Supplier Quality Requirements Manual

Description	DATE	Section	Approved Changes
ALL	8/27/2018	ALL	KStatton
Reorganize numbering and add the noted sections in the right hand column of this chart	8/30/2018	Section 1.1 Section 6.0 Section 10.0 Section 11.0 Section 15.0 Section 16.0	Kstatton
Added Quality Policy	7/20/2020	Page 1	NSedore
Revised Quality Policy	8/3/2020	Page 1	NSedore
Removed partsbymst.com address	6/28/2021	Page 1	NSedore
Added counterfeit material verbiage	7/21/2021	Section 9.0	NSedore

MST Quality Policy

MST is dedicated to being the benchmark for Superior Customer Service. We will extend every possible effort to exceed our customers' expectations for workmanship, timely deliveries and continual improvement strategies while producing and delivering competitively priced, high-quality products.

MST- Building Relationships that last…

Approved By:

Kenneth Statton, CEO/President

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1.0 INTRODUCTION

This document is applicable when its inclusion is specified on Purchase Orders or contracts issued by the company. Quality Systems requirements for suppliers who provide products and services are defined in this document. MST’s Quality Group must approve all deviations to specified requirements, as presented herein, in writing. Requests for deviation must be submitted by the supplier, in writing and on the appropriate documentation for review and approval by MST Quality. These requests must be submitted through the appropriate MST Buyer. All written and oral communications with the supplier and the supplier specifications, procedures, and reports shall be in English. MST’s quality requirements apply to anyone or any group in the following categories; (manufacturers, distributors, special process groups, and any other sub-tier supplier providing parts, services, or raw materials to MST. The supplier is required to flow these requirements down to their respective sub-tier suppliers.

1.1 Individual contributions

- *1.1.1 Product conformity – It is the responsibility of each person performing functions related to a part or product to be fully aware of their contribution and the possible effects, both positive and negative, as they flow through the process. This can be achieved through supplier meetings, communication and postings*
- *1.1.2 Product Safety – Each person performing functions in the process should operate in a safe and conscious manner as to prevent or eliminate possible harm or injury to themselves or to the product or process. Safety is paramount at every turn. MST operates in an environment of “Safety First” and expects its suppliers to do the same.*
- *1.1.3 Ethical Behavior-Processes are defined, Purchase Orders are generated and manuals are written. The integrity of the system rests solely in the ands of those operating within its guidelines. Your attention to detail and respect for the process will ensure conforming product, safe operation and a system that works without fail, every time.*

2.0 SUPPLIER EVALUATION AND APPROVAL

This company utilizes self-surveys to evaluate supplier and sub-tier quality systems. Self-surveys may be utilized in conjunction with an on-site assessment performed by an MST quality representative. If you are a supplier furnishing aircraft part or components, MST quality has the final determination if a self-survey will be sufficient. Upon completion of the survey, whether “self” or “on-site”, a completed copy of the survey and a copy of all applicable quality system certifications or special process certificates (i.e.,

NADCAP) must be submitted and maintained by MST in accordance with company, controlled document protocol. Should any changes in the supplier certification status occur, the supplier is responsible for notifying MST in order to avoid any adverse conditions in their approval status. In the event there is a change in the suppliers' status, MST reserves the right to re-evaluate the supplier and continuation of approval is subject to overall quality performance and delivery history.

3.0 NOTIFICATION OF CHANGE IN SUPPLIER STATUS

All changes in supplier management, ownership, location, address, name, product-offering or certification status must be communicated immediately. This notification must be in writing and directed to your buyer for dissemination.

4.0 SUPPLIER PERFORMANCE

Quality System requirements are designed to assist in meeting the overall goals and expectation as outlined in the PO requirements. It is the responsibility of the supplier to know and communicate these parameters to the appropriate personnel inside there facility. MST will monitor and measure the quality and delivery performance of its suppliers and rate them in accordance with the following outline.

Approved: Indicates the suppliers' quality system has been sufficiently audited and evaluated and meets the requirements to furnish goods and services to MST. This status also applies to suppliers who have maintained quality and delivery ratings in excess of 90% for a 12-month review period.

Probationary: When a Suppliers' quality and/or delivery performance falls below 90% for a 12-month review period, the result will be a probationary status for the supplier. In the event MST discovers undisclosed defects as outlined in Section 1.0, the supplier m ay be placed on immediate probationary status. MST will initiate corrective action and require formal acknowledgement and response from the supplier.

