SUPPLIER QUALITY MANUAL

* Denote changes

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PROCEDURE

Table of Contents

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1. PURPOSE

This document contains Amphenol Canada Corp (ACC) Quality System Requirements and is applicable to all ACC suppliers through contract and/or purchase order. It is the responsibility of each supplier to establish processes which ensure compliance with this document and to measure the internal performance.

2. SCOPE

This policy applies to all materials, products and/or service provided by the suppliers to ACC. The direct suppliers to ACC shall flow down this requirement to their sub-tier suppliers when applicable.

3. *REFERENCES

3.1 AS9100 Quality Management System Requirements (Aerospace)
3.2 1000000 Quality Management System Manual
3.3 1012000 Control of Quality Procedures
3.4 1022000 Corrective Action Procedure
3.5 1005000 Control of Non-Conforming Product
3.6 1045000 Internal / External Audit Procedure
3.7 *9011230 Approved Supplier List
3.8 9011183 Query Form
3.9 *9011182 Supplier Quality Questionnaire Form
3.10 *9011184 Supplier Registration Form
3.11 9011185 Supplier Concession Form

4. *DISTRIBUTION

This document is available to all ACC Suppliers through Amphenol Canada website at amphenolcanada.com / media

5. RESPONSIBILITY AND AUTHORITY

5.1 **ACC Purchasing**

ACC Purchasing Department responsibility is to efficiently manage the overall supplier base and logistics in order to achieve set objectives.

5.2 **Supplier Responsibility**

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Suppliers shall follow the requirements of this document as well as any additional requirements as defined in the contract and/or purchase order (i.e. Customer specific requirements and OEM general requirements).

Suppliers are responsible to flow down these requirements to their suppliers. In addition to this, ACC suppliers are responsible to request all required documentation to fulfill contractual requirements.

Suppliers shall ensure that all materials (defined as materials, semi-finished products, standard parts/hardware, and specified parts) used for manufacturing of products or direct delivery to ACC are:

- If applicable, Supplier shall use the ACC or ACC's customer qualified approved source
- Supplier shall inform ACC and obtain approval prior to subcontracting of any contract and/or PO activities.
- If DPD/MBD has been provided by ACC or ACC's customer, supplier and/or their sub tiers must comply with all applicable requirements. Supplier and/or their sub tiers shall create and implement plans, user level procedures and process documentation for the use of DPD/MBD. Suppliers shall also have a quality management system in place reflecting their methods of operation, maintain integrity of DPD/MBD.
- In case supplier cannot meet these requirements, alternative process shall be agreed with ACC and formally detailed in Quality Assurance Plan (QAP).
- By prior notice, Suppliers shall allow ACC and/or ACC customers and regulatory authorities access to both their and/or their sub-tier's facilities for the purpose of evaluating parts, processes, documents, methodologies and systems used in manufacturing ACC products.

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6. QUALITY MANAGEMENT SYSTEM REQUIREMENTS

6.1 Suppliers shall maintain a Quality Management System (QMS) suitable to the products and services provided to ACC that is certified by an accredited third-party certification body to the latest version of one or more of the following or similar:

- AS/EN/JISQ9100/9120 - Quality Management System Requirements (Aerospace)
- ISO 9001 - Quality Management System Requirements
- ISO 13485 – Quality Management System for Medical Devices
- ISO/TS/IATF 16949 - Quality Management System for Automotive
- ISO17025/A2LA/UKAS or similar (Testing Labs)
- AC7004 Nadcap - Aerospace Quality System

6.2 In the absence of third-party certification and depending on the products, their application, value and criticality, ACC SQA may authorize the acceptance of other evidence of compliance. This may include second party (ACC) audit or first party (self) assessment, and any Original Equipment Manufacturer (OEM) / Original Component Manufacturer (OCM) approvals to the product and services to be supplied (e.g. Boeing, Airbus, Bombardier) or other recognized International standards (MIL/Nadcap). This would be to the applicable criteria above or to a set of alternative basic quality requirements**.**

6.3 Supplier shall maintain their Quality Management System certification through their registrar's surveillance program and shall notify ACC of any change in registration status such as:

- New certificate number
- Renewal
- Suspension
- Revocation
- Switch to another registrar
- Change in scope of certification

7. COMPATIBILITY WITH REGULATORY REQUIREMENTS

7.1 Supplier shall comply with all authority and regulatory requirements where applicable by local and/or international laws.

