



Supplier Quality Assurance Manual

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

**Quality Department:
Brittany Pirkle, Quality Manager
Phone: 440-354-8024
Email: bpirkle@guyerprecision.com**

Revision History

Rev.	Date	Created By	Approved By	Revision Description
0	3/11/19	TP	TSG	Initial Issue
1	2/2/23	BP	KN	Simplified; Addendum to Purchasing Terms and Conditions



Supplier Quality Assurance Manual

Index

Purpose and Scope.....	Page 3
Section 1 - Quality System Overview of Requirements	Page 3
Section 2 - Evaluation of Potential Suppliers	Page 5
Section 3 - Risk assessment and feasibility	Page 5
Section 4 - Packaging and Labeling Requirements	Page 6
Section 5 - Process Changes	Page 6
Section 6 – Reporting Quality Problems	Page 6
Section 7 - Supplier Evaluation/Scorecard	Page 7
Section 8 - Document and Data Control	Page 8
Section 9 - Probationary Status	Page 8



Supplier Quality Assurance Manual

Purpose and Scope

The intent of this manual is to explain the fundamental quality certification requirements for suppliers providing services for Guyer Precision operations. This is an addendum to the Purchasing Standard Terms and Conditions, form 9f6. All government standards and requirements will be followed, as applicable, for all products supplied to Guyer Precision. Customer requirements will be communicated and flowed down by Guyer Precision with purchase orders.

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's fundamental requirements:

- On time delivery of products goal: $\geq 90\%$ of the supplier's confirmed date with zero defects to the conditions specified in the following documents in order.
- Customer's or internal prints
- PO requirements
- A PO number or certificate of conformance number unique to each shipment – this should appear on the packing list.
- Rework identified by Job# and labeled rework upon completion for shipping or return to the next process or the customer

The manual does not exclude requests for additional information by Guyer Precision if deemed necessary.

Section 1: 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 requirements

4. Drawings and Specifications – The supplier will ensure that copies of all prints and Customer specifications and requirements are to the current contract revision level. Prints and customer specifications and requirements are to be available and fully



Supplier Quality Assurance Manual

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 marked as such and removed from service. Any parts supplied to Guyer Precision must meet the Guyer Precision Customer print requirements.

5. *Product Conformance* – Guyer Precision requires all products to be manufactured to the specifications given in its Purchase Orders and prints. Products that do not meet the specifications are considered nonconforming. Suppliers are responsible for any parts not in specification and are subject to action. This action may include sorting, rework, replacement, or financial reimbursement.

6. *Confidentiality* – All suppliers are required to sign Guyer Precision Non-Disclosure Agreement and shall ensure confidentiality of Guyer Precision contracted products and any related product information.

7. *Lot Control* – Suppliers are expected to have lot control procedures in effect when parts require lot segregation and/or traceability for effective control. The procedure shall also include an effective system of positive recall of suspect parts. Guyer Precision requires all suppliers to identify all specifications with the Job # listed on the Purchase Order by each line item of parts supplied. The lot information should be able to link with Guyer Precision’s Job # through their quality system.

8. *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.

9. *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.

10. *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. It is the supplier’s responsibility to return any Guyer Precision supplied equipment at the end of the project in a functioning condition.

11. *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



Supplier Quality Assurance Manual

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

12. *Corrective and Preventive Action* – Suppliers are expected to have a documented procedure for problem solving to meet the requirements of the customer. The procedure should emphasize focus on prevention rather than detection. Suppliers are expected to notify Guyer Precision of any non-conforming parts.

- A corrective action may be required for nonconforming parts. It will be the responsibility of the supplier to follow up on corrective actions and supply the outcome over a verification period to close the corrective action/risk analysis with Guyer Precision approval.

- Corrective actions shall be documented on either the supplier’s form or Guyer’s form and submitted to Guyer Precision.

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

14. *Personnel* – The supplier shall properly train any personnel that handles parts from Guyer Precision.

15. *Statistical Techniques* – Suppliers are expected to meet Guyer Precision’s quality standards when establishing, controlling, and verifying processes that affect Guyer Precision’s products.

