

RITEC

Rugged Information
Technology Equipment
Corporation

RITEC QUALITY STANDARD

RITEC SUPPLIER QUALITY MANUAL

RQS 450

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RQS 450

RITEC SUPPLIER QUALITY MANUAL

This documented procedure is to ensure that purchased product conforms to the specified purchase requirements. The procedure outlines the extent of control required for **RITEC** Suppliers. Suppliers are evaluated and selected based on their ability to supply product in accordance with the requirements as outlined in the procedure. Records of the evaluation and any necessary actions are maintained as quality records.

1.0 PURPOSE

This purpose of this procedure is to describe, establish and specify the elements that **RITEC** Supplier's shall maintain to assure that quality is maintained in the process of procurement, planning, manufacture, inspection and test, storage, packaging, release and shipment of products as defined by the contractual requirements of the **RITEC** Purchase Order.

When specified on the Purchase Order or other purchasing documents, the Suppliers of products or services to **RITEC** shall consider the elements outlined in this procedure as the minimum requirements for the quality system that shall apply to all delivered products and/or services as it is applicable to the supplier classification, products, and/or services.

1.1 **Quality Philosophy for RITEC Supplier's**; is that **RITEC** is dedicated to delivering defect free and Foreign Object Damage (FOD) free, competitive products and services, on time, to meet the requirements of our customers, and that our Supplier's are aware and commit to this philosophy.

1.2 Suppliers are responsible for ensuring 100% defect free products and/or services are delivered on time.

2.0 SCOPE

This procedure describes the various requirements and options which apply to **RITEC** suppliers and or sub-tiers suppliers, whose product is utilized in the production or as an item delivered to our customers. **Not all requirements shall be applicable to all suppliers and/or all purchase orders.**

2.1 Compliance by the Supplier to all Purchase Order requirements is subject to on-site verification by **RITEC**, representatives of **RITEC**, its customers and/or regulatory authorities, or **RITEC** may request the Supplier to provide objective evidence of compliance with all Purchase Order requirements.

2.2 If inconsistencies exist between the Purchase Order requirements and this procedure, the Purchase Order requirements shall prevail.

3.0 RESPONSIBILITIES AND AUTHORITY

3.1 The **RITEC** Procurement Group is responsible for planning, maintaining, and enforcing this procedure. The Head of the **RITEC** Quality Group shall be responsible for auditing and ensuring that no conflict of interest arises in the administration of this procedure.

3.2 CONTROL OF RITEC SUB-TIER SOURCES

The Supplier, as the recipient of the **RITEC** Contract or Purchase Order, is responsible for meeting all contract specified technical and quality requirements, whether the Supplier performs the work, or the work is performed by the Supplier's sub-tier sources. When the Supplier uses sub-tier sources to perform work on products and/or services scheduled for delivery to **RITEC**, the Supplier shall cascade all of the including flow-down requirements on the Purchase Order or Contracts, to their sub-tier sources; all of the applicable technical and quality requirements of the **RITEC** Contract or Purchase Order, including as applicable the requirements of this **RITEC** Supplier Quality Manual RQS 450, the requirement to document and control 'key characteristics' and/or 'key processes', and to furnish certifications and test reports as required. Responsibility for the acceptance of the final deliverable product to **RITEC** cannot be delegated to any sub-tier supplier unless supplier establishes delegation requirements and maintains the delegation list. Additional acceptance inspection may be required by **RITEC** source inspection and/or government source inspection and/or customer source inspection as directed by the purchase order.

4.0 PROCEDURES

GENERAL

4.0.1 Prior to accepting a Purchase Order from **RITEC**, the Supplier shall assure that there is a complete understanding of all applicable requirements.

It is the responsibility of a Supplier to ensure that all requirements and technical documentation imposed via the **RITEC** Purchase Order are contractually flowed down to each sub-tier Supplier and are adhered to.

4.0.2 All written communication with **RITEC**, related to the fulfillment of **RITEC** Purchase Order, shall be carried out with the procurement group unless delegated by the procurement group to another **RITEC** representative.

4.1 RIGHT OF ACCESS

Right of access by **RITEC**, its Customers, Government, U.S. Department of Defense, and regulatory authorities shall be allowed to all facilities involved in the order and to all applicable records, to the extent that they apply to the particular order, with due consideration to the Suppliers proprietary processes as applicable. **RITEC** reserves the right for **RITEC**, the **RITEC** Customer, or a specified third party (Customer/regulatory agency), to perform an audit or inspection at the Supplier's facility. Such verification shall not be used as evidence of effective control of quality. This verification does not absolve the Supplier of the responsibility to provide acceptable product. Verification does not preclude subsequent rejection by **RITEC** or its Customer.

