



# Supplier Quality Assurance Manual

**Prepared & Maintained  
In Accordance with Guyer Precision Requirements and Certifications**

**Quality Department  
Phone: 440-354-8024**

**[tina@guyerprecision.com](mailto:tina@guyerprecision.com)**

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**Tom Guyer; President**

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**Tina Persinger; Quality Assurance Mgr.**

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# Supplier Quality Assurance Manual

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## Purpose and Scope



## Supplier Quality Assurance Manual

The intent of this manual is to explain the fundamental quality certification requirements for suppliers providing components, materials and/or processes used in Guyer Precision operations as stated in Guyer Precision Quality Policy.

Suppliers will be approved to one of the following requirements as listed below. The Requirement's expectation is listed on the Approved Supplier list:

**Strategic:** ISO 9001 certified, AS9100D compliant. Strategic suppliers are approved for new product development, existing products, and custom products.

**Preferred:** Preferred suppliers must be ISO 9001 certified, and can be utilized for existing products, new product development and custom products. Usually "A" suppliers (primary) "B" suppliers secondary are all part of Guyer Products Contingency Plan defined utilizing Risk Assessments.

**Non-Preferred:** Non-Preferred Suppliers are ISO 9001 certified and approved for existing products.

**Commodity:** Suppliers of off the shelf items, such as those purchased through distribution Niche: Unique product, capability, patent, customer supplied, or proprietary technology.

This manual becomes effective at the time when the supplier starts any production preparation activities for production, sample components and/or shipments whichever occurs earliest.

This manual covers Guyer Precision fundamental requirements. However, the purpose of this manual does not exclude future requests from Guyer Precision Quality Assurance Department, Purchasing and / or Engineering input.

- Guyer Precision's goal is that all products will be delivered >85% on time to the supplier's confirmation date with zero defects to the conditions specified in the following documents in order.
- Customer's or internal prints
- PO requirements
- Each supplier must supply a unique shipper number on the incoming paperwork that is unique to each shipment – this should appear on the packing list.
- All Rework is to be identified by Job# upon completion for shipping or return to the next process or the customer
- Supplier Quality Documentation as supplied

All government standards and requirements will be followed as applicable for all Product's supplied to Guyer Precision customer Base. (Evidence of such will be available upon request)

Section I: Environmental Compliance



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Guyer Precision requires all suppliers to meet the following requirements:  
EU-RoHS  
REACH

This information shall be supplied to Guyer Precision in one of the following manners:

- Documented on form provided
- Filled out completely and returned for filing

The REACH documentation signed off by each supplier by request from Guyer Precision only.

Completed documents to be E-mailed via [tina@guyerprecision.COM](mailto:tina@guyerprecision.COM)

Once per year you are required to complete an Environmental Survey concerning REACH

EU-RoHS

NOTE: See Section "7" for packaging and labeling requirements.

## Section 2: Quality System Overview of Requirements

*1. Quality System* – The supplier shall employ a quality system documented in a manual or other suitable format to ensure that all final products meets the specified requirements of Guyer Precision and the latest revision of ISO 9001. This documentation should be made available to Guyer Precision upon request and at the end of the expiration date for the supplier's certification. The system shall maintain stable quality at all times.

*2. Quality Planning* – The supplier shall have in place a system for performing quality planning.

*3. Contract Review* – The supplier is expected to have in place a system of contract review to ensure production feasibility. At a minimum, this review should consist of:

- Adequacy of requirement definition(s)
- The supplier's capability to meet production, quality, and volume requirement's
- Any subcontractor's ability to meet production, quality, and volume requirements

*4. Drawings and Specifications* – The supplier will ensure that copies of all prints and Customer Specification's and/or Requirements are to the current contract revision level and are available and fully understood (as needed) by all personnel who are responsible for compliance to Guyer Precision requirements. The supplier shall treat all documents generated by Guyer Precision as "Proprietary" and are not to be shared with any other customer. Obsolete documents are to be disposed of in the appropriate manner (shredding). Any material supplied to Guyer Precision and must meet the Guyer Precision Customer print requirements.



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Layout inspections are up to the supplier's discretion as long as Guyer Precision customer print requirements are met.

