

SUPPLIER QUALITY MANUAL

50-6.104

Initial Issue: 01-03-95

Revision Letter and Date: AU 03-07-25



Engineering trust. Around the world.™

SUPPLIER QUALITY MANUAL APPROVALS

Approved by: Purchasing Manager
Approved by: Quality Director
Approved by: Quality Systems Manager

**** Any revisions to this document are to be routed to Marketing for uploading to the Flexfab website. ****

SUPPLIER QUALITY MANUAL

TABLE OF CONTENTS

<u>COVER PAGE</u>		<u>SUBMISSION REQUIREMENTS</u>	13
<u>APPROVAL PAGE</u>		<u>FLOW DOWN REQUIREMENTS</u>	14
<u>TABLE OF CONTENTS</u>		<u>SHELF LIFE</u>	15
<u>REVISION</u>		<u>CERTIFICATION OF COMPLIANCE (CofC)</u>	16
<u>FLEXFAB VISION AND CREED</u>		<u>ANNUAL VERIFICATION</u>	17
<u>INTRODUCTION</u>	1	<u>SHIP TO USE</u>	18
<u>QUALITY MANAGEMENT SYSTEM (QMS) REQUIREMENTS</u>	2	<u>CONTRACTS WITH SUPPLIERS</u>	19
<u>ENVIRONMENTAL MANAGEMENT SYSTEM (EMS) REQUIREMENTS</u>	3	<u>SUPPLIER BUSINESS PROCESS REQUIREMENTS</u>	20
<u>SUPPLIER SOCIAL RESPONSIBILITY AND SUSTAINABILITY POLICY</u>	4	<u>AEROSPACE SUPPLIERS</u>	21
<u>MATERIALS REPORTING</u>	5	<u>SERVICE AND SUB-CONTRACTOR SUPPLIERS</u>	22
<u>TOOLING AT SUPPLIERS</u>	6	<u>RECORD RETENTION</u>	23
<u>COUNTERFEIT PARTS PREVENTION</u>	7	<u>BARCODING</u>	24
<u>CONTROL OF FOREIGN OBJECT DEBRIS (FOD)</u>	8	<u>PACKAGING</u>	25
<u>ACCEPTANCE OF PRODUCT</u>	9	<u>GENERAL</u>	26
<u>SUPPLIER PERFORMANCE MONITORING</u>	10		
<u>COST OF POOR QUALITY</u>	11		
<u>NOTIFICATION REQUIREMENTS</u>	12		

REVISIONS

Revision Letter	CO#	DATE	DESCRIPTION
		01/03/05	Original issue.
A		09/01/96	Revised Paragraphs:2.1, 2.2, 3.1, 3.3 Added Paragraphs:3.4, 6.4 Revised Section:7.0 Added Revision Page, Page 3
B	57005	07/19/01	Revised Sections 1.0, 2.0, 3.0, 4.0, 5.0, 6.0, 7.0, 8.0, 9.0, 10.0 Added paragraph 2.4 Environmental Management System
C	61773	07/24/02	Removed page 15, Para. 10.0 "Flexfab Division Contacts"
D	62955	01/13/03	Changed Para. 3.1 to match 50-6.102, Rev. L Changed Flexfab Vision to match Corporate Change.
E	54695	04/29/03	Revised para 7.2.2 and Appendix F to reflect change of ZZZ-02055 from 3-part to 2-part form
F	56527	10/01/03	Revised para 2.1, 2.2, 3.2, 3.3, 4.0, 4.6, 5.2, 7.1 & 7.4 Removed para 8.0; Renumbered balance of Document
H	69682	06/01/05	Revised 1.0, 2.2, 4.0 & 6.0; updated Attachment B
J	71932	08/25/05	Updated 5.2, 6.6 and 6.7 to reference 3D Models. Corrected paragraph numbering in 5.0
K	74031	05/15/06	Added references to AS9100; added paragraphs 8.5. through 8.5.5 Service / Sub-contract Suppliers requirements; revised Attachments A through E and references to PPAP 4 th edition.
L	76116	12/15/06	Added new paragraph 4.2.3 – supplier "flow down" requirements
M	79142	2/21/08	Revised paragraphs 2.1 & 3.3 – took out "QS-9000". Added paragraph 2.4 – DPD requirements
N	79781	3/26/08	Revised paragraph 2.4 took out "para. 6.0."
P	82828	6/19/09	Added paragraph 2.5.
R	86005	10/28/10	Revised para 4.0, added para 4.1.2 Supplier Deviation Request Added Attachment G
T	88620	5/10/11	Added para 4.4.1, shelf-life requirement.
U	88630	08/10/11	Added para 2.6 Counterfeit Parts Prevention Added para 2.7 Control of Foreign Object Debris (FOD)
V	90106	3/10/12	Added para-1.1. Revised para 2.4 to flow down the Boeing D6-51991 DPD Standard Revised para 3.3, 4.1.1, 4.1.2, 4.2.2, and 8.5 to reflect revised titles and site-specific requirements.
W	90146	8/23/12	Revised para 2.2.4 Record Retention.
Y	91982	4/16/13	Revised para 2.3 Environmental System Requirements Revised para 3.1 and 3.2 Supplier Rating System

