

## **Pro-Tech Provider Quality Requirements**

### **1 Applicability**

- 1.1 Pro-Tech's quality requirements are applicable to all purchased products unless otherwise specified in the purchase order.
- 1.2 Written approval from Pro-Tech is required for any exceptions to the requirements listed in this document and must be received prior to purchase order acceptance.

### **2 Certificate of Conformance**

- 2.1 Supplier will provide a certificate of conformance (C of C) or packing list with each shipment. The following items should be clearly noted:
  - 2.1.1 Pro-Tech's name and address
  - 2.1.2 Manufacturer's name and address
  - 2.1.3 Pro-Tech's purchase order (PO) number
  - 2.1.4 Manufacturer's part number (and revision when applicable)
  - 2.1.5 Customer drawing number and revision (when applicable)
  - 2.1.6 Quantity
  - 2.1.7 Date code
  - 2.1.8 Lot code
  - 2.1.9 Signature of authorized company representative
- 2.2 When applicable, the Supplier will provide a statement of conformance to

any manufacturer, government, industry, or drawing specification.

2.3 When applicable, the supplier will provide the manufacturer's test report.

2.4 When applicable, the supplier will provide product's FAA 8130-3 tag.

### **3 Corrective Action / Failure Analysis**

3.1 Supplier will provide corrective action upon request from Pro-Tech.

3.1.1 The required response date is indicated on the request.

3.1.2 Pro-Tech maintains the right to reject or accept the corrective action response.

3.2 Supplier will provide failure analysis upon request from Pro-Tech.

3.2.1 Pro-Tech maintains the right to review and accept the rejection report and may request clarification on behalf of the customer.

### **4 Counterfeit Parts**

4.1 Supplier shall establish and maintain a Counterfeit Prevention program/plan using AS-5553 and/or AS6174 (Ref. elements of Section 3) or equivalent to ensure that counterfeit Work is not delivered to Pro-Tech. The purpose of Supplier's Plan shall be to document a robust, risk-based process to prevent the delivery of and to control counterfeit or suspect counterfeit parts/materials. The plan shall document the processes used to prevent, detect, mitigate, disposition, and report suspected or confirmed counterfeit parts/materials or assemblies containing same.

4.1.1 For purposes of this clause, Work consists of those parts/material delivered under the purchase order that are the lowest level of separately identifiable items (e.g. articles, components, standard hardware, goods, raw materials, and assemblies). "Counterfeit Work" means Work that is or contains unlawful or unauthorized reproductions, substitutions, or alterations that have been knowingly mismarked, misidentified, or otherwise misrepresented to be an authentic, unmodified part from the original manufacturer, or a source

with the express written authority of the original manufacturer or current design activity, including an authorized aftermarket manufacturer. Unlawful or unauthorized substitution includes used Work represented as new, or the false identification of grade, serial number, lot number, date code, or performance characteristics.

“Suspect Counterfeit Work” means Work for which credible evidence (including, but not limited to, visual inspection or testing) provides reasonable doubt that the Work part is authentic.

- 4.1.2 Supplier shall only purchase parts/materials to be delivered to Customer as Work directly from authorized sources of supply. Authorized sources of supply include the Original Component Manufacturer (OCM), the Original Equipment Manufacturer (OEM); the OCM/OEM authorized distributor chain, and sources with the express written authority of the OCM/OEM or current design activity, including original raw material and/or hardware manufacturers, authorized aftermarket manufacturers, approved suppliers, authorized resellers, authorized suppliers, and the manufacturer-authorized distributors.
- 4.1.3 Supplier shall notify Pro-Tech Quality of the pertinent facts of a nonconformance in accordance with AS 01A Paragraph 9, if Supplier becomes aware or suspects that it has furnished Counterfeit Work. Suspect Counterfeit Work shall be treated as Nonconforming Items as para 9.
- 4.1.4 Supplier shall notify Pro-Tech Quality if components required to fill a Pro-Tech purchase order cannot be produced through authorized source (refer to 4.1.2). Pro-Tech will work with supplier to determine a mutually agreeable source.
- 4.1.5. Supplier shall include this clause or equivalent provisions in lower tier subcontracts for the delivery of parts/materials that will be included in or furnished as Work to Pro-Tech or Pro-Tech’s Customers.

