (accompanied by EaglePicher), if required, to all facilities involved in the order including Suppliers' sub-tier suppliers. Supplier shall provide all applicable procedures, records or other objective evidence as requested for review by EaglePicher. This right of access shall be flowed down to sub-tier suppliers.

#### **4.12 Packaging & Shipping Requirements**

Packaging shall conform to all the requirements specified on the drawing, specifications, and purchase order. Packaging designed to prevent product contamination, deterioration or loss, and to preclude any shipping damage.

Certificate of Compliance (C of C) and/or Certificate of Analysis (C of A) is required with each shipment to EaglePicher and shall be packaged and sent with the product.

Copies of all Materials Certifications used shall be submitted with the C of C.



#### **4.13 Supplied Property Control**

##### **Government Furnished Property**

When the Government, in support of EaglePicher purchase orders, furnishes property the Supplier shall maintain a system for the inspection, protection, and control of this property in accordance with FAR 52.245-1. Supplier will report to the applicable Government representative any Government furnished property (GFP) found damaged, malfunctioning, or otherwise unsuitable for use. Supplier will protect deficient GFP to prevent further damage or additional repair costs.

##### **EaglePicher Furnished Material & Tooling**

When the Supplier uses materials or tooling furnished by EaglePicher, the Supplier shall:

- Verify identity, quantity, and completeness.
- Examine to detect damage from transit.
- Identify for inspection status.
- Protect from improper use or disposition.
- Promptly notify EaglePicher when material or tooling is found damaged, malfunctioning, or otherwise unsuitable for use.
- Assure modification or repair of material or tooling is not performed without EaglePicher written approval.

#### **4.14 Parts Obsolescence**

When the Supplier determines that one or more parts or materials involved in the production of any of the requirements contained in EaglePicher purchase orders becomes obsolete or is in danger of being discontinued, the Supplier shall provide written notification to EaglePicher as soon as possible. This notification shall include a “Last

Time Buy Notice” prior to any action to discontinue any item on EaglePicher purchase orders.

#### **4.15 Responses to Industry Alerts**

Supplier shall promptly respond to all of EaglePicher requests for information regarding EaglePicher investigation into Industry Alerts.

### **5.0 SUPPLIER EVALUATION & RE-EVALUATIONS**

- A. For initial supplier evaluations, each Level 1 and 2 Supplier will complete an EaglePicher Supplier Evaluation form.
- B. The results of this evaluation will determine EaglePicher’s initial supplier disposition and approval status.
- C. New Level 1 Suppliers may be required to have an initial on-site assessment.
- D. Suppliers will be re-evaluated every three years by completing a Supplier Re-Evaluation form.

### **6.0 SUPPLIER PERFORMANCE**

#### **6.1 Overall Supplier Rating (OSR)**

Supplier performance will be measured monthly by the Overall Supplier Rating (OSR). The OSR is a combined rating based upon the quality and delivery rating.

$$\underline{\text{OSR}} = (\text{Quality Rating} \times 60\%) + (\text{Delivery Rating} \times 40\%)$$

$$\text{Quality Rating} = 100 - (Q1+Q2+Q3+Q4)$$

Q1 = Hardware Rejection Rate

(Rejected Pieces / Pieces Received)

Q2 = Corrective Action Requests (CARs)

(# of CARs Issued x 2 pts)

Q3 = CAR Responsiveness

(# of Late CAR Responses x 5 pts)

Q4 = Production Impact

(# of Production impacts due to supplier escapes x 10 pts)

Delivery Rating = (Lots On-Time / Lots Received) X 100, where On-Time Lots are up to 5 days late.

Any Supplier who has an Overall Supplier Rating < 85 for two consecutive quarters on their Supplier Scorecard shall be required to develop a corrective action / improvement plan to address performance issues and could have a quality audit scheduled if the performance is tied to quality problems. See Table 1 for the rating scale.

Supplier performance will be communicated to select critical suppliers via a Supplier Scorecard.

Table 1  
Overall Supplier Rating (OSR)

Category	Supplier Rating
Excellent	98 - 100 %
Acceptable	92 - 98%
Marginal	85 - 92%
Unacceptable	< 85%

**Figure 1**  
**Certificate of Compliance**

**FROM:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**TO: EAGLEPICHER**

**ATTN: RECEIVING INSPECTION**

Purchase Order Number \_\_\_\_\_

Supplier Part Number \_\_\_\_\_  
(If applicable)

Part Number \_\_\_\_\_

Part Revision \_\_\_\_\_

Quantity \_\_\_\_\_

Shipping Date \_\_\_\_\_

Manufacture's Date / Shelf Life \_\_\_\_\_  
(If applicable)

We hereby certify that all items in the above shipment have been produced, inspected, and found to be in compliance with applicable drawings, customer and military specifications, all standards and purchase order requirements. All documents utilized were to the latest revision in effect on the date of this order, or as specified by the buyer. Substantiating records are on file subject to review upon request.

Sincerely,

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Title:** \_\_\_\_\_