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Casemer Tool and Machine

Supplier Quality Manual

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Introduction

The purpose of this Supplier Quality Manual is to specify and explain the requirements and procedures that affect the relationship between Casemer Tool and Machine (CTM) and its suppliers, with the goal of ensuring quality and delivery throughout the entire supply chain.

The object is to clearly describe the minimum requirements for doing business with CTM. Any additional requirements will be communicated on a case by case basis and will be addressed in some other form of documentation such as the purchase order.

All communications regarding the requirements and procedures in this document are to be directed to any CTM purchasing representative.

Quality Vision

CTM quality vision is to meet and exceed our customer's expectations through excellence in quality. Our goal is to achieve a clear, competitive advantage through continuous improvement in quality, delivery, service, and cost. This philosophy is expected to be adopted and followed by all members of the supplier chain. The importance of ethical behavior is paramount.

Suppliers are responsible for the quality of their products and will be responsible for and expected to:

- Supply the product and or requirement as per purchase order by CTM
- On-time delivery
- Immediate responsiveness to quality or delivery issues

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- Continuous improvement by proactively improving quality, delivery, and value of the product.
- Update CTM with current certificates/registrations that have expired.

In order to achieve these goals, CTM recognizes that it is our responsibility to assist our suppliers in achieving these goals. CTM will provide the necessary personnel, data, procedures, or other information to help our suppliers succeed. We recognize that we cannot succeed without a close relationship between us and our suppliers.

Requirements to Become an CTM Supplier

All requests to become a supplier to CTM must be submitted to the CTM purchasing department. A representative from the purchasing department will initiate the approval process. Requirements to become a supplier include the following:

- Suppliers must complete and return the CTM Supplier Audit Checklist which acknowledges that the QMS manual is online (casemer.com) and that they have reviewed and understand all the *flow down* and other requirements within.
- Signed Non-Disclosure Agreement
- Identify ITAR compliance if any
- CTM will communicate the processes, products, and services to be provided including identification of relevant technical data, which may include specifications, drawings, process requirements, work instructions)

Purchase Orders

Once a purchase order is issued it is considered to be a binding contract. CTM expects that acceptance of a purchase order is acceptance of all conditions and requirements contained within it. CTM will not be responsible for any parts that do not meet the requirements of the purchase order. Orders with Government priority rating (DPAS Rated) shall adhere to the requirements set forth within the DPAS regulations, including acknowledgment and priority scheduling. If the supplier is unable to meet the required timeline, the supplier shall notify CTM.

When climate change is determined to be relevant to CTM or a relevant interested party, this shall be communicated to the supplier with any additional requirements that may impact service or product conformity.

Deviation Requests

All requests to deviate from print requirements should go through the CTM purchasing department. The request shall be in writing, with a detailed description of the deviation, including the print callout, the

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tolerance, and the actual readings. Deviations must obtain written approval prior to shipping the product.

Supplier Audits

CTM may request an on-site audit at the supplier’s facility. Audits may be general in nature where CTM is attempting to gather information on a supplier’s core competency, capacity, or its strengths and weaknesses. CTM may also conduct a process audit where the product is followed throughout its production cycle. CTM will provide the audit outline in advance if the supplier requests. All results will be shared with the supplier. CTM may request corrective actions based on the audit results.

Supplier Monitoring

Suppliers will be monitored on quality, on-time delivery, and incident resolution management. Other factors may be noted, such as the response time to RFQ’s or general customer service. Repeat issues could result in the supplier being removed from the approved supplier list.

Continual Improvement

Continual improvement is expected throughout the relationship with CTM and its suppliers. In order to continue to be competitive, CTM and its suppliers must be proactive in proposing improvements in processes as well as cost. All improvement ideas should be submitted the CTM purchasing department.

Quality Clauses and Contract Deliverables

101 Quality Program / System

Supplier shall develop, document, implement, and maintain a quality system that will meet the purchase order requirements. The organization should possess a certification of compliance to the ISO 9001 or AS9100 standard by a registered third party registrar. If not currently registered, CTM may complete a supplier audit. ISO or AS Supplier procedures and records should be available to CTM for review of the quality standard. Supplier must assure that proprietary information is maintained and disposed of properly.