4.2 QUALITY PERSONNEL

The Supplier shall have on staff a quality employee, technically qualified and administratively capable of controlling the quality of work undertaken. This individual shall have approved signatory power and be totally responsible for the standard of workmanship and the release of all material to **RITEC** under documentation authorized, and duly signed by the individual or their delegated representative.

4.3 CUSTOMER (**RITEC**) NOTIFICATION

The Supplier shall immediately notify **RITEC** Purchasing Group, in writing, under the following circumstances:

- a) Suspected shipment containing non-conforming product, without **RITEC** approval.
- b) Suspected problems with the received consigned material, raw material, manufacturing process, design, etc., which may affect product performance, safety, or customer satisfaction.
- b) Significant changes to:
 - Supplier's Senior Management team (including Quality)
 - Location
 - Processes or equipment used for **RITEC** orders
 - Certification/registration to Quality system or process by any approved source
 - Ownership

4.4 DOCUMENT CONTROL

4.4.1 Suppliers shall be responsible for the safe custody of all drawings, instructions and specifications supplied by **RITEC**. The supplier shall ensure revision levels of drawings, specifications, and technical info are as stated on the **RITEC** Purchase Order. Unless otherwise specified by the Purchase Order or Contract, all of the lower tier documents referenced in contract specified documents are applicable to the Purchase Order or Contract.

4.4.2 Any discrepancies shall be resolved with the **RITEC** Purchasing Group prior to commencing work.

4.4.3 Unless otherwise specified by purchase order, all records that provide objective evidence to the Purchase Order or Contract requirements shall be maintained for a period of ten (10) years on completion of a contract. Such records include drawings, specifications, work instructions, certifications, and test reports and any other records generated in the course of procurement, manufacturing, testing, processing, inspecting, preserving, packaging, and shipping products to **RITEC**, and when applicable, include records generated by the Supplier's sub-tier sources. Upon request, the Supplier shall be capable of retrieving and delivering the required records to **RITEC**, within the time period requested by **RITEC**.

4.4.4 **RITEC** shall be notified prior to disposal of any records related to **RITEC** contracts. **RITEC**, at the discretion of **RITEC**'s Purchasing Group and Quality Group may take over the custodianship of the Quality Records from the Supplier at any time.

4.5 PROCUREMENT CONTROL

4.5.1 Verbal authorizations to changes, deviations, non-conformances from the requirements of the Purchase Order are **not permitted** by **RITEC**. The Supplier is responsible for the purchase order performance as written and accepted by the supplier.

4.5.2 Written authorizations signed or e-mailed and dated by a **RITEC** representative become part of the Purchase Order.

- 4.5.3 Special processes such as non-destructive testing, welding, heat-treat, materials testing, and painting shall be performed by **RITEC** approved or **RITEC** customer approved facilities. Plating shall be performed by a NADCAP approved facility.
- 4.5.4 The supplier shall submit copies of the quality documents from the subcontractor to **RITEC** Purchasing Group.
- 4.6 FIRST ARTICLE INSPECTION REPORT-AS9102 OR EQUIVELANT**
- A First Article Inspection is required if the applicable part number and revision has not been manufactured at your facility previously, or 24 months have passed since the last First Article Inspection of this applicable part number and revision.
- 4.6.1 When requested by the purchase order, Suppliers shall submit a First Article Inspection Report showing recorded values for all measurable characteristics and objective evidence in the form of test reports for materials and processes.
- 4.6.2 Unless otherwise specified by **RITEC**, the First Article Inspection report shall be AS9102 or equivalent.
- All information relevant to the part measured
 - Inspection Methods/Gauging
 - Material Test Certificates for raw materials as applicable
 - Special Process Certifications and approved sources, including Supplier code number as applicable
 - Variable data measurements
- 4.6.3 The first article part shall be clearly identified, tagged or packaged separately, and forwarded with the data package to the attention of the **RITEC** Quality Group.
- 4.7 RITEC SUPPLIED MATERIAL**
- The supplier shall establish and maintain documented procedures for the control of verification, storage, and maintenance of customer-supplied products provided for incorporation into the supplies or for related activities.
- 4.7.1 Material Supplied by **RITEC** shall be used only for the order concerned. The Supplier shall not substitute other material without written and specific authorization from **RITEC**.
- 4.7.2 The Supplier shall maintain identity of all surplus material and **RITEC** supplied tooling for return to **RITEC** at the completion of the Purchase Order, unless otherwise directed by **RITEC** Purchasing Group in writing.
- 4.7.3 Material lost, damaged or found unsuitable for intended use shall be reported to the **RITEC** Purchasing Group immediately.
- 4.7.4 Supplier shall assume responsibility for any loss or damage of **RITEC** supplied tooling, fixtures and gages, normal wear and tear is accepted. If repair is required, the Supplier shall provide to **RITEC** a report with information in regard to condition's cause and proposed repair plan.
- 4.8 PRODUCT IDENTIFICATION AND TRACEABILITY**
- Where appropriate, the Supplier shall establish and maintain documented procedures for identifying the product by suitable means from receipt and during all stages of production and delivery.
- 4.8.1 Where, and to the extent that, traceability is a specified requirement, the Supplier shall establish and maintain documented procedures for unique identification of individual product or batches; this identification shall be recorded.
- 4.8.2 Individual part serialization is critical to a significant number of **RITEC** products. All Suppliers are required to assure that individual unit traceability is maintained throughout all processing steps *when* serialization is imposed on the purchase order.
- 4.8.3 The Supplier shall identify the product, in accordance with the drawing requirements and maintain product traceability to materials and processes.
- 4.8.4 Each serialized assembly shall be traceable to the product acceptance records that are associated with the final product. The assembly shall also be traceable to each serialized or lot numbered sub-assembly or part and their product acceptance records.
- 4.8.5 Once a serial number/lot number has been used to identify an item/lot, it shall not be changed at any time or for any reason, even if the items are reworked, repaired or re-identified.

