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## 1.0 Purpose and Scope

Custom Interface, Inc. (CII) is committed to building strong supplier partnerships. These requirements apply to suppliers of products or services produced to CII specified or our customers' specified drawings or requirements that may affect our product quality or delivery.

These requirements are in addition to the standard CII Purchase Order Terms & Conditions and any quality terms that have been flowed down from our customer as part of the conditions detailed on our Purchase Order.

CII suppliers shall have a documented quality management system (QMS) in place composed of the quality management plans and processes that assures the drawing and specification compliant products and services are delivered and performed to CII requirements.

Any document referenced in this procedure will be made available electronically to our suppliers by emailing a request to documentcontrol@custominterfaceinc.com.

## 2.0 Support of Supplier Quality Management

To support supplier quality management, CII:

- Provides input for supplier qualification and on-going quality performance monitoring
- Issues supplier corrective action requests when required
- Identifies and analyzes quality data
- Maintains records of supplier quality performance, and conducts monitoring including non-conforming material reports
- Reviews all first article inspection reports and notifies the supplier of any specifications or dimensions that are not met on the first article inspection report
- Communicates with suppliers using limited channels of communication per CII's QMS

- Requests first article inspection, as appropriate by purchase order

## 3.0 General Supplier Requirements

All products custom produced to CII-supplied or approved drawings must comply with all drawing and purchase order requirements. These include materials, specifications, standards, subcontracted processes and drawing tolerances. Suppliers are responsible for seeking clarification of any drawing requirements/symbols/standards referenced, if they are not understood.

Purchasing requirements take precedence in the following order:

CII Purchase Order or Contract
↓
Referenced drawing(s) with revision number
↓
Referenced CII or customer specifications
↓
Industry specifications not listed

When required, certification, inspection and testing requirements are specified on the purchase order or referenced documents. Certificates may include material, processing, inspection and testing results, traceability and conformance.

Contract manufacturers and fabricators are responsible for establishing and maintaining a documented quality system that includes the following elements:

- Organization, personnel job descriptions and training
- Purchase order / contract review
- Document and data control
- Product identification and traceability
- Process control
- Inspection and testing
- Control of inspection, measuring and test equipment
- Control of nonconforming product
- Corrective and preventive action
- Storage, handling and packaging

CII reserves the right to audit these systems upon request.

## 4.0 Quality Codes

**CoC –** Certificates of Conformance - required from the supplier stating that the shipment of articles on this order conform to applicable material and/or process specifications.

**FAI** – First Article Inspection: Supplier first article inspection is required on the first piece of the first lot to be shipped on this order. Supplier is to submit a complete inspection report with the parts.

**AS9102** – First Article Inspection: Supplier first article inspection is required on the first piece of the first lot to be shipped on this order. Supplier is to submit a complete inspection report with the parts in accordance with AS9102.

**RoA** – Right of Access: Supplier agrees to right of access by CII, their customers and regulatory authorities to the applicable areas of all facilities, at any level of the supply chain, involved in the order, and to all applicable records.

## 5.0 Records and Documents

All documentation generated as a result of this specification must, at a minimum, be retained and kept available for review at the supplier's facility for five (5) years from the date of manufacturing.

If the supplier ceases to deliver product or services to CII within the 5 year period, all records become property of CII.

Records should include:

- *Who* completed the documentation.
- *When* the record was made.
- *Who* made additions or corrections and *when* they were made.
- If the rationale for a change is not evident, additional documentation is highly recommended for explanation. A note to the side or memo to the file may serve this purpose.

Handwritten entries must be recorded legibly in ink. ***Any correction should be crossed out with a single line, initialed and dated with current date. This is so the original entry is not obscured.***

*Not* acceptable:

- Additions to source documents that are not initialed or signed and dated
- Write-overs of the original entry
- Correction fluid (white-out)
- Pencil

## 6.0 Production Control

It is recommended that the supplier develops effective methods of production control.

When CII requires specific standards or specific methods of production control due to the critical nature of the process or product, these requirements will be stated on CII purchasing documents.

6.1 Material Handling

Where the supplier uses material with limited shelf-life, a method for ensuring that the material does not exceed the recommended shelf life prior to use is required.

ESD and Humidity Sensitive materials must be protected in accordance with manufacturer recommendations and/or industry practices.