At Risk: Suppliers with a quality or delivery rating below 75% for a 12-month review period will be considered at risk. At the discretion of the company, the supplier may be removed from the ASL pending re-evaluation and formal review. Corrective Action will be required before consideration is given to reactivating the supplier for use. MST management and quality reserve the final decision regarding supplier approval status one removed for nonperformance.

Delivery Performance Calculation

= Total # of on-time shipments / Total # of Shipments in the month

Line items are considered on-time if delivered no more than 10 days early and 1 day late

Quality Performance

= Total # of acceptable pieces delivered / total # of pieces delivered

5.0 Source Inspection Requirements

If a supplier's quality rating falls below 50% for three consecutive months, MST may impose source inspection requirements on the supplier. All Source Inspection will be performed at the supplier's expense. Expenses may include hourly personnel rates, travel time and any other fees deemed reasonable to the on-site inspection function.

6.0 DESIGN AND DEVELOPMENT CONTROL

In the event MST must furnish tooling, specially designed tooling items, cutters, etc., MST maintains full authority over the specified design for its intended use. The supplier will log the inbound furnished items, tag as MST owned and prevent them from being altered or manipulated from their original intent. Where applicable, MST will furnish drawings, sketches, models or other comparison criteria to assist in the ongoing evaluation, preventive maintenance and upkeep of said articles.

6.1 COMPANY SUPPLIED TOOLING

Suppliers are required to identify MST owned tooling, perform periodic maintenance and inspections and notify the company in the event there are discrepancies or damage to a tool. MST tooling should be kept in a safe package when not in use and readily available for inspection or recall should the company so desire.

7.0 QUALITY SYSTEM AND CERTIFICATION REQUIREMENTS

Component manufacturers, materials and hardware suppliers and sub-assembly contractors must maintain a documented quality system, compliant at a minimum, to AS9100 and ISO9001 standards. Additionally, the supplier must meet the minimum requirements as set forth in this document.

Calibration Providers must be able to provide evidence of certification to NIST standards and that tools are being calibrated in accordance with the minimum guidelines of MIL-STD-45662A, ANSI/NCSL Z540-1, ISO 10012 and/or ISO 17025:2005. Please refer to MST SOP#7600 for processes surrounding notification and actions for non-conforming or out of tolerance condition inspection tooling during calibration. This document can be requested from your buyer.

Processing Facilities must maintain a documented quality system compliant to the requirements of NADCAP.

8.0 PRODUCT IDENTIFICATION

Prior to delivery, product will be identified in accordance with Purchase Order requirements, referenced drawings and specifications with the PO taking precedence over all. Regarding aerospace parts and in compliance with AS9100D, the supplier will Include in the identification process, a conformity statement, commonly referred to as a "Certificate of Conformance" for product supplied. This conformity statement must be present with each shipment either as a stand-alone document or a statement included on the packing list. The statement must include and reference the following: (part number, revision, description, purchase order number, quantity inspected, acknowledgement of compliance to technical data and applicable serial numbers). Commonly added to the packing slip as the majority of this information can be found there. Finally, a signature of an authorized company agent must accompany the statement.

9.0 NONCONFORMING PRODUCT

Control of nonconforming product and materials is essential. These articles must be identified and segregated from the production area. Nonconforming items are quarantined immediately upon discovery. During the review process, if the supplier determines that the nonconforming item can be fully restored to conformance, the supplier is authorized to do so without cause for notification to the company or mandated corrective or preventive action.

Significant product discrepancies, other than as noted above, should be submitted in writing on a DMR (Discrepant Material Report) for the company. Suppliers' equivalent form is acceptable. Each applicable shipment will include this form as needed. Shipping documents will be required to include a note stating that the shipment contains nonconforming parts and applicable DMR worksheet. All nonconforming parts should be packaged separately in the shipment and tagged with a "RED" tag, stating "nonconforming part" and a corresponding DMR #. Shipments containing non-conforming articles should be identified to the buyer prior to shipment in order to give company quality personnel advanced notice of the upcoming review.

Counterfeit materials are forbidden from shipment to MST. In the event MST has received counterfeit material, the item(s) shall be placed in the MRB cage for further evaluation. Should the Supplier discover that materials have been shipped are found to be counterfeit, the Supplier shall notify MST within 24 hours via a written document explaining the nonconformance.

10.0 Test, Inspection and Verification

Where applicable and indicated by PO requirements and explained in extended PO Terms & Conditions and this document, test reports, certifications, and validation documents are required with shipment. In the event these documents are not provided or are not accurate to defined expectation, they will be considered non-conforming or counterfeit and held in MRB for appropriate disposition.

10.1 Material and Hardware: Unless otherwise stated in specific PO requirements, material certifications, traceable to product origin including the full chain of custody are to be shipped with the product.

