

# Tronair Supplier Quality Manual

Revision: 03



## **TRONAIR**

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# Table Of Contents

1.0	Purpose:.....	1
2.0	Scope:.....	1
3.0	Responsibility:.....	1
4.0	Background:.....	1
5.0	Tronair's Quality Philosophy:.....	2
6.0	Supplier Code of Conduct:.....	3
7.0	Environmental Awareness:.....	4
8.0	Proprietary Information:.....	5
9.0	Supplier Quality System Evaluation Criteria:.....	5
10.0	On-site Assessment and Source Inspection:.....	6
11.0	First Article or Incoming Inspection:.....	8
12.0	Manufacturing and Quality Requirements:.....	8
13.0	Supplier Quality and Delivery:.....	11
14.0	Supplier Classification:.....	11
15.0	Corrective Action:.....	12
16.0	Change and Deviation Request:.....	12
17.0	Charge Back Policy:.....	13



## Manual

Instruction Number: <b>M-7.4.3-QUALITY.003 Supplier Quality Manual 03 22414</b>	Description: <b>Supplier Quality Manual</b>	Responsibility of: <b>Quality, Purchasing</b>
Revision Date: <b>02-24-14</b>	Revision: <b>03</b>	Authored by: <b>David Kidd</b>

### 1.0 Purpose:

This document defines the mandatory requirements of Tronair in regards to practices, procedures and adherence to standards and regulations of suppliers providing goods or services to Tronair.

These requirements are necessary to ensure that material delivered to Tronair by its suppliers will meet or exceed required quality levels, delivery schedules and risk tolerance requirements. The requirements, as listed, are based on a defect prevention system, which will improve quality, lower costs and increase productivity.

### 2.0 Scope:

These procedures apply to suppliers providing goods or services to Tronair.

This manual supplements the requirements stated on Tronair Purchase Orders (PO) and applicable commercial and military standards. In case of conflicting requirements, PO requirements take precedence.

Acceptance of the PO is considered acceptance of all Tronair PO requirements, including this document.

### 3.0 Responsibility:

Tronair's Quality Assurance (QA) Department, with the assistance of Purchasing, has responsibility for communication and oversight of this document. Suppliers who have accepted Tronair PO's have the responsibility to adhere to these requirements.

### 4.0 Background:

#### 4.1 Introduction

Tronair's products and services have earned a worldwide reputation for the highest standards of quality and reliability. We expect our suppliers to contribute to that reputation.

Form Information	Document Information	File Information
Form Number: QA103 Revision: 00 Revision Date: 11-03-04	Revision Date: 02-24-14    Revision: 03 Date Printed: 11/26/2014 Page 1 of 14	Electronic Location: S:\quality\Quality Manuals\Supplier Quality Manual



## Manual

Instruction Number: <b>M-7.4.3-QUALITY.003 Supplier Quality Manual 03 22414</b>	Description: <b>Supplier Quality Manual</b>	Responsibility of: <b>Quality, Purchasing</b>
Revision Date: <b>02-24-14</b>	Revision: <b>03</b>	Authored by: <b>David Kidd</b>

### 4.1.1 Creating a Partnership

Tronair partners with suppliers who deliver the best quality, value and service at the most competitive cost. We expect our suppliers to be innovative and dedicated to driving continuous improvement in their operations. Together, we will identify all cost reductions, waste elimination and efficiency improvements possible. Tronair expects its supplier partners to share in the risk and costs associated with winning new business.

### 4.1.2 Corporate Information

Tronair is a manufacturer of Aircraft Ground Support Equipment (AGSE) with research, engineering, marketing and manufacturing activities aimed at one goal: The creation of quality AGSE at a reasonable cost.

The company was formed in 1972 to supply equipment to the emerging corporate business jet and turbo-prop market. The high growth and demands of the market gave Tronair the opportunity to develop a wide array of AGSE products. The experience gained has allowed the company to expand into the regional and commercial airline market as well as worldwide government and military agencies.

## 5.0 Tronair's Quality Philosophy:

Tronair's Quality Mission Statement, Quality Policy, Principles, Values and Goals are listed below:

### 5.1 Quality Mission Statement:

We, the employees of Tronair, are committed to being a global, innovative provider of quality Aircraft Ground Support Equipment for the aerospace industry.

It is our policy to design and to manufacture products efficiently, perform services as specified and deliver products on time.