Revision Letter	CO#	DATE	DESCRIPTION
AA	91996	10/1/13	Revised para 4.1.1, 4.1.2, 4.2.1, 4.2.2. Notification and Submission Requirements. Revised Attachments A and B – Flexfab PSW and Instructions Added para 2.3.3.4 and 2.3.3.5 to compliance submission requirements.
AB	95814	08/14/15	Added para 2.8 (MMOG v4 requirement) Added para 2.9 (Aerospace requirement)
AC	97743	09-17-15	Added para 2.9.2 Boeing tooling suppliers shall adhere to the D950-11059-1 requirements.
AD	99642	03-17-16	Added para 4.1.3 Notice of Escape
AE	100776	08-19-16	Took out the PPAP forms and Deviation Request Form Added para 4.1.4 Obsolescence. Revised para 4.2.2 referencing the PPAP forms on our website
AF	103574	02-12-18	Took out the packaging instructions. Completely Revised.
AG	104379	03-20-18	Added para 22.0.
AH	105301	11-30-18	Added para 4.0 Corporate Social Responsibility (CSR)
AJ	EO-32102	04-11-19	Added statement that any revision needs to be sent to Marketing.
AK	EO-39444	04-27-20	Moved the statement, 'Any revisions to this document are to be routed to Marketing for uploading to the Flexfab website' from the revision page to the approval page.
AL	EO-43579	01-20-21	Created Clarifications for multiple sections and provided guidance per Internal Audit 20-3Q1 OFI. Complete overhaul of Para. 4 to align with FEL.
AM	EO-46377	07-27-21	Updated para. 9 to match current Supplier Performance evaluation expectations. Updated Para. 11 to include PPAP and FAI email address for submissions.
AN	EO-49078	01-25-22	Added clarity to para. 9.2 for when corrective action will be required.
AP	EO-51902	08-02-22	Changing procedure call out 40-0005 to 40-0011 in para. 22
AR	EO-54364	03-01-23	Adding "Acceptance of Product" section to Para. 9. Includes AAM and statistical sampling flow down. Corrected incorrect callout of SDR form in para. 10.2. Readjusted Quality score requirements back up to 98.5% from 90% (COVID adjustment)
AT	EO-58254	10-19-23	Adding Cost of Poor-Quality Para. 11 sections 1-3. Renumbered all Para. and sections 12 - 26 to adjust for adding a new para 11. Renumbered table of contents to match the changes made.
AU	EO-63760	03-07-25	Adding Corrective Action Escalation Para. 10.4. Also included clarifying items in multiple paragraphs that did not affect content. Added paragraph 2.6, reasonable right of access. Increased On-Time Delivery % requirement to 95% from 90%. Added new "Disruption" category to scorecard. Update Flexfab Vision. Merged HDT and Aero specific requirements into paragraph 20 as they should apply to all suppliers.

FLEXFAB'S VISION STATEMENT

“Be the preferred supplier in the Global markets we serve.”

The following concepts are essential to realizing our vision:

- Innovation and Change.
- New and different business.
- Trying new ideas and learning by our failures.
- Using and recognizing all our abilities.
- Maintaining continuous improvement as a way of life.
- Developing the appropriate skills for our team.
- Maintaining our Technical and Engineering skills as our strength.

Flexfab's Creed

Flexfab's Creed states our “Value for Customers” to be:

- Our first commitment is to our customers.
- High Quality shall be upheld on all services.
- Reduce Costs when possible.
- Continuous commitment to improving.
- Servicing Customer orders in a prompt and accurate manner.

1. INTRODUCTION

- 1.1. This Supplier Quality Manual is to be used by all Flexfab suppliers. By agreeing to a Flexfab PO and its terms, you are also agreeing to the requirements contained in this document.
- 1.2. We consider our suppliers to be a member of our team and an integral part in achieving our goals.
- 1.3. This Supplier Quality Manual is intended to provide valued Flexfab Suppliers, and potential new suppliers, with a basis for understanding the expectations and requirements of being a Flexfab supplier.
- 1.4. The Supplier Quality Manual shall be treated as a supplement and does not replace or alter other terms and conditions covered in, Purchase Documents, Engineering Drawings, or Specifications.
- 1.5. It is the goal of this Manual to develop a better understanding between Flexfab and its suppliers and to ensure that both are committed to sustain and continuously improve the quality of products and services provided.
- 1.6. The latest revision of the Supplier Quality Manual is available at www.flexfab.com.

