



J.A. REINHARDT SUPPLIER QUALITY MANUAL

SQM-001

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1.1 Introduction:

1.2 This Supplier Quality Manual (SQM) has been created to assist our suppliers in understanding the purchasing expectations and quality requirements for products and / or services supplied to J.A. Reinhardt Company.

1.3 Communication

1.3.1 This Supplier Quality Manual will communicate the operating principles, general expectations, and procedures of J.A. Reinhardt Company.

1.3.2 Training and subsequent communication ensure that staff are aware of:

1.3.2.1 the quality policy;

1.3.2.2 relevant quality objectives;

1.3.2.3 their contribution to the effectiveness of the management system, including the benefits of improved performance;

1.3.2.4 the implications of not conforming with the management system requirements,

1.3.2.5 relevant quality management system documented information and changes thereto;

1.3.2.6 their contribution to product or service conformity;

1.3.2.7 their contribution to product safety;

1.3.2.8 the importance of ethical behavior.

1.4 Adherence to the guidelines described in this manual is required by all J.A. Reinhardt Company suppliers.

1.5 Acceptance of any and/or all purchase orders constitutes acceptance and commitment on behalf of the recipient to comply with this manual's content.

1.6 These guidelines are provided as supplement to, and do not replace or alter, any purchase agreement terms and conditions which are included as requirements of applicable drawings, specifications and other contractual documents. The terms and conditions supersede any requirements stated in this manual. Refer to <http://jareinhardt.bethermalandpower.com>.

This manual describes the minimum requirements for which the supplier has responsibility.

Note: System improvements that exceed the requirements specified within this manual are always encouraged.

2.1 AS9100 Suppliers / Non-AS9100 Suppliers

2.2 AS 9100 Suppliers will implement and as a minimum maintain a documented quality



management system, that is certified to AS9100 Quality Management System Requirements and /or ISO 9001 Quality Management System Requirements.

2.3 Non-AS9100 suppliers who do not maintain a quality management system certified to AS9100 and /or ISO 9001 must implement and maintain a quality management system which will include the following elements:

- Contract / Purchase Order Review
- Purchasing
- Preservation of Product
- Control of Quality
- Control of Nonconforming Product
- Control of Manufacturing Processes
- Identification and Traceability
- Measurement and Monitoring of Product
- Training
- Records
- Internal Audit

2.4 Upon request, the Supplier shall furnish J.A. Reinhardt with a copy of the Supplier's Quality Management System Manual, which is to be current and approved by the Supplier's management, including or making reference to related documents.

The quality management system documentation shall include Supplier's statements of a quality policy and quality objectives.

Their top management shall define quality objectives and measurements which should address customer expectations and be achievable within a defined period of time. The Supplier shall promptly notify the J.A. Reinhardt Buyer of any substantive changes to the Supplier's Quality Management System or personnel.

2.5 J.A. Reinhardt Company requires all suppliers to provide access to the supplier's information on assessments, nonconformance's, corrective actions, supplier scorecards and results of audits.

- The immediate notification in the event certification has been lost.
- Including notification of any significant changes within the supplier's organization such as ownership, company address, key management positions/personnel, and number of employees.

3.1 Supplier Assessment & Approval

3.2 The Supplier Approval Process may include the following:

3.2.1 Upon initial Supplier Assessment, J.A. Reinhardt may request the Supplier to provide a copy of its quality management system certificate and/or complete a self-assessment of its business and quality management system and

capabilities (i.e., quality, delivery, technology, cost, and continual improvement objectives). Any special processes will require assessment as part of the Supplier Approval Process.

3.2.2 Documentation Audit In those cases where a Supplier's quality management system has not been certified by an accredited certification body, J.A. Reinhardt Company may request a copy of the Supplier's Quality Manual and supporting procedures (and perhaps internal audit reports) to determine if the Supplier's Quality Management System meets J.A. Reinhardt Company requirements.