10.2 Process Validation: Test reports, certifications and applicable required documentation must accompany the shipment.

10.3 Testing Processes: Test reports, certifications and applicable required documentation must accompany the shipment.

10.4 SPC – Statistical Process Control: If your company uses SPC for sampling lots in lieu of 100% inspection practices, your documented SPC plan, along with applicable charts reflecting sample quantities should be submitted to MST Quality for review. Non-conformances as a result of inadequate SPC may result in a mandatory 100% inspection requirement.

11.0 IN-PROCESS INSPECTION CONTROL (Critical Items & Key Characteristics) Machined Articles

During the manufacturing process, the supplier is expected to maintain a dimensional log of key characteristics of parts being machined. In some instances, these "check sheets" may be furnished by MST and if so, must be treated the same as Design and Development articles in Section 6.0.

11.1 Key Characteristics – At a minimum, sample measurements of dimensions indicative of determining if a part is conforming must be checked and logged and reviewed for consistency. The purpose of the in-process check is to find deviations as they occur and before an entire lot or release of parts is lost.

11.2 Critical Dimensions - ALL parts with critical dimensions (as spelled out on the PO and supplemental Engineering and Planning docs from MST must be checked, logged and reviewed 100%. Critical dimensions can be anything, but a good example is (if you have a bore with a +/-.0005 size tolerance, this dimension is critical and requires a check each time the part is ran. The dimension and any others outlined by planning should be checked and logged for every part.

Key Characteristic information and sheets along with Critical dimension log sheets should be submitted with the parts and shipping paperwork. Parts without appropriate documentation will be rejected in Receiving Inspection and returned to supplier until conformance to Section 11.0 is confirmed.

12.0 SUPPLIER CORRECTIVE ACTION PROCESS

The supplier shall have an effective corrective and preventive action program in place to capture, document and prevent repeat issues. This program should include a follow-up action for all defects

detected during manufacturing processes as well as inspection process. Corrective Action should be submitted on company CPAR form (either MST or Supplier). Make certain this report includes a preventive action analysis designed to keep the event from re-occurring.

13.0 PACKAGING AND DELIVERY

Adequate and accurate packaging to prevent product damage is the responsibility of the supplier. Parts damaged in transit as a result of improper or insufficient packaging will be the responsibility of the supplier. All shipping and packaging documents shall be verified for accuracy and legible.

14.0 LIMITED SHELF LIFE PRODUCT

Products/Items shipped to MST are required to have no less than 80% of its documented shelf life remaining.

15.0 Flow Down Requirements

MST understands that there may be a need to use third party suppliers to achieve the desired results as outlined by the purchase order, standard terms and conditions and this manual. In the event such utilization occurs, it is the suppliers' responsibility to ensure that the suppliers selected meet the same criteria as what is outlined in the already mentioned documents. Although the supplier may possess and operate under an approved or certified QMS, this MST SQRM remains the primary document by which product acceptance will occur. Therefore, it is the responsibility of the supplier to flow down any and all requirements found on the purchase order, within the PO terms and conditions and within this document to assure product conformity. MST reserves the right to reject product, at the suppliers' expense, not in compliance with these requirements. Product received by the supplier and subsequently delivered to MST must have all applicable reports, test certificates, etc., as outlined in Section 10.0.

16.0 FIRST ARTICLE INSPECTION

When a First Article Inspection is called out by MST, the supplier is responsible for generating all applicable measurement data and submitting the first article part(s) for review prior to the manufacturing run. MST will, with thoroughness and haste, inspect the submitted parts for conformity and return the parts and applicable acceptance or rejection notification to the supplier. FAI parts should not be billed until the lot is delivered, unless otherwise specified by the PO or instructions from the buyer. approved FAI articles will release the lot for production to PO requirements while rejected FAI articles will freeze production until such time as conforming product is submitted and subsequently approved. FAI parts will be tagged with a "green" tag and this tag should stay with the FAI part(s) all the way through the delivery cycle.

17.0 RECORD RETENTION

All quality records must be kept on file for a minimum of ten (10) years. The company reserves the right to ask for and review these records at any time. These records will include, at a minimum, certifications, test reports, inspection data and other intellectual property used in the manufacture or distribution of products. It is the suppliers' responsibility to notify the company of intention to destroy dated documents and maintain appropriate authorization reference.

18.0 RIGHT OF ENTRY

The supplier will provide MST, its customers and applicable regulatory agencies access to their facility, as well as all levels of the supply chain, and at all locations for process and activity verification as well as review of quality documents and records pertaining to work performed by the supplier for MST.