We are dedicated to working together, employing our technical knowledge and utilizing the most current technology in our products and business systems for global aviation and aerospace markets.

Form Information	Document Information	File Information
Form Number: QA103 Revision: 00 Revision Date: 11-03-04	Revision Date: 02-24-14    Revision: 03 Date Printed: 11/26/2014 Page 2 of 14	Electronic Location: S:\quality\Quality Manuals\Supplier Quality Manual



## Manual

Instruction Number: <b>M-7.4.3-QUALITY.003 Supplier Quality Manual 03 22414</b>	Description: <b>Supplier Quality Manual</b>	Responsibility of: <b>Quality, Purchasing</b>
Revision Date: <b>02-24-14</b>	Revision: <b>03</b>	Authored by: <b>David Kidd</b>

### 5.2 Quality Policy

Tronair will achieve customer satisfaction by continuous measurement and improvement of our processes and systems to meet or exceed customer requirements and expectations.

### 5.3 Principles

We will accomplish our Quality Mission Statement and Quality Policy by adhering to the following principles:

- Be responsive to changing customer demands.
- Foster an environment of trust and integrity.
- Be the preferred supplier for the products that we sell.
- Strive for employee satisfaction through involvement with product development and improvement.
- Develop long-term partnerships with customers and suppliers.
- Achieve continuous improvement with measurable progress.
- Be a good corporate and community citizen.

### 5.4 Values and Goals

The highest level of performance and ethics are expected from our employees. We promote an environment where teamwork and innovation can flourish. Every employee is valued as an individual and is treated with respect, dignity, fairness, and equality. Opportunities are available for each of us to develop and reach our full potential, and to achieve our professional and personal goals.

## 6.0 Supplier Code of Conduct:

Tronair's Supplier Code of Conduct helps us to select business partners who follow workplace standards and business practices that is consistent with our company's values.

### 6.1 Code of Conduct

6.1.1 General Principle: Supplier's plants shall operate in full compliance with the laws of their respective countries and with all other applicable laws, rules, and regulations.

Form Information	Document Information	File Information
Form Number: QA103 Revision: 00 Revision Date: 11-03-04	Revision Date: 02-24-14    Revision: 03 Date Printed: 11/26/2014 Page 3 of 14	Electronic Location: S:\quality\Quality Manuals\Supplier Quality Manual



**Manual**

Instruction Number: <b>M-7.4.3-QUALITY.003 Supplier Quality Manual 03 22414</b>	Description: <b>Supplier Quality Manual</b>	Responsibility of: <b>Quality, Purchasing</b>
Revision Date: <b>02-24-14</b>	Revision: <b>03</b>	Authored by: <b>David Kidd</b>

6.1.2 Gift and Gratuity Policy: The offering or acceptance of kickbacks, bribes and other illegal payments will not be tolerated. Tronair prohibits the offer or acceptance of gifts or gratuities that the recipient likely would consider to be of substantial value. Violation of this policy will subject the supplier to immediate suspension.

**6.2 Compliance Monitoring**

The supplier will allow Tronair and/or any of its representative's access to its facilities and all relevant records.

**6.3 Application to Subcontractors**

All PO requirements apply and shall flow down to any subcontractor(s), where it is permissible for the supplier to subcontract work. The supplier is fully responsible for compliance by any such subcontractor(s) as if it were the supplier itself.

**6.4 Event of Violation**

If the supplier does not comply with all PO requirements, Tronair requires that the supplier implement a corrective action plan to cure the non-compliance within a specified time period. If the supplier fails to meet the corrective action plan commitment, Tronair shall have the right to terminate the business relationship, including suspending placement of future orders, and canceling orders in process at no cost or liability to Tronair.

In the event that the supplier is providing processing services of any type, including treatments or machining, and as a result of their process the material becomes nonconforming, the supplier shall be liable for the full cost of the materials.

**7.0 Environmental Awareness:**

Our suppliers are encouraged to obtain a third party approval to a recognized environmental management system standard (for example ISO 14001:2004) where deemed appropriate, and shall be measured against that standard. Tronair expects its suppliers to provide products and conduct their business operations in a way that protects and sustains the environment in compliance with all applicable laws and regulations.