- 4.8.6 Material substitution is not permitted without **RITEC** written approval.
- 4.8.7 Marking shall be applied as specified by the engineering drawing or specification; if the engineering drawing or specification does not define marking method, marking shall be applied as instructed by specific purchase order notation. In the absence of drawing or **RITEC** Purchase Order imposed marking requirements, marking per the latest MIL-STD-130 shall apply.

4.9 TEST DATA

When **RITEC** specification requires test data to be recorded during performance of acceptance testing, a copy (paper or electronic) of the recorded data, showing evidence of Supplier's inspection and verification of conformance, shall accompany shipment of items to **RITEC**. Shipment of data on non-paper, CD ROM/disk is desirable. Data shall meet the format requirements of **RITEC** specification and, as a minimum, be identified with:

- **RITEC**'s procurement document number and applicable change notice number.
- **RITEC**'s specification/drawing number and revision letter.
- **RITEC**'s engineering order(s).
- Part number.
- Type of test performed.
- Lot number, serial numbers, and/or codes of items tested.
- Total quantity tested, quantity accepted, and quantity rejected.
- Any codes, keys or other information necessary to interpret Seller's data.

4.10 CONTROL OF INSPECTION, MEASURING AND TEST EQUIPMENT AND TOOLING

- 4.10.1 The Supplier shall calibrate or have calibration performed on all measuring and test equipment used in the manufacture and acceptance of **RITEC** product. This equipment shall be calibrated against primary or secondary standards having traceability to national or international standards (NRC, NIST, etc.).
- 4.10.2 Records shall be maintained showing the calibration frequency and stability of the specific instrument.
- 4.10.3 Production fixtures used as media of inspection, (i.e.: drill jigs), shall be controlled through the calibration system on a scheduled frequency in line with the tool usage.
- 4.10.4 Measuring or test equipment on loan to a Supplier from **RITEC** shall be calibrated prior to dispatch and shall be returned to **RITEC** by the established calibration due date. The Supplier shall notify **RITEC** Purchasing Group prior to return to coordinate **RITEC** calibration activity.
- 4.10.5 **RITEC** supplied tooling shall not be altered re-worked or modified in any manner without authorization from **RITEC**. **RITEC** supplied tooling shall be returned at the end of the contract in good working condition.

4.11 INSPECTION AND TEST STATUS

- 4.11.1 Process documents shall identify the inspection status of the part(s) being produced for conformance or non-conformance with regards to inspection and tests performed. Inspection status of parts shall be easily detectable during all stages of manufacture or production. The system shall assure that only product that has passed the required inspections and tests are used or installed.
- 4.11.2 The Suppliers Quality Management System shall establish and document controls for acceptance authority media.

4.12 NONCONFORMING MATERIAL CONTROL AND REPORTING

- 4.12.1 The Supplier shall have in place a documented system that addresses the control of nonconforming material and a preliminary review disposition function. The system shall include provisions for the notification to functions concerned, identification, documentation, evaluation, segregation and disposition of nonconforming material to preclude unauthorized use, installation or release. The system shall provide for timely reporting of non-conformances that may affect product already delivered.
- 4.12.2 **Supplier does not have Material Review Board (MRB) authority for disposition of material/ process as "accept for use" or "repair". Such material shall be recorded on a Non-Conforming Material report and submitted to RITEC for review and disposition.**

No further work shall be performed on the RITEC product until the supplier submits cause of non-conformance, containment of problem and planned corrective action. No further product shall be submitted to supplier for processing until the corrective action is implemented and verified (acceptable product).