5. *Control of Subcontractors* – Where specified by Guyer Precision, the supplier shall purchase materials from approved sources. This mandate, where it exists does not alleviate the supplier's responsibility for ensuring the quality of subcontracted parts, materials, and services. It is the responsibility of the supplier to pass on Guyer Precision requirements to their contractors.

- In the absence of Guyer Precision designated subcontractors, the supplier is Responsible, for ensuring that their supplier is capable of providing parts, material, and/or services to the quality and volume requirements specified.

6. Product (which is defined as any material provided for each customer BOM's) that does not meet the specifications of customer, are considered deviant and as such subject to action.

This action may include sorting, replacement or financial penalties incurred by Guyer Precision customers and/or their customers.

7. *Verification of Purchased Product* - Where specified, Guyer may propose to verify purchased product at the supplier's premise. In addition where specified Guyer Precision customer may be afforded the right to verify product at the suppliers premises to assure product conforms to specified requirements.

8. *Confidentiality* – All suppliers are required to sign Guyer Precision Non-Disclosure Agreement and shall ensure confidentiality of Guyer Precision contracted products under development and related product information. The supplier shall require the same level of confidentiality of any subcontractor supplying product or services as related to a Guyer Precision project.

9. *Lot Control* – Suppliers are expected to have lot control procedures in effect when materials or processes require lot segregation and/or traceability for effective control. The procedure shall also include an effective system of positive recall of suspect materials.

Guyer Precision requires all suppliers to identify all specifications with Job # listed on Purchase Order by each line item/container of material supplied. All changes prior to processing should be identified and logged for Lot Control.

There lot information should be able to link with Guyer Precision lot control (job#) through their quality system.

10. *Process Control* – The supplier is expected to maintain documentation of process control.

Suppliers shall comply with all Guyer Precision requirements for designation, documentation, and control of any special characteristics. The supplier shall have in place the appropriate instruments needed for the control of processes and maintenance of the equipment.



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11. *Inspection and Test Control* – During procurement, the supplier’s quality system and control of records may be reviewed. For production orders, the supplier’s inspection and testing must be documented at a frequency to assure that the product conforms to Guyer Precision requirements.

12. *Measurement and Test Equipment* – The supplier is responsible to provide all necessary measurement and test equipment unless otherwise agreed upon between the supplier and Guyer Precision.

13. *Calibration* – All measuring and test equipment including production tooling and fixtures used for the inspection and verification to conformance of final product must be calibrated at established intervals, in accordance with and traceable to recognized national or international standards. Calibration records must be maintained and available for review. The records must at a minimum contain:

- Location
- Date
- Results of last calibration including the instruments “as received” condition.
- The date of the next calibration.

Calibration of any Guyer Precision supplied equipment must be maintained by the supplier. It is the supplier’s responsibility to return the equipment at the end of the project in a functioning condition.

14. *Corrective and Preventive Action* – Suppliers are expected to have a documented procedure for the verification of problem solving to meet the requirements of the customer. The procedure should emphasize focus on prevention rather than detection. Suppliers are expected to notify the Supplier Quality Group of changes, maintenance, modified raw material, new sub-suppliers, so that it can be determined if we need to inspect the next shipment.

Corrective action/Risk Assessment must be supplied for any nonconforming material returned through Guyer Precision’s RMA system. It will be the responsibility of the supplier to follow up on corrective action and supply the outcome over a verification period to close the corrective action with risk analysis and with Guyer Precision approval.

15. *Product Protection & Preservation* – The supplier is responsible for providing controls, which will assure that products shipped to Guyer Precision are adequately protected against damage, contamination, or corrosion.

16. *Record Retention & Control* – Records must be retained for 8 years after shipment of the product. The following items must be kept for 15 years:

- a) Approval Package
- b) Traceability of material, lot, and revision levels
- c) CoC’s and/or CoA’s, as applicable, shall be submitted with each shipment of
- d) material sent to Guyer Precision



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17. Personnel – The supplier’s system shall provide for the satisfactory qualifications and training of all personnel who influence the quality requirements of Guyer Precision.

18. Statistical Techniques – Suppliers are expected to utilize appropriate statistical techniques for establishing, controlling, and verifying process capability for critical product characteristics.

19. Premium Freight – As a method of measuring production capability and capacity records of premium freight should be maintained. Guyer Precision may audit this information as a means to understand capability of maintaining on-time-deliveries.