7.1.1 Supplier is responsible for obtaining any required registration or approvals from the applicable jurisdiction required for working on controlled sensitive technologies

7.1.2 * **Compatibility with environmental requirements.** Supplier shall comply with local, national and international environmental reporting requirements where applicable (RoHS, REACH, PFAS, Materials compliance etc.).

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8. SUPPLIER APPROVAL AND SELECTION

8.1 *Supplier scope of approval is related to the scope as described on the suppliers Quality Management System certifications and Form 9011230 Approved Supplier List.

8.2 Approved Supplier. Following completion of all required documentation, supplier shall be approved for a period of three (3) years. During this period suppliers shall be monitored to ensure satisfactory performance. Following the three (3) year period, supplier will be required to submit updated certification.

8.3 Conditionally Approved Supplier. Conditional approval may be granted where the supplier is unable to provide all the required documentation in time for assessment. This process may be used in case of critical demand for production to support customer and where alternate source is either not available or long lead time. Conditional approval is granted for up to six (6) months. Within this time, supplier shall complete all required documents to fulfil the requirements of an approved supplier. In exceptional circumstances, ACC may extend period of conditional approval to ensure ACC business operations are not subsequently affected.

8.4 Supplier Re-evaluation – Quality Management System

ACC can re-evaluate the supplier's quality system at any time during the life of the contract and/or purchase order. This re-evaluation shall be in the form of either an on-site audit or based upon an evaluation of current audit reports by companies within the IAQG or any other OEM/OCM.

The interval for supplier re-evaluation shall be based on annual supplier performance. ACC's receiving inspection and supplier rating system will act as instruments for continuous improvement and measure the effectiveness of the supplier's quality system.

8.5 Re-evaluation – Manufacturing Process/Product/Special Processes/Capacity
Following the initial approval of supplier and to ensure their continued compliance to the quality requirements, ACC may re-evaluate supplier's manufacturing process and/or product at any time during the life of the contract and/or PO.

Special processes or products will be audited by ACC on regular basis, following the requirements of Internal / External Audit Procedure 1045000.

A detailed and extensive load capacity assessment might be performed by ACC at the supplier whenever ACC deems necessary, for instance but not limited to:

- Industrialization of new project

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- Production ramp-up
- Mitigation of risk analysis
- Supplier surveillance

Upon request, supplier shall demonstrate evidence of manufacturing engineering capability and capacity related to the products supplied. This may include provision of the following if requested by ACC:

- M.E. organization chart
- Skills analysis
- Engineering action register
- Risk analysis and mitigation plans
- A full industrialization plans
- Detailed Load Capacity Analysis production ramp-up

8.6 Change of Supplier Status

It is supplier's responsibility to inform ACC immediately of any change to its quality approval status. This may include - but is not limited to - the following information:

- Quality System approved (e.g. AS/EN 9100, ISO 9001, etc.)
- Change of quality system approval scope and validity
- Process, product and special process approval status (customer approval or NADCAP approval)

An industrial change is defined as any relevant change in the Organization, internal or external work transfer or outsourcing of any relevant Quality or Production activities (e.g. replacement or movement of equipment) or any quality relevant change or addition to the factory layout that requires a new or partial First Article. In case such change is planned by supplier, ACC shall be immediately notified in order to agree the further activities.

8.7 Supplier Approval Withdrawal

In case Supplier's approval is expired and not renewed in time, Supplier Approval status will be inactive(disapproved). ACC will no longer be able to issue any PO and any outstanding PO will not be able to receive in.

Following deteriorating Supplier performance as per section 33 of this Supplier Quality Manual, as part of a management review, or at ACC's sole discretion, it may be decided to withdraw a Supplier approval

Supplier may only be approved again following the successful completion of evaluation by ACC.