4.13 HANDLING, STORAGE, PACKAGING, PRESERVATION AND DELIVERY

- 4.13.1 The Quality Plan shall provide the necessary instructions for the handling and protection of specialized material, preservation methods and secured storage to prevent damage or deterioration of product. Requirements for packaging shall consider conditions affecting the article while at the Supplier, transportation to destination and the expected or specified conditions at the destination. Parts shall not be stored in direct contact with the floor.
- 4.13.2 Where specific packaging and preservation requirements are not specified on the purchase order, best commercial practices are to be followed as a minimum. The packaging shall be of adequate substance to ensure that the product will not deteriorate or be damaged in transit. All Suppliers are expected to employ sound handling practices to prevent damage to parts in processing and shipment. Items shall be adequately protected against corrosion and contamination during shipment and handling as applicable.
- 4.13.3 The packaging shall be of adequate substance to ensure that the product with a finished surface (including: paint, coatings/plating) shall not come into direct contact with any other part.
- 4.13.4 Where a supplier is instructed to drop ship material to a subsequent **RITEC** supply source, the shipping Supplier shall enclose a packing slip with the shipment and forward all documentation for the material to **RITEC**.

All shipments shall be accompanied by the documents requested by the purchase order.

- 4.13.5 The supplier shall ensure that all Certificates of Compliance contain the following minimum information:
- Serial numbers for all units in the lot, as applicable per purchase order requirements.
 - States precisely the material and/or items to which it relates and confirms processes such as NDT, Heat Treat, Plating, etc., which they have performed, or their sub-tier sources approved by **RITEC**, by appropriate test reports or certifications.
 - Shall make a reference to and include a statement of conformity to the applicable drawing, specification, including revision and/or issue level, and be approved/signed by the company approved signatory.
 - Makes reference to the customer purchase or shipping order number when parts are manufactured from **RITEC** supplied material.
- 4.13.6 The signature on the Certificates of Compliance shall signify that material being submitted to **RITEC** has been inspected and meets the requirements of the **RITEC** Purchase Order.
- 4.13.7 The Supplier shall observe the "Ship Via" instruction on the Purchase Order. Failure to do so shall constitute the supplier's acceptance of liability for all additional charges in addition to those which would have been incurred if specified routing had been followed.
- 4.13.8 When packaging of parts or assemblies **STAPLES SHALL NOT BE USED**.
- 4.13.9 CAUTION: Due to the acid nature of ink, the use of newspapers for packaging, storage or shipment of any products is prohibited. Expanded polystyrene loose fill interior cushioning material used for packaging is also prohibited.

4.14 CONTAINER IDENTIFICATION MARKING

- 4.14.1 All containers shall have **RITEC's** part number, quantity, also as applicable, the following marking identification on the outside surface of the container:
- Special handling (i.e. "This side up", "Do not drop", "Humidity sensitive", etc.)
 - Safety warnings (i.e. OSHA labeling system for hazardous material)
 - Storage conditions (i.e. temperature and humidity limits)

4.15 TRAINING and QUALIFICATIONS

- 4.15.1 The supplier shall establish and maintain documented procedures for identifying training and qualification needs and provide for the training of all personnel performing activities affecting quality.
- 4.15.2 The Supplier shall have objective evidence that personnel performing process operations and quality inspection, or test functions have been trained and properly qualified to perform their tasks.

4.16 HAZARDOUS MATERIALS

- 4.16.1 Supplier shall conform to all federal and all environmental legislation.
- 4.16.2 If any of the materials /products furnished under this Purchase Order contains a hazardous ingredient as defined by Federal Regulation 29 CFR 1910.1200 (OSHA Safety and Health Standards) the Supplier agrees to furnish with the shipment a current Material Safety Data Sheet (MSDS) prepared in accordance with 29 CFR 1910.1200.

4.17 SPECIAL OPERATIONS & PROCESSES

All plating processes shall be performed by sources that are NADCAP approved including Supplier sub-tier sources. When required by the **RITEC** Purchase Order the painting processes may also need to be performed by sources that are NADCAP approved including Supplier sub-tier sources. Use of processes and/or process sources that have not been NADCAP approved may result in return of all products to the Supplier at the Supplier's expense. Unless otherwise directed by the **RITEC** Purchase Order or Contract, the Supplier shall select process sources from the list of NADCAP approved process sources.

4.17.1 Process Certifications

For all special processes required by the **RITEC** Purchase Order or Contract or reference documents, the Supplier shall furnish to **RITEC**, with the delivery of products, the certification/test report issued by company that actually performed the process. All certifications/test reports shall meet the requirements of paragraph 11.0 of this RQS Manual, and as a minimum include a complete description of the special process performed, including:

- Process name, applicable specification and revision, type, class, grade, etc.
- When applicable, a statement that the process was performed by certified operator(s).

