



ITT

Aerospace Controls

STANDARD PRACTICE BULLETIN

TITLE: Supplier Requirements

PROCEDURE: SR-1

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**Supplier Requirements
SR-1**

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SUPPLIER REQUIREMENTS

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SUPPLIER REQUIREMENTS

1.0 PURPOSE

This document outlines requirements for Suppliers of materials, products or services provided to ITT Aerospace Controls (ITTAC). It is intended to clearly communicate to the Supplier the requirements they are responsible for meeting.

2.0 SCOPE

It is understood by both the Purchaser (ITTAC) and the Supplier that this document is applicable to every purchase order where the procured product, services or processes are deliverable/consumable by ITTAC customers.

3.0 TERMS AND CONDITIONS

3.1 This paragraph describes the general terms and conditions applicable to all purchase orders where the procured product, services or processes are deliverable/consumable by ITTAC customers (see **Exhibit #001**).

3.1.1 In the event of conflict in quality system requirements, the order of priority shall be:

1. Purchase order
2. ITTAC Engineering drawing
3. Applicable Supplier drawing
4. Supplier's requirements

3.2 The below noted documents may be referenced and form a part of this document to the extent required or as specified. Unless a specific revision of these documents is noted on the purchase order, the latest revision in effect at the time of purchase order release shall apply.

3.3 All documents, certifications and test data must be submitted in English. Documentation submitted in any other language may result in product rejection, a negative impact on the Supplier's Quality rating, or delayed payment.

4.0 DEFINITIONS

4.1 The following definitions and general information are provided as a means for ITTAC Suppliers to gain a clearer understanding of the basic terminology incorporated in this document and in general use in the aerospace industry.

Supplier: The term used to identify the outside source from which ITTAC obtains support in the way of procured products and services.

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- Manufacturer
- Distributor
- Special Process
- Raw Material
- Calibration and/or Testing Laboratory
- Source Controlled or Source Designated
- MRO

Purchaser: The term used to identify the procurement organization. In this document the Purchaser referred to is ITT Aerospace Controls

Sub-Tier Supplier: A supplier to the ITTAC Supplier.

Registered Supplier: A supplier who has applied for registered supplier status and has been accepted as such by ITT Quality.

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On-site Survey or Audit: A quality system or special process evaluation conducted on the premises of a Supplier's facility by an ITTAC representative.

Periodic Evaluation: This type of evaluation is conducted to ensure continued compliance to quality system, process or performance ratings requirements.

MDNR: Material Discrepancy Notice and Review form (ref. ITTAP0089)

First Article Inspection: A process where an inspector shall inspect and document all dimensions listed on the engineering drawing.

Delta First Articles: This type of first article shall include only the revised dimensions and any other affected dimensions or notes.

SRMR (formerly known as and also referred to as VMR): The Supplier Request for Material Review process is designed to document Supplier communications to ITTAC regarding detection of nonconforming material by the Supplier.

4.2 **Referenced Specifications and Standards**

Military Standards/Specifications

MIL-I-45208	Inspection System Requirements
MIL-Q-9858	Quality Program Requirements
MIL-STD-105	Sampling Procedures and Tables for Inspection by Attributes
MIL-STD-1520	Corrective Action and Disposition System for Nonconforming Material
MIL-STD-45662	Calibration System Requirements

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Industry Quality Standards

ANSI-Z 540-1	Calibration Laboratories and Measuring and Test Equipment – General Requirements
ISO 10012	Measurement Management System
ISO 10012-1	Quality Assurance Requirements for Measuring Equipment
ISO 17025	General Requirements for the Competence of Testing and Calibration Laboratories
AS 9100	Quality Systems – Aerospace
AS 9102	First Article Inspection
EN/ISO 9001/2000	Quality Management System

Federal Aviation Regulations

FAR-PART 21	Certification Procedures for Products and Parts
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5.0 PURCHASER SURVEILLANCE