Form Information	Document Information	File Information
Form Number: QA103 Revision: 00 Revision Date: 11-03-04	Revision Date: 02-24-14    Revision: 03 Date Printed: 11/26/2014 Page 4 of 14	Electronic Location: S:\quality\Quality Manuals\Supplier Quality Manual



**Manual**

Instruction Number: <b>M-7.4.3-QUALITY.003 Supplier Quality Manual 03 22414</b>	Description: <b>Supplier Quality Manual</b>	Responsibility of: <b>Quality, Purchasing</b>
Revision Date: <b>02-24-14</b>	Revision: <b>03</b>	Authored by: <b>David Kidd</b>

**8.0 Proprietary Information:**

Information (both commercial and technical) that a supplier receives through business dealings with Tronair must be kept confidential and never used for personal gain or shared with Tronair competitors. Appropriate non-disclosure or confidentiality agreements are and will continue to be used for protecting proprietary information. Refer to the Tronair's terms and conditions between our respective organizations or existing non-disclosure agreements for details on obligations relating to proprietary and confidential information.

**9.0 Supplier Quality System Evaluation Criteria:**

- 9.1 Evaluation against a Quality Management System (QMS) standard, processing standard/procedure, and approval thereto is desirable, but is not a requirement for their approval. Tronair QA makes the final determination of the compliance requirement. The factors to be considered are the scope of approval, whether the supplier is required to be compliant or compliant and registered, and supplier's ongoing quality system projects.
- 9.2 Tronair QA follows the guidelines below when determining the supplier quality system requirements:
  - 9.2.1 All Suppliers must meet the requirements set forth in the Tronair PO.
  - 9.2.2 Suppliers who provide special processing, such as welding, plating, heat treatment and surface treatment, which are incorporated into Tronair deliverable products: approved as to having a system which controls the process as defined in the applicable specification.
  - 9.2.3 Suppliers of metals incorporated into Tronair deliverable products: approved as to having the controls required for distributors.
  - 9.2.4 Suppliers who are distributors of hardware incorporated into Tronair deliverable products: approved as to having the controls required for distributors.
  - 9.2.5 Suppliers of non-OEM test and calibration services: approved as to having the required controls for specific testing and/or calibration.

Form Information	Document Information	File Information
Form Number: QA103 Revision: 00 Revision Date: 11-03-04	Revision Date: 02-24-14    Revision: 03 Date Printed: 11/26/2014 Page 5 of 14	Electronic Location: S:\quality\Quality Manuals\Supplier Quality Manual



## Manual

Instruction Number: <b>M-7.4.3-QUALITY.003 Supplier Quality Manual 03 22414</b>	Description: <b>Supplier Quality Manual</b>	Responsibility of: <b>Quality, Purchasing</b>
Revision Date: <b>02-24-14</b>	Revision: <b>03</b>	Authored by: <b>David Kidd</b>

### 10.0 On-site Assessment and Source Inspection:

Tronair QA and Purchasing Departments may perform an on-site survey prior to adding a supplier to Tronair's approved supplier list. The purpose of this survey is to determine the supplier's ability to supply a product that will meet the requirements of the PO, and to determine the appropriate risk level.

#### 10.1 Supplier Self Audits

If the prospective supplier appears to have the required knowledge, background and quality system in place, a desktop assessment is conducted in accordance with Tronair's procedures. Tronair QA and Purchasing personnel review the documentation and a determination of approval or need for further evaluation such as an on-site visit is made.

#### 10.2 Supplier On-site Assessments

On-site assessments of prospective suppliers are conducted in accordance with Tronair's procedures. The date and time of the on-site assessment will be arranged in advance through the Tronair Purchasing Department. A Tronair representative familiar with specific regulatory, industry, customer and internal requirements will perform the on-site assessment and verify that the prospective/existing supplier can meet these requirements. On-site assessment checklist(s) may be developed, as applicable to the assessment scope, and used to record the scope and results. The success of the assessment depends on the supplier's ability to demonstrate its capability to consistently supply the product in compliance with the PO, applicable drawings, and military specifications (as applicable).

#### 10.3 Source Inspections

Tronair or its designated representative, customer or Government representative may perform source inspections at the supplier's plant.