4.17.2 Rework (Special Operations & Processes)

In those cases where products have been subjected to **RITEC** approved rework and or repair, the certifications shall include a description of the process used and the quantity of parts subjected to the process.

4.18 SUPPLIER CORRECTIVE ACTION

- 4.18.1 Based on Supplier performance or specific product/process non-conformances, **RITEC** shall issue to the Supplier a Discrepancy Anomaly Report (DAR) or a Corrective Action Request (CAR). The CAR shall have a due date to be returned to **RITEC** with cause of nonconformance and corrective action or corrective action plan. For each corrective action taken or planned to be taken a completion and implementation date shall be provided.
- 4.18.2 At **RITEC** request, the Supplier shall provide records and or documentation that attest to the implementation of the corrective action and its efficiency.
- 4.18.3 Overdue CAR responses or no response at all, failure to provide follow-up documentation/records may impact the business relationship between the supplier and **RITEC**. As an ultimate step, the supplier shall be removed from the **RITEC** Approved Supplier List and no additional procurement shall be performed from that source if not on the **RITEC** Approved Supplier List.

4.19 WARRANTY

Supplier warrants that all item ordered shall be free from defects from workmanship and material (including damage due to unsatisfactory packaging by supplier) for three (3) years from date of acceptance by **RITEC** and shall comply with all referenced specifications.

4.20 FOREIGN OBJECT DAMAGE (FOD) ELIMINATION, CONTROL PROGRAM

The Supplier shall establish, document and maintain a program to control and eliminate Foreign Object Damage (FOD) and/or contamination during the Supplier's manufacturing, assembly, test and inspection operations. The Supplier's FOD control program shall include controls to preclude FOD or contamination at the Supplier's sub-tier sources. The Supplier's FOD program is subject to on-site review and approval by **RITEC**. The program should meet the following requirements as applicable:

- Material and/or parts shall be free of any foreign materials that could result in Foreign Object Damage (FOD) to the installed product or companion components and/or systems.
- FOD prevention shall be implemented in all areas as applicable and with FOD training awareness.
- Parts shall be protected from handling damage, and material handling awareness training shall be provided to employees and documented.

4.21 ELECTROSTATIC SENSITIVE COMPONENTS (ESD)

It is essential that everyone involved in the acquisition, handling, fabrication, transporting, and storing of Electrostatic Discharge Sensitive (ESD) items be concerned about Electrostatic Sensitive Components. All ESD items shall be worked on, packaged, shipped,

and stored in ESD protective materials, including economically reparable materiel which requires rework, reconditioning, overhaul, or repair.

- 4.21.1 Electrostatic sensitive components shall be handled in accordance with the latest DOD-STD-1686 and/or ANSI/EIA-625, "Electrostatic Discharge Control Program for the protection of electrical and electronic parts, assemblies, and equipment".
- 4.21.2 Work Surface: A work station shall be electrostatically controlled, permanent technical workbenches or tables with static dissipative work surfaces shall be used in any area where ESD items are handled. Wrist straps with current limiting resistor and a common point grounding system shall be used as a minimum.
- 4.21.3 During fabrication and processing, special antistatic cart, boxes, tote, trays, and containers shall be used as necessary to prevent damage. Static shielding conductive homogeneous single film or bag and containers meeting requirements of MIL-B-81705 and MIL-HDBK-773 shall be used.
- 4.21.4 Protection shall be provided to prevent physical damage, and to maintain leads and terminals in the manufactured condition under normal handling and transportation environments. The outside of packages containing ESD sensitive products shall have a clearly displayed ESD warning label conforming to ANSI/EOS/ESD S-8.1. The same labels shall be used to seal shielded bags.

4.22 RAW MATERIAL CONTROL

Raw material shall be stored and identified by the Supplier to prevent unauthorized use of unapproved and incorrect use of approved material. Unapproved material shall be segregated from approved material in holding area. Raw stock stored for commercial use must be isolated from the material clearly identified as the property of **RITEC** or **RITEC** customer while in the supplier's possession.

4.23 FOREIGN RAW METALLIC MATERIAL (Applicable to Commercial and Government Product)

The Under Secretary of Defense, at the recommendation of the DCMA, issued Domestic Non-Availability Determinations (DNAD) for certain classes of material relative to DFAR 252.225-7014 Alt 1.

*** IMPORTANT – If DFAR 252.225-7014 Alt 1 is identified on the Purchase Order, DNAD waivers as listed at <http://www.dcma.mil/dnad/> Do Not relieve the obligation for **RITEC** Suppliers to comply. Suppliers are required to notify **RITEC** immediately in writing of any product containing specialty metals, which have not been melted in the United States or its outlying areas or a Qualified Country as defined in DFAR 252.225-7014 Alt 1 (including fasteners or and other commodities).