- 5.1 The Supplier's quality system shall be subject to initial and periodic audit. This may include an initial or follow up (as required by ITTAC) on-site audit at the Supplier by the Purchaser or mail-out self-survey and/or periodic audit by ITTAC, ITTAC's customers and government or regulatory agency (i.e., Dept. of Defense, Federal Aviation functions) representatives (see **Exhibit #002**, ITTAC 0200).
- 5.2 Some Suppliers may not be required to complete all portions of the ITTAC survey due to the nature of their business (i.e., distributors, test facilities, calibration house, source directed or source controlled, etc.). ITTAC Quality Engineering is responsible for determining the applicable requirements.
- 5.3 ITTAC may elect to accept 2nd party audits and/or oversight of Supplier quality system by approval granted by ITTAC Quality Management. Industry standard 3rd party certification of a Supplier's quality system, from an accredited agency, may also be accepted in lieu of ITTAC survey (i.e., ISO or NADCAP, etc.).
- 5.4 ITTAC reserves the right to conduct or witness manufacturing operations, inspections and tests as necessary to verify conformance of material or services to purchase order requirements.
- 5.5 Upon receipt of a mail-out survey from ITTAC, the Supplier has 30 days to complete and return the survey.

6.0 QUALITY CLAUSES (QUALITY PROVISIONS)

The following is a complete list of all quality clauses which may be applied to any specific purchase order released by ITTAC to its Suppliers. It is the Supplier's responsibility to understand and comply with these requirements.

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In the event that work is subcontracted by the ITTAC Supplier to another sub-tier supplier, all applicable purchase order requirements must be flowed down to the sub-tier supplier, including key characteristics (when key characteristics are defined by ITTAC).

The following terms apply as indicated on the purchase order. In the event any term cannot be met, the Supplier is to notify ITTAC's Buyer immediately.

Source Inspection

1. The government/ITT customer/regulatory agency (including the FAA) reserves the right to inspect any or all of the materials or quality of work included in this order subject to government/ITT customer contract at the Supplier's plant.
2. ITTAC reserves the right to inspect any or all of the materials or quality of work included in this order at the Supplier's plant.
3. **Government Source Inspection:** "All work on this order is subject to inspection and test by the Government at all times (including the period of performance) and places; and, in any event, prior to shipment. The Government Representative who normally services your plant should be notified forty-eight (48) hours in advance of the time articles or processes are ready for inspection or test."

NOTE: Government Source Inspection does not relieve the Supplier of the responsibility for the product meeting all applicable specifications.

4. **ITTAC Source Inspection:** All work performed under this order is subject to Buyer's inspection or test at the Supplier's plant. The Buyer's representative may elect to perform inspection or test either on a random basis or to the extent of one hundred (100) percent. In any event, when the item(s) is ready for final inspection or when practical, forty-eight (48) hours in advance, notify the ITTAC Quality Assurance Department of the required source inspection.

Product Assurance / Product Escape Disclosure

5. **General Compliance:** The Supplier certifies all materials, processes and/or finished items supplied under this order are as specified. The Supplier will notify the ITTAC Buyer to obtain organization approval of changes in product and/or process definition, as flowed down via the application of Quality clauses and/or ITTAC Engineering drawing and/or specifications. In the event the Supplier requests acceptance of nonconformance product or discovers an escape of nonconformance product, the Supplier must notify the ITTAC Buyer and is responsible for taking immediate action to correct identified deficiencies. Upon notification it is the responsibility of the ITTAC Buyer to distribute this information to the appropriate department.

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Certifications

The certification document specified herein shall accompany each shipment. Certifications shall be signed by a responsible member of the Supplier's firm. Each certification shall identify the ITTAC purchase order as well as part number, serial number, lot or items covered by the certification. Material received without certification will be rejected and returned at Supplier's expense.

