AvaSure

SUPPLIER QUALITY MANUAL

1. **Purpose & Scope**
   The purpose of AvaSure's Supplier Quality Manual is to state expectations for supplier performance. The specific areas are product development, manufacture, and delivery of all products and services. AvaSure strives to form long term relationships with suppliers that are mutually beneficial.

2. **Quality Expectations**
   - **a.** Defective Product
     - AvaSure has the expectation that all suppliers will provide defect free product. Product that is received at AvaSure that does not conform to drawings, specifications, and/or mutually agree upon standards shall be counted against a supplier's record.
     - If non-conforming product is found at AvaSure it will be reported to the supplier. The supplier shall sort the suspect product at their facility, in transit, and at AvaSure. The supplier shall respond with problem solving analysis report, an example would be an 8D, within 1 week of the initial issue report. The supplier is expected to replace the non-conforming component(s) or provide AvaSure with a refund.
   - **b.** Supplier Certification
     - For manufacturing of custom components AvaSure prefers to work with suppliers that have adopted a quality certification, like ISO 9001.
   - **c.** PPAP Requirements (If requested)
     - Suppliers are required to prepare and provide Production Part approval packages (PPAP) for new parts, engineering changes, changes to design, and changes to process or facilities. Supplier is required to contact AvaSure before component and/or process changes are implemented. PPAP approval occurs when the project goes from launch to production. An approved PPAP is required before production quantities will be ordered from supplier. AvaSure reserves the right to request an updated PPAP if the component or process change is judged, by AvaSure, to be significant enough that a product characteristic could be affected.
     - Items to be submitted with the PPAP are:
       i. Part Submission Warrant (PSW)
       ii. Design Record of the product
       iii. ISO Certification
       iv. Qualified Laboratory Documentation
       v. Master Samples to be signed by the supplier and AvaSure
       vi. Dimensional Results to verify the part matches print, preferably demonstration of capability
       vii. Gage R&R for check fixtures/gages
       viii. Control Plan/Process Flow
       ix. Labeling - part and/or box labeling
       x. Description & Sample of Component Packaging
   - **d.** Revision Level Control and Traceability
     - The supplier is responsible for controlling and tracking components to the approved levels to ensure that the product meets desired requirements under the purchase order.

3. **Delivery**
   - **a.** Delivery Expectations
     - Suppliers are expected to provide 100% on time delivery of the product. If a supplier is not able to meet this expectation, then the supplier must immediately notify AvaSure and provide the date and plan for component availability.
   - **b.** Labeling
     - Components should be labeled per the requirements on the component print.
     - Labels for boxes of components should have the part#, revision, quantity, and ship date.
   - **c.** Shipping Terms
     - Unless otherwise specified the freight terms for shipments to AvaSure are F.C.A. AvaSure's dock (Incoterms 2010).

By signing below, I understand and agree to the items listed in AvaSure's Supplier Manual.

Company Name:_____

Signature:_____ Date:_____