2. QUALITY MANAGEMENT SYSTEM (QMS) REQUIREMENTS

- 2.1. Suppliers shall have a system that meets the ISO9001, AS9100, or IATF 16949 Quality System Requirements
- 2.2. **Automotive and Heavy-Duty Truck (HDT) Suppliers.** Unless otherwise approved by Flexfab, suppliers are required to be certified to ISO9001 with the ultimate objective to become certified to IATF 16949.
- 2.3. **Aerospace and Rail Suppliers.** Unless otherwise approved by Flexfab, suppliers are required to be certified to ISO9001.
- 2.4. Suppliers who are not certified to the requirements of ISO9001, AS9100, or IATF 16949 by an ANAB accredited registrar shall be surveyed using the Flexfab Supplier Quality Management System Assessment or the Flexfab Distribution Supplier Assessment Questionnaire.
- 2.5. Suppliers that are not third party certified shall be re-assessed every three years using the same survey mentioned in 2.4, available at www.flexfab.com. Suppliers not meeting all “minimum requirements” of the survey shall show satisfactory progress towards achieving the requirements not met.
- 2.6. Flexfab reserves the right to visit any of its suppliers, with appropriate advanced notification, to review applicable records and compliance to the QMS standards, Flexfab purchase orders, Flexfab terms and conditions, and the requirements of this manual.

3. ENVIRONMENTAL MANAGEMENT SYSTEM (EMS) REQUIREMENT

- 3.1. Suppliers shall be responsible corporate citizens dedicated to protecting human health, natural resources, and the environment.
- 3.2. Suppliers are encouraged to implement an Environmental Management System (EMS) that meets the requirements of ISO 14001.

4. SUPPLIER SOCIAL RESPONSIBILITY AND SUSTAINABILITY POLICY

4.1. GENERAL

- 4.1.1. At Flexfab, we believe that a key to our success is our longstanding commitment to integrity in our dealings with our customer, employees, shareholders, government authorities, suppliers, neighbors, and the public. We are committed to preventing ethical violations and conflicts and correcting any that may occur.
- 4.1.2. Flexfab is committed to a workplace where everyone does the right thing. We will conduct ourselves in a manner consistent with HEARTS – Honesty, Excellence, Accountability, Respect, Teamwork, and Support. If you have a question or concern about what proper conduct is, speak up. Do not allow anything to compromise our values. As a supplier to Flexfab you are required to adhere to paragraphs 4.2 through 4.5.

4.2 ANTI-BRIBERY

- 4.2.1 Flexfab is dedicated to ensuring full compliance with all relevant anti-bribery and corruption laws and regulations. This extends to all our business dealings and transactions; in all countries in which we operate.
- 4.2.2 Flexfab prohibits any employee or business associate from paying bribes or offering improper inducements to anyone for any purpose, nor do we or will we, accept bribes or improper inducements.
- 4.2.3 Flexfab requires all employees to demonstrate honesty, integrity, and fairness in all aspects of our business dealings and exercise appropriate stands of professionalism and ethical conduct in all activities.

4.3 PROTECTION OF IDENTITY AND NON-RETALIATION:

- 4.3.1 Flexfab employees are encouraged to report wrongdoing and discuss concerns with a Human Resources representative. Employees who, in good faith, report wrongdoing anonymously will not be subject to reprisals or other punishment.

4.4 HUMAN RIGHTS AND WORKING CONDITIONS

- 4.4.1 Child Labor/Labor and Young Workers: Flexfab will ensure that child labor is not tolerated in any form. The Age of employment for young workers will meet or exceed company guidelines, legal regulation, and local labor laws.
- 4.4.2 Wages and Benefits: Flexfab will provide compensation and benefits that comply with applicable local laws, including those relating to minimum wages, overtime compensation, and legally mandated benefits.
- 4.4.3 Working Hours: Flexfab will comply with local law regarding working hours, including overtime.
- 4.4.4 Forced Labor/Labor: Flexfab will prohibit any forms of forced, (Bonded) or compulsory labor/labor, including human trafficking.
- 4.4.5 Freedom of Association: Flexfab will allow workers to communicate openly with management regarding working conditions and management practices without fear of reprisal, intimidation, or harassment. Flexfab will respect employee rights to associate freely, to join or not labor/labor unions, bargain collectively, seek representation, and join workers' councils in accordance with local law.
- 4.4.6 Harassment: Flexfab will provide a workplace free of harassment against workers in any form.
- 4.4.7 Discrimination: Flexfab will not tolerate any form of discrimination in respect of employment and occupation and will provide equal employment opportunities regardless of work or applicant characteristic such as race, color/colour, age, gender, sexual orientation, gender identity, ethnicity or national origin, disability, pregnancy, religion, political affiliation, union association, covered veteran status, genetic information, or marital status.
- 4.4.8 Health and Safety: Flexfab will provide a safe and healthy working environment that meets or exceeds applicable standards for safety and occupational health.