102 Right of Entry

CTM reserves the right of entry to the Supplier’s facilities for the purpose of verifying quality, auditing procedures or inspection of purchased items. The extent of entry shall extend to CTM customers, government, or other regulatory agency. CTM will notify Supplier with as much advanced notice as possible.

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103 Non-Conforming Material

Upon receiving notification that CTM has received suspect or defective material the supplier must implement containment action immediately. All containment actions should be completed within 24 hours. Containment action may include sort and containment at CTM facilities. CTM will not be responsible for sorting and providing disposition to supplied product. When end customer delivery dates permit, CTM will make reasonable efforts to allow the supplier to correct non-conformances. If immediate sort and containment actions are needed, supplier will be notified of time constraints and will assume responsibility for sorting costs associated.

Regardless of shipment received by CTM, when non-conforming material is found at a CTM facility, it is the supplier’s full responsibility to sort, disposition, and rework or scrap the material as needed. Suppliers will be notified that there is suspect material and will be given the opportunity to sort and rework at CTM.

The supplier assumes any responsibility for parts that may need to be shipped back for non-conforming material found at CTM or its customer.

104 Record Retention

Suppliers shall maintain all records for 7 years after closure of the purchase order unless otherwise specified on the purchase order. All records shall be available to CTM if and when they are requested. Additional copies may be requested by CTM at no additional charge.

105 Sub-Tier Supplier Management

All quality and regulatory requirements will need to flow down to the sub-tier supplier. All quality requirements remain the responsibility of the supplier whom CTM issued the purchase order. Orders with Government priority rating (DPAS Rated) shall adhere to the requirements set forth within the DPAS regulations, including acknowledgment and priority scheduling. When using a sub-tier supplier, if the sub-tier supplier is unable to meet the required timeline, the supplier shall notify CTM.

106 Supplier Corrective Action Requests

CTM may issue a CAR to the supplier, and the supplier shall acknowledge the complaint within 24 hours of receipt. Upon request, suppliers will need to submit a corrective action. The supplier shall reference the CAR number when including root cause analysis and actions taken to prevent further incident. The preferred corrective action tool is the 8D but other quality tools may be used if approval has been attained. Completed corrective actions shall be submitted within 15 working days. These time frames are standard, however, alternative time frames may be granted but suppliers must attain written permission from CTM to change due dates.

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107 Shipping / Packaging

All product shipped to CTM must be packaged in a manner to protect the parts from contamination and damage. The supplier is responsible for the condition of the parts until the parts arrive at CTM unless otherwise specified.

Packaging shall also include proper identification. Each container shall be clearly identified with the following: part number, quantity, and date of shipment. Additional information may be requested on the purchase order.

108 Material Certifications

A legible and reproducible copy of each certification may be required for each shipment. Certifications shall state the exact specification and revision level as stated on the drawing or the purchase order (if no revision present, then the latest revision applies). Supplier shall be responsible to verify that the results are conforming to the drawing specifications (if supplied). Mill certifications are the preferred and required standard for raw materials. Certificates must be signed.

109 Part Inspections and Reports

The Supplier is responsible for verifying compliance to all requirements on the drawing and specifications as specified with the purchase order package. An inspection report may be required to accompany the parts when shipped to CTM. CTM reserves the right to inspect any shipment under the purchase order. Evidence of any non-compliance shall be cause for rejection of the entire lot. Any lot rejected, may be returned to the Supplier at their expense for re-inspection, re-processing, or replacement as directed by CTM.

Zero-Based Defects Sampling Plan (Inspect to C=0 sample plan)

Note: Standard AQL inspection samples will follow the CTM "Sample Plan" quality clauses (critical = 100%, Major = 1.0, Minor = 2.5, or otherwise specified in the purchase order agreement)
C=0 sample plan

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ZERO BASED SAMPLING PLAN

QUALITY RISK LEVEL ZERO BASED SAMPLING PLAN

To use table, determine Lot Size and use 1.00 % AQL.

Acceptance number in all cases is zero. "A" indicates entire lot must be inspected
Find Sample Size on table. Any single rejection rejects the lot.