- 6. Specific Compliance: The Supplier shall certify that all materials, processes and finished items supplied under this order were inspected, tested and found to comply with the requirements of this order. The certification should indicate the specification for all material used and processes performed. The Supplier will notify the ITTAC Buyer to obtain organization approval of changes in product and/or process definition, as flowed down via the application of Quality clauses and/or ITTAC Engineering drawing and/or specifications.
- 7. Raw Material Identification: All raw material, including plate, bar, extrusions, sheet, etc., of aluminum, steel or other material must be identified with applicable specification, nomenclature, type of material, condition and manufacturer.
- 8. Material Test Reports: The Supplier shall submit a chemical and physical test report with actual test data for the materials shipped under this order.
- 9. Dimensional Data: Recorded findings on all critical dimensions, as defined by ITTAC, shall be submitted. Critical dimensions are defined as those dimensions which would have an adverse affect on the next higher assembly if tolerances are not maintained.
- 10. Functional Test Reports: When functional tests are specified by this order or by the design documentation, the actual test results shall be submitted. A copy of the test procedure shall be submitted with first shipment on each type item(s) purchased under this order.
- 11. Material Use: The Supplier shall certify only ITTAC material supplied by ITTAC was utilized in producing the parts.
- 12. Material Age Control: The Supplier shall certify cure date and expiration date for material supplied. Material shall not be supplied with more than twenty (20) percent of shelf life expired.
- 13. Specialty Metals Source of Supply: The Supplier must provide "Specialty Metal Certificate of Compliance" reflecting all requirements of the DFAR 252.225-7014 Alt 1 including paragraph (d) are met for each part number, or materials listed on this purchase order. The Supplier shall flow down these requirements to all lower-tier subcontractors and Suppliers, as required. Compliance to the DFAR 252.225-7014 Alt 1 including paragraph (d) shall be stated in the Supplier's Certificate of

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Conformance (C of C) or by a separate certificate. The full text of this clause can be viewed via the internet at <http://www.acq.osd.mil/dpap/dars/dfars/index.htm>.

14. Sampling Inspection Plan: Unless otherwise specified, the Supplier is responsible for 100% compliance to all applicable drawing requirements.
15. Functional Test Procedure: The functional test procedure to be followed in testing the item purchased to determine its compliance to functional requirements shall be submitted for approval not later than thirty (30) days before use at the Supplier's plant. All changes shall be submitted and approved by ITTAC before use on product delivered under this order.
16. Inspection and Test Plan: An inspection and test plan for control of articles furnished in accordance with this purchase order shall be prepared and specifically written to outline the subject flow from receipt of materials through fabrication, assembly and test operations.

Systems

17. Inspection System: The Supplier's inspection program shall be in accordance with at least one of the following specifications or standards:
 - Specification MIL-I-45208A, "Inspection System Requirements"
 - AS9003, "Inspection and Test Quality System"
 - Any higher-level quality system
18. Quality Assurance System: The Supplier's quality program shall be in accordance with at least one of the following specifications or standards:
 - Specification MIL-Q-9858A, "Quality Program Requirements"
 - ISO 9001:2000, "Quality Management System"
 - AS 9100, "Quality Management Systems – Aerospace Requirements"
19. Calibration Control: The Supplier shall control the calibration of all measuring and testing devices against certified standards traceable to the National Bureau of Standards. The calibration programs shall be in accordance with at least one of the following standards:
 - MIL-STD-45662, "Calibration System Requirements"
 - ISO 10012-1:2000, "Quality Assurance Requirements for Measuring Equipment"
 - ANSI/ASQC MI-1996, "American National Standard for Calibration Systems"ITTAC reserves the right to determine if a Supplier's calibration controls are appropriate for the product the Supplier provides.

Controls

20. Workmanship: All items on this order shall be fabricated and finished in a thorough, high-quality, good workmanship manner. Particular attention shall be

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given to freedom from blemishes, cleaning, removal of foreign object debris/damage (FOD), identification and general appearance.