4.5 BUSINESS ETHICS

- 4.5.1 Responsible Sourcing of Materials: Flexfab will responsibly source raw materials used in our products.
- 4.5.2 Anti-corruption: Flexfab will work against corruption in all its forms, including extortion and bribery.
- 4.5.3 Privacy: Flexfab will put in place appropriate measures to respect privacy, to protect personal data against loss and unauthorized/unauthorized access or use, and to comply with relevant privacy and information security laws and regulations.
- 4.5.4 Disclosure of Information: Flexfab will disclose financial and non-financial information in accordance with applicable regulations and prevailing industry practices.

- 4.5.5 Fair Competition/Anti-Trust: Flexfab will uphold standards of fair business and conduct business in accordance with all applicable anti-trust and anti-competition laws and regulations.
- 4.5.6 Conflicts of Interest: Flexfab will conduct business in a manner that avoids any appearance of impropriety.
- 4.5.7 Counterfeit Parts: Flexfab will minimize the risk of introducing counterfeit parts and materials into deliverable products.
- 4.5.8 Intellectual Property: Flexfab will respect valid intellectual property rights and use commercially reasonable practices to protect the transfer of confidential technology and know-how.
- 4.5.9 Export Controls and Economic Sanctions: Flexfab will comply with applicable restrictions on the export or re-export of goods, software, services, and technology, as well as the applicable restrictions on trade involving certain countries, regions, companies or entities and individuals.

5 MATERIALS REPORTING

5.1 Suppliers are required to register and submit to Flexfab material details relative to:

5.1.1 Regulatory Materials Compliance Information

- **(REACH)** European Union adopted regulation on chemical substances called Registration, Evaluation, Authorization and Restriction of Chemical and Restriction of Hazardous Substances Compliance
- **(RoHS)** Restricted and Hazardous Substances Compliance
- **(PROP65)** California Safe Drinking Water and Toxic Enforcement Act Compliance
- **(AD-DSL)** Aerospace and Defense Declarable Substances List Compliance
- **(UNIFE)** European Union Rail Supply Industry Compliance
- **(CMRT)** Yearly Conflict Minerals Template
- **(IMDS)** International Material Data System – Submit IMDS to Flexfab IMDS ID 41052

5.1.2 California Green Chemistry Legislation

5.1.3 Export Administration Regulations (EAR)

5.1.4 International Traffic in Arms Regulations (ITAR)

5.1.5 Design For Engineering (DFE)

6 TOOLING AT SUPPLIERS

- 6.1 Suppliers in possession of Flexfab owned or Flexfab's customer owned tooling are responsible for:
 - 6.1.1 Maintenance of tooling to keep it in good working order.
 - 6.1.2 Clearly identifying ownership of the tooling.
 - 6.1.3 Notifying Flexfab of any damage to or loss of the tooling.

7 COUNTERFEIT PARTS PREVENTION

- 7.1 For purposes of this clause, Work consists of those parts delivered under P.O. to Flexfab that are the lowest level of separately identifiable items (e.g., articles, components, goods, and assemblies). "Counterfeit Work" means Work that is or contains items misrepresented as having been designed and/or produced under an approved system or other acceptable method. The term also includes approved Work that has reached a design life limit or has been damaged beyond possible repair but is altered and misrepresented as acceptable.
 - 7.1.1 Supplier agrees and shall ensure that Counterfeit Work is not delivered to Flexfab.
 - 7.1.2 Supplier shall only purchase products to be delivered or incorporated as Work to Flexfab directly from the Original Component Manufacturer (OCM)/Original Equipment Manufacturer (OEM), or through an OCM/OEM authorized distributor chain. Work shall not be acquired from independent distributors or brokers unless approved in advance in writing by Flexfab.
 - 7.1.3 Supplier shall immediately notify Flexfab with the pertinent facts if supplier becomes aware or suspects that it has furnished Counterfeit Work. When requested by Flexfab, supplier shall provide OCM/OEM documentation that authenticates traceability of the affected items to the applicable OCM/OEM.
 - 7.1.4 In the event that work delivered under a P.O. constitutes or includes Counterfeit Work, supplier shall, at its expense, promptly replace such Counterfeit Work with genuine Work conforming to the requirements of the P.O. Notwithstanding any other provision in the P.O., supplier shall be liable for all costs relating to the removal and replacement of Counterfeit Work, including without limitation Flexfab's costs of removing Counterfeit Work, or reinserting replacement Work and of any testing necessitated by the reinstallation of Work after Counterfeit Work has been exchanged. The remedies contained in this paragraph are in addition to any remedies Flexfab may have at law, equity or under other provisions of the P.O.
 - 7.1.5 This clause applies in addition to any quality provision, specification, statement of work or other provision included in a P.O. addressing the authenticity of Work. To the extent such provisions conflict with this clause, this clause prevails.