20. Automotive Requirements – As a manufacturer of Aerospace/Military products Guyer Precision must adhere to certain requirements that are now being rolled down to you as the vendor. The use of the present and you as the vendor should make sure that you have the appropriate information prior to quoting the business. Guyer Precision uses Purchase Order to communicate both Guyer Precision and Customer requirements.

21. Shelf Life – Suppliers are required to use FIFO methodology of pulling and shipping materials/items. All materials/items shipped to Guyer Precision must have at least 6 months of usable life at the time of receiving at Guyer Precision’s dock unless previously agreed to by Guyer Precision in writing, rework process is required if no shelf life is defined for the product produced.

- Date
- Results of the last calibration including the instruments “as received” condition
- The date of the next calibration

Calibration of any Guyer Precision supplied equipment/gages must be maintained by the supplier. It is the supplier’s responsibility to return the equipment at the end of the project in a functioning condition.

22. Corrective and Preventive Action/Risk Assessment – Suppliers are expected to have a documented procedure for the verification of problem solving to meet the requirements of the customer. Risk Assessment is required for the processes and included in the procedure. The action taken should emphasize focus on risk rather than detection. Suppliers are expected to notify the Guyer Precision Quality of changes, maintenance, modified materials, new materials, so that it can be determined if we need to inspect the next shipment and get customer sign off for FAI.

### Section 3: Evaluation of potential Suppliers

1. All new Suppliers will be evaluated to determine if they have the proper quality systems and manufacturing capabilities in place to adequately supply parts to Guyer Precision.



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2. A “Guyer Precision Supplier Information Questionnaire” is sent to supplier to evaluate the adequacy as a Guyer Precision supplier.
3. The perspective supplier will be required to complete and return in 10 working days from date of issue unless otherwise stated.
4. Guyer Precision reserves the right to perform an on sight audit if deemed necessary.

### Section 4: Risk Assessment and Feasibility

- 1 Suppliers shall have a defined process for evaluating each project.
2. This process shall:
  - a) Confirm the feasibility for producing the product successfully (resources and technical capability)
  - b) Drawing conditions must be met
    - i – Confirm customer’s requirements can be met
    - ii – Tolerance and/or critical dimensions
  - c) Life of Project
  - d) Confirm capacity of the tooling
  - e) Can meet order requirements
3. Records of this assessment shall be documented and maintained

Note: A formal FMEA may be required.

### Section 5: Requests for Engineering Change (EC) or (ECR) Engineering Change Requests

Guyer Precision requires all products submitted to be manufactured to the specifications given in its (drawings as needed) and Purchase Orders to be met on all material supplied. Material not in specification is the responsibility of the Vendor (examples; being sorted, re-work, and re-call of the material and any finished parts and/or assemblies at the Guyer Precision and its customers.

All rework is to be completed and lot traceability kept based on job # from purchase order and segregated prior to ship back to Guyer Precision to prevent loss of





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traceability. Rework process has been approved in sign off of initial release by customer for all product manufactured and should be included in supplier work instructions.

Guyer Precision has a number of different classes/types of products that must be treated differently.

Customer Requirements are required and communicated to the supplier.

- a) Automotive – projects intended for inclusion in an Automotive Application at Guyer Precision and its customer, with identification of any specific quality requirements that involve Automotive practices and requirements as applicable.
- b) Application Specific Products – (example; Swiss machined parts, robotic machined, lathed/Milled) – specialized product intended for specific customer applications. Note: any change in material standards will be provided to the supplier in writing to be reviewed with the customer to ensure no additional audits may be necessary for addition of process steps, or change in a process not only by Guyer Precision but their customer.
- c) Standard Products – This is a product that is intended for serial production and intended to be listed in Guyer Precision's internal Specifications (example; Customer Requirements, ISO/AS Standard's).
- d) EC (Engineering Change)- a part has been modified by Guyer Precision's customer, its data submission is limited to the modification point (s) and those elements that could have been impacted by the change or risk (i.e. size, chemistry, substrate for example).
- e) Standard Product – This is material that is intended for normal production and is listed within the purchase order (current production requirements).

