



Quality Management System

Supplier Quality Assurance Manual

Rev: 1

Page 1 of 6

Revision History and Approval

Rev.	Nature of changes	Date	Approval
1	Original release.	10/24/2023	G. Collins L. Collins

Date: 10/24/2023

This manual has been reviewed by the following personnel and has been found to be compliant with current processes performed at Greene Machine & Manufacturing dba Collins Manufacturing Company (CMC).

Approval On File
President

Approval On File
Vice President

Approval On File
QMS Representative

INTRODUCTION

Greene Machine and Manufacturing was founded in 1982, producing precision fabricated parts and assemblies for the commercial, industrial, transportation, and aerospace markets. The company's success results from high level management support, innovative technology, and maintaining a reputation of excellence and quality.

QUALITY POLICY

Greene Machine & Manufacturing is committed to partnering with our Customers by providing quality precision parts, assemblies, and services that meet or exceed their requirements. Through teamwork, communication, training, and continual improvement, each employee is dedicated to delivering quality products reliably and consistently to ensure customer satisfaction.

We believe that a relationship with our suppliers is a vital function to the success in the world marketplace. This relationship to success is dependent upon the following:

- Partnering with suppliers where it makes senses for both partners. The partnership can be in the form strategic alliances or other forms of business partnering. This allows for shared knowledge, training, and resources,
- Continuous improvement of product, processes, services, and customer satisfaction,
- Quality excellence, and
- Communication.

1.0 SCOPE

This manual represents CMC's efforts to improve its relationship and communication with its suppliers to ultimately meet the needs of our customers. CMC specifies the Supplier Quality Assurance Manual (SQAM) to be applicable to Suppliers Providing:

- Raw Materials,
- Hardware,
- Outside Processing,
- Services, and
- Finished Product.

Note: Office and Business suppliers are not included.

Note: Where ever the term Product is used it can also mean Service

2.0 PURPOSE

The purpose of this manual is to provide methods of control over suppliers and outsourced processes. Such controls are defined in but not limited to the following:

- Supplier selection and approval criteria, reference § 3.0
- Supplier responsibilities and requirements, reference § 4.0
- Supplier Evaluation, § 5.0
- Supplier Corrective Action Request (SCAR), § 6.0
- CMC's Responsibilities, § 7.0

SUPPLIER SELECTION AND APPROVAL

New Suppliers or CMC Approved Suppliers List (ASL), are selected based on the following:

- Customer requirements,
- Locale,
- Price,
- Lead Time,
- Capabilities,
- Capacity, and
- Experience / performance, with input from all departments.

2.1 ASL Suppliers: Account Management and/or Purchasing select suppliers from the Approved Supplier List when the supplier affects the quality of the product or process.

2.2 New Suppliers: Purchasing and/or Account Management will add a new supplier to the ASL with initial approval of "Preliminary Approved".

2.2.1 Process for Approval: Suppliers will become "Approved" following 3 orders received without any Nonconformances (NCMs)/Return Material Authorizations (RMAs). Suppliers may also be requested to provide one or more of the following.

- Certificate of Quality System Registration (ISO9001, AS9100, or NADCAP AQS),
(These Registrations can be obtained/verified through either Oasis or eAuditNet databases.)
- Copy of Quality Manual or company quality related material (if system is not registered),
- Product Samples and/or specifications,
- Description of processes,
- Industry references, and
- Published experiences of other users (If applicable).

Note: If the supplier is intended to be used for a NADCAP approved processes a copy of their Certificate and Scope of Accreditation may also be required. This information can also be obtained/verified through eAuditNet database.

2.2.2 Probation: If NCM(s)/RMA(s) exist Supplier will be set to "Probation" pending resolution of NCM(s)/RMA(s). New orders may be suspended until NCM(s)/RMA(s) are resolved. Once NCM(s)/RMA(s) are resolved, Supplier will be returned to "Approved".

3.0 SUPPLIER REQUIREMENTS

CMC shall be responsible for the Quality of all products purchased from suppliers, including our customer-approved suppliers and customer approved process lists. The scope of these products and/or services may include but are not limited to the following:

- Inorganic coatings (chemical),
- Organic coatings (prime/topcoat),
- Non-destructive testing,
- Heat treat,
- Special testing/inspection requirements and
- Specialty Machined Parts.