## **5 Calibration**

- 5.1 Supplier will maintain a documented calibration system for the calibration and maintenance of tools, jigs, inspection, and test equipment. Supplier will have and maintain a calibration system compliant to ISO 17025, ISO10012-1, MIL-STD-45662, or ANSI/NCSL Z540-1.

## **6 Flow Down**

- 6.1 All appropriate Pro-Tech and/or Pro-Tech's Customer purchase order (PO) information/requirements must be flowed to the Supplier's sub-tier suppliers.

## **7 Foreign Object Debris (FOD)**

- 7.1 Supplier will maintain a Foreign Object Debris (FOD) program.
- 7.2 The Supplier's FOD program must meet the following requirements:
  - 7.2.1 Product will be protected from contamination or damage from foreign objects during processing, testing, inspection, handling, and packing prior to delivery to Pro-Tech.
  - 7.2.2 Foreign object debris may include, but is not limited to dirt, dust, food particles, scraps of labels/paper/tape, scissors, pens, pencils, utility knives, paper clips, binder clips, tape dispensers, etc.

## **8 Non-Conforming Product Notification**

- 8.1 Supplier will provide non-conforming product notification to Pro-Tech Quality and the Pro-Tech buyer for any product reliability or performance issues related to purchase orders delivered to Pro-Tech or shipped directly to the Customer on Pro-Tech's behalf.

## **9 Part Substitution**

- 9.1 Part substitutions to product specified in a purchase order are not permitted without written approval from a Pro-Tech buyer (or Pro-Tech's Customer when applicable).

## **10 Product Change Notification**

10.1 Supplier will provide reasonable and sufficient timely notice to Pro-Tech Quality, the Pro-Tech buyer and [epcn@pro-tech-usa.com](mailto:epcn@pro-tech-usa.com) for the following:

10.1.1 Product Change Notification (PCN): A formal notification by the manufacturer that they have implemented a change in the affected devices or product families. Examples of changes that would result in the issuance of a PCN are as following: Assembly Process or Site, Form-Fit- Function, Labeling or Packing, Marking, Molding, Product Families, Shipping/Packing Materials, Test Process or Site, and Wafer Process or Site. This would also include end of life notification or notice of obsolescence.

10.1.2 Product Alert: A formal notification by the manufacturer or Pro-Tech (on product we perform value added services) that a problem or high failure rate has been identified with the devices or product families already manufactured or assembled and shipped to customers. The problem or failure may or may not affect the end user and generally depends on the application in which the Customer uses the device. A Product Alert may be serious enough to result in the recall of the affected product.

10.1.3 Product Recall Notice: A Product Alert in which the severity of the problem or failure is such that a recall of the product is requested due to the likelihood of the affected product causing failure regardless of the customer's application or end use.

## 11 Product Packaging

11.1 Supplier must provide the following:

11.1.1 Necessary Protection of all products is provided to prevent damage, loss, deterioration, or substitution, including product packaging in a manner and with materials necessary to prevent deterioration, corrosion. Products that require storage are protected against deterioration and damage. Provisions are in place for cleaning, prevention, detection, removal of foreign objects and special handling of hazardous materials. The storage

locations of all products are controlled within the building by use of environmental controls including temperature and humidity control through the building infrastructure.

## **12 Quality System**

12.1 Suppliers that are third party registered to the ISO 9001 or AS9100 quality management systems by an accredited third - party certification body are considered acceptable suppliers. Suppliers must provide proof of certification upon request or maintain public access to the certification online.

## **13 Record Retention**

13.1 Records are established and maintained to provide evidence of conformity to the requirements of the purchase order.

13.2 Records will be maintained to demonstrate conformance to specified requirements of the purchase order. Pertinent records from the subcontractors and customer - specific records shall be an element of these requirements.

13.3 Records are readily available to those who are required to review them, including customers, suppliers, and regulatory agencies.

13.4 Record retention period:

13.4.4.1 Commercial off the shelf (COTS) product - 4 years

13.4.4.2 Aircraft products - 10 years

## **14 Right of Access**

14.1 The Supplier will provide right of access by Pro-Tech's Customer and regular authorities to the applicable areas of all facilities, at any level of the supply chain, involved in the order and to all applicable records.