8 CONTROL OF FOREIGN OBJECT DEBRIS/DAMAGE (FOD)

8.1 The supplier shall maintain a FOD prevention program that meets AS9146 or that is a justifiable equivalent.

8.1.1 Prior to closing inaccessible or obscured areas and compartments during assembly, the supplier shall inspect for foreign objects/materials and ensure no FOD barriers remain embedded, e.g., embedded protective plugs. The supplier shall ensure tooling, jigs, fixture, and test or handling equipment are maintained in a state of cleanliness and repair sufficient to prevent FOD.

8.1.2 By delivering items to Flexfab, the supplier deems such items are free from any foreign materials that could result in FOD.

9 ACCEPTANCE OF PRODUCT

9.1 The supplier shall establish controls for an authority media (e.g., stamps, electronic signatures, passwords) used in acceptance of product.

9.1.1 When sampling is used as a means of product acceptance, the sampling plan shall be justified on the basis of recognized principles and appropriate for use.

9.1.2 The supplier's system shall also include falsification requirements and training that includes requirements from 14 CFR 21.2.

9.1.3 Known aerospace suppliers shall utilize plans compliant with AS9138.

10 SUPPLIER PERFORMANCE MONITORING

10.1 Suppliers are required to perform at and are measured against:

10.1.1 95% On Time Delivery

10.1.2 98.5% Quality

10.1.3 Less than 2 disruptions

10.1.4 Suppliers are also monitored on:

10.1.4.1 Occurrences of premium freight.

10.1.4.2 If a supplier does not meet the minimum expected thresholds for two or more consecutive quarters, formal Corrective Action may be requested and/or monetary penalty as outlined in paragraph 11 subsections 1-3.

10.2 Delivery Performance Definition

- 10.2.1 Suppliers shall strive to perform at 100% on time delivery. Supplier deliveries that are either too late or too early will be treated on a case-by-case basis. When delivery scores do not show trending improvement for 3 consecutive quarters, a formal corrective action will be required.
- 10.2.2 For North and Central American Suppliers, on time delivery is defined as a maximum of seven (7) calendar days early and minimum of zero calendar days late.
- 10.2.3 For “International Logistics” suppliers, on time delivery is defined as a maximum of 14 calendar days early and 7 calendar days late.

10.3 Quality Performance Definition

- 10.3.1 Suppliers shall strive to provide products and services that are 100% compliant to specified requirements.
- 10.3.2 PPAPs shall be complete, on time, and approved prior to receipt of shipment.
- 10.3.3 Corrective Action (CPAR) responses shall be completed and approved on time. Requests for date extension will be granted on a case-by-case basis.

10.4 Disruption Performance Definition

- 10.4.1 Suppliers shall strive to provide products and services with zero disruptions.
- 10.4.2 Disruptions are defined as items that slow or stop the use of products or services and items that create added administrative work for Flexfab. This includes MDRs (Material Deficiency Reports), SDRs (Supplier Deviation Requests), Certificate of Analysis or Certificate of Conformance documents that are missing from shipments and/or are incorrect upon receipt, issuing of Corrective action or escalation of corrective action as outlined in section 10.5.

10.5 Corrective Action Escalation

- 10.5.1 All corrective action requests issued are set with an initial due date for response. The escalation process will consist of four levels. The escalation process will start on the first day after the initial due date.
- 10.5.2 Once a corrective action has passed the initial due date and is not complete, emails with the with the Flexfab Quality Systems Manager in copy will be sent three times per week to the responsible supplier contact or team for updates in objectives, obstacles, and timing for completion of the corrective action.

- 10.5.3 Once a corrective action has reached 15 days past the initial due date and has not been completed, emails with the Flexfab Quality System Manager in copy will be sent daily. Weekly calls with the responsible supplier or supplier team will be set up with the Flexfab Supplier Quality Representative to discuss the objectives, timing, and obstacles of the corrective action.
- 10.5.4 Once a corrective action has reached 30 days past the initial due date and has not been completed, daily emails will continue and will include the Flexfab Quality Systems Manager and Flexfab Quality Director. Calls with the responsible supplier contact or team will increase to two times per week for updates on objectives, obstacles, and timing for completion. These calls will include the Quality Systems Manager.
- 10.5.5 Once a corrective action has reached 60 days past the initial due date and is not complete, the Flexfab Supplier Quality Representative will go on site to the responsible supplier's facility to help complete the corrective action. Travel costs of the Flexfab Supplier Quality Representative and other Flexfab team members will be charged back to the supplier responsible.
- 10.5.6 Corrective action due date extensions maybe requested by the responsible supplier. The request is required to be made by email a minimum of seven days prior to the initial due date of the corrective action. These requests will be reviewed by the Flexfab Supplier Quality Representative and the Flexfab Quality Systems Manager. Due date extensions will be granted on a case-by-case basis.