- 3.1 CMC requires its suppliers to meet all design specifications including special Purchase Order requirements such as customer requirements, statutory and regulatory requirements that include, but not limited to, the following: Supplier shall notify CMC of any changes or inability to meet requirements.
- Requirements for qualification of personnel,
 - Requirements of approval of product, procedures, processes, and equipment,
 - Requirements to meet delivery schedules,
 - CMC's requirements for design, test, inspection, verification, (including production process verification), use of statistical techniques for product acceptance, and related instructions for acceptance by CMC and as applicable critical items including key characteristics,
 - Quality Management System Requirements,
 - Notifying CMC of non-conforming product and obtain CMC's approval for nonconforming product disposition,
 - Prevent use of counterfeit parts,
 - Notifying CMC of changes in product and or process, changes of suppliers, changes of manufacturing facility location and where required, obtain CMC's approval,
 - Flow down to external providers the applicable requirements including customer requirements'
 - Use of CMC's customer approved special process sources when required,
 - Requirements for test specimens (e.g., production method, number, storage conditions) for design approval, inspection/verification, investigation, or auditing,
 - Records retention requirements, suppliers are required by CMC to maintain their records for 10 years. The 10 year retention time was chosen because some Aerospace, Defense, and Commercial suppliers require 10 year and other's a 7 year retention time. If a supplier will not retain records for 10 years but will for 7 years, they can still be on the Approved Supplier List, but they cannot be used for Customers requiring a 10 year retention time. If the supplier does not retain records for 10 years CMC must be notified.
 - Right of access by CMC, our customers, and regulatory authorities, at any time, to audit the applicable areas of all facilities at any level of the supply chain involved in the order and to all applicable records from which products our purchased,
 - Identification and revision status of specifications, drawings, process requirements, inspection/verification instructions and other relevant technical data,
 - Ensure persons are aware of their contribution to product/services, product safety, and ethical behavior.
 - ITAR Compliance: If "ITAR Comp. Req." box is checked, then supplier is required to comply with International Traffic in Arms Control (ITAR) CFR 22 Parts 120 – 130, as applicable.
 - Certificate of Compliance Required (COC): If "Certifications Req." box is checked on face of purchase order, then the supplier shall provide COC accurately containing, as applicable:

- Material Type / Size
 - Material Analysis
 - Quantity
 - Part Number
 - Process specifications with revision levels that were performed
 - Authorized Signature and Date
-
- DPAS Priority Orders: If “DPAS Rated” box is checked, then supplier is required to follow all provisions of the Defense Priorities and Allocations System (DPAS) Regulation (15 CFR Part 700).
 - Safety Data Sheet: If “SDS” box is checked, then suppliers need to provide a current Safety Data Sheet for product.
 - DFARS Compliance: If “DFARS Comp. Req.” box is checked, then supplier is required to comply with the following, as applicable:
 - DFARS 252-223-7008
 - DFARS 252-225-7009
 - DFARS 252-227-7013
 - DFARS 252-227-7015
 - DFARS 252.246-7007
 - CMC Shall be notified of any Conflict Minerals (3TG) that are used in product.
 - Suppliers are required to either return or destroy furnished drawings upon completion of purchase order.

4.0 SUPPLIER EVALUATIONS

4.1 The Supplier’s Annual Approved Rating is formulated using 70% Quality and 30% On Time Delivery.
Example: Quality 100% & OTD 95% would equate to a Quality Rating of 98.50%. A Supplier must have a min of 6 orders to be effectively evaluated.

- Supplier’s Quality and Delivery will be monitored throughout the year.
- A supplier scoring a Quality Rating of less than 75% can result in removal from the ASL.
- Supplier’s Corrective Action trends can also result in removal of a supplier from the ASL.

5.0 SUPPLIER CORRECTIVE ACTION REQUEST (SCAR): Suppliers with NCM/RMA trends may require SCAR to be submitted to CMC. An audit by members of the CMC Management Team may also be required. One or more of the following may initiate the SCAR:

- Nonconformance reached our customer,
- Notice of Escapement (NOE) is received from supplier,
- CMC also reserves the right to issue a SCAR for a general trend of poor Quality or severity of the nonconformance.

- 5.1 Supplier shall respond to SCAR in a timely manner. Response shall include at a minimum the following:
- Supplier Information
 - Problem Description including applicable product identification
 - **Root Cause:** State the root cause (True root cause is, elimination or control of this cause will solve the issue by using a problem-solving approach and tools).
 - **Immediate Action:** This action must address the short-term resolution and effective dates to ensure that new or similar product will not be affected.
 - **Long Term Action:** This action specifically addresses the root cause defined above. The permanent action plan must outline what was or will be done, by whom and when.
 - **Effective Date:** Date that the action is implemented and controlled.

6.0 CMC RESPONSIBILITIES TO SUPPLIERS: Provide accurate and complete purchasing information and:

- Pay accounts on time
- Response in a timely fashion
- Communicate changes
- Provide contact information
- Notify, and review with suppliers that show a trend of poor quality
- Work closely with the supplier to resolve any issues

6.1 Purchase Orders shall contain at a minimum:

- Part Number
- Purchase Order Number
- Process Specification and Revision level
- COC Required, when required
- DPAS, when required
- DFARS, when required
- SDS, when required
- Date Required
- Drawings and Revision Level
- Quantity
- Masking Template or Drawing, when required
- Price
- Acknowledgement of CMC Requirements
- CMC Contact Information
- Special Shipping/Packaging Requirement, when required
- Special Requirements, Critical Items and Key Characteristics, when required