Supplier Quality Manual

Sourceability Supplier Quality Manual is a comprehensive guide designed to communicate the quality expectations and standards required of our suppliers. At Sourceability, we are committed to delivering products and services that meet the highest levels of quality and reliability. Achieving this goal requires a collaborative effort between our company and our valued suppliers.

This manual serves as a cornerstone of our partnership, outlining the fundamental quality requirements that each supplier must adhere to throughout the entire supply chain. Whether you are a long-standing partner or a new supplier, understanding and implementing these requirements is essential for maintaining our mutual commitment to excellence.

Within this document, you will find detailed information on quality management systems, product and process controls, documentation requirements, and continuous improvement expectations. Our approach to supplier quality management is built on the principles of transparency, traceability, and proactive communication, ensuring that our suppliers are fully equipped to meet our stringent quality standards.

Sourceability requires all suppliers to review this manual thoroughly and integrate these requirements into their operations. By doing so, you help us ensure that our end products consistently meet customer expectations and regulatory requirements. Our commitment to quality is unwavering, and we look forward to working closely with you to uphold these standards in every aspect of our business.

Thank you for your partnership and dedication to quality.

1. RESPONSIBILITY

The Supplier is responsible for making all reasonable efforts to comply with all requirements of this manual. The Supplier is responsible for obtaining the current revision of this document. The Supplier is responsible to flow down all applicable requirements to sub-tier suppliers. The supplier shall notify Sourceability of changes to processes, products, or services, including changes of their source of supply and location of manufacture.

2. QUALITY MANAGEMENT SYSTEM REQUIREMENTS

Suppliers are required to have an established and effective quality management system (QMS) in place. A third-party accreditation such as ISO 9001, AS9100, AS9120, etc., is required depending on product and Sourceability requirements. For testing houses, ISO 17025 or equivalent is required. The Supplier shall notify Sourceability of any changes in QMS certifications (such as recertification, revocation, or expiration of their Management System certificate).

3. TRAINING AND AWARENESS

Supplier organizations will ensure personnel working within manufacturing, testing, or inspection are competent, qualified, and trained. Suppliers shall ensure that persons are capable, meet any required qualifications, are aware of their contribution to the product or service conformity, their contribution to product safety and the importance of ethical behavior. Supplier shall maintain records of training and methods used to demonstrate competency. Sourceability might inquire as to Supplier inspection qualifications prior to placing an order.

4. RETENTION OF RECORDS

All records related to the design & procurement, manufacturing, services, and delivery of products to Sourceability shall be retained and accessible by the supplier for a minimum period of ten (10) years from the date of creation. Unless otherwise specified in regulatory or customer defined retention requirements.

5. TEST AND INSPECTION REQUIREMENTS

Supplier shall establish and implement test and inspection activities necessary to ensure the verification of purchased EEE part. Supplier shall document and provide upon request all available tests and inspections result which were performed to assess and mitigate the risk of distributing suspect counterfeit or counterfeit EEE parts. Pre-screening of homogenous lots to remove non-conforming, defective, suspect counterfeit, or counterfeit EEE parts prior to performing inspection and/or testing is prohibited.

6. CONTRACT REVIEW

Suppliers shall review each Purchase Order (PO) and all associated requirements upon receipt to ensure their ability to meet the specified requirements. Purchase Orders may include quality, environmental, regulatory, customer-specific, and other applicable requirements, as well as the company's terms and conditions. Suppliers are responsible for reviewing all notes, clauses, and flow-down requirements referenced in the Purchase Order, as these requirements may be revised from time to time. In the event a supplier is unable to comply with any Purchase Order requirement, the supplier shall notify Sourceability prior to processing the order. Any deviation requires written authorization from Sourceability.

7. CONFORMANCE TO REQUIREMENTS

Supplier will ensure the conformance of parts and material delivered to Sourceability comply with requirements specified in prints, drawings, part specifications referenced on the Purchase Order, acceptability criteria, appearance standard / golden sample, special processes or other requirements where applicable. The supplier is responsible to flow down requirements to sub-tier suppliers including key characteristics.

Where required, Sourceability may request the following documentation associated with approval process thought of in the Purchase Order, or contract.:

- CoC
- Invoice
- Packing List
- Test and inspection reports
- Date Code
- Country of Origin (COO)
- Distribution Chanel
- REACH/RoHS Declarations
- Other validation documentation as needed.