3.2.3 J.A. Reinhardt Company and / or its customers may elect to conduct on-site assessments of a supplier regardless of the Supplier's Quality Certification Status. As a result, findings may be issued. It is the supplier's responsibility to correct all findings in an agreed upon timeframe. These on-site assessments could include evaluations of:

3.3.1.1 Product or Process Capability – to determine the Supplier's ability to meet J.A. Reinhardt Company's requirements for complex and/or critical products/processes.

3.3.1.2 Their business and manufacturing Operations – to determine whether the Supplier has the financial resources, production capacity, and other business resources needed to fulfill J.A. Reinhardt Company volume production needs and continuity of supply.

4.1 The Supplier's Quality Management System (SQMS) is used to determine whether the Supplier's quality management system meets one or more of the applicable standards and is functioning effectively; may occur in conjunction with other on-site assessments. On-site Quality Management System assessments by J.A. Reinhardt Company should occur prior to approval of Suppliers with non-certified Quality Management Systems (QMS).

4.2 Their Technology Assessment is to determine whether the Supplier has the required technical resources, including production and inspection equipment, facilities, engineering resources, J.A. Reinhardt Company specified computer-aided design language / format, electronic commerce capability, etc.

4.3 The supplier's Continual Improvement Initiative is to determine if the Supplier's culture, methods and skills are present to actively pursue continual improvement.

5.1 Sub-Tier Supplier Control is to evaluate the effectiveness of the Suppliers sub-tier management processes and ensure that products or services procured from sub-tier sources and delivered to J.A. Reinhardt Company conform to all applicable J.A. Reinhardt Company requirements.

5.2 Compliance To Contractual Requirements

- 5.1.1 Upon accepting a J.A. Reinhardt Company contract, the Supplier is responsible for compliance to all contract (e.g., engineering drawing, specification, purchase order) requirements.

All documents, drawings and specifications, regardless of origin, are applicable to the Supplier when specified in the contract or documents referenced in the contract, and are required to be used at all levels of the supply chain.

Unless otherwise specified in the contract, the document revision in effect on the date of issue of the contract applies to the contract. Neither audit, surveillance, inspection or tests made by J.A. Reinhardt Company representatives of J.A. Reinhardt Company's or its customer(s), at Supplier's facilities, at any sub-tier facilities, or upon receipt at J.A. Reinhardt Company, relieves the Supplier of the responsibility to furnish acceptable products or services that conform to all contract requirements; nor does it preclude subsequent rejection by J.A. Reinhardt Company or its customers.

5.3 Control of Sub-tier Suppliers

- 5.2.1 The Supplier, as the recipient of the contract, is responsible for meeting all requirements, including work performed by the Supplier's sub-tier Suppliers (also known as Sub-Suppliers or subcontract Suppliers).

When the Supplier uses sub-tier sources to perform work on products and/or services scheduled for delivery to J.A. Reinhardt Company's, the Supplier shall include (flow-down) on contracts, to its sub-tier sources, all of the applicable technical and quality requirements contained in the J.A. Reinhardt Company's contract / purchase orders, including Quality Management System requirements, regulatory requirements, and the requirement to document and control 'key characteristics' and / or 'key processes,' and to furnish certifications and test reports as required.

J.A. Reinhardt Company and its customers reserve the right of-entry to suppliers and all sub-tier supplier facilities, subject to proprietary considerations.

6.0 Special Process Suppliers

This requirement applies to Suppliers who perform special processing such as heat treating, plating, etc., as part of their internal operations. The Supplier shall flow-down this requirement to its sub-tier sources.

7.1 Risk Management For J.A. Reinhardt Company:

The Supplier will establish a risk management program in accordance with the guidelines established by SAE ARP9134 (or equivalent) to effectively assess those elements from all aspects of the business that could affect the quality of the products and/or services scheduled for delivery to J.A. Reinhardt Company.

A copy of the Supplier's risk management program shall be furnished to the J.A. Reinhardt Company Buyer upon request.