Section 2: Evaluation Potential Suppliers

1. *Evaluation*: All new Suppliers will be evaluated to determine if they have proper quality systems and manufacturing capabilities in place to adequately supply parts to Guyer Precision. The “Guyer Precision Supplier Information Questionnaire” is sent to the supplier to evaluate the adequacy as a Guyer Precision supplier. The questionnaire must be completed and returned in 10 working days from date of issue unless otherwise stated.

2. *Onsite Audit* - Guyer Precision and its customers reserve the right to perform an on sight audit if deemed necessary.

Section 3: Risk Assessment and Feasibility

1. Suppliers shall have a defined process for evaluating each project. This may include a formal FMEA.
2. This process shall confirm the feasibility for producing the product successfully (resources and technical capability). Drawing requirements and Guyer Precision’s requirements must be met for the life of the project. Tooling capacity shall be confirmed as well.



Supplier Quality Assurance Manual

3. Records of this assessment shall be documented and maintained

Section 4: Packaging and Labeling Requirements

1. *Labeling:* Parts incoming must have clear identification on each container that is referenced in the BOL and CoA to be received into Guyer Precision. All labels as a minimum are to have the following information:

- Parts number
- Quantity/Job Number
- Lot Date or Heat Number
- P.O. number/Release Number

2. *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.

Guyer Precision reserves the right to reject any packaging that does not meet the specifications above.

Section 5: Process Changes

1. *Process Change Request:* All process change requests should be submitted to Guyer Precision. Guyer may require added safe guards such as safety stock. The following process changes require a request from Guyer Precision:

- A production location change
- A change in process equipment
- A production method or condition change
- An inspection process or method change

2. *Records:* Suppliers are required to maintain records of any change and validation of change. The initial shipment from this change should be clearly labeled by the supplier with all the appropriate information added.

3. *Defects or Deviations:* 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. Another sample run of product may be required before full approval of the process change request.

Section 6: Reporting Quality Problems

1. Suppliers SHALL NOT ship parts that do not meet Guyer Precision's requirements unless clearly labeled as non-conforming with the purchase order # and job # Guyer



Supplier Quality Assurance Manual

Precision supplied the parts on. Non-conforming parts must be returned to be scrapped at Guyer Precision.

2. *Defective Parts/Items Found at the Supplier:* 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 by telephone or via email. Depending on the severity of the problem, a CAR will be issued.
3. *Defective Parts/Items Found at Guyer Precision:* If defective parts are found at Guyer, Guyer Precision Quality department will inform the supplier and issue a CAR. As soon as the supplier receives information from Guyer's quality department, the supplier shall take immediate Containment actions for:
 - Parts in the suppliers process
 - Parts in transit
 - Parts in Guyer Precision's process (as required by Guyer Precision)
4. *Replacing or Reworking Parts:* The supplier must support Guyer Precision in replacing parts, or reworking parts if approved by Guyer Precision. Retesting of parts will be required for acceptance.
 - Any parts reworked shall be identified as such and segregated from those that have not been reworked. Reworked parts must maintain lot traceability based on job # and material heat # from the purchase order.

Section 7: Supplier Evaluation/Scorecard

1. Guyer Precision will evaluate a supplier's performance after every order received. The scores are listed below:

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	%

- The scores given for the first 4 categories listed above are averaged into one overall score that is updated with each order receipt.
- On-time delivery percentage is also averaged into one score that is updated with each order receipt.
- Suppliers must maintain a score of 1.15 or less and an on-time delivery of at least 90% to be added to the approved supplier list.



Supplier Quality Assurance Manual

Section 8: Document and Data Control

1. *Document Control:* Suppliers shall identify and control their documentation through a designated system.
2. *Required documents:* Contracts and customer requirements/prints shall be maintained for the life of the project. Production documents (1st piece inspection, in-process inspections, and final inspections) shall be maintained for a minimum of 10 years, or as otherwise required.
3. *File Storage:* An information pertaining to the parts supplied shall be maintained in a safe environment, so it doesn't deteriorate during its needed lifetime.

Section 9: Probationary Status

1. *Conditions for Probation:* Guyer Precision reserves the right to put suppliers on probationary status if quality requirements are not being met.
2. *Consequences of Probation:* Guyer Precision and/or its customer may conduct an on-site audit at any time. If there is no improvement by the supplier, Guyer Precision may choose to stop using the supplier.