9. ACC SUPPLIER ASSESSMENT

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9.1 ACC can complete a supplier assessment in one (1) of the following ways:

- Self-Assessment. Self-assessment shall be completed using Supplier Registration Pre-Qualification Form 9011184. Supplier shall provide a copy of all current QMS certification
- On-Site Audit - ACC may elect to conduct supplier on-site audit to evaluate product and process capability, business and manufacturing operations and technology

9.1.1 On-Site Audit will normally be carried out over a period of one (1) to three days, but ACC retains the right to extend if required. The audit scope includes, but is not limited to:

- Quality Management System
- Supplier and Order Control
- Design and Engineering Control
- Measuring Equipment Control
- Control of Manufacturing Process
- Continuous Improvement
- Capabilities (Machining, Assembly, Processing etc.)
- Load Capacity
- Long- and short-term growth/resources planning

9.2 Actions shall be highlighted, and corrective actions raised from the audit with agreed timescales for closure. Re-visits may take place to verify completion and effectiveness of the corrective action.

9.3 Once the on-site audit or self-assessment is completed, ACC SQA will review the results. Subsequently, suppliers may or may not be approved.

10. SUPPLIER PERFORMANCE & EVALUATION

10.1 ACC conducts supplier performance reports on key/sole source suppliers. Suppliers will be measured on on-time delivery (OTD) and Quality performance as a minimum.

10.2 ACC will send supplier performance report to suppliers on monthly basis.

10.3 Supplier rating are defined by the overall score achieved for OTD and Quality performance as per below table:

Rating	Overall	OTD	Quality
A (Preferred)	≥95%	≥95%	100%
B (Acceptable)	89% - 94%	85% - 94%	97% - 99%

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C (Marginal)	81% - 88%	75% - 84%	92% - 96%
D (Unacceptable)	<81%	≤ 74%	<92%

Note: Overall rating – 50/50 weighted on OTD and Quality performance

10.4 Suppliers shall consult the relevant ACC buyer to obtain additional information on their respective performances/ratings, applicable monitoring and measurement for them.

11. UNDERPERFORMING SUPPLIERS

11.1 In the event that supplier overall performance is below of 88% for two consecutive month and/or one month below 81%, following actions shall be taken:

- Contact supplier and organize a meeting to discuss issues
- Detail any actions that have been implemented already to resolve issues
- Define action plan with supplier to resolve issues. Supplier shall submit Quality Improvement Plan (QIP)/Recovery Plan with milestone dates

11.2 Timescales

- Supplier shall provide Quality Improvement Actions recovery plan with milestone dates within one (1) month from the communication date.
- Supplier has two (2) months from the communication date to show improved performance.

11.3 Actions to be taken after two (2) months

- If supplier makes a satisfactory improvement and initiates necessary corrective actions, then all systems shall revert to normal operating conditions.
- If supplier does not improve, next course of action would be considered in the interest of ACC, which may lead to supplier being removed from the Approved Suppliers List (ASL).

12. SUPPLIER CORRECTIVE ACTION REQUEST (SCAR)

12.1 SCAR can be issued to supplier when a non-conforming material is found either at ACC or its Customer's facility.

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12.2 SCAR can be raised as a result of issues found during supplier audit and is fundamental in establishing supplier performance measurements. In the event of major nonconformance ACC will invoke 8-D process with supplier.

12.3 If SCAR response cannot be provided in a timescale define on SCAR form, supplier shall be rated based on responsiveness.

13. SUPPLIER CONCESSION

13.1 Supplier is not authorized to provide "Use-As-Is" or "Repair" dispositions to address any non-conforming products, including those designed by Supplier. All nonconforming conditions that is identified as possibly being suitable for a "Use-As-Is" or "Repair" disposition, must be submitted for ACC material review disposition through Supplier Concession Form 9011185.

13.2 Supplier shall submit Supplier Concession Form 9011185 when:

- non-conforming material is found at supplier's facility and seeking acceptance and/or approval of the non-conforming from ACC prior to delivery of product
- request deviation, exception from specified requirements prior to manufacture or process.

13.3 Supplier shall include in their concession report where applicable:

- A proposed decision from the supplier
- Technical justification in support of the proposed decision

13.4 Under no circumstances shall non-conforming product be shipped to ACC until supplier has received the disposition from ACC. Delivery of product by the prescribed due date remains the responsibility of the supplier.