21. Part Identification: All items supplied under this order shall be marked with FSCM and part number in accordance with MIL-STD-130, or as specified by ITTAC.
22. Part Identification: All items under this order shall be bagged, tagged and identified with FSCM, part number and nomenclature in accordance with MIL-STD-130, or as specified by ITTAC.
23. Casting Identification: All castings shall be identified by a permanent part number, configuration, foundry identification and melt number, or by a traceable chemical, physical analysis and heat treat. The identification shall remain legible after machining or surface finish.
24. Process Control: The Supplier shall maintain control and approval of all manufacturing and inspection processes used in the performance of this order and maintain objective evidence of process qualification in accordance with applicable specifications. The approval status shall be subject to review and disapproval by ITTAC.
25. Approved Suppliers: Only Suppliers specifically approved by ITTAC may be used. Upon request, ITTAC will supply Approved Supplier Lists (a.k.a. register). (When this clause is contractually required it will be noted on the purchase order. The ITTAC Supplier is expected to only use those suppliers approved by ITTAC.)
26. Material Review: The Supplier is not authorized to conduct formal material review on any nonconformance. All nonconformances shall be identified and segregated from conforming product.
27. Configuration Control: The Supplier agrees not to make any changes at any time in the part number drawing which would affect physical or functional interchangeability, reliability, or repair and maintenance operations unless the part number identification is changed and approved by ITTAC.
28. Military Standards: The Supplier shall use the latest revision of all Military standards and specifications unless the ITTAC drawing and/or purchase order imposes a specific revision level. When a specific revision level is imposed, the Supplier's certification shall reflect the specific revision level.
29. Inspection Data: One (1) copy of the Supplier item drawing or applicable catalog page shall accompany parts for receiving identification and inspection.
30. First Article Inspection: The Supplier shall submit a sample first article for dimensional and functional approval prior to making a production item(s). The Supplier shall notify ITTAC when the item is ready for approval examination.

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Such examinations may be conducted at the Supplier's facility or at ITTAC's Receiving Inspection Department.

31. Packaging and Shipping: Each lot of parts shall be packaged in individual containers bearing the seller's and/or ITTAC's part number and, if any, the applicable "AN", "MS" or other standard part number. Materials are to be shipped in containers in keeping with good commercial practices to preclude any damage during shipping and storage at buyer's plant. Each package shall be identified with ITTAC's purchase order number on the outer container.
32. Traceability: All items furnished on this order shall have documentation on file for at least seven (7) years after delivery to permit tractability of the delivered item back through its manufacturer and inspection to the procurement records on its constituent parts and materials. These records shall be sufficient to prove conformance to all applicable specifications and drawings, and shall provide means for identifying all like items.
33. Termination: Buyer may terminate work under this order in whole or in part at no charge to ITTAC when: material or articles furnished are not in conformance with drawings and/or specifications, repetitive quality deficiencies, poor workmanship, inadequate packaging and shipping and/or failure to follow applicable purchase order provisions for Quality Assurance.
34. Domestic Source of Supply: The Supplier must manufacture and/or procure product from a domestic (United States of America) source of supply. The Supplier shall flow down these requirements to all lower-tier subcontractors and suppliers as required for compliance. Compliance shall be stated in the Supplier's Certificate of Conformance or by a separate certificate.
35. Oilite Bushings: Supplier of this part must provide a Certificate of Conformance to all requirements.

In order to meet all ITTAC requirements for oilite bushings, unless otherwise directed by ITTAC Engineering drawing requirements, **the Supplier's C of C must in some manner state:**

- 1) **Compliance with MIL-B-5687**
- 2) **Identification of the specific oil** used to impregnate the parts (selected oil can only be from those listed in QPL-6085-15).
- 3) **Manufacturing Process Control** per AC204.51, including but not limited to:
 - Surface finish
 - Re-impregnation after machining
 - Packaging

In order to ensure compliance with **MIL-B-5687**, the Supplier should reference:

- MIL-B-5687 (for bearings, sintered, metal powder, oil-impregnated)
- MIL-PRF-6085 (performance specification for the lubricating oil)

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- QPL-6085-15 (qualified products list for MIL-PRF-6085)

36. **Mercury Free:** Unless otherwise specified, all parts, products, components, or assemblies purchased by or supplied to ITTAC shall not contain liquid mercury, mercury salts, or vapor. Contamination shall be prevented during manufacture, test, and inspection. Test equipment containing mercury shall not be used to test any part or assembly supplied to ITTAC. Mercury contamination of any item supplied to ITTAC is not allowed.

7.0 FIRST ARTICLES

7.1 The purpose of first article inspection is to provide documented objective evidence that applicable aerospace materials comply with the engineering and design specification requirements. First articles may apply to component parts, assemblies, castings/forgings and completed products as contractually specified by the purchase order or contract. First articles are required whenever specified by the purchase order or the order meets one or more of the following criteria:

- Initial production run of the part by a new supplier;
- The engineering drawing revision on the purchase order has changed since the last first article performed by the Supplier (delta first articles may be applicable as determined by the ITTAC Quality Control Supervisor or his/her designee);
- As required by the ITTAC Quality Control Supervisor or his/her designee; or
- As specifically noted on the purchase order (ITTAC customers can flow down unique requirements concerning first articles, i.e., Honeywell, Boeing, Parker, etc.).

