

# RALMARK

C O M P A N Y

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## General Quality Requirements

### General Quality Requirements

- 1) Specific purchase order text takes precedence over the Ralmark specialty quality clauses.
- 2) Ralmark Company, regulatory agencies, government representative and customers shall have the right of entry upon reasonable scheduling, to any place deemed necessary to survey seller's or sub-tier facilities, determine and verify the quality of contracted work, records, and materials. The supplier shall provide facilities, equipment and personnel as necessary for the task.
- 3) Certifications and test reports supplied shall be legible, and reproducible. All supplied paperwork must be in English.
- 4) Record and certification packages related to items sold to Ralmark Company, must be available if requested, within 2 business days of request.
- 5) Any/all differences between Ralmark Company quote, or purchase order, and supplier's ability to provide product as ordered, must be resolved in writing, prior to purchase order acceptance.
- 6) Country of origin statement shall be required on all manufacturers certificate of conformance. If no statement is on the certificate of conformance, then it will be assumed the product was manufactured and/or assembled in the USA.
- 7) Ralmark Company suppliers shall ensure flow down to, in compliance with, all applicable purchase order requirements to their sub-tier suppliers, including approved special process providers.
- 8) All materials supplied to Ralmark Company by the seller and its suppliers must be manufactured to and/or meet the most current revision level of the applicable parts standard, specification or drawing at the time of the purchase order issued, unless otherwise specified on the Ralmark Company purchase order.
- 9) Supplier shall establish, document, and maintain a FOD program to prevent and/or remove foreign objects that might be considered a potential source of **Foreign Object Debris (Damage)** (FOD) from all parts prior to shipment.
- 10) Supplier shall ensure that the current configuration of all drawings, specifications, standards, and instructions required by the purchase order, are used for manufacturing, inspections and testing. Supplier shall notify Ralmark Company of any proposed design changes that affect fit, form, function or safety of the product. Supplier must obtain prior approval in writing from Ralmark Company to manufacture or delivery of any product incorporating design changes.
- 11) Product determined as ASL/QPL, the manufacturer must be approved on current applicable document for the related part number. The manufacturers contract review shall be responsible for approving the product prior to sale. If product received is not manufactured or supplied from an approved source, the product will be rejected.

<p><b>General Quality Requirements Cont.</b></p>	<p>12) Prohibitive Practices;  a) Unauthorized repair of another owner’s design hardware.  b) Unauthorized processing in manufacturing when process is subjected to specific control by the buyer.  13) Ensure employees are aware of:  a. Their contribution to product or service conformity;  b. Their contribution to product safety;  c. The importance of ethical behavior.</p>
<p><b>Specialty Quality Clause</b></p>	<p><b>Description</b></p>
<p><b>A</b></p>	<p><b><u>Certification of Conformances (C. of C.)</u></b> – The supplier shall provide a manufacturer’s certification of conformance with each shipment signed and dated by an authorized Quality representative or an officer of the certifying company. Each manufacturer’s lot in each shipment must be segregated and identified to maintain lot traceability. Documentation showing clear traceability for the part number ordered, up to and including shipment to Ralmark must be included for each lot in each shipment unless otherwise noted on the applicable purchase order.  <b>Note:</b> There must be a clear link(s) (Example – heat number, lot number), that ties the entire certification package together. This shall include process, certifications performed by sub-tier suppliers.</p> <p><b><u>All Certificates of Conformance shall include the Following:</u></b></p> <ul style="list-style-type: none"> <li>• Purchase Order Number</li> <li>• Part Number</li> <li>• Revision Level (if applicable)</li> <li>• Quantity</li> <li>• Manufacturer’s name and part number (if applicable)</li> <li>• Lot Number</li> <li>• Date of manufacture (if applicable)</li> <li>• Serial number (if applicable)</li> <li>• A statement that the parts/materials conform to all applicable drawing and specification requirements</li> <li>• Shelf life requirements including cure date (if applicable)</li> <li>• If the part supplied is considered ITAR/EAR based upon the original design, then ITAR category or ECCN shall be required for “verification of export compliance”. If the part is considered dual use, then the commercial classification shall be used.</li> <li>• Distributors must also include a signed certification of conformance.</li> <li>• Distributor shall certify to part number ordered on purchase order.</li> <li>• Distributors shall include all documents that indicate traceability (chain of custody) to the original manufacturer for each lot in shipment.</li> </ul> <p>Note – If the shipment contains multiple lots, each lot shall be segregated and identified so traceability is maintained for each shipment. Failure will result in a rejection.  All required documentation shall be completely legible, and reproducible. Ralmark Company will review documentation for compliance to requirements, legibility, and reproducibility by electronic scanning and/or copying.  Shipments that do not comply with requirements are subject to rejection, return, and/or and formal corrective action.</p>