7.2 Supplier Initiated Changes

The Supplier may not make any changes in product design, drawings, performance specifications, materials or processes that will result in a Class I change (defined as changes that affect Fit, Form, Function, Reliability, Maintainability, or Safety) without specific approval by J.A. Reinhardt Company Engineering in writing prior to making such changes in products or data.

8.1 Product Qualification

8.2 The purpose is to determine if all J.A. Reinhardt Company Engineering design and specification requirements are properly understood by the Supplier and that the manufacturing processes have the capability to consistently meet these requirements.

In all instances where a product is manufactured to a new design, for a new system, or for a new application, it is important that the Supplier and J.A. Reinhardt share the responsibility for assuring that all performance, endurance, maintenance, safety and warning requirements are met. It is preferred that this allocation of responsibility be in writing.

The supplier should be able to present objective evidence of their manufacturing capability on similar processes or products, to demonstrate technical competency, when a new process is being used in the production of product for J.A. Reinhardt. Objective evidence can include capability data, First Product Yield, and quality issues with other customers.

8.2.1 First Article Inspection (FAI)

8.2.1.1 First Article Inspection (FAI) is essential to initially qualify a part / process for Supplier approval. Furthermore, a new FAI may be requested if there is an extended gap of time since last production. The FAI requires that all features and characteristics on the design specification and control plan be inspected and verified prior to production.



- 8.2.1.2 The supplier is responsible for the actual measured values, and will be recorded as opposed to general statements of conformance or other notations simply indicating acceptance.
- 8.2.1.3 When submitting a First Article Inspection report, the Supplier should use the form provided by the J.A. Reinhardt Company Buyer. Otherwise, generic Form# FAI, or other convenient and equivalent may be used.
- 8.2.1.4 The Supplier shall also include those special characteristics designated by J.A. Reinhardt Company in the drawing, specification, or contract / Purchase Order.

8.3 The supplier is responsible for the following documents:

8.3.1 Design Record, Change Documents, and Customer Approval

8.3.1.1 The Supplier shall have the design record for the saleable product/part and components; any authorized engineering change documents for those changes not yet recorded in the design record but incorporated in the product, part or tooling; and evidence of J.A. Reinhardt engineering approval. See AIAG PPAP Manual.

8.3.1.2 Process Flow Diagram

J.A. Reinhardt has the right to request a visual diagram of the proposed or current process. This diagram will clearly describe the production process steps and sequence, and meet the specified J.A. Reinhardt needs, requirements and expectations. See AIAG PPAP Manual.

8.3.1.3 Failure Mode and Effects Analysis

J.A. Reinhardt maintains the right to request the development of a Process FMEA in accordance with, and compliant to, J.A. Reinhardt -detailed requirements. A single Process FMEA may be applied to a process manufacturing a family of similar parts or materials if reviewed for commonality by the Supplier and if approved by the purchasing J.A. Reinhardt Company. See AIAG FMEA Manual.

8.4 Measurement Systems Analysis

8.4.1 The Supplier must develop or obtain gages and standards to control their processes and to determine product conformance to specifications. Variable gages and measurements are preferred. Alternative methods, gages or standards may be used at J.A. Reinhardt to verify the Supplier's inspection results.

8.4.2 J.A. Reinhardt may request the Supplier to participate in a correlation study to compare Supplier measurement results against results obtained by J.A. Reinhardt gages and methods.

8.4.3 J.A. Reinhardt reserves the right to request the Supplier perform Measurement Systems Analysis (MSA) studies, e.g., gage repeatability & reproducibility, bias, linearity, stability, for all new or modified gages, measurement, and test equipment. See AIAG MSA Manual. Documentation and results should be maintained and available to J.A. Reinhardt on request.

