



Supplier Quality Expectations

PURPOSE

WPA Works, LLC Supplier Quality Expectations have been developed to provide our Approved Suppliers the minimum level of management system requirements necessary to meet our quality objectives. The provisions, terms and conditions of the Purchase Order and related documents, as well as this Supplier Quality Expectations document solely define the relationship between WPA Works, LLC (WPA) and our suppliers. The information contained in WPA purchase orders is confidential.

SUPPLIER EXPECTATIONS

Our expectations for you as an approved supplier are consistent with ISO 9001 and AS 9100 based requirements identified below. Purchase Information will describe the product to be purchased, and where appropriate will include additional requirements to those specified below:

- A. **Certificates of Conformance/Analysis:** A legible "Certificate of Conformance" (C of C) statement and/or Certificates of Analysis (COA) shall be provided with each shipment to WPA Works and shall state that the items were produced in conformance with requirements as specified in the purchase order, drawings and/or specifications. Equipment, processes, procedures and products will meet all governing specifications and/or regulatory authority requirements when applicable. Shipments against this purchase order constitute seller's certification of conformance/compliance to all requirements imposed within this purchase order, objective evidence of which will be filed and is subject to review by WPA Works.
- B. **Management Responsibility:** Ensure that a quality management system is established which meets all of the requirements defined within this document and that the product and/or service provided conforms to specified requirements. Documented processes shall be established which provide for approval of the product, procedures, processes and equipment and requirements for record retention.
- C. **Order Review:** Ensure the Purchase Order requirements are understood; and that the capability and capacity exist to meet the product specifications, current issues of drawings, key requirements, process requirements and other technical data and/or service requirements prior to accepting the Purchase Order. All material, product or services must meet specifications called out on purchase documents and applicable requirements and where required must Flow Down to the supply chain the applicable requirements, including customer requirements.
- D. **International Traffic in Arms Regulation (ITAR):** If defined on the Purchase Order, products or documents supplied to you contain information whose export is governed by the U.S. International Traffic in Arms Regulation (ITAR). This information must not be presented to or transferred to a foreign person or entity without the proper authorization of the U.S. Government. Violations of these ITAR regulations may result in administrative, civil, or criminal penalties.
- E. **Drawing & Specification Control:** Ensure control of all internal or external technical documentation and data (product and/or process related). This includes the identification and revision status of specifications, drawings, process requirements, inspection instructions and other relevant technical data, as well as any requirements for test, examination inspection, statistical techniques, key characteristics and related instructions and other relevant technical data. Suppliers must abide by our latest revision.
- F. **Process Control:** Ensure that the planned production, installation, and/or servicing activities are carried out under controlled conditions (typically implemented via a "Quality Plan" and/or "Control Plan" or other established procedures).
- G. **Inspection & Testing:** Perform necessary inspection and/or testing activities throughout the process (as appropriate) and provide objective evidence (or records) that the product and/or service conforms to Purchase Order requirements (when requested). Provide test specimens (e.g., production method, number, storage conditions) as required for inspection, investigation or auditing. Any defective or non-conforming items may be rejected upon initial inspection or a later time if the defects are not reasonably ascertainable upon initial inspection.



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- H. **Measuring & Test Equipment Control:** Ensure that the equipment planned for and utilized in the inspection and testing activities are capable of measuring the product and/or process specifications to the desired accuracy and precision.
- I. **Nonconforming Material Control:** Ensure that nonconforming product and/or service is prevented from further processing and is controlled through a dispositioning process that identifies, evaluates, corrects the product and/or service, and eliminates the causes for the nonconformance. WPA must be notified of any nonconforming product. Disposition of non-conforming product must have approval of authorized WPA Works, LLC Quality Personnel.
- When WPA Works, LLC identifies non-conformance caused by the supplier, a supplier corrective action report may be submitted to the supplier. The supplier is required to take actions and provide response to WPA within 15 business days of the date of receipt.
- J. **85% On-Time Delivery:** Suppliers are expected to maintain both product conformity and timely delivery. As such, WPA Works evaluates suppliers on performance to both these aspects. Performance below expectations may result in corrective actions, up to and including, disapproval.
- K. Unless otherwise specified in the Purchase Order, the supplier shall incorporate standard commercial practices for the preservation and packaging of all materials, product or services applying to the Purchase Order. Failure to comply may result in financial compensation for damaged parts due to transportation damage due to poor packaging.
- L. **Qualified Personnel:** Ensure that personnel who manage, perform work, and verify compliance to the product and/or service requirements have been qualified and determined to be competent on the basis of appropriate education, training, and/or experience.
- M. **Validation of Production Processes:** Production Processes shall be validated where the resulting output cannot be verified by subsequent monitoring or measurement. This includes any processes where deficiencies in the process only become apparent after the product is in use or the service has been delivered. Validation shall demonstrate the ability of these processes to achieve planned results. The supplier shall establish documented processes including, as applicable, defined criteria for review and approval of the product, procedures, processes and equipment and requirements for records and revalidation. The supplier shall insure that special processes (including finishing, plating, passivation, heat treating, welding, NDT, etc.) were performed in accordance with military or industry specifications as indicated on the drawing or purchase order.
- N. **Process/Facility Changes:** WPA Works, LLC must be notified and provide approval of any changes to product, process, suppliers, or facility location. The process/facility change must be evaluated for efficacy and to ensure continued conformance to all of the specified product requirements.
- O. **Record Retention:** Records must be maintained for 3 years for all WPA Works, LLC orders, and 10 years for orders identified as AS9100, unless otherwise specified on the Purchase Order.
- P. **Customer Designated Suppliers:** When required by the end customer, drawing and/or specifications the customer-designated or approved external providers shall be used, including process sources (e.g. special processes).
- Q. **Customer Audit / Verification:** WPA Works, LLC and/or our Customer Representatives shall be afforded the right to audit or verify product and/or service at the applicable location when properly pre-arranged with the supplier's management.
- R. **Right of Access:** Right of access shall be provided by the supplier, to our customer and regulatory authorities to all facilities, any level of the supply chain, involved in the order and to all applicable records.
- S. **Counterfeit parts:** Suppliers shall establish a defined process that prevents the receipt of counterfeit parts/materials into their inventory, their use in manufacturing and their inclusion to WPA Works, LLC.



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Suppliers must have a Prevention of Counterfeit Parts Plan in place to ensure conformance to AS9100, sec 8.1.4.

- T. **Personnel Awareness: ensure that persons are aware of:**
- their contribution to product or service conformity;
 - their contribution to product safety;
 - the importance of ethical behavior.