<p style="text-align: center;"><b>A1</b></p>	<p><b>Packing Slip-</b> The supplier shall provide packing slip with each shipment.</p> <p><b>All Packing Slip(s) shall include the following:</b></p> <ul style="list-style-type: none"> <li>• Purchase Order Number</li> <li>• Item Number</li> <li>• Part Number</li> <li>• Quantity</li> </ul>
<p style="text-align: center;"><b>B</b></p>	<p><b>Physical/Chemical/Process Certifications</b></p> <p>Supplier shall provide physical, chemical, and process certifications with actual physical and/or chemical results with each shipment as required by the specification. The original mill certification will not be required, if all specification conditions for actual results are met and certified in a test report.</p> <p><b>All Physical/Chemical/Process Certifications shall include the following:</b></p> <ul style="list-style-type: none"> <li>• Be on company letterhead.</li> <li>• Contain signature and title of an authorized quality representative.</li> <li>• Include specification(s) and revision letter(s) used to produce the order.</li> <li>• Certify in accordance with applicable purchase order, contract, drawing and specification requirements, including type, grade, class, heat/lot, and results of testing as applicable.</li> </ul> <p><b>In addition:</b></p> <ul style="list-style-type: none"> <li>• All process lots must be segregated and identified to maintain complete traceability.</li> <li>• Material certifications submitted in lieu of test reports shall contain batch number and cure date (if applicable)</li> <li>• Material (chemical and physical properties), and process certification are not required with shipments for ball and roller bearing elements.</li> </ul> <p><b>Exception – When FAIR is required, the full certification package is required to allow validation and acceptance.</b></p> <p>All required documentation shall be completely legible, and reproducible. Ralmark Company will review documentation for compliance to requirements, legibility, and reproducibility by electronic scanning and/or copying.</p> <p>Shipments that do not comply with requirements are subject to rejection, return, and/or and formal corrective action.</p> <p>Certifications shall be made available to Ralmark within 48 hours of specific request.</p>