8.5 Certification and Test Reports

The Supplier shall provide evidence that the following verifications required by the J.A. Reinhardt Supplier Quality Manual have been completed and that results indicate compliance with specified requirements:

- 8.5.1 Dimensional Results – for each unique manufacturing process, e.g., cells, lines, molds, patterns, a record of actual results of all characteristics. They will include the size, length, width, angles, thickness and any other measurements specified on the design drawing or by the customer.
- 8.5.2 The design drawings should include the following; each and every feature must be “ballooned” or “road mapped” to correspond with the inspection results (including print notes, standard tolerance notes and specifications, and anything else relevant to the design of the part).
- 8.5.3 Material and Performance Test Results – for all parts and product materials with chemical, physical, metallurgical, and functional performance requirements.
- 8.5.4 Qualified Laboratory Documentation – documentation showing laboratory results of the qualifications for the type of measurements or tests conducted and the standards used.
- 8.5.5 Sample Product – actual samples may be required by the applicable specification or J.A. Reinhardt Company contract or Purchase Order.
- 8.5.6 Master Sample – the Supplier may be requested to retain a master sample, when required by the J.A. Reinhardt Buyer, and made available upon request.
- 8.5.7 Records of Compliance – copies of records showing compliance to all applicable J.A. Reinhardt Company - specific requirements.

9.1 Process Control

9.2 Special Characteristics

- 9.2.1 The Supplier shall demonstrate conformity to those special characteristics designated by J.A. Reinhardt Company through means of documentation and appropriate control methods.
- 9.2.2 In addition to any special characteristics identified by J.A. Reinhardt Company, the Supplier should review, identify, document, and control other product and process characteristics that are key to achieving quality.

9.3 Work Instructions

The Supplier shall have prepared documented work instructions as necessary, for all employees having responsibilities for the operation of processes that impact product quality. These instructions must be maintained, up-to-date and accessible for use at the work station.

9.4 Training

A curriculum of training requirements will be defined for each operator. Appropriate training is required in order for all employees to demonstrate competency prior to working and potentially impacting quality. Training records must be maintained as well as updated on a regular basis for all operators.

9.5 Error Proofing / Mistake Proofing

The Supplier should use Mistake Proofing devices and techniques as a form of process control; especially for repetitive functions, difficult tasks prone to mistakes, or where high Risk Priority Number (RPN) processes have been identified and error proofing is not possible, 100% inspection is required for all special characteristics.

9.6 Statistical Process Control

At the discretion of J.A.Reinhardt, the Supplier may be required to apply effective statistical process controls. Suppliers should consult the Statistical Process Control (SPC) manual published by the American Industry Action Group (AIAG) for guidance, for examples, techniques, and related reference information. Suppliers should maintain records of all data related to Statistical Process Control of special characteristics, and be made available to J.A. Reinhardt Company upon request.

9.7 Control of Monitoring and Measuring Equipment

The Supplier shall determine the monitoring and measurement to be undertaken and the monitoring and measuring devices needed to provide evidence of conformity of product to determined requirements. At a minimum, where necessary to ensure valid results, measuring equipment shall:

9.7.1 Be calibrated or verified at specified frequency intervals, or prior to use, against standards; where no such standards exist, the basis used for calibration or verification shall be recorded; and

9.7.2 Be identified to enable the calibration status to be determined.



9.8 Special Processes

9.8.1 Special processes are defined as those processes where the output cannot be easily validated in a nondestructive manner. Subsequently, any defects become apparent after the product has been placed into use or delivered to customers.

9.8.2 The supplier is required to validate and control all special processes and shall maintain evidence that supports the ability of the processes to achieve the specified results. Validation includes, but is not limited to, defined process criteria, approved and trained personnel, approved equipment, specific methods or procedures specified by the design authority, retention of records, test reports, and re-validation plans.

9.8.3 A list of buyer defined special processes can be found below. A supplier performing any of these special processes shall provide copies of the processor's certification of conformance and include it with each shipment of material. At a minimum the processor's certification of conformance shall include:

- J.A. Reinhardt Company part number and revision
- quantity processed
- processor name and address that the specification and revision the parts were processed in accordance with
- processing date
- name of special process utilized
- signature of the quality representative from the processor
- conspicuous identification of the use of Nadcap accredited processes (e.g. Nadcap water-mark, text identifying the job as Nadcap accredited, etc.)