### Section 6: Supplier Production Approval Process

Submission First Article Inspection (FPI/FAI) is completed on all incoming material. Using the information provided by the supplier from CoA and BOL, chemistry composition is entered into a check sheet within Intricate receiving inspection process that records the measurements of the samples taken from each shipment of material.

The measurements are based on the specifications provided to the supplier by Guyer Precision to meet its customer requirements. SPC results on its performance kept on file by job number.

- Chemistry per specification of Material – is to be provided by sub-supplier with CoA this is used by Guyer Precision to receive material in by specification
- Measurement per specification listed on purchase order – put in Guyer Precision Check sheet for confirmation of specification acceptance per shipment



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- Quantity/Heat# identification by lot/Job# to use for internal traceability on all routers at the supplier and Guyer Precision to follow the product to our customers.
- Labels required on all product shipping from Guyer to suppliers and from suppliers back to Guyer Precision – Job# usually used for traceability, unless specified otherwise.

The Guyer Precision Quality Manager or Project Manager can request additional information for the submission but cannot reduce the requirements shown above. Submission of the information to Guyer Products is at the discretion of the Guyer Precision Quality Manager or Project Manager.

Data must be submitted on the first three shipments.

- The data must be enclosed in an envelope that protects it from damage
- The data must be attached to the shipment
- Instructions on Identification will be provided by Guyer Precision to identify the received material and its intent
- Via email of documentation as long as it has been approved.

Approval Communication:

- For Automotive, Guyer Precision will request a PSW – level 4 PPAP request to be signed and approved that the material has been approved for production.
- Drawing revision from the customer will be Guyer Precision's final approval for automotive submission of new material
- Aerospace and Military documentation is required for product – data is kept at Guyer Precision for approval by specification required by Guyer Precision's customer and data shared with supplier as needed.

### Section 7: Packaging and Labeling Requirements

Labeling – Material incoming must have identification on each container that is referenced in the BOL and CoA to be received into Guyer Precision.

#### Packaging Requirements

The supplier must ensure that all items are packaged and preserved adequately to guarantee that the content is delivered to Guyer Precision undamaged. Unless otherwise specified, all contents shall be packaged and preserved in accordance with the specifications, or purchase order requirements.

Must meet packaging requirements

ANSI as appropriate

Pallets for materials must meet guidelines for container size – this is part of the quoting process and these specifications are supplied on the purchase order



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All material shall fall within the footprint of the pallet.

Prohibited Packaging; Void material that carries static charge and/or is non-recyclable – Example: Styrofoam Peanuts, VCI Paper, and Foam.

Labeling Requirements:

All labels as a minimum are to have the following information

Material part number

Quantity/Job Number

Lot Date or Heat Number

P.O. number/Release Number

Each shipment must have “Unique Shipper Number per shipment” that is used by Guyer Products to record the shipment

Base Material

Expiration Date

Note: All materials are to have the recycling labels clearly marked.

Guyer Precision reserves the right to reject any packaging that does not meet the specifications above. Any deviations must be submitted to Guyer Precision and approved prior to shipment.

All orders received must have evidence of the acceptance prior to shipment.

Non-certified material must be identified by the RMA # for accounting purposes for debit information. Material must be returned to be scrapped at Guyer Precision at the selling price.

Weight Limitations:

Hand Held containers; including bundles or samples are not to exceed 50 lbs. (22.7 Kg.) gross weight.

Parcels in excess of 50 pounds shall be put on skids or pallets to permit mechanical handling.

Hand held containers may be skidded or palletized to consolidate a shipment, but containers must be properly identified, stacked, and secured to the pallet.

Note: shipments not to exceed 39 inches in total ht. Shipping skids/pallets or boxes shall not exceed 2,500 pounds (1,136 Kg) gross weight, and have appropriately placed pallet jack compatible fork truck slots or openings to allow mechanical handling.

Exterior Shipping Container:

The exterior shipping container shall be sufficiently strong and functional to ensure product delivery, packaging identification and subsequent distribution. It is the suppliers responsibility to designate items that cannot be stacked and provide method to insure it was not stacked during shipping.

Hazardous Materials and Dangerous Goods:

The supplier shall define, mark, label and prepare for hazardous goods, dangerous material and/or dangerous equipment for shipment in accordance with local and international laws as appropriate for the shipments destination

### Section 8: Process Changes

Process Change Requests cover all changes in a process that are not design related.