<p style="text-align: center;"><b>B1</b></p>	<p><b><u>Material Certification</u></b> – The supplier shall provide material certification with each shipment as required by specification.  Certification must meet the following requirements:</p> <ul style="list-style-type: none"> <li>• Be on company letterhead.</li> <li>• Contain signature and title of an authorized quality representative.</li> <li>• Include specification(s) and revision letter(s) used to produce the order.</li> <li>• Certify in accordance with applicable purchase order, contract, drawing and specification requirements, including type, grade, class, heat/lot, and results of testing as applicable.</li> <li>• Reference Clause “A” if multiple manufactured lots are supplied, they shall be segregated and identified in the manufacturers certificate of conformance. If the same material specifications were used for all lots supplied, then one material certification statement shall be required.</li> </ul> <p>If different material specifications were used for each lot provided, then the material certification statement must identified what which manufactured lot received is associated with each material specification.</p> <p>Material certification(s) may be on the same certification as the manufacturer’s certificate of conformance.</p> <p>If the specification does not include the material specification, then the material specification shall identify what specification was used.</p> <p>If Clause “B” is called out as a purchase order requirement for a specific line/part number, then the requirements of “B1” take precedence, and clause “B” is disregarded.</p>
<p style="text-align: center;"><b>B2</b></p>	<p><b><u>Final Inspection/Test Report</u></b> – A legible copy of suppliers final inspection report detailing the results of the inspections performed on the lot(s) being submitted shall be included with each shipment. Unless otherwise specified, this reports must list all the items characteristics, features, and the specification for the characteristic or features and either:</p> <ul style="list-style-type: none"> <li>• The actual measurements or observations made by the seller for each item inspected</li> <li>• The minimum and maximum value range for a characteristic or feature for the quantity inspected</li> </ul> <p><b><u>All Final Inspection/Test Report shall include the Following:</u></b></p> <ul style="list-style-type: none"> <li>• Manufacturer’s name and part number (if applicable)</li> <li>• Revision Level (if applicable)</li> <li>• All applicable drawing and specification requirements</li> <li>• Batch or Lot Quantity</li> <li>• The inspection lot size</li> <li>• Sample size selected</li> <li>• Quantity of samples inspected which were found acceptable</li> </ul> <p>All required documentation shall be completely legible, and reproducible. Ralmark Company will review documentation for compliance to requirements, legibility, and reproducibility by electronic scanning and/or copying. Shipments that do not comply with requirements are subject to rejection, return, and/or formal corrective action.</p>

<b>B3</b>	Supplier must provide copy of original mill certification or test report.
<b>C</b>	<p><b><u>Age Sensitive Products</u></b>  A test report in accordance with the material or product specification is required with each shipment. Certifications must include the batch number and cure date if aged controlled.</p> <ul style="list-style-type: none"> <li>• Test reports must show actual values as required by the specification. If a test report is not available, a material certification with batch number and cure date shall be required.</li> <li>• Not more than Twenty (20) percent of the shelf life may have expired prior to shipment to Ralmark Company.</li> <li>• Lube Date must be included on manufacturing paperwork.</li> <li>• All distributors must include a certificate of conformance.</li> <li>• Distributors shall include all documents that that include full traceability to the original manufacturer for each lot in a shipment.</li> </ul>
<b>D</b>	<p><b><u>Counterfeit Parts Compliance</u></b>  The supplier shall establish and maintain a counterfeit parts prevention control plan using industry standards AS6174 (Counterfeit Material Assuring Acquisition of Authentic and Conforming Material) with the incorporation of AS5553 (Counterfeit Electronic Parts, Avoidance, Detection, Mitigation and Disposition) as guidelines. The process shall be to prevent and control the delivery of counterfeit parts sold to Ralmark Company.</p>
<b>E</b>	<p><b><u>Inspection Plan and Sampling Methodology</u></b>  The supplier's acceptance plan must meet the quality system inspection and sampling methodology of the design holder, identify the inspection requirements, and provide for recording of the results. Ralmark Company sampling plan is based on C=0 results and all manufactured lots found to have defective hardware will be returned to supplier.</p>
<b>F</b>	<p><b><u>Protection of Materials</u></b>  The supplier must ensure that all items are adequately packaged to prevent damage, any contamination (FOD), or deterioration. The supplier shall use best commercial practices as described in ASTM D3951 or as indicated on the purchase order. It will be responsibility of the supplier for any damage due to inadequate packaging; the items shall be subject to rejection. Peanut foam or shredded material is prohibited as packaging materials.</p>
<b>G</b>	<p><b><u>Special Processes – NADCAP Certified Approved</u></b>  Certifications for special processes, such as heat treating, chemical processing, plating, etc., shall only be performed by NADCAP certified processors and be submitted with each shipment. Certifications may transcribe to the manufacturers test report, or the certificate of conformance for parts processed internally, or a processor's certification shall be included.  Specifications and revision level used to produce the order are required.</p> <p>This requirement may be invoked for special processes listed above on industry standard parts.</p>