9.8.4 Defined Special Processes:

Plating	Heat Treating	Vibration or Qualification Testing
Anodizing	Annealing	Bonding/Lamination
Painting	Material and Chemical	Encapsulating and Potting
Passivation	Radiographic Testing	Impregnation
Chemical Cleaning	Penetrant Inspection	Leak Testing
Brazing	Ultrasonic Testing	Dry Film Lubrication
Welding		

9.8.5 Statistical Process Control

9.7.5.1 At the request of J.A. Reinhardt, the Supplier is required to apply effective statistical process controls. Suppliers should consult the Statistical Process Control (SPC) manual published by the American Industry Action Group (AIAG) for guidance, for examples, techniques, and related

reference information. Suppliers should maintain records of all data related to Statistical Process Control of special characteristics, and be made available to J.A. Reinhardt Company upon request.

9.7.5.2 Supplier must be able to provide evidence of proper controls for special characteristics when requested. Suppliers must demonstrate a continuous improvement process that utilizes internal, as well as external data, to provide ongoing improvement in the quality of products delivered to J.A. Reinhardt Company.

9.8 Source Inspection

Supplier's products or services may be subject to source inspection by J.A. Reinhardt Company, representatives of J.A. Reinhardt Company or applicable government or regulatory agencies. Source inspection requirement can be included on the contract or a Purchase Order and may apply to any and all operations performed by the Supplier or the Supplier's sub-tier sources, including prior to delivery of products to J.A. Reinhardt Company. The Supplier shall provide the necessary access, equipment and resources required to effectively accomplish the source inspection.

9.9 Preventive Maintenance

The Supplier should identify key process equipment and provide resources for machine/equipment maintenance activities and develop an effective planned total preventive maintenance system

9.10 Traceability

Suppliers shall establish a lot traceability system that tracks components throughout the value stream, from raw material through shipment to J.A. Reinhardt. This includes all process steps including inspection and test procedures, rework and sub-tier supplier operations. Where a 'shelf life' restriction applies, suppliers shall ensure that materials are tracked and controlled to prevent expired materials from being used in production.

9.11 Shelf- Life Control

9.11.1 Materials - With each delivery of materials or products that have a limited or specified shelf life, the Supplier shall furnish data that shows (a) the cure or manufacture date, (b) expiration date or shelf life, (c) lot or batch number, and when applicable any special handling or storage requirements.

9.11.2 Unless otherwise specified by contract, for all shelf life limited materials or products delivered to J.A. Reinhardt, the remaining shelf life shall be a minimum of 75% of the total shelf life for the material.

9.12 Sampling Inspection

9.12.1 The Supplier is responsible for 100% verified quality for all items delivered to J.A. Reinhardt.

9.12.2 For J.A. Reinhardt Company, when the Supplier elects to use statistical methods for the acceptance of products or processes, such methods shall be approved by J.A. Reinhardt. A copy of Suppliers statistical process control plan shall be furnished to J.A. Reinhardt upon request.

9.13 Operator Self-Verification

Suppliers may delegate inspection authority and product/process inspection and acceptance to production operators. In such cases, the Supplier's operator self-verification program shall be approved by J.A. Reinhardt in writing.

9.14 Raw Material Lot Control

9.14.1 The Supplier shall develop, document and implement a raw material (sheet, plate, bar, rod, etc.) verification program that will ensure that all material received from the Supplier's sub-tier sources meet all applicable technical and quality requirements.

9.14.2 The Supplier's authentication/verification program will include provisions for monitoring and testing all raw materials (every bar, billet, etc.).

9.14.3 Upon receipt of any raw material, the Supplier must compare the chemical, physical and mechanical properties data stated on the mill certification against the material specification requirements and document such comparison.