Sample Size

LOT SIZE	0.15%	0.25%	0.40%	0.65%	1.00%	1.50%	2.50%	4.00%	6.50%	10.00%
1-8	A	A	A	A	A	A	5	3	2	2
9-15	A	A	A	A	13	8	5	3	2	2
16 - 25	A	A	A	20	13	8	5	3	2	2
26 - 50	A	A	32	20	13	8	5	5	5	2
51 - 90	80	50	32	20	13	8	7	6	5	4
91 - 150	80	50	32	20	13	12	11	7	6	5
151 - 280	80	50	32	20	20	19	13	10	7	6
281 - 500	80	50	48	47	29	21	16	11	9	7
501 - 1200	80	75	73	47	34	27	19	15	11	8
1201 - 3200	120	116	73	68	55	35	23	18	13	9
3201 - 10,000	189	116	86	82	80	38	29	22	15	9
10,001 - 35,000	189	135	108	96	90	46	35	29	15	9
35,001 - 150,000	218	170	123	119	104	56	40	29	15	9
150,001 - 500,000	270	200	156	143	120	64	40	29	15	9
500,001 & ABOVE	303	244	189	163	132	64	40	29	15	9

110 First Article Inspection Sample

First piece inspections may need to be submitted to CTM on a standard AIAG first piece inspection form, (see purchase order). First piece sample(s) shall be inspected using final production tools, fixtures, and gages. The sample parts are used to validate and approve the process. The amount of samples to be produced will follow AQL sampling plan 1.0. CTM reserves the right to be onsite at the Supplier during the initial samples run and/or inspection.

Samples shall be submitted with completed paperwork, meaning a 1st Article inspection report and a road map or balloon drawing. Samples should be clearly identified as in the order they were run. 1st Article paperwork must have actual numbers entered when variable data is required. "OK" or "Accepted" is permissible for attribute or functional gages.

111 Certificate of Conformance

Supplier may be required to provide a Certificate of Conformance with each shipment indicating all materials supplied meet the purchase order requirements. Supplier must keep all objective evidence on file for CTM to review if requested.

C of C's shall include at a minimum:

- Supplier name and address
- CTM purchase order number

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- Part number and blueprint revision
- Quantity included in shipment
- List of all processes
- Title and Signature of authorizing agent
- Date
- All detail certifications for material and finish are required
- The above is a minimum list. **All** requirements on the PO must be on the C of C.

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112 Process Certifications

Suppliers providing products that require special processes such as painting, plating, coating, heat treatment, NDT (non-destructive testing), welding, will provide written certification documenting that the special processes were performed in accordance with purchase order, drawings and specifications. The Supplier or their subcontractor who are actually performing the special process shall prepare the certification and submit for each shipment made. Certificate shall include the Purchase order number and quantity of product covered by the certificate. Certificates must be signed. Notify CTM if there are any process changes that may require a new first article.

113 DFARS / Counterfeit

The purchase of materials, components, or parts from non-approved countries is strictly prohibited. CTM will not accept any such product unless written permission is expressly given. It is the responsibility of the supplier to review its sources to ensure that non-DFARS or counterfeit material is not being used. Certifications must be reviewed by the supplier to ensure that they meet all requirements of DFARS and counterfeit avoidance. All suppliers must purchase components from an authorized distributor.

114 Source Inspection Request

CTM source inspection may be required. Deliverable product and records pertaining to their production and inspection are subject to an on-site inspection at the Supplier prior to shipment. CTM shall be notified at least four working days prior to the time items are ready for inspection or test. Supplier will provide all personnel and equipment necessary to perform inspection and review. Before proceeding, Supplier must have written authorization from CTM Quality Manager if witness/inspection right is waived.

115 Special Instruction Requirements

CTM may require specific requirements that are not previously outlined in these quality narratives. If special instruction requirements clause is invoked, the instructions will be outlined on the purchase order. Supplier will be entirely responsible for understanding the special notes/specifications required, and the conformance of the special requirements.

Examples:

- Special process Certification
- Paint requirements and specifications
- Customer change requests
- AQL level differing from aforementioned plan
- Miscellaneous and varying terms and conditions

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Nature of Change:

06/27/22. Created draft document

08/15/22 Final document after review

Rev. A – 09/16/22 added Process change in 112, added authorized distributors in 113.

Rev. B – Updated Flow down (p3) added ethical behavior (p2) , C of C requirements. (111)

Rev. C – Updated requirement to have Supplier update CTM on Certificates/Registrations that have expired. (p3)

Rev. D – Added additional information to Purchase Orders and Sub-Tier Suppliers for DPAS priority orders and climate change

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