7.2 It should be the Supplier's responsibility to submit first articles with no known nonconformances when required by Purchase Order. In the event a first article is found to be unacceptable to ITTAC, the Supplier may have to resubmit first article until approved. The resubmitted first article typically requires only discrepant dimensions or tooling change dimensions (and any affected dimensions) to be corrected, re-inspected and documented on the First Article Report.

7.3 If the Supplier's purchase order references the ITTAC customer part number, then the first article shall be performed with respect to the accepted customer's drawing or applicable specification.

7.4 If the Supplier's purchase order references the ITTAC part number, then the first article shall be performed with respect to the approved ITTAC drawing.

7.5 If the Supplier's purchase order references both the ITTAC customer part number and the ITTAC part number, then the first article shall be performed with respect to the accepted customer's drawing or applicable specification.

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7.6 First articles are to be submitted by the Supplier utilizing ITTAC 0202 First Article Inspection Report form (see **Exhibit #003**), or when directed by purchase order, the Supplier may be required to submit first articles documented on SAE AS 9102 forms. Supplier may elect to submit a first article on its own form as long as the content of the form meets the minimum information requirements noted on ITTAC 0202 form.

8.0 SUPPLIER REQUEST FOR MATERIAL REVIEW (SRMR, formerly VMR)

The Supplier Request for Material Review process provides a means for Supplier communication to ITTAC regarding detection of nonconforming material by the Supplier and to record possible corrective action by the Supplier. Authorized ITTAC MRB (Material Review Board) representatives review the Supplier request and when appropriate provide written instruction for how the Supplier is to proceed. Suppliers are encouraged to use this form to request deviation or change of requirement.

- 8.1 In the event a Supplier determines a product may be nonconforming the Supplier should contact its ITTAC Buyer before shipment of product advising of a need for an SRMR form ITTAC AP0086 submittal (see **Exhibit #004**).
- 8.2 If the Supplier has completed the form it shall be sent to the cognizant Buyer/Planner or Materials manager for processing.
- 8.3 In the event the submitted SRMR is approved, the Buyer shall transmit a copy of the approved SRMR.
- 8.4 The Supplier shall include a copy of the approved SRMR with the shipment and record the SRMR control number on the shipping documentation. The form must be signed and approved prior to shipment of parts to ITTAC.
- 8.5 All nonconforming material must be clearly separated from conforming material and identified with reference to the SRMR control number.
- 8.6 In the event the submitted SRMR is not approved by ITTAC Engineering or Quality, the form shall be returned to the Buyer and the disapproved SRMR will be communicated to the Supplier.
- 8.7 Upon receipt to ITTAC MRB, nonconforming material submitted with an approved SRMR shall **NOT** be counted as a Supplier responsibility defect in the Supplier's overall quality rating.
- 8.8 Upon receipt to ITTAC Receiving Inspection, nonconforming material submitted by the Supplier without a copy of an approved SRMR included with the shipment shall be counted as a Supplier responsibility defect and will negatively impact a Supplier's quality rating.

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8.9 If the submitted SRMR is accepted or not accepted, the Supplier's on-time delivery rating may be subject to a negative change if the shipment was not received on time.

9.0 SUPPLIER CORRECTIVE ACTION

9.1 When requested, it is the Supplier's responsibility to provide written effective corrective action (C/A) response. This cover letter or one of a similar nature should contain the following:

1. ITTAC MDNR number (if applicable)
2. ITTAC part number (if applicable)
3. Date C/A request was issued
4. Date Supplier response is required by
5. Appropriate ITTAC contact information

9.2 Corrective action requests can come in various forms (see **Exhibit #005** as one example) and may be issued to a Supplier utilizing, but not limited to, the following guidelines:

1. If the nonconformance resulted in a significant cost to ITTAC.
2. If the failed product was delivered to ITTAC customer.
3. For chronic delivery of nonconforming material as determined by inspection history.
4. If recurrence of a condition identified in a previous corrective action response indicates the action taken was not effective.
5. May also be required for other problems identified and documented by ITTAC Quality Engineering (i.e., poor delivery performance).