11 COST OF POOR QUALITY

- 11.1 An administrative fee and other related costs incurred may be assessed to the supplier to capture Flexfab's cost for managing a supplier nonconformance. A Return Goods Authorization (RGA) number or supplier equivalent will be requested from the supplier for debit authorization of onsite scrap, rework, sort, or return of nonconforming product.



Cost Recovery Instances	Associated Cost Charge to the Supplier
Material Deficiency Report (MDR) Generation	\$50 USD per occurrence based on severity. The charge may be increased to \$100 USD if there are repeat MDRs after corrective action is taken.
Delay in 8D Response. Lack of closure beyond 30 days or agreed upon timing.	\$25 USD per week of delay.
Sorting performed by Flexfab plants internally.	Cumulative hours of all administrative and processing time multiplied by the Flexfab standard rate of \$34/Hr.
Sorting by Flexfab assigned third party	Actual external work costs according to evidence and administrative costs according to the valid cost rate of Flexfab and/or third party.
Expedited Freight	The supplier will incur the full cost of expedited freight on late deliveries deemed necessary for expedite.
Incorrect carrier was utilized	The supplier will incur all charges resulting in the use of an incorrect carrier.
Rework and/or Scrap	Actual labor and material cost incurred.
Late deliveries resulting in the following:	
Plant shutdown	Actual costs incurred
Plant rescheduling	Actual costs incurred
Overtime	Actual costs incurred
Increased inspection	Actual costs incurred
PPAP/FAI rejections	\$50 USD per occurrence.
Return freight for rejected product	Actual shipping cost incurred
Flexfab's customer warranty claims due to the failure of supplier's product	Warranty expenses incurred by Flexfab
Nonconforming packaging/labeling per Flexfab requirements per Ts and Cs and Supplier Quality Manual.	\$50 USD per occurrence.
Required paperwork missing from shipment. i.e., Certificate of Conformance, packing slips, PPAP, SDR, etc.	\$50 USD per occurrence.

11.2. All Flexfab labor charges will be charged at a rate of \$34/HR for each man hour spent on rework or increased inspection of supplied product.

12 NOTIFICATION REQUIREMENTS

12.1 Changes in Design, Process or Manufacturing Location

12.1.1 The supplier shall notify, in writing, the Flexfab site specific Quality Director / Manager of any planned changes in design, process, or manufacturing location. Notification is to be given as early as possible and at least 90 calendar days prior to the planned change. Notification shall be submitted using AIAG Product/Process Change Notification form or an equivalent. Unless waived by the Flexfab Quality Director / Manager, re-submission of Flexfab PPAP documentation will be required as validation of the change.

12.2 Deviations

12.2.1 The supplier shall notify the Flexfab site specific Quality Director / Manager in advance of shipment when material is known to NOT meet requirements. The Supplier Deviation Request Form (ZZZ-34184) shall be used to document known discrepancies and to document cause and corrective action. The form can be found at Flexfab.com.

12.3 Notice of Escape.

12.3.1 The supplier shall provide the Flexfab site specific Quality Director/Manager and their Flexfab Buyer a Notice of Escape within 24 hours of shipped product being determined as nonconforming.

The Notice of Escape shall include:

Part number

PO(s) #

Quantity Shipped

Lot #

Date(s) shipped.

12.4 Obsolescence

12.4.1 The supplier shall notify Flexfab when parts are becoming obsolete. Notification shall be made appropriately (9 months for Truck and Auto products, and 18 months for Aerospace products) in advance so that Flexfab has time to identify and qualify a replacement.

13 SUBMISSION REQUIREMENTS

13.1 As directed by the Flexfab Purchase Order, the supplier shall submit for PPAP approval prior to or in conjunction with the first production shipment.