9.14.4 The supplier shall implement appropriate storage and controls to preclude mixing of different heat / lots or batches of material. By having such a measurement performed by a laboratory meeting one of the following conditions:

9.14.4.1 Those listed on the J.A. Reinhardt Approved Process Supplier List (APSL); a laboratory accredited by Nadcap, A2LA or other accreditation body recognized by the International Laboratory Accreditation Cooperation (ILAC) and listed in the Signatories to the ILAC Mutual Recognition Arrangements (MRAs).

9.14.4.2 Records showing the results of the Supplier's material verification program and its effectiveness shall be available to J.A. Reinhardt for review upon request.

9.15 Counterfeit Parts

- 9.15.1 The supplier will have an established policy or procedure to cover and implement requirements, practices and methods to mitigate risk of receiving and installing counterfeit parts.
- 9.15.2 To prevent the accidental use of counterfeit parts and materials and / or electrical, electronic and electro-mechanical parts delivered they should be from the Original Component Manufacturer (OCM)/ Original Equipment Manufacturer (OEM) or their franchised dealer or an authorized distributor chain.
- 9.15.3 Parts must not be used or reclaimed and claimed as being new. Parts should not be acquired from independent distributors or brokers unless specifically authorized in writing by the J.A. Reinhardt buyer. The supplier is responsible for flowing down the requirement to sub-tier suppliers.

9.16 Foreign Object Damage/Foreign Object Debris (FOD) Prevention

The supplier shall establish, document and maintain a system for Foreign Object Damage/Foreign Object Debris (FOD) Prevention. The supplier's Foreign Object Damage / Foreign Object Debris (FOD) Prevention Program is subject to audits, for verification and approval and / or disapproval by J.A. Reinhardt or its designated representative(s).

9.17 Calibration

- 9.17.1 All gauges, equipment and other test devices used for product acceptance or in-process control will be included in the supplier's calibration system and the calibration shall be traceable to a national standard.
- 9.17.2 Supplier and their subcontractor(s) must have a documented tool preventative maintenance process that must keep the tool in a serviceable condition.
- 9.17.3 The supplier will monitor tool features for excessive wear in order to consistently meet product specifications and drawings. Additionally, the supplier will take actions to address worn tool.

10.1 Change Control

10.2 Change Control Process

- 10.2.1 The Supplier is responsible for controlling changes and notifying the J.A. Reinhardt Buyer of all changes to the approved part design, manufacturing process, or site.

10.2.2 Unless the Supplier is specifically granted material review and disposition authority by the contract or Purchase Order, the Supplier will document all nonconforming conditions and submit them to the J.A. Reinhardt Buyer (MRB) for review.

10.2.3 The Supplier shall establish a process to ensure that relevant versions of applicable documents furnished by J.A. Reinhardt (as well as those specified of external origin) are available at points of use. The Supplier is responsible for the timely review, distribution and implementation of all J.A. Reinhardt engineering standards / specifications and changes without impacting J.A. Reinhardt's Schedule.

10.3 Supplier Change Requests

Suppliers shall not make changes to their processes, location, facilities, equipment, material, product design (or any change which may affect product design or function) without written approval from the J.A. Reinhardt Buyer for:

10.1 Correction of a discrepancy on a previously submitted part;

10.2 Product modified by an engineering change to design records, specifications, or materials; or

10.3 Any planned changes by the Supplier to the design, process, or manufacturing location, such as:

- Use of other material than was used in previously approved part or product
- Production from new, additional, replacement or modified tools, dies, molds, patterns, etc.
- Production following upgrade or rearrangement of existing tooling or equipment
- Production from tooling and equipment transferred to a different plant site or from an additional plant
- Change of sub-tier Supplier for parts, nonequivalent materials, or services (e.g. heat treating, plating, etc.)
- Product produced after tooling has been inactive for production for 12 months or more
- Change to test/inspection method – new technique (no effect on acceptance criteria)

- For bulk materials: new source of raw material from new or existing Supplier, or change in product appearance attributes, etc.