13.5 Supplier shall:

- Upon receipt of the concession with disposition, follow any instructions from ACC
- Unless otherwise instructed, identify and tag to all affected components with the assigned Concession number
- Include copy of supplier concession with ACC's disposition, to all applicable shipments and reference the concession number on the COC. Failure will result in the rejection of the delivery. ACC will charge the cost of reviewing the concession to the supplier

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14. SUPPLIER ESCAPE

14.1 When supplier identifies non-conformance on a product already delivered to ACC, concession form shall not be used. Supplier shall notify ACC within 3 business days and provide detail description, photos if applicable of the issue and containment actions.

14.2 Supplier shall inspect all stock and work-in-progress to ensure that no additional parts are shipped with the discrepancies present. Materials/Products shall then be stored, reworked, reprocessed, and have additional inspection applied.

14.3 Supplier shall investigate, identify, and state the reason for the non-conformance. Supplier shall implement corrective/preventive action to eliminate the possibility of recurrence.

14.4 Supplier shall measure the effectiveness of the implemented corrective actions to prevent non-conformance recurrence on the next production. Satisfactory completion will be verified either during ACC supplier on-site audit or through ACC receiving inspection.

14.5 In certain circumstances, supplier may be required to complete a detailed investigation report in a timely fashion. Such report commonly referred to FAR's (Failure Analysis Report).

15. FIRST ARTICLE INSPECTION REPORT (FAIR)

15.1 As per PO requirements and where applicable, refer to AS9102 Aerospace First Article Inspection Requirement, suppliers are requested to complete FAIR prior to ship product to ACC.

15.2 In any circumstance, suppliers are not authorized to ship part/product without prior approval of FAI from ACC.

15.3 FAI requirements can be provisionally waived only if supplier provided concession and authorized by ACC prior to ship.

16. CERTIFICATES OF COMPLIANCE/CONFORMANCE (COC)

16.1 Parts delivered to ACC must be accompanied by COC. COC must contain the following information as a minimum:

- Customer Name and Address
- Supplier Name
- Cage Code (if Applicable)

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- Certificate Number
- Conformity Statement
- Part Number
- Part Name
- Part Classification (e.g. RoHS, REACH controlled)
- Serial Number (If Applicable)
- Lot / Batch Number
- Drawing/Specification revision
- Contract/ Purchase Order Number
- Quantity Delivered
- Packing list/shipper number (when applicable)
- Concession request number (when applicable)

16.2 COC must be signed by supplier's quality representative or company officer (or their authorized delegate) attesting that all products and/or services delivered are compliance with all contractual requirements. All COC must be in English and may be in electronic format with electronic signatures. All signatures or signature blocks must clearly show the title of the signatory.

16.3 When additional certifications / test reports are required for special processing, raw material, etc. the requirements will be specified in the contract and or Purchase Order (PO). All documents supplied must be originals. Any duplicate certificates supplied shall be signed and stamped as certified true copies. ACC has the right to request any additional documentation pertaining to product.

16.4 Certificates of Compliance/Conformance provided by distributor shall also be accompanied by the OEM/OCM COC. All parts provided to ACC must have traceability to the OEM/OCM or authorized source. Failure to provide this documentation shall result in the parts being rejected at inspection.

17. OBSOLESCENCE AND SHELF LIFE MANAGEMENT

17.1 Suppliers shall ensure their obsolescence process is managed effectively.

17.2 All products must be stored according to the manufacturer's recommendations. Product delivered to ACC must have minimum 80 % shelf life remaining. On exception, ACC may accept less than 80%, however this should be pre-authorized prior to delivery.

17.3 Traceability

It is supplier's responsibility to ensure that all parts are traceable back to the raw material. This shall allow downward and upward traceability searches.

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18. RECORD RETENTION

18.1 Suppliers shall define a record retention policy within their QMS.

18.2 Suppliers shall maintain quality records for a time period specified by ACC Supplier Quality Clauses on the contract and/or PO. Upon request, supplier shall be able to readily retrieve and deliver required records within three (3) business days. Prior to discarding, transferring to another organization or destroying such records, supplier shall notify ACC in writing and give the opportunity to gain possession of the records. These requirements are also applicable to records generated by supplier's sub-tier sources. Supplier shall ensure these records are kept with limited access and with proper environmental controls and safeguards in place.

18.3 All measures shall be taken to ensure storage of all hard and soft records. In case of electronic storage supplier must be able to retrieve data in timely fashion.