- 4.23.1 If required by the **RITEC** purchase order raw metallic material shall not be procured from foreign agencies or produced in non-domestic mills for products supplied to **RITEC** unless approved by **RITEC** Procurement prior to shipment of hardware. (Conformance to both ITAR and Specialty Metals requirements must be maintained.) If Foreign Material is approved by **RITEC** Procurement to provide compliance to the raw material requirements on the Blueprint, the Supplier shall provide **RITEC**:

4.24 LIMITED SHELF LIFE MATERIALS

With each delivery of materials to a **RITEC** Contract or Purchase Order, that have a limited or specified shelf life, the Supplier shall furnish the following data: (a) cure or manufacture date; (b) expiration date or shelf life; (c) lot or batch number, and (d) when applicable, any special storage requirements/handling procedures to be followed. The above information shall be marked on each container or certification and shall be in addition to normal identification requirements such as material name, part or code number, drawing, specification number and revision, type, size and quantity and other markings as applicable. **For each delivery of limited shelf life materials, on a RITEC Contract or Purchase Order the time lapse between the cure or manufacturing date of such materials, and the date of scheduled receipt by RITEC, shall not exceed 80% of the total shelf life of the material without prior written waiver from the RITEC Buyer.**

4.25 COMPONENT OBSOLESCENCE MANAGEMENT

The Supplier shall develop, document and implement an electronic component management process that addresses all aspects of the product life cycle from design through service, including component selection, application, and standardization and obsolescence management. Suppliers program shall address the following issues:

- 4.25.1 In the event that a component becomes obsolete or otherwise unprocureable, the Supplier's obsolescence management process shall include provisions for alternate parts, end-of-life buys, and/or upgraded parts.
- 4.25.2 When alternate parts are being considered, parts shall be selected from alternate sources, which are form-fit-function replacements and meet the same quality, reliability, and selection criteria as the original parts.
- 4.25.3 When alternate parts cannot meet form-fit-function requirements or when upgraded parts are being considered, the Supplier shall formally notify **RITEC** of its intent and shall provide a detailed engineering analysis of the re-screening or testing requirements which will provide form-fit-function equivalency to the original parts.

4.26 MONITORING OF DELIVERIES

4.26.1 Supplier performance on delivery and quality is continually monitored by **RITEC**. Suppliers falling into an unsatisfactory rating shall be advised that immediate improvement is required. Failure to improve their performance rating may result in removal from the **RITEC** Approved Suppliers List.

4.26.2 Suppliers are responsible for ensuring 100% defect free products and/or services are delivered on time.

4.27 EXCLUDED PARTIES LISTS SYSTEM (EPLS)

4.27.1 **RITEC** shall not accept any products and/or services from any Supplier or firm that is excluded by Federal government agencies from receiving federal contracts or federally approved subcontracts and has been placed on the **Excluded Parties Lists System (EPLS)**. It is the responsibility of a Supplier to ensure that each sub-tier Supplier is not on the Excluded Parties Lists System (EPLS).

4.27.2 The EPLS database located at "http://www.epls.gov" is a Federal government system maintained by GSA as required by FAR Subpart 9.4 and Executive Orders 12549 and 12689.

4.28 PROHIBITED PRACTICES

The ensuing acts and practices are prohibited, unless approved by **RITEC** in writing. Any violation by the Supplier may result in disqualification of the Supplier for future business with **RITEC**. In addition, the Supplier shall invoke (flow-down) the requirements of sections 6.35 of this RQS 450 to all of the Supplier's sub-tier sources performing work for the Supplier that is scheduled for delivery to **RITEC** on the Contract.

4.28.1 Unauthorized Product Repairs & Salvage

The Supplier may not perform any repairs such as welding, brazing, soldering, plugging, peening, bushing, or, use of paints, adhesives or plating, or use any standard or other repair practice or method, on products damaged or found to be discrepant during fabrication or processing, or, on defects in castings or forgings, unless such repairs are specifically permitted by the applicable drawing or specification, or are specifically authorized by **RITEC** in writing for each occurrence. Unless specifically authorized by **RITEC**, this prohibition also applies to reworking products by removing plating (stripping) and re-plating. In those cases, where **RITEC** authorized product repair, salvage or stripping has been accomplished, the Supplier shall include on the packing list/shipper or on a separate attached document a list of the products that have been subjected to such **RITEC** approved repair, salvage or stripping, and the method used.

4.28.2 Unauthorized Product Changes or Substitutions

The Supplier shall not make any changes or substitutions to any products or services required by the Purchase Order, Contract, drawing, specification, standard, or other applicable document without prior written authorization by **RITEC**. Authorization may be contingent on **RITEC** conducting an on-site review of the proposed product or service changes at the Supplier's facilities, or the facilities of the Supplier's sub-tier sources.