Form Information	Document Information	File Information
Form Number: QA103 Revision: 00 Revision Date: 11-03-04	Revision Date: 02-24-14    Revision: 03 Date Printed: 11/26/2014 Page 6 of 14	Electronic Location: S:\quality\Quality Manuals\Supplier Quality Manual





**Manual**

Instruction Number: <b>M-7.4.3-QUALITY.003 Supplier          Quality Manual 03 22414</b>	Description: <b>Supplier Quality Manual</b>	Responsibility of: <b>Quality, Purchasing</b>
Revision Date: <b>02-24-14</b>	Revision: <b>03</b>	Authored by: <b>David Kidd</b>

10.4 Certificate of Compliance

A Certificate of Compliance (CoC) will be supplied with each shipment of parts when required by the PO. CoC shall include as a minimum:

- Supplier name, address, and telephone number.
- Tronair PO number.
- Tronair Part number and total quantity.
- Lot number and quantity in each lot (if applicable).
- Date code (if applicable).
- Serial numbers (if applicable).
- Reference to a specific industry or government standard must be cited, if applicable (include the specification number and revision level).
- Statement that all parts comply with drawing, specification and PO requirements.
- Any additional requirements stated on the PO.

Form Information	Document Information	File Information
<b>Form Number: QA103</b> <b>Revision: 00</b> <b>Revision Date: 11-03-04</b>	<b>Revision Date: 02-24-14    Revision: 03</b> <b>Date Printed: 11/26/2014</b> <b>Page 7 of 14</b>	<b>Electronic Location: S:\quality\Quality          Manuals\Supplier Quality Manual</b>



**Manual**

Instruction Number: <b>M-7.4.3-QUALITY.003 Supplier Quality Manual 03 22414</b>	Description: <b>Supplier Quality Manual</b>	Responsibility of: <b>Quality, Purchasing</b>
Revision Date: <b>02-24-14</b>	Revision: <b>03</b>	Authored by: <b>David Kidd</b>

**11.0 First Article Inspection:**

Build to print products delivered to Tronair must comply with drawing, specification and Purchase Order (PO) requirements by the supplier/manufacturer before shipment.

11.1 When stated on the PO, the supplier must perform First Article Inspection (FAI). The supplier must verify all dimensions and requirements. Tronair may verify dimensions on at least one piece of an incoming lot. Major attributes are checked on a sample basis. Any deviations from dimensions, specifications or requirements must be explained and a request for approval must be obtained in writing.

11.2 The supplier is to provide measurement / test results and attribute type data in a report format detailing specified test parameters and results as required by the PO.

Note: The following standard or customary statement is included in the PO: "100% written inspection report required one piece first shipment".

**12.0 Manufacturing and Quality Requirements:**

In order to ensure manufacturing control, the supplier shall establish and document process standards and criteria for all aspects of the manufacturing operation.

12.1 Workmanship standards shall be in compliance with those called out on the drawing or specification, or when not stated, best available industry standard is to be used.

12.2 The supplier shall establish procedures for the verification, storage, maintenance, and accounting of Tronair owned material, products, tools and equipment provided to the supplier. This would include drawings, specifications, and official correspondence. Any items that are lost, damaged, or unusable, shall be reported to Tronair Purchasing immediately.

12.3 The supplier shall have procedures for the positive identification and control of all components, including raw materials, used during manufacturing, processing, and delivery so that in the event of a recall, traceability to raw materials and processing can be ascertained.

Form Information	Document Information	File Information
Form Number: QA103 Revision: 00 Revision Date: 11-03-04	Revision Date: 02-24-14    Revision: 03 Date Printed: 11/26/2014 Page 8 of 14	Electronic Location: S:\quality\Quality Manuals\Supplier Quality Manual



**Manual**

Instruction Number: <b>M-7.4.3-QUALITY.003 Supplier Quality Manual 03 22414</b>	Description: <b>Supplier Quality Manual</b>	Responsibility of: <b>Quality, Purchasing</b>
Revision Date: <b>02-24-14</b>	Revision: <b>03</b>	Authored by: <b>David Kidd</b>