<p style="text-align: center;"><b>G1</b></p>	<p><b><u>DFAR 252.225-7009 Specialty Metals</u></b>  Compliance options include:</p> <ol style="list-style-type: none"> <li>1) A statement of "conformity per DFAR 252.225-7009" on the certificate of conformance or the associated paperwork.</li> <li>2) Certification of Country of Melt.</li> <li>3) Copy of original mill certification to validate country of melt.</li> <li>4) Certificate of Conformance stating that all purchase orders or contract requirements have been met.</li> </ol>
<p style="text-align: center;"><b>G2</b></p>	<p><b><u>Boeing D1-4426 Requirements Apply</u></b>  The Boeing D1-4426 website specifies how the Boeing Company assures that special processes, production of raw material and the procurement of selected parts standards are performed in accordance with contractually established engineering specifications, drawings and quality requirements.</p>
<p style="text-align: center;"><b>G3</b></p>	<p><b><u>Boeing X31764 Quality Purchasing Data Requirements Apply</u></b>  The seller shall comply with the Boeing Commercial Airplane requirements as defined in Form X31764.</p>
<p style="text-align: center;"><b>H</b></p>	<p><b><u>First Article Inspection Report (FAIR) AS9102</u></b>  A documented first article is required. The FAIR shall be required on first production run per AS9102 (most current revision). All additional revisions due to engineering, design, and/or specification change, then a Delta/Partial AS9102 is required. The manufacture of the product supplied must have a valid FAIR compliant to AS9102 on file and available within 2 business upon request.</p>
<p style="text-align: center;"><b>I</b></p>	<p><b><u>Notification, Containment, and Corrective/ Preventive Action of material found Nonconforming</u></b></p> <ul style="list-style-type: none"> <li>• The supplier shall provide a prompt written notification to Ralmark Company when nonconforming products or process are discovered to have shipped. Notification shall include Part Number(s), traceability (lot, serial, and manufacturer number(s)), ship dates, quantities and a description on the nonconformance.</li> <li>• When formal corrective/ preventive Action is requested by Ralmark Company via a Supplier Corrective Action Request, PM851-01-1, the supplier shall submit a formal corrective/ preventive Action response by the specified due date. Extensions shall be requested on or before the due date, and shall be obtained from Ralmark Company Quality department.</li> </ul> <p>Ralmark Company will request documentation when a shipment is received without the required documentation. Supplier shall submit required quality documentation within 48 hours of specific request. Failure to submit required documentation within 48 hours may result in a formal rejection and/or corrective action.</p>

J	<p><b><u>Ralmark Company Source Inspection</u></b>  Ralmark Company source inspection is required. Inspections shall be conducted at the seller's facility and shall be requested and accomplished prior to shipment. When the items on the purchase order are ready for inspection, notify the Ralmark Company.</p>
J1	<p><b><u>Government Source Inspection</u></b>  If this is a government source inspection; notify the government representative who services your area. If no government agency can be located, notify Ralmark Company immediately.</p>
K	<p><b><u>MRB Authority</u></b>  The supplier is <b><i>not</i></b> authorized for Material Review Board activity. The supplier may request material review consideration for nonconforming material that cannot be reworked to fully conform to drawing/specification requirements. The request must be submitted in writing to the Ralmark Company quality department for coordination with the design authority. The product cannot be shipped from the supplier unless written authorization is provided by Ralmark Company Quality Assurance. Nonconforming product, including shipments that do not meet documentation, certification, and traceability requirements shall not be shipped to Ralmark Company until prior approval in writing has been received.</p>
L	<p><b><u>FAA-PMA Required</u></b>  PMA approval is required for items on this purchase order (if applicable).</p>
L1	<p><b><u>FAA-PMA Marking Prohibited</u></b>  Parts provided on this purchase order are for OEM use only and not for aftermarket.  <b>DO NOT</b> mark with FAA-PMA.</p>
L2	<p><b><u>8130-3 Tags Required</u></b>  8130-3 tags are required for items identified on this purchase order.</p>
M	<p><b><u>Right of Entry</u></b>  The supplier shall grant designated Ralmark Company personnel, Ralmark Company Customer(s) and/or any regulatory agencies has the Right of Entry to any place necessary to determine and verify the quality of contracted work, records, and material</p>
N	<p><b><u>Verification at Supplier's Premises</u></b>  Where it is deemed necessary by Quality Assurance due to value, contract requirements or criticality, product verification may be performed at the Supplier's plant prior to delivery. Purchasing will include a clause in the Purchase Order establishing the verification arrangements and the method of releasing the product.</p>