The following process changes require a request for Guyer Precision change which can be found in section 10. All requests should be forwarded to the Supplier Quality



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Manager. Under these conditions Intricate may require added safe guards such as safety stock.

A change in tooling, dies, and jigs to current dies

A production location change – different building as previously approved

A sub-supplier change

The following process changes require the Supplier to maintain records of the change and the validation of change.

A change in process equipment

A production method or condition change

An inspection process or method change

If during any process change, a defect or deviation affecting the part form, fit or function is found, the supplier should follow this “Supplier Manual” as appropriate.

Initial shipment of this change should include a Label from the supplier or supplied label from Guyer Precision with all the appropriate information added to the quality management system.

## Section 9: Sub Supplier Quality Assurance

The supplier shall pass on to their suppliers the requirements of this manual as appropriate. This includes, as a minimum, areas of quality standards, environmental standards, operational controls, and qualification of suppliers.

A Supplier Quality Assurance Manual (SQAM) should be provided for your suppliers or pass along the Guyer Precision SQAM. This provides guidelines and expectations for your suppliers.

## Section 10: Quality Problem Reporting

1. Suppliers SHALL NOT ship material that does not meet Guyer Precision’s requirements.
2. When defective material is found at the supplier:
  - a) If defective parts are found in the supplier’s process and there is a possibility that some have already been shipped to Guyer Precision, the supplier shall immediately inform the Guyer Precision Quality Manager or Project Manager by telephone or via Email. If the defective material is found before Guyer Precision schedules to use the material and no delays are caused with Guyer Precision production a SCAR will be issued for documentation purposes requiring a corrective action. This will not count against your scorecard. The supplier shall support Guyer Precision in replacing, or reworking with approval by Guyer Precision.
3. When defective material is found at Guyer Precision:
  - a) If defective material is found at Guyer, Guyer Precision Quality department will inform the supplier. As soon as the supplier receives information from the quality department, the supplier shall take immediate Containment actions and temporary Corrective Action for;
    - Material in the suppliers process
    - Material in transit
    - Material in Guyer Precision’s process (as required by Guyer Precision)



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4. Temporary Corrective Action includes the identification of initial defective material and a response is due within 48 hrs. of notification by Guyer Precision.
5. The supplier must support Intricate in replacing material or rework material if approved by Guyer Precision.  
Note: Testing of the reworked material will be required to accept all reworked material.
6. Any box/parcel that has been reworked for the condition shall be identified with a placard that isolates that said material from any other material.
7. Guyer Precision QA will issue a "Supplier Corrective Action" with those suppliers who are on the are expected to fill out the information for their corrective action response. This will be reported on your monthly scorecard with on-time-delivery. Another corrective action may be issued if the scorecard shows more than a score of 1 on delivery, deviations, and/or support. Other instances of SCAR's being issued may occur but will be explained on a case by case situation with the supplier.
8. The supplier shall investigate the problem and implement a corrective action that is both suitable and effective to their process. The corrective actions shall be documented on supplier format, and all correspondence for the corrective action for verification within 10 days. Any late responses are subject to an additional SCAR for not responding.
9. When a "Prevention of Recurrence" is taken, the preventive action shall be applied to similar processes and/or products.

### Section 11: Supplier Evaluation/Scorecard

1. Guyer Precision will evaluate a supplier's overall total quality performance monthly. The evaluation program will measure each supplier's ability as described below.
2. The Supplier Scorecard employs a 3 point system, 3 being the highest and 1 the lowest. Pulled from a percentage based on On-Time-Delivery and Quality.
3. Measurement Items on Scorecard:
  - a. PPM (based on defects found at Guyer Precision and the number of parts received within that month).
  - b. Delivery % (Based on the shipments, which miss the supplier's own dock date commitment to arrive at Guyer).
  - c. 3 Day window % (Based on the number of shipments, which come in within three days, this is commit date plus two days).
  - d. S.C.A.R. Rank: (Based on the number of S.C.A.R.'s issued in a single month and the on time response of S.C.A.R's due).
  - e. Support (Based upon supplier's ability to expedite orders, sort and quarantine defective material, debug/resolve issues, ship replacements, and other support as deemed appropriate).