18.4 For off-site storage, supplier shall take all measures for safe archiving.

19. COUNTERFEITS AND/OR SUSPECT UNAPPROVED PARTS (SUP)

19.1 Supply of counterfeit parts can be potentially devastating. Suppliers are to undertake all precautions to ensure counterfeit parts are not supplied to ACC and are reported to relevant authority. Supplier shall notify ACC immediately of any counterfeit products being discovered.

19.2 Supplier must have procedures to detect, quarantine and prevent use of SUP. Supplier shall notify the relevant authorities (FAA, OEM, ACC, GIDEP) if Suspect Unapproved Parts are discovered.

19.3 Supplier shall have a Counterfeit/SUP training and guidance program across the organization including but not limited to purchasing, quality, engineering, receiving inspection, and shipping.

19.4 Supplier shall ensure that the source of parts provided to ACC are accompanied with documentation that demonstrates they are from an authorized source. Failure to provide this documentation will result in product being rejected and returned.

20. CHANGE CONTROL

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20.1 Supplier Concession Request

20.1.1 Supplier is not permitted to ship product that deviates from ACC drawing and or specification without written authorization from ACC. If such a condition exists, supplier shall request ACC to allow shipment of the product through Concession Request (Form 9011185).

Supplier shall not ship part/product with known defect/deviation from specification without prior written authorization by ACC.

20.1.2 Parts sent to ACC that have been approved on a concession must be clearly identified.

21. CUSTOMER PROPERTY

21.1 Supplier shall ensure that all equipment and tooling either provided by ACC or paid by ACC, are inspected prior to use for completeness, damage and calibration status.

22. SUB-TIER PRODUCT AND SERVICES

22.1 If a part or services is sub-tiered by direct supplier, the direct supplier remains responsible for the quality of that part or service provided unless ACC specifically releases the supplier from that responsibility in writing. Goods purchased by ACC and provided to direct supplier for processing/ manufacturing are not considered sub-tier.

22.1.1 Supplier shall demonstrate adequate controls of their sub-tier (i.e. Performance management).

22.2 Direct supplier shall ensure PO flow-down of applicable quality and technical requirements including customer, statutory and regulatory requirements.

22.3 **ACC specified sub-tier**. ACC may specify sub-tier suppliers to be used.

22.4 **Compatibility with international standards.** Supplier is responsible for obtaining and maintaining the latest copies of applicable international and/or military (MIL) standards, material and process specifications.

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23. BUSINESS CONTINUITY

23.1 Suppliers shall have a business continuity plan/procedure which allows for the safeguarding, storage and recovery of engineering drawings, electronic media and production tooling in the event of damage or loss. This plan must also contain

contingency plans to satisfy ACC requirements in the event of significant utility interruptions, labor shortages and equipment failures.

24. CALIBRATION SYSTEM

24.1 Supplier shall have an established calibration system to track and account for all tools, gauges and measuring instrument. All calibration must be traceable to an industry recognized standard i.e.ISO17025, ANSI, A2LA.

24.2 Supplier shall ensure that measuring equipment not in use, past due, or out of calibration limits, is identified and segregated from manufacturing, processing and inspection and test areas to prevent inadvertent use.

24.3 Register of the monitoring and measuring equipment shall include equipment type, unique identification, location, and calibration of verification method, frequency and acceptance criteria.

24.4 Supplier shall establish, implement, and maintain a process for the recall of monitoring and measuring equipment requiring calibration or verification.

24.5 Supplier shall also determine if the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit of its intended purpose and shall take appropriate action(s) as necessary.

25. ELECTROSTATIC SENSETIVE DEVICES (ESD) CONTROLS

25.1 When applicable, Supplier shall maintain an effective ESD program that meets international recognized best practice. This shall include storage, handling, and shipment.

26. QUERIES

26.1 Supplier shall complete the Supplier Query Form 9011183, for manufacturing process change, or drawing and specification clarification. The form shall be completed and forwarded to the attention of the ACC SQA.

26.2 All proposed change must be approved by ACC before implementation.

27. FINAL INSPECTION AND TEST

27.1 Supplier shall have a process in place to**:**

- Validate all production and deliverable documentation before storing and or shipping to ACC

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- Ensure no non-conformances are still open

28. COST OF NON-CONFORMITY

28.1 ACC reserve the right to recover costs (where applicable) including, but not limited, to administrative, scrap, shipping and handling and customer costs incurred as a result of nonconforming products.