## 7.0 Inspection and Testing

7.1. Product Characteristics

Because CII does not control the conventions of its customer's product characteristic definitions the supplier is responsible for ensuring that ordered products or services meet all applicable drawing and PO requirements in the order of precedence outlined in section 2.0 of this document.

7.2. Incoming Inspection

Suppliers must perform an incoming inspection prior to performing release of components/material for further processing or assembly. This inspection is to include verification that quantities/part descriptions match and that there is no damage or non-conformances. Suppliers must verify that any required certifications or test reports are included.

Suppliers are fully responsible for controlling quality of their suppliers of subcontracted materials and processes including the responsibility to flow down CII or CII's customers Quality Requirements.

***In the case of CII-supplied items:*** if there is evidence of damage, non-conformances or paperwork discrepancies, the supplier must notify CII Quality within 3 working days of discovery. The CII Material Review Board will determine what action is required.

7.3. First Article Inspection

The supplier must perform a first article inspection prior to release of production product to verify that all dimensions, features, and product attributes meet specified requirements if the instructions on the Purchase Order require it.

Templates for first article inspection forms and instructions are available to suppliers by sending a request to documentcontrol@custominterfaceinc.com.

The supplier may use either of these forms, modify them to best suit their needs or use their own equivalent documents so long as they contain at least that data which our instructions require.

7.4. In-Process Inspection

Once approved for production, the supplier must monitor, at a minimum, all features identified as Critical and Significant Product Characteristics on any drawing or functional product specifications.

When sampling inspection is used by the supplier, the sampling inspection plans must be statistically valid and preclude the acceptance of lots whose samples have known nonconformities. AQL (Acceptance Quality Limit) is 2.5%.

An example sampling plan can be supplied by CII, if requested.

7.5. Inspection Records

Inspection documentation must include:

- Purchase order number
- Part or piece number inspected
- Dimension or attribute being inspected
- Criteria for acceptance and/or rejection
- A record of the measurement/inspection result
- Type of measurement instruments used
- Name of person performing the inspection

See section 5.3 for specific requirements for first article inspections.

7.6. Manufacturer's Certificate of Conformance (C of C)

When required by a CII PO, Certificate of Conformance sent with every shipment and must contain the following information:

- Name and address of manufacturer
- CII Purchase Order or contract number
- Statement attesting that goods and services conform to all contract and associated drawing requirements
- Part number(s), as applicable
- Drawing number and revision level to which goods were manufactured
- Management signature & date

## 8.0 Deviations on Production Product

8.1 Supplier Non-conformances

The supplier must submit a deviation request for any known nonconformance that will not be scrapped or reworked by the supplier. Nonconforming material must be clearly identified and segregated where practical to prevent unintended use.

***The supplier must have written approval (i.e.: a PO amendment, ECN, fax, e-mail) for the deviation by CII prior to shipment.***

8.2 Supplier Recommendations

Suppliers are encouraged to partner with CII to make recommendations to material, design or processing changes that could benefit CII or CII's customers in the form of cost, time savings or product improvement during the design and development phases.

Once product is released for production, a deviation request is required for such a change.

***The supplier must have written approval (i.e.: a PO amendment, ECN, fax, e-mail) for the deviation by CII prior to making a change.***

## 9.0 Packaging & Labeling Requirements

Components, materials and assemblies shipped to CII or other CII suppliers for final assembly and packaging must be:

- Free of metal or fiber shavings, sharp edges or burrs
- Free of evidence of delamination or dry weave in composite material
- Free of visible voids that cannot be cosmetically repaired by subsequent operations
- Packaged in a manner to prevent any sliding, distortion, bending, or other damage during transit
- Easily identified by part or assembly number

Open-cell foam shapes, closed-cell foam shapes, cardboard spacers and bubble wrap should be used to best suit the particular configuration and critical nature of the item to be shipped. Use shrink-wrap, pallets and other containers suitable to the product being shipped.

***All static sensitive product must be wrapped in anti-static bubble wrap or placed in anti-static bags prior to boxing. Apply identification label to the outside of the package.***

Unless specified, recycled boxes or other suitable shipping containers may be used. The supplier must ensure that no prior identification labels remain on the container that may conflict with the actual contents.

Shipping documents and product labeling should provide for clear identification of contents, including purchase order number, part numbers, revisions and serial numbers.

Documents (packing list, MSDS, inspection sheets, etc.) attached to the outside of the container must be attached to allow damage-free removal.