- 12.4 The supplier is responsible for ensuring that all items regardless if made by the supplier or a subcontractor, meet the technical specifications for form, fit, function, and methods, using stated or recognized industry best workmanship practices.
- 12.5 The supplier shall ensure that all incoming materials and components used in the manufacture of products to be delivered to Tronair shall be inspected, tested or otherwise verified to be conforming prior to use or processing.
- 12.6 Nonconforming material must be conspicuously identified and segregated. The segregation must prevent the mixing of conforming and nonconforming material. Material that cannot be reworked cannot be dispositioned as "Use As Is" without the written approval from Tronair prior to delivery.
- 12.6.1 Deviations from the material specifications and/or the dimensional tolerances noted on Tronair drawings are cause for the issuance of a Discrepancy Report (DR) and the subsequent rejection of the product. Missed process operations, prior to delivery to Tronair, can be corrected and are not considered rework. Authorization for rework, which involves adding material to the base metal, must be obtained in writing from Tronair prior to attempting such repairs.
- 12.7 The supplier shall ensure prior to delivery that the product meets all requirements, standards and acceptance criteria.
- 12.8 The packaging methods used by the supplier shall ensure that the product will not be damaged during transit.
- 12.9 Tronair may require the supplier to participate in pre-production review and readiness meetings. Items covered in this meeting could include the following:
- Quality Planning
  - Specifications drawing requirements
  - Process flowcharts and control
  - FMEA (Failure Modes and Effects Analysis)
  - Key characteristic selection
  - Process capabilities
  - Test and Qualification

Form Information	Document Information	File Information
Form Number: QA103 Revision: 00 Revision Date: 11-03-04	Revision Date: 02-24-14    Revision: 03 Date Printed: 11/26/2014 Page 9 of 14	Electronic Location: S:\quality\Quality Manuals\Supplier Quality Manual



### Manual

Instruction Number: <b>M-7.4.3-QUALITY.003 Supplier Quality Manual 03 22414</b>	Description: <b>Supplier Quality Manual</b>	Responsibility of: <b>Quality, Purchasing</b>
Revision Date: <b>02-24-14</b>	Revision: <b>03</b>	Authored by: <b>David Kidd</b>

- First Article Inspection
- Metrology, gauging, and measurement methods
- Statistical Process Control
- Packaging, labeling, and delivery
- Documentation and record retention

#### 12.10 Audits

Tronair may conduct periodic audits to ensure compliance with stated requirements.

Form Information	Document Information	File Information
Form Number: QA103 Revision: 00 Revision Date: 11-03-04	Revision Date: 02-24-14    Revision: 03 Date Printed: 11/26/2014 Page 10 of 14	Electronic Location: S:\quality\Quality Manuals\Supplier Quality Manual



**Manual**

Instruction Number: <b>M-7.4.3-QUALITY.003 Supplier Quality Manual 03 22414</b>	Description: <b>Supplier Quality Manual</b>	Responsibility of: <b>Quality, Purchasing</b>
Revision Date: <b>02-24-14</b>	Revision: <b>03</b>	Authored by: <b>David Kidd</b>

**13.0 Supplier Quality and Delivery:**

Periodic supplier ratings are processed quarterly. The evaluation interval may be extended or shortened depending on the supplier's performance.

13.1 Quality (Quantity received versus Quantity Defective)

13.2 On-time Delivery (Line Items Received On-time versus the Total of Line Items Received)

**14.0 Supplier Ratings:**

14.1 Supplier Ratings and Supplier Self Audits are used as inputs to overall supplier performance.

14.2 Manufacturing Resource Planning (MRP) Supplier Performance Ratings:

For Quality:

- 98-100%                      Excellent
- 95-97%                      Good
- 91-94%                      Fair
- 90% or less                Need to Improve

For Delivery:

- 98-100%                      Excellent
- 95-97%                      Good
- 91-94%                      Fair
- 90% or less                Need to Improve

14.3 Supplier Classification Based on Quality and Delivery (Approved, Pending or Suspended)

Input from Supplier Self Audits, Site Assessments or Supplier Performance Ratings (as applicable) are used to classify suppliers and maintain approval. Typically, a previously acceptable supplier, whose performance has deteriorated, is given an opportunity to provide evidence of corrective actions before being suspended. Depending upon the severity of the deficiencies, Tronair may or may not issue new PO's while corrective actions are pending.

Form Information	Document Information	File Information
Form Number: QA103 Revision: 00 Revision Date: 11-03-04	Revision Date: 02-24-14    Revision: 03 Date Printed: 11/26/2014 Page 11 of 14	Electronic Location: S:\quality\Quality Manuals\Supplier Quality Manual



**Manual**

Instruction Number: <b>M-7.4.3-QUALITY.003 Supplier Quality Manual 03 22414</b>	Description: <b>Supplier Quality Manual</b>	Responsibility of: <b>Quality, Purchasing</b>
Revision Date: <b>02-24-14</b>	Revision: <b>03</b>	Authored by: <b>David Kidd</b>

Supplier Classification can be maintained or upgraded as a result of a Supplier Performance Rating with positive results. Either Purchasing or QA may downgrade Supplier Classification.