- 13.2 The Production Part Approval Process (PPAP) is to be performed per AIAG PPAP guidelines using forms and formats described within the AIAG PPAP guidelines, except for the Part Submission Warrant (PSW). The supplier shall use the Flexfab PSW form ZZZ-37735. An electronic version of this form and instructions are available on our website, www.flexfab.com. in the Suppliers Documents section under the Suppliers tab. Unless otherwise specified, a Level 3 Submission is required. Supporting documents to be included with the Level 3 PPAP submission include:
- 13.2.1 Flexfab Production Part Submission Warrant (Available on our website).
 - 13.2.2 Process flow diagrams.
 - 13.2.3 Control Plans which include all product and process-related Key or Significant process characteristics. Control Plans for “families” of similar parts are acceptable if the new parts have been reviewed for commonality. If no Key or Significant process characteristics are specified by Flexfab, the supplier is to select at least one.
 - 13.2.4 Process Failure Mode and Effects Analysis.
 - 13.2.5 Statistical process capability studies showing conformance on all Key or Significant process characteristics.
 - 13.2.6 Objective evidence of conformance to all dimensions, notes, and specifications referenced in product drawings or specifications.
 - 13.2.7 Measurement system variation (Gage R & R) studies for all gages used to inspect Key or Significant process characteristics.
- 13.3 Any Key or significant process characteristic not demonstrating a statistical capability, Cpk or Ppk, of greater than or equal to 1.33 must have a documented process improvement plan included with the PPAP submission. Full PPAP approval may not be granted by Flexfab until documented evidence of statistical capability is demonstrated by the supplier.
- 13.4 When product supplied is for the Aerospace or Rail industry, an AS9102 First Article Inspection (FAI) may be requested. All relevant documents needed for this are available on Flexfab.com or are readily available on the internet. If “Net-Inspect” submission is required on the PO, and you do not have access, please inquire with your Flexfab Buyer.
- 13.5 The supplier shall perform the necessary inspections and tests to determine conformance with all drawing and specification requirements.
- 13.6 If the supplier cannot perform all the required inspection or tests, such services shall be procured from a third-party source meeting ISO Guide 25 or ISO 17025 requirements as determined by an A2LA Registrar.

- 13.7 If material or performance testing is not required, the forms are to be submitted with the notation "NOT REQUIRED" written across the form.
- 13.8 The PPAP forms are available at www.flexfab.com/suppliers. (Suppliers may use their own forms if all required information is included.)
- 13.9 Submissions shall be made to PPAP-FAI@flexfab.com

14 FLOW DOWN REQUIREMENTS

- 14.1 The supplier shall flow down to its suppliers and sub-tier suppliers the applicable requirements in the Flexfab Purchase Order and/or drawings, including key characteristics, where required.

15 SHELF LIFE

- 15.1 Shelf-life materials must have a minimum of 75% of their shelf life remaining upon receipt.
 - 15.1.1 Any shipment of shelf-life materials not having a minimum of 75% of their shelf life left shall have an SDR submitted for review and approval prior to shipment.

16 CERTIFICATIONS OF COMPLIANCE (C of C)

- 16.1 A Certification of Compliance shall be sent with each shipment unless the Flexfab LLC Quality Department modifies this requirement.
- 16.2 The Certification of Compliance shall include:
 - 16.2.1 Supplier Letterhead
 - 16.2.2 Date
 - 16.2.3 Part number
 - 16.2.4 Purchase Order Number
 - 16.2.5 Quantity
 - 16.2.6 Statement that the material meets a specification or drawing shall include Rev. level, and reference version of 3D model used if applicable and if version controlled separately from the drawing.
 - 16.2.7 Lot number (if required)
 - 16.2.8 Inspection/test results performed on the shipment, as required.
 - 16.2.9 Signature of a responsible agent of the supplier.

16.2.10 Title of the agent signing the Certification of Compliance.

16.3 Special Processes:

16.3.1 When special processes (such as anodizing, plating, or painting) are subcontracted, the supplier shall include the subcontractor's certification with their certification.

16.4 Annual Certifications:

16.4.1 May be used in lieu of sending the certification with each shipment with Flexfab approval.

16.5 Material Lab Test Reports:

16.5.1 Shall be supplied with the certification, when requested.

16.5.2 Raw materials must be verified against all applicable requirements. The supplier shall also periodically validate raw material testing either in house or at a 3rd party. Test reports must be maintained on file.

16.6 Material Data Sheets (MDS):

16.6.1 Shall be provided with the first shipment of new materials.

17 ANNUAL VERIFICATION

17.1 Annually, suppliers shall perform dimensional and verification testing, against drawings and specifications, on raw materials supplied to Flexfab LLC, unless otherwise specified.

17.2 Flexfab reserves the right to request copies of Annual Verification records at any time, if needed.

18 SHIP TO USE

18.1 Suppliers that meet QMS requirements, and maintain a good quality history may be eligible for Flexfab's "Ship to Use" program.

18.2 Raw materials that have a good quality history, as decided by Flexfab personnel, may be placed on the "Ship to Use" list. Suppliers will be notified when this occurs.

18.3 Shipments on "Ship to Use" are put directly into inventory upon receipt without receiving inspection. Flexfab will periodically inspect "Ship to Use" materials to ensure ongoing quality.