<p style="text-align: center;"><b>O</b></p>	<p><b><u>Lubrication Requirments (Bearings)</u></b>  All lubrication dates must be current within one (1) month of shipping to Ralmark Company.</p> <p>Lube date must be included on manufacturing paperwork.</p>
<p style="text-align: center;"><b>P</b></p>	<p><b><u>Acceptance at Supplier's Facility</u></b>  Source inspection is required prior to shipment by Ralmark Company appointed source inspector. Evidence of Source inspection shall be annotated on the packing slip.</p>
<p style="text-align: center;"><b>Q</b></p>	<p><b><u>Quality Systems</u></b>  Manufacturing suppliers' quality system shall be certified to AS9100, ISO9001, or an approved alternate.  Distributor's quality systems shall be compliant to AS3120/EN9120, AS7103/AS7104, ASA100, QS9000 or an approved alternate.</p> <p>Outsourced vendors that are used to certify materials, test(s) and calibration laboratory results, shall be certified to ISO/IEC 17025.</p> <p>Internal manufacturer labs shall be certified to ISO/IEC 17025, NADCAP certified or compliant with ISO/IEC 17025 and also maintaining certification to AS9100 Management Systems.</p> <p>All providers shall be willing to provide a copy of their certification(s) when requested.</p> <p>Supplier management shall notify Ralmark Company of all significant changes to supplier quality system. Significant changes include but are not limited to:</p> <ul style="list-style-type: none"> <li>● Change in location of facility</li> <li>● Change in ownership</li> <li>● Change in senior company management</li> <li>● Change in quality system</li> </ul> <p>Ralmark Company will perform periodic evaluations of suppliers quality system. Suppliers who are NOT third party registered.</p> <ul style="list-style-type: none"> <li>● May receive periodic system compliance audits, but only necessary to maintain their level of approval.</li> </ul> <p>If not third party registered and a compliance audit becomes necessary to maintain required approval, suppliers assumes the reasonable and agreed cost and schedule.</p> <p>Failure to comply may result in disapproval as an active approved supplier to Ralmark Company.</p>