14.4 MRO Suppliers or suppliers that provide support services and goods (Maintenance, testing services, supplies) will be evaluated on an annual basis. A list of MRO suppliers will be generated each year. Evaluation will be based on Internal Vendor Evaluations, on time delivery (as applicable) and internal maintenance records. Suppliers that provide a one-time purchase or service will not be considered an approved supplier but a temporary supplier and will not fall under the evaluation process.

**15.0 Corrective Action:**

Suppliers must have a system for Corrective Action. Corrective Action refers to an internal problem solving process initiated to prevent recurrence of nonconformance and to prevent the future delivery of defective product. Emphasis should be on identifying the root cause(s) of the nonconformance and selecting corrective actions, which will prevent recurrence. The effectiveness of the corrective action(s) taken should be verified. Preventative action should be taken which will prevent recurrence of the current or similar nonconformance. The preventive action(s) identify recommendations for systemic improvements. Tronair may request that a supplier take corrective action via a written Corrective Action Request (CAR). The CAR may be initiated by the severity or the recurrence of the nonconformance. The request for corrective action is accompanied by a written work instruction. The CAR response must be returned to Tronair's QA Department for review and approval. Requests for extended time to complete the CAR due to unusual circumstances must be submitted in writing to Tronair's QA Department prior to the due date stated on the CAR.

**16.0 Change and Deviation Request:**

When quoting a Product or service, the supplier is solely responsible for meeting all specifications. Any questions about these requirements shall be directed to the Tronair Purchasing Department.

16.1 The supplier is responsible for alerting Tronair (in writing) of any discrepancies or problems within one business day after they have been detected. This includes previously shipped product.

16.2 A request can be made to Tronair to accept the product with a minor deviation. The deviation should be of an inconsequential nature such that it will not affect form, fit or

Form Information	Document Information	File Information
Form Number: QA103 Revision: 00 Revision Date: 11-03-04	Revision Date: 02-24-14    Revision: 03 Date Printed: 11/26/2014 Page 12 of 14	Electronic Location: S:\quality\Quality Manuals\Supplier Quality Manual



## Manual

Instruction Number: <b>M-7.4.3-QUALITY.003 Supplier Quality Manual 03 22414</b>	Description: <b>Supplier Quality Manual</b>	Responsibility of: <b>Quality, Purchasing</b>
Revision Date: <b>02-24-14</b>	Revision: <b>03</b>	Authored by: <b>David Kidd</b>

function. The product should be of a value that scrapping it would be uneconomical. Deviation Requests will only be considered for unusual circumstances and will not be accepted on a routine basis.

16.3 Deviation requests must include the Tronair part number, PO number, number of pieces affected and a clear description of the discrepancy. Deviations will be considered only for those pieces being shipped.

16.3 Subsequent lots with the same discrepancy will not be accepted. The supplier must implement corrective action to prevent recurrence. If a specific parameter is impossible to meet, the supplier should request a review by Tronair.

### 17.0 Charge Back Policy:

Tronair retains the right to charge back costs associated with accepting products that are not strictly compliant to requirements. The charge back cost includes and is not exclusive to the cost of concessions or reworks carried out by Tronair in order to remove non-conformance.

Tronair QA and Purchasing have the responsibility and authority to settle all disputes with suppliers regarding the quality of their material/products/services or matters such as inspection and testing methods.

Form Information	Document Information	File Information
Form Number: QA103 Revision: 00 Revision Date: 11-03-04	Revision Date: 02-24-14    Revision: 03 Date Printed: 11/26/2014 Page 13 of 14	Electronic Location: S:\quality\Quality Manuals\Supplier Quality Manual



### Manual

Instruction Number: <b>M-7.4.3-QUALITY.003 Supplier Quality Manual 03 22414</b>	Description: <b>Supplier Quality Manual</b>	Responsibility of: <b>Quality, Purchasing</b>
Revision Date: <b>02-24-14</b>	Revision: <b>03</b>	Authored by: <b>David Kidd</b>

### 18.0 Approval:

Revision Date:	Revision:	Approved By:
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Form Information	Document Information	File Information
Form Number: QA103 Revision: 00 Revision Date: 11-03-04	Revision Date: 02-24-14    Revision: 03 Date Printed: 11/26/2014 Page 14 of 14	Electronic Location: S:\quality\Quality Manuals\Supplier Quality Manual