8. PACKAGING AND SHIPPING

All material shipped to Sourceability is to be packaged in containers that will prevent damage during the shipping and receiving process. Material, parts, and assemblies will be stored, and transported as defined in specifications, standards, or industry best practices to prevent excess moisture, abrasion, nicks, dents, scratches, or other damage resulting in cosmetic or dimensional deformities or contamination. The supplier is responsible to ensure responsible handling and ESD practices are used to prevent damage or failure. To prevent damage related to electro-static discharge (ESD), ESD sensitive parts must be packaged using anti-static materials or approved static shielding bag; and it is preferred that non-ESD sensitive parts be packaged using anti-static materials. Electronic component and hardware packaging should be sealed or closed in such a way to prevent materials from falling out of packaging.

Supplier is responsible for following the most updated Sourceability Routing Guide version for shipping purposes.

9. PERFORMANCE MONITORING AND IMPROVEMENT

Sourceability reserves the right to perform periodic supplier performance reviews, measuring and providing feedback to supplier in terms of quality, performance, delivery, cost, responsiveness, communication, and other metrics. Supplier shall participate in these reviews and scheduled quality meetings and, when necessary, provide corrective action plans to improve performance at its expense.

Sourceability monitors its suppliers by the following concepts: delivery on time (50%) and quality (50%). In the event the supplier is underperformance, a notification letter will be provided to the supplier to improve its performance for the next revision. Suppliers issue a performance review are required to reply within 5 working days and are expected to confirm receipt and acknowledge that they comprehend the contents of the review and to take the necessary steps.

In the next review, if the Vendor rating has not shown improvement, Sourceability will issue a Supplier Corrective Action Request (SCAR) which is to be completed by the Supplier with objective evidence within 30 days unless an extension has been granted by a representative of Sourceability QEHS Department.
Failure to respond to the CAR within 30 days may result in the Supplier becoming disqualified.

10. PROCESS CONTROL

The supplier shall use applicable statistical process controls and process capability analyses to achieve continuous quality improvement and failure rate reductions. Supplier shall, upon request, provide Sourceability with evidence of such process controls and capabilities, including all supporting documentation. Failure to meet quality targets (with a zero-defect approach) will require supplier's participation in a quality improvement program as defined by Sourceability.

11. FOREING OBJECT DEBRIS (FOD)

Supplier will implement and maintain part cleanliness and handling practices to prevent the introduction of debris and, contaminants. Tooling, test and handling equipment, fixtures, and jigs are maintained in a state of cleanliness sufficient to prevent FOD.

12. RIGHT TO ACCESS

The supplier will, with prior notice, grant Sourceability access to supplier facilities, documents, records, etc., including sub-tier facilities; for Sourceability, Sourceability's customers or applicable regulatory authorities to validate compliance with the quality requirements of this document. The supplier will assist during any such audits.

13. NON-CONFORMING MATERIAL

The supplier is expected to have processes to prevent the production of material that is defective or nonconforming. Nonconforming product should be identified, segregated and dispositioned in a manner that prevents the unintended use or delivery to Sourceability. Additionally, Sourceability shall be notified with a signed document immediately of any suspect or defective product that may have escaped the supplier's facility prior to being detected.

A SCAR is issued to resolve a non-conformance and to promote continuous improvement. Root cause analysis tools will be included in the supplier's response. Evidence will be provided to support containment, corrective, and preventative actions as well as verification of effectiveness. Supplier shall return the completed SCAR with acceptable evidence that the issue was resolved within 30 calendar days from SCAR receipt. Unless otherwise is defined by internal procurement team.

14. COUNTERFEIT PREVENTION

The Supplier shall establish, implement, and maintain a documented Counterfeit Parts Prevention Program designed to prevent the introduction of counterfeit, suspect counterfeit, or fraudulent parts and materials into products supplied to Sourceability. The program shall address avoidance, detection, mitigation, and disposition activities and be aligned with the requirements of applicable industry standards, such as AS5553, AS6081, and or AS6171.

This program shall include sourcing parts and materials from original manufacturers or authorized distributors; implementing controls for supplier qualification, receiving inspection, testing, and verification of product authenticity; maintaining traceability records; segregating and controlling suspect or confirmed counterfeit parts; establishing documented disposition procedures; and flowing down applicable counterfeit prevention requirements to sub-tier suppliers.

If counterfeit or suspect counterfeit parts are supplied to Sourceability, the Supplier shall be responsible for implementing containment and corrective actions, replacing affected products, reimburse associated costs, and may be subject to supplier disqualification based on the severity of the issue. Sourceability reserves the right to report confirmed counterfeit incidents to applicable customers, regulatory authorities, industry reporting organizations, or law enforcement agencies, as deemed appropriate.