<p style="text-align: center;"><b>R</b></p>	<p><b><u>Record Retention</u></b>  Quality/Inspection records shall be retained on file by the supplier:</p> <ul style="list-style-type: none"> <li>● Non-traceable, non-serialized parts- 12 years</li> <li>● Traceable parts as identified on the drawing or purchase order – Indefinitely</li> <li>● Serialized parts as identified on the drawing or purchase order – Indefinitely</li> <li>● Critical parts as identified on the drawing – Indefinitely</li> <li>● Distributor standard off the shelf product – 7 years</li> <li>● Certification must be available to Ralmark Company within 48 hours of request.</li> </ul> <p>MINMUM retention periods, beginning with the date the order was completed. In case where a specification, contract or purchase order requires a greater retention period, the more stringent requirement will apply.</p>
<p style="text-align: center;"><b>S</b></p>	<p><b><u>Calibration</u></b>  The supplier shall have a calibration program, which meets the requirements of ANSI Z 540-1, or ISO 10012-1. Or TS/ISO 16949.</p>
<p style="text-align: center;"><b>T</b></p>	<p><b><u>Mercury Free Contamination</u></b>  The supplier must certify the supplied items is/are mercury free.</p>
<p style="text-align: center;"><b>T1</b></p>	<p><b><u>Prohibited Material</u></b>  The supplier is to validate that materials and parts shipped to Ralmark Company do not contain the following substances:</p> <ul style="list-style-type: none"> <li>● <i>Asbestos (all forms)</i> –global regulations (e.g., <a href="#">EU REACH Annex XVII</a>) prohibit the use of asbestos. Boeing has existing contractual requirements that prohibit suppliers from delivering products that contain any asbestos mineral fibers.</li> <li>● <i>Penta-bromodiphenyl ether and octa-bromodiphenyl ether</i> – global regulations (e.g., <a href="#">EU 76/769/EEC</a>, <a href="#">RoHS</a>, <a href="#">US EPA</a>) restrict their marketing and use. BCA previously sent out communication requiring suppliers to identify the presence of these flame retardants in supplied materials and parts.</li> <li>● <i>Polychlorinated biphenyls (PCBs)</i> – global regulations (e.g., <a href="#">Stockholm Convention</a>, <a href="#">US Environmental Protection Agency</a>) prohibit the use of PCBs.</li> </ul>

<p style="text-align: center;"><b>U</b></p>	<p><b><u>Conflict Minerals Disclosure Clause</u></b>  Seller will disclose whether products and/or materials furnished hereunder contain any conflict minerals as defined under Section 1502 of the U.S. DoddFrank Act and its implementing regulations (collectively the “Conflict Minerals Law”) that are necessary to the production or functionality of such products and/or materials (“Conflict Minerals”). Seller shall have a due diligence process in place to determine if any of its products and/or materials contain Conflict Minerals. If the products and/or materials furnished hereunder contain any Conflict Minerals, Seller must: (i) assure that those Conflict Minerals are “DRC conflict-free” (as defined in the Conflict Minerals Law); (ii) provide on request such other information as Buyer may reasonably require, including responding to reasonable inquiries from Buyer or its representatives, to determine the DRC conflict free status of Conflict Minerals used in such products and/or materials.</p>
<p style="text-align: center;"><b>V</b></p>	<p><b><u>ROHS</u></b>  Supplier confirms that the products they are supplying, ARE COMPLIANT within the restrictions of the (current revision of) EU RoHS Directive 2011/65/EU and EU Commission Decisions / Amendments and EU D-G Environment Guidance documents, regarding content of PBB and PBDE flame retardants, and heavy metals Pb, Hg, Cd, and Cr<sup>+6</sup>. The materials and components, utilized in product construction, are understood to not intentionally contain the restricted flame retardant materials and heavy metals, and any un-intentional impurity-level content will be within restriction limitations of the (current revision of) EU RoHS Directive 2011/65/EU, and EU Commission Decisions/ Amendments and EU D-G Environment Guidance documents.</p>
<p style="text-align: center;"><b>W</b></p>	<p><b><u>REACH REQUIREMENTS</u></b>  Supplier certifies that all products shipped from supplier to Ralmark Company meets the requirements for REACH Compliance are defined by European Community Regulation, EC1907/2006.</p> <p>Supplier acknowledges responsibility as an “actor” in the supply chain to provide information on the composition of articles supplied (Article 33), including confirming the absence or presence of any SVHC (Substance of Very High Concern) when they are present in amounts in excess of the amounts defined by the EC.</p>
<p style="text-align: center;"><b>X</b></p>	<p><b><u>Third Party Test Required by Design Holder</u></b>  It is responsibility of the supplier to comply with any third party testing requirements that are mandated by the design holder. All test reports for products ordered on face of Purchase Order shall be retained on file at supplier’s facility and made available within 48 hrs of any request for copies.</p>

<b>Revision</b>	<b>Change Description</b>	<b>Date</b>
000	Document Created and Released	11/2/2016
001	Added Clause 13 to General Requirements	02/21/2020