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## Supplier Quality Requirements

Tempco Manufacturing Company values its relationships with its suppliers. We ask that all of our suppliers review all purchase order requirements thoroughly and present any questions prior to accepting a purchase order. We ask suppliers to verify their ability to meet all expectations including:

- 1) Production Capability
- 2) On Time Delivery
- 3) Quality
- 4) Packaging
- 5) Shipping
- 6) Price

By accepting and acknowledging a purchase order from Tempco Manufacturing Company (Tempco) the vendor agrees to comply with requirements in this document. These requirements apply to all products and services supplied to Tempco that are purchased using an acknowledged and accepted purchase order.

## **Quality System Requirements**

The supplier must have a quality system in place that is approved by Tempco. This system can be in compliance with a Tempco recognized standard and/or recognized by Tempco as adequate, as a result of Tempco review and as a quality objective must maintain a .55% or less nonconformance return rate. .

Tempco reserves the right to access; for the purposes of review, the supplier's quality system as it relates to products and services provided to Tempco

At minimum the supplier quality system must address:

- 1) Document and record control
- 2) Contract review
- 3) Management responsibility
- 4) Supplier controls and purchasing
  - a. Control of counterfeit material (Certification of materials and hardware used must be retained)
- 5) Employee training
  - a. Ethical behavior
  - b. Product safety
  - c. Product conformity
- 6) Production controls
- 7) Product quality
- 8) Corrective and preventive actions
- 9) Continuous improvement

If the supplier does not retain registration with a third party registrar for the purposes of quality system management, Tempco will provide the supplier with an audit questionnaire to assess the suitability of their quality management system.

## **Calibration Providers**

Suppliers providing calibration services to Tempco Manufacturing must provide evidence that all calibration equipment is traceable NIST standards and state "Calibration Traceable to NIST" on certificates of calibration and conformance.

## **Right of Access**

Tempco, Tempco's customers and any applicable regulatory authorities reserve the right to access the supplier's and any sub tier supplier's facility where it is applicable to products and services provided to Tempco.

Tempco, Tempco's customers and any applicable regulatory authorities reserve the right to access all documented information in any format or media form as it relates to products and services provided to Tempco.

## **Sub Tier Suppliers**

If sub tier suppliers are used; Tempco must be notified and approve any sub tier suppliers as it relates to products and services purchased by Tempco; prior to use. Tempco will determine the content of information allowed to be flowed to a sub tier suppliers.

## **Product Requirements**

Tempco retains control of all design and development of its purchased product. Suppliers may not change or deviate from purchase order requirements without written notification from Tempco.

When stated in the purchase order, Tempco requires a certificate of compliance to all purchase order requirements including:

Dimensional

Specification

Material

Finish

Regulatory Compliance (i.e. Reach, RoHS, Conflict Minerals....)

When certificate of compliance is not required by Tempco; the supplier must use a valid statistical method to inspect products and services for conformity and retain the documented evidence of inspection should it be required by Tempco.

Tempco must be notified of any product that does not conform to purchase order requirements prior to any rework being performed and/or delivery to Tempco.

The supplier retains responsibility for the conformity of any product or service that was produced by supplier controlled sub tier suppliers.

Tempco reserves the right to disposition any and all non-conforming product prior to delivery from the supplier.

## **Record Retention**

Tempco requires suppliers to retain the following records for a minimum of twenty years and longer if required by purchase order:

- 1) Purchase Order
- 2) Process Control Records
  - a. Oven times/temps
  - b. Run times
  - c. Process tank documentation (concentrations, temperatures)
  - d. Equipment maintenance
- 3) Records of Inspection
  - a. Dimensional
  - b. Nondestructive testing
  - c. Destructive testing
- 4) Records of Calibration
- 5) Packaging photos
- 6) Bills of lading

All records must be legible and traceable to specific lots supplied to Tempco.

## **Packaging**

Tempco requires all products to be packaged per purchase order requirements. In the event a purchase order does not have packaging requirements; product is to be packaged in a manner consistent with preventing damage to product during shipment. Photos of packaging should be taken and made available to Tempco upon request.

## **Shipping**

Shipping arrangements will be agreed upon at time of purchase. Suppliers will adhere to purchase order shipping arrangements unless specified in writing by Tempco.

## **On Time Delivery**

Suppliers are accountable for meeting purchase order delivery requirements including **93%** minimum on time delivery. Delivery dates are set at the time of purchase order acceptance. If a delivery date cannot be met Tempco must be notified immediately.

<b>Revision</b>	<b>Date</b>	<b>Description of changes</b>	<b>Requested By</b>
3.14.18	3.14.18	Initial Release	Stephen Luptak
Rev 1	6.11.18	Add target objectives 92% + .55%	Stephen Luptak
Rev 2	1.4.19	Change 92% to 93%	Stephen Luptak