4.28.3 Change in Approval, Drawing, Processes, Materials, or Procedures

The Supplier shall not change any drawing, process, material (including sub-tier Supplier parts), or procedure without prior written approval from **RITEC**, if such drawing, process, material, or procedure was previously approved by **RITEC** as provided for in the procurement document.

The Supplier shall not change any process, material or procedure from that is used to qualify any item or which was used by the Supplier to become a qualified source for **RITEC** specification/ drawing, without **RITEC** written approval.

4.28.4 Altering Data on Documents

The use of any method that may changes the original data on documents to be cancelled and unreadable (i.e. the use of correction fluids, correction tape, write-over, or other methods) to correct, modify or otherwise alter the data and/or entries on any certifications, test reports or other documents required by the Contract, is strictly prohibited. Corrections may be made on inspection reports such as First Article Inspection Reports, providing it is clearly obvious that a correction was made (a line placed thru the original data) and it is signed (initialed) or stamped by an authorized individual. Upon receipt at **RITEC**, products or services represented by documents that show evidence that they have been corrected or altered in an unauthorized manner are subject to return to the Supplier at Supplier's expense.

4.29 COUNTERFEIT PART PREVENTION

As part of the **RITEC** counterfeit part prevention practice, Supplier shall ensure that all material and/or components included in hardware being delivered per the **RITEC** Purchase Order or Contract have been procured directly from an Approved Manufacturers Directory (AMD) approved Original Equipment Manufacturer (OEM) or a first-tier OEM authorized distributor. For items procured from an OEM or a first-tier OEM authorized distributor, the Supplier shall provide the OEM name, authorized distributor name (as applicable), part number, serial number, and/or date code of item shipped. If a Supplier cannot procure the part directly from the OEM

or a first-tier OEM authorized distributor, **RITEC** approval shall be required. Supplier shall maintain a method of traceability that ensures tracking of the supply chain back to the OEM and shall supply records of this traceability to **RITEC** upon request.

4.30 DEVIATION REQUEST/SUPPLIER CHANGE REQUEST

4.30.1 Deviation Request Procedure

Situations sometimes exist that the Supplier discovers a non-compliance with material or product intended for **RITEC**. The Supplier must never knowingly ship product that is not compliant to the part print or specifications. Deviation requests shall be initiated before the product is shipped to **RITEC**. The deviation request is intended to be a one-time request. **RITEC** shall work with our Supplier's whenever possible to grant a deviation for non-compliant material or product as long as the condition does not affect the processes, or product **RITEC** produces and does not violate the end customers' print dimensions or specifications. There may be rare instances when **RITEC** is left with no other option than to request a deviation from our customers. Historically, this resulted in extreme time delays and must be avoided when possible. The Supplier shall develop a contingency plan to protect **RITEC** in the event the condition cannot be deviated and there is a risk that delivery schedules to our customer's may be affected.

5.0 SUPPLIER STATEMENTS OF QUALITY (MANAGEMENT PROGRAM & QUALITY SYSTEM)

When imposed by the **RITEC** Purchase Order, suppliers shall have in place one or more of the ensuing;

5.1 Currently Registered Quality Management System per SAE AS9100D

The Supplier shall have established and maintain a Quality Management System that is registered to the current revision of the requirements of SAE AS9100D. The Suppliers Quality Management System is subject to audit, verification and approval and/or disapproval by **RITEC** designated representative(s).

5.2 Compliant to Quality Management System per SAE AS9100D

The Supplier shall establish and maintain a Quality Management System that is in compliance with the current revision of the requirements of SAE AS9100D. The Suppliers Quality Management System is subject to audit, verification and approval and/or disapproval by **RITEC** designated representative(s).

5.3 Currently Registered Quality Management System per ISO 9001:2015

The Supplier shall have established and maintain a Quality Management System that is registered to the current revision of the requirements of ISO 9001:2015. The Suppliers Quality Management System is subject to audit, verification and approval and/or disapproval by **RITEC** designated representative(s).

5.4 Compliant to Quality Management System per ISO 9001:2015

The Supplier shall establish and maintain a Quality Management System that is in compliance with the current revision of the requirements of ISO 9001:2015. The Suppliers Quality Management System is subject to audit, verification and approval and/or disapproval by **RITEC** designated representative(s).

When the **RITEC** Purchase Order or Contract is for products for which the Supplier holds a Federal Aviation Administration (FAA) issued Parts Manufacturing Authority (PMA), the Supplier shall establish and maintain an FAA Approved Fabrication Inspection System in compliance with the current Requirements of 14 CFR § 21.303(h)(1) through (9). This also applies to provisions for reporting under 14 CFR § 21.3 and provisions for identifying the product according to 14 CFR § 45.15. The Supplier's Fabrication Inspection System is subject to audit, verification and approval and/or disapproval by **RITEC** designated representative(s). A copy of the current FAA approval letter or "Certificate" shall be furnished to **RITEC** concurrent with the initial delivery of products on the Contract.