11.1 Control of Nonconforming Material

11.2 For nonconforming products supplied to J.A. Reinhardt, including those that reach a J.A. Reinhardt customer the Supplier must cover all costs to correct the nonconformance including; assessment costs, administrative costs to process the nonconformance, and any rework or repair costs incurred by J.A. Reinhardt as a direct result from receiving nonconforming product from the supplier.

11.3 Supplier Request for Nonconformance Deviation

11.3.1 A Supplier should not knowingly ship product that deviates from the design intent, the drawing, or specification limits, without prior written approval from the J.A. Reinhardt Buyer.

11.3.1.1 If such a condition exists, the Supplier may petition the J.A. Reinhardt Buyer, in writing, to allow shipment of the product under a written nonconformance deviation. The Supplier shall use J.A. Reinhardt Supplier Deviation Request, or equivalent, unless otherwise directed.

11.3.1.2 If requested by the J.A. Reinhardt Buyer, the Supplier will send samples of such nonconforming items to J.A. Reinhardt for evaluation. The cost of shipping, inspection, and testing to determine the possible acceptability of such product may be charged backed to the Supplier.

11.3.1.3 J.A. Reinhardt approval of a deviation is specific to the products for which it has been submitted and approved and shall not be interpreted as a permanent engineering change. The Supplier must begin work immediately on a corrective action. In all cases, the Supplier will fully contain and segregate all product suspected of being nonconforming.

11.3.1.4 In addition, nonconforming product may be returned to the Supplier at Supplier expense, or the Supplier may be required to sort any suspect product already shipped to J.A. Reinhardt site or be charged back for the cost of sorting by J.A. Reinhardt.

11.3.1.5 Any parts shipped to J.A. Reinhardt that have been approved for deviation will be clearly identified as such on the shipping container, and on shipping documentation. Inside of each shipping

container will be a copy of the J.A. Reinhardt -approved deviation document.

11.4 Control Of Reworked Product

11.4.1 Rework is defined as correcting of defective, failed, or non-conforming item, with additional operations that are not part of the basic production process flow, which will bring product in full compliance with applicable drawings and specifications.

11.4.2 Instructions for rework, including re-inspection requirements, will be accessible to and utilized by the Suppliers appropriate personnel.

11.4.3 Product that is reworked will be documented and accepted by the responsible Quality organization. On the other hand, repair is defined as using alternative manufacturing processes, materials, or techniques which may not bring product into full compliance with the applicable drawings and specifications. *Note: repairs are not allowed without written approval from J.A. Reinhardt Engineering Department or designee.*

11.5 Supplier Containment

For product quality issues reported by J.A. Reinhardt to the Supplier, until formal corrective action has been taken and approved, the Supplier shall provide documented evidence with subsequent shipments that such product has been inspected for the identified nonconformance's and meets all appropriate requirements.

12.1 Labeling, Packaging, Delivery & Record Retention

Labeling, Packaging, and shipping methods must comply with common industry practices and J.A. Reinhardt requirements.

12.2 Certificates of Conformance (C of C)

12.2.1 A signed Cof C by the Suppliers head of quality or company officer (or their authorized designee) attesting that all products and/or services delivered are in compliance with all contract requirements shall be furnished with each shipment to J.A. Reinhardt Company.

12.2.2 All C of C's must be in the English language and may be in electronic format with electronic signatures. All signatures or signature blocks must clearly show title of the signatory.

12.2.3 The C of C shall include:

- Supplier Name
- Part number
- Drawing/specification revision
- J.A. Reinhardt contract / Purchase Order number
- Line/release number (when applicable)
- Quantity delivered
- Packing list/shipper number (when applicable)



Revision Record

Revision	Date	Section(s) Affected	Description of Change/Change Request Reference/Remarks
ORG	01/20/18		
A	10/23/18	1.6	The terms and conditions supersede any requirements stated in this manual. Refer to http://jareinhardt.bethermalandpower.com .

Document Control

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