29. TOOLING MAINTENANCE

29.1 Supplier shall have a process in place to ensure all measuring equipment and tooling are inspected prior to use for completeness, free from damage and calibration status.

29.2 Assure safe storage and periodically recertify measuring equipment and tooling.

30. HANDLING, STORAGE, AND PACKAGING

30.1 Supplier shall ensure that packaging is sufficiently robust to ensure protection against corrosion, oxidation, deterioration and physical damage to the product during storage and transit.

30.2 Ensure that all material utilized in packaging is stored in a suitably controlled environment.

30.3 **PRESERVATION**: In order to detect deterioration, the condition of the product in stock should be accessed at suitable planned intervals. Supplier shall utilize inventory management system to optimize inventory turnaround time and ensure stock rotation, such as FIFO.

31. CONTINUAL IMPROVEMENT

31.1 The supplier shall demonstrate continual improvement.

31.2 The supplier's top management should take leadership of improvement activities.

31.3 An annual QMS review should be part of the improvement plan.

32. RISK MITIGATION

32.1 While ACC products are in production, supplier must regularly perform process risk analysis, identify the risks associated to its manufacturing activities,

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processes and set in place proper risk mitigation plan. This register shall be kept up-to-date and presented to ACC upon request.

32.2 **Sub-tier performance and risk management**. Supplier shall have process in place to measure, analyze and review their sub-tier's performance.

33. SOURCE INSPECTION

33.1 Supplier's product or services may be subjected to source inspection by ACC, delegated representatives, applicable government or regulatory agencies. Source inspection may apply to any and/or all operations performed by supplier or supplier's sub-tier sources, prior to delivery of product to ACC. Supplier shall provide the necessary access, equipment and resources required to effectively accomplish source inspection.

33.2 Audits, surveillance, inspection or tests by ACC, does not absolve the responsibility for management of their sub-tiers.

34. FOREIGN OBJECT DEBRIS/DAMAGE (FOD)

34.1 Suppliers must ensure that FOD prevention is implemented as part of the manufacturing and packaging process. Suppliers and sub-tiers shall ensure that parts are cleaned, free of debris etc. Prior to next operation, to ensure that there is no foreign objects and parts are protected against scratches/dents.

35. DELEGATION PROGRAM

35.1 Delegation is a process where supplier is delegated the authority to act on a behalf of ACC to verify release product and/or services.

35.2 Once supplier is selected for delegation, it is supplier's responsibility to participate in the delegation activities and provide the necessary support.

35.3 The delegated product release inspections shall be performed on every product release. Delegated product release shall conduct as an independent process by someone other than the person who performed the final inspection, unless waived by ACC.

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36. ACRONYMS

ACC	Amphenol Canada Corporation
A2LA	American Association for Laboratory Accreditation
ANSI	American National Standards Institute
AS	Aerospace Standard
ASL	Approved Supplier List
COC	Certificate of Compliance/Conformance
DPD	Digital Product Definition
ESD	Electrostatic Discharge
FAA	Federal Aviation Agency of USA
FAIR	First Article Inspection Report
FAR	Failure Analysis Report
FIFO	First In First Out
FOD	Foreign Object Debris / Damage
IAQG	International Aerospace Quality Group
ISO	International Standard Organization
IATF	International Automotive Task Force
MBD	Model Based Definition
MIL	Military
NADCAP	National Aerospace and Defence Contractors Accreditation Program
OCM	Original Component Manufacturer
OEM	Original Equipment Manufacturer
PO	Purchase Order
QIP	Quality Improvement Program
QMS	Quality Management System
REACH	European Chemical Agency (Registration, Evaluation, Authorization and Restriction of Chemicals)
Repair	A deviation from the approved design which arises unintentionally during manufacture. The repair is an action on a nonconforming product to make it conform to requirements. Unlike rework, repair can affect or change parts of the nonconforming product. **NOTE: ACC does not allow repairs.**
Rework	The act of reprocessing non-complying product, using original or alternate equivalent processing, in a manner that assures compliance of the product with applicable drawings or specifications.
RoHS	Restriction of Hazardous Substance
SCAR	Supplier Corrective Action Report
SQA	Supplier Quality Assurance
SUP	Suspect Unapproved Part

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