6.0 SUPPLIER STATEMENTS OF CONFORMANCE

6.1 Certification Language & Minimum Content

All certifications shall be in the English language, complete, legible, reproducible, accurate and as a minimum have a statement of Conformance, and include the ensuing information and data:

- Name of the issuing organization (Supplier and/or Supplier's sub-tier source).
- Part number and revision. (Unless specified by Contract, revision status is not required for off-the-shelf electronic components, catalog items and/or standard parts).
- Quantity processed and/or delivered.
- Lot or batch number (when applicable **RITEC** Contract number, and if applicable the Line Item & Release Number (**RITEC** direct Suppliers only).
- Title and signature of the authorized official of the issuing organization.
- Suppliers that are required to furnish certification(s) to **RITEC** that were issued by their Sub-tier source shall reference the certification(s) on their shipping documents, Certificates of Conformance and/or Materials & Processes Summary Report.

7.0 REVISION HISTORY

REVISION HISTORY			
REVISION	DESCRIPTION	DATE	APPROVED
C	RE-TYPED FROM OLD ISO-9100 QSOP FORMAT AND PLACED INTO AS9100 NEW FORMAT	31 AUG 2007	G. NIKOLA
E	ADDED AIRBUS GRESS REQUIREMENTS (NOT RELEASED TO SUPPLIER'S)	10 SEP 2009	G. NIKOLA
F	CLARIFY AIRBUS GRESS REQUIREMENTS AND ADDED AIRBUS KEY CONTRIBUTING PARTIES (KCP) REQUIREMENTS	28 SEP 2009	G. NIKOLA
F	ADDED TABLE OF CONTENTS, UPDATED 6.8 – FIRST ARTICLE INSPECTION REPORT	07 SEP 2011	G. NIKOLA
H	UPDATED; 2.0 SCOPE, 3.0 REFERENCES, 4.2 CONTROL OF RITEC SUB-TIER SOURCES, 5.10LIST OF FAA & RITEC ACRONYMS, 6.11 RITEC SOURCE INSPECTION, 6.4.1 NOTIFICATION OF FACILITY CHANGE, 6.4.2 CHANGING OF TEST FACILITY, 6.5 DOCUMENT CONTROL, 6.10.7 MARKING PER MIL-STD-130, 6.11.10 TEST DATA, 6.16 HANDLING STORAGE PACKAGING PRESERVATION & DELIVERY, 6.20 SPECIAL OPERATIONS & PROCESSES, 6.22 WARRANTY, 6.23 FOREIGN OBJECT DAMAGE (FOD) ELIMINATION CONTROL PROGRAM, 6.24 ADVERTISING, 6.25 ELECTROSTATIC SENSITIVE COMPONENTS (ESD), 6.26 SYNTHETIC RUBBER COMPONENTS, 6.27 RAW MATERIAL CONTROL, 6.28 FOREIGN RAW METALLIC MATERIAL, 6.29 LIMITED SHELF LIFE MATERIALS, 6.30 MATERIAL SAFETY DATA SHEET (MSDS), 6.31 CASTING/FORGING, 6.32 CRITICAL PARTS, 6.33 SQA PROGRAM REQUIREMENTS PER ISO 9000-3 & RTCA/DO-178, 6.34 SOFTWARE QUALITY ASSURANCE, 6.35 FASTENERS, 6.36 COMPONENT OBSOLESCENCE MANAGEMENT, 6.37 MONITORING OF DELIVERIES, 6.38 EXCLUDED PARTIES LISTS SYSTEM (EPLS), 6.39 PROHIBITED PRACTICES, 6.40 COUNTERFEIT PART PREVENTION, 6.41 UID MARKING, 6.42 DEVIATION REQUEST/SUPPLIER CHANGE REQUEST, ADDED; ALL OF PARAGRAPH 8 FAA-PMA & REPAIR STATION ACTIVITY; ALL OF PARAGRAPH 9 CONTROL OF CASTINGS, FORGINGS, EXTRUSIONS & PRESSINGS; ALL OF PARAGRAPH 10 SUPPLIER STATEMENTS OF QUALITY (MANAGEMENT PROGRAM & QUALITY SYSTEM); ALL OF PARAGRAPH 11 SUPPLIER STATEMENTS OF CONFORMANCE,	14 SEP 2013	G. NIKOLA
I	UPDATED FOR AS9100D	13 JULY 2017	M. Hubbard
J	STREAMLINING OF THE SUPPLIER QUALITY MANUAL	19 APR 2018	M. Hubbard