18.4 Annual Verification: Materials on the "Ship to Use" list are still subject to Annual Verification noted in Paragraph 17.

18.5 Suppliers with product on “Ship to Use” will be required annually to provide a certificate of compliance for all goods in the program. If an update to product manufacturing or a drawing or model change occurs, a PPAP will be required per paragraph 13 and that item will be removed from the ship to use list and returned to a per shipment inspection for a minimum of 3 receipts with no rejections before being placed back to ship to use status.

18.6 The Certification of Compliance shall include:

- Supplier Letterhead
- Date
- Part number
- Quantity
- A statement that the material meets a specification or drawing (shall include Rev. level, and reference version of 3D model used if applicable and if version controlled separately from the drawing)
- Lot number (if required)
- Inspection/test results performed on the shipment, as required.
- Signature of a responsible agent of the supplier.
- Title of the agent signing the Certification of Compliance

Raw materials may be removed from the “Ship to Use” list when quality is not at a high level, suppliers will be notified accordingly.

19 CONTRACTS WITH SUPPLIERS

19.1 Suppliers are eligible for long term agreements called “contracts”.

19.2 Contracts between Flexfab LLC and Suppliers are negotiated agreements that benefit both parties.

19.3 Elements that may be included in the contracts are:

19.3.1 Certification

19.3.2 Quality

19.3.3 Quantity

19.3.4 Price

19.3.5 Production Interruption

19.3.6 Alternate materials/price

19.3.7 Cancellation/modification

19.3.8 Electronic Data Interface (EDI)

19.3.9 Freight Costs

19.3.10 Customer Service

19.4 A contract is a two-way agreement and the supplier's participation, and input is vital to the contract success.

20 SUPPLIER BUSINESS PROCESS REQUIREMENTS

20.1 Contingency Plans.

20.1.1 Suppliers shall develop a contingency plan that would be implemented in the event of a deviation or disruption from the normal business process. This could include EDI, transportation, packaging, and equipment failure.

20.2 Risk Assessment

20.2.1 Suppliers shall have risk assessments in place to identify areas within their processes that could affect the ability to meet the organization's requirements in the event of a deviation from the normal business processes.

20.3 Notification

20.3.1 Suppliers shall have a procedure or job instruction in place to notify Flexfab if there is a deviation from our requirement.

21 AEROSPACE SPECIFIC SUPPLIER REQUIREMENTS

21.1 Aerospace suppliers shall mutilate non-conforming material to ensure that non-conforming materials cannot get onto aircraft.

21.2 Boeing tooling suppliers shall adhere to D950-11059-1 BDS Seller Special Tooling Requirements.

21.3 Sampling plans that meet AS9138 guidance are preferred.

21.4 **Digital Product Definition (DPD).** Aerospace suppliers that receive digital data from Flexfab will be responsible for controlling the digital data per Boeing Standard D6-51991 Quality Assurance Standard for Digital Product Definition.

22 SERVICE AND SUB-CONTRACTOR SUPPLIERS (USA ONLY)

- 22.1 Suppliers who provide a service to Flexfab which would require the supplier to perform work on site at any FHI or Flexfab location are required to submit a copy of their company's **Worker's Compensation and General Liability Certificates of Insurance** to Flexfab.
- 22.2 The above-mentioned Certificates of Insurance copy(s) are to be given to any one of the following FHI or Flexfab associates:
 - 22.2.1 Buyer who issued the Purchase Order
 - 22.2.2 Corporate Facilities Director
 - 22.2.3 Director of Purchasing
 - 22.2.4 Corporate (FHI) Financial Analyst
- 22.3 Certificate of Insurance copy(s) are to be directed to the Corporate (FHI) Financial Analyst for filing.
- 22.4 Suppliers are expected to submit Certificates of Insurance to FHI / Flexfab on an annual basis.
- 22.5 Suppliers are expected to submit Certificates of Insurance before performing any service work at any FHI or Flexfab location.
- 22.6 Flexfab accepts no responsibility or liability for failure of the supplier to submit the Certificate(s) as outlined in 22.1 if something happens to the supplier while on site at Flexfab.

23 RECORD RETENTION

- 23.1 Automotive and Heavy-Duty Truck – one year after production and service production has completed.
- 23.2 Aerospace and Rail – 11 years minimum.

24 BAR CODING

- 24.1 See 40-0011 Inbound Materials and Part Identification Standard available at www.flexfab.com/suppliers.

25 PACKAGING

- 25.1 See 40-0018 Supplier Packaging Standard available at www.flexfab.com/supplier.

26 GENERAL:

26.1 Suppliers shall ensure that their associates are aware of:

26.1.1 Their contribution to product or service conformity.

26.1.2 Their contribution to product safety.

26.1.3 The importance of ethical behavior.