Note: industry Date % (Based on the shipments, which hit supplier's standard delivery date). These will be tracked but not scored on the scorecard. This is an attempt to measure a supplier's ability to ship



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based on the standard lead time regardless of existing business levels. The goal is to measure the supplier lead times only).

4. The data from above is placed into a 3 point system, based on the tables at the end of this section.
5. The results are then calculated by adding the (Score) X for each measurement and dividing by 3.
6. Any supplier, who averages a rolling quarter score of 2.0 or less, will be reviewed to potentially receive a poor performance SCAR. A poor performance score may also result in an audit.
7. Note: Industry On Time Delivery % - Suppliers will generally provide a standard lead time according to the commodity they provide in line with the industry expectations. Guyer Precision will measure supplier shipments against ability to maintain standard lead times (this is an indicator used by Guyer Precision that will show up on the scorecard but is used in the evaluation of the supplier lead times only).

## Scoring Tables

Each month, we review the supplier’s ability to support engineering, purchasing, component quality. Suppliers can score higher than 3 for superior performance. Examples include releasing material ahead of schedule, providing price reductions, or improving deliveries.

Note: Suppliers will be discounted in the Supplier Scorecard for not communicating with Guyer Precision within 1-5 days for the Supplier Corrective Action Requests (SCAR).

### Product / Service

Appearance	Conformance Rating	Packaging Rating	Paperwork Rating	On Time Delivery
1= Above Average 2= Average 3= Poor	1=Meets Specification 2=Meets Specification after Rework or Replace 3=Unusable or Scrap	1=Sufficient, Labeled Correctly, and Product intact 2=Damaged Packaging or Incorrect Label but product intact 3=Damaged Product	1=Paperwork Supplied as Requested 2=Paperwork needs Corrected 3=No Paperwork Supplied	%

### SCAR SCALE

Rank	Range
3	0
2	2
1	3 and Above

The Product/Service Score and Quality SCAR will be scored together for overall scoring.



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## Section 12: Document and Data Control

1. To insure that the information needed to run an operation is available the Supplier shall identify and control its documentation through a designated system.
2. The required documents shall include but are not limited to the following:
  - Guyer Precision and customer requirements/prints shall be maintained for the life of the project
  - Production Retains, start-up and in-process inspections shall be maintained for a minimum of 8-15 years)
  - Guyer Precision Retains, at an Engineering Change initiated by Guyer Precision or the Supplier must be kept indefinitely (until the next change).
    - Only samples for the current engineering change need be maintained but having a small crossover time may be prudent should you need to review previous conditions
    - Inspection data (maintained for a minimum of one year
    - Government requirements, as specified by the government
    - Release data (Final Approval) for a material, shall be maintained for a period of more than 2 years
    - Contracts should be maintained for the life of the material
    - Other items as required by Guyer Precision on an individual basis
3. All information paper, electronic, or other format shall be maintained in a safe environment so that it doesn't deteriorate during its needed lifetime.
4. Information recorded into the QMS provided by Guyer Precision will retain all information for material supplied that is entered.

## Section 13: Probationary Status

1. To insure that Guyer Precision continues to meet the needs of our customers it is necessary to have a Probationary Status for suppliers. This status is given under the following conditions.
  - Engineering, or another Guyer Precision department, is testing a new supplier with samples product
  - A supplier has failed to meet Guyer Precision's performance requirements as outlined in Section 13
  - Guyer Precision Purchasing/Quality has labeled as such, for reasons that will be discussed with the supplier (ex. Failing to meet development goals)
2. Consequences of Probation could be the following.
  - Requirement that all shipments have data requirements submitted with them with placard identifying each container with specified information and will remain in effect until released by Guyer Precision
  - Third party audit of materials, at Guyer Precision or the Supplier



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- Labeling of all product coming to Guyer Precision with placard requirements for each container of product as directed by Guyer Precision, to ensure compliance
- Quarantined Freeze on any future supplied materials
- On Site Audit by Guyer Precision and/or its customer
- Other Items as specified by Guyer Precision

The Job # is to be placed with the packing slip that is identical to the placard on each box or container of material that requires inspection. This is the responsibility of the supplier.

### Appendix/Revisions

#### Revisions

Revision Date: 03/11/2019 - Complete Initial Release





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