



GENERAL SUPPLIER QUALITY REQUIREMENTS

- 1. Changes to Process/Product Notification**
 - 1.1. Changes to the design, materials or processes which affect form, fit, function, quality, reliability or safety shall not be accepted without written authorization from Pan Pacific Electronics, Inc.
- 2. Specifications, Revision Control and Part Substitution**
 - 2.1. All product ordered to the Government or manufacturer's specifications shall comply with current specifications as of the date of the order unless otherwise specified by the Buyer. Part substitution is not authorized without prior written consent, including the part number, description and drawing revision where applicable.
- 3. Flow-down of Requirements**
 - 3.1. The Supplier shall flow down the right of access statement and process/product change notification, and other applicable requirements to sub-tier suppliers in their purchasing documents
- 4. Right of Access**
 - 4.1. All Suppliers shall allow Pan Pacific Electronics, Inc., our customers, and regulatory agencies right of access to any place necessary to determine and verify the contracted work conforms to specified requirements, including all applicable records and materials. This includes any internal and sub-contracted records held by the Supplier.
- 5. Electrostatic Discharge Damage (ESD) Protection**
 - 5.1. Components that are susceptible to ESD shall be handled and packaged to prevent ESD. All components that contain ESD sensitive devices shall be wrapped in a static shielding barrier in direct contact with and fully surrounding the unit. Containers shall be marked as containing ESD sensitive devices.
- 6. Calibration**
 - 6.1. A system for the control and maintenance of measuring and test equipment shall be implemented and maintained.
 - 6.2. The calibration system shall be documented, traceable, accountable, and provide for initial and re-calibration during the life of the equipment to traceable standards.
- 7. Control and Identification of Limited Shelf Life Items**
 - 7.1. Items with limited shelf life shall be marked on the item, package or container with the manufactured date, storage temperature, special handling requirements and expiration date of the item. All identification markings shall be placed in accordance with the applicable specifications. Items that have less than a 50% shelf life remaining will not be delivered or accepted without prior written approval.
- 8. Records**
 - 8.1. The Supplier shall maintain all applicable records involved in the order for a minimum of seven years. Records shall be available for review by Pan Pacific Electronics, Inc., our customers and regulatory agencies per contract and/or regulatory requirements.
- 9. Non-conforming Material**
 - 9.1. The Supplier shall notify management of any non-conforming materials shipped to Pan Pacific Electronics, Inc.
 - 9.2. The Supplier shall not ship non-conforming material with the intent of delivering non-conforming materials without written authorization from Pan Pacific Electronics, Inc.
- 10. Quality Assurance**
 - 10.1. The Quality Assurance department will process all vendor rejected material documentation to the Operations Director and will notify the Supplier of the non-conforming product.
 - 10.2. The results of such non-conformance will be recorded and retained in the quality record system for a period of not less than five years.
- 11. Supplier Approval Rating**
 - 11.1. The Supplier's quality performance will be reviewed on an annual basis. Suppliers that consistently have an unsatisfactory rating may not be included in bidding of new business. An unsatisfactory rating is 94% or lower on quality and 79% or lower with on-time delivery.
 - 11.2. A supplier with a quality performance rating of less than 95% for three consecutive biannual periods will be unapproved and removed from our approved supplier list.
- 12. Shipping and Delivery Instructions**
 - 12.1. Delivery shall be in strict accordance to the delivery schedule specified with the order. When deliveries are past due, Pan Pacific Electronics, Inc. must be notified immediately.
 - 12.2. The PO number must appear on all packing slips, invoices, correspondences, etc.
 - 12.3. Certificates of Conformance must accompany each shipment certifying that the articles listed conform to the contract, drawing, specifications and other applicable documents. The Certificate must be validated by an authorized quality representative and include Purchase Order number, part number and revisions, quality and lot numbers as applicable. Articles may only be shipped without Certificate of Conformance if the Supplier has prior consent from the Buyer.
 - 12.4. All products will be properly packaged for the protection of individual items using material deemed appropriate.
 - 12.5. Seller will utilize shipping account information as stated on the PO.
 - 12.6. The term 'Delivery' as used on the PO refers to the date that the shipment is due on Pan Pacific Electronics, Inc. dock. Please ship one week prior to the Delivery date.
 - 12.7. Any order that states 'ASAP' can ship immediately regardless of the stated Delivery date.