

HiRel Systems



SUPPLIER QUALITY HANDBOOK

APPROVAL

Supply Chain Management	Floyd Lacek	7/30/10
Corporate Quality	Jason Miller	7/30/10



SUPPLIER QUALITY HANDBOOK

1. Policy:
Suppliers are responsible for maintaining a Quality System with controls that ensure products, services and materials are delivered meeting all drawing, specification, quality, and purchase order requirements.
2. Scope:
To define the minimum requirements for a Supplier providing material or services for HiRel Systems products.
3. Confidentiality Agreement: As required
4. Access:
HiRel Systems, our customers, and applicable regulatory authorities shall be granted access to all facilities involved in our contracts/purchase orders and to all applicable records as necessary to ensure compliance.
5. Qualified Supplier:
 - a. Expectations are that 100% Quality and Delivery are maintained
 - b. Suppliers are also expected to provide competitive pricing & timely response to requests from HiRel Quality, Engineering or Procurement representatives
 - c. Suppliers not meeting our expectations may be issued a Supplier Corrective Action (Ref. form CF-0007)
 - d. Suppliers having major or on-going issues may be disapproved
6. Quality System Requirements:
 - a. HiRel prefers Suppliers that are ISO or AS Certified
 - b. HiRel or our customer may require an on-site audit to verify the Supplier's quality system is capable.
 - c. HiRel Systems requires our approval prior to implementing any changes to raw materials, facilities, processes, equipment or suppliers for the purchased item or service
 - d. Supplier shall complete/submit an Acceptable FAIR if requested, from **Production Ready Equipment** (*Samples CANNOT be off prototype tooling*). FAI data includes all dimensional & drawing notes.
 - e. When there are Key Characteristics on a drawing, it may be required for those dimensions to have a 30 pc capability study/data submitted prior to approval. (Key Characteristics are the features of a material or part whose variation has a significant influence on product form, fit, performance function, service life, or manufacturability as identified by HiRel Systems, our customer or identified by the Supplier.)
 - f. Lot-by-Lot controls and traceability to raw material shall be maintained as applicable
 - g. Process control and personnel training system shall be appropriate to maintain product conformity
 - h. Supplier shall not ship nonconforming material, and does not have MRB authority. If Supplier becomes aware of released product that was nonconforming, then Supplier will notify HiRel Systems immediately.
 - i. If a Supplier is issued a Supplier Corrective Action by HiRel Systems,
 - Containment to prevent further escape of the nonconformance is expected immediately
 - Investigation, root cause determination, and a corrective action plan (response to HiRel) is expected to occur within 10 working days unless requested otherwise
 - Permanent action is expected to occur within a month
 - Preventive action, where appropriate, is expected to occur within 3 months
 - Verification action, where appropriate, is expected to occur within 3 months, where practical
 - j. Quality Records (C of C, Inspection/Test data, Identification as applicable) shall be maintained for a minimum of 3 yrs unless specified otherwise in a Contract or PO. Longer retention times may be flowed down depending on applicable end customer requirements.
 - k. If special processes (where resulting output cannot be verified by subsequent monitoring or measurement) are required, Supplier shall establish appropriate procedures, process controls, equipment, personnel training and records to demonstrate control. HiRel may specify special process providers when required by our end customers.
7. Equipment/Tooling/Fixtures/Material Owned by HiRel:
 - a. Any HiRel-owned equipment/tooling/fixtures/material shall be identified as HiRel property
 - b. Shall be protected from damage
 - c. HiRel shall be notified in the event of loss or damage
 - d. No changes shall be made to equipment/tooling/fixtures without written authorization from HiRel

- e. Preventative Maintenance records shall be maintained as applicable

- 8. Subcontract Restriction:
Supplier shall not subcontract without HiRel Systems authorization. If authorized, Supplier shall flow down all applicable requirements through the supply chain. The requirements may be from HiRel Systems, the end customer, as well as statutory/regulatory authorities.

- 9. Packaging:
 - a. Packaging shall be adequate to ensure product is received in an Acceptable condition.
 - b. All materials/products shall be identified.
 - c. Bar Coding requirements, if applicable, will be specified on the Purchase Order.

- 10. Delivery Documentation shall include:
 - a. Certificate of Compliance (Suppliers provide this to HiRel as required, to certify compliance with the PO & all applicable documentation such as: drawings, specifications, special instructions, identification, process requirements or other technical data as appropriate.)
 - b. Packing List (HiRel PO number, part number, quantity, date & lot number as applicable)
 - c. Any other information as required by the Purchase Order
 - d. International shipments have additional requirements

- 11. Delay Notification
HiRel shall be immediately notified if any delivery dates will not be met.

Revision History

Revision	Change Description	Approved by	Approval Date
7/30/10	Update 10(a)	Floyd Lacek, Jason Miller	7/30/10
6/21/10	Initial release	Floyd Lacek, Jason Miller	6/21/10