9.3 It is the Supplier's responsibility to clearly communicate to ITTAC their appropriate point of contact for receipt of ITTAC-issued corrective action requests.

9.4 The Supplier shall provide a timely written response by the due date as noted on the ITTAC request for corrective action.

9.5 ITTAC typically provides the Supplier a C/A letter and response form. The Supplier has the option to elect to provide C/A response to ITTAC on its own documentation.

9.6 Supplier corrective actions are generally the result of an MRB review of a nonconformance documented on an MDNR form.

9.7 When a dispositioned MDNR requires corrective action there will be different corrective action types noted. Each type requires a different level of action by the Supplier.

- Type I – Formal written corrective action response is required.

- Type II – Corrective action is required but documentation of such action is to remain with the Supplier.
- Type III – Sent for information purposes only. Supplier is requested to investigate.

9.8 The Supplier corrective action response should:

- Address areas outlined on the C/A cover letter;
- Focus to prevent recurrence of each discrepancy;
- Be received by the due date noted on C/A cover letter (extension of due date may be requested by the Supplier to the ITTAC Supplier Quality representative)
- Must provide documentation including **objective evidence**. Examples of objective evidence include but are not limited to:
 - Copies of employee training record
 - Modified work instructions
 - Invoice for new materials or equipment
 - Modified or new procedure or document
 - An issued management directive
 - A completed corrective action from a sub-tier supplier

9.9 When corrective action is required for any nonconformance on government source inspected supplies, the Supplier will be required to coordinate with its government representative on corrective action.

9.10 Failure by the Supplier to respond in a timely manner to C/A requests may be elevated to ITTAC management. Management representatives will make a decision with respect to the Supplier's status. Actions could include removal from the Approved Supplier List, a physical audit or other appropriate actions.

9.11 Corrective action responses found to be unacceptable by ITTAC will result in a repeat request for corrective action.

9.12 If a Supplier has a CERTIFIED Supplier status, corrective action efforts may include de-certification per Standard Practice Bulletin (SPB) 8.2.01, as applicable to the Supplier's history.

10.0 **SUPPLIER RATING**

10.1 Supplier rating is made up of two components, Quality and On-Time Delivery. Supplier performance as indicated by its rating is a key factor to continued or expanded business relations with ITTAC. The following data is collected to determine an overall rating for the Supplier:

- Supplier code
- Supplier name
- Pieces received
- Lots on-time

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- Pieces rejected
- On-time %

10.2 Per ITTAC Materials management, the acceptable on-time delivery window is five (5) days early and zero (0) days late.

10.3 The responsibility for administering the noted above rating system process rests with the ITTAC Materials manager.

10.4 Supplier quality performance will be generated utilizing pieces received versus pieces rejected to calculate a PPM (parts per million) rate. Supplier PPM goals are annually set by ITT management. Registered Suppliers can monitor their reported PPM by accessing their own web pages via www.ittaerospace.com.

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10.5 Suppliers who have a PPM greater than the stated goal and the number of lots submitted is greater than five may be subject to a containment action review by ITT Quality and Procurement management. Such suppliers may be subject to any of the following: increased ITT oversight, reduced level of business, onsite quality system survey, and may be required to submit a statement of corrective action or provide a plan to resolve the pertinent quality issues.

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11.0 GAGE LOAN POLICY

The Supplier must be aware there is a limitation of costs that ITTAC is willing to assume when ITTAC tools, gages, or other devices are loaned to Suppliers. The Supplier assumes responsibility for the control, calibration, and maintenance of that tooling or gaging. The loaning of gages, etc. to the Supplier does in no way relieve the Supplier from the proper measurement and control of its own manufacturing process, or relieve the Supplier of the responsibility to deliver conforming product.

As of the issuance of this statement, the past practice of loaning gages is modified to better serve both ITTAC and the Supplier.

- 1) Suppliers may be debited a nominal gage rental charge for "standard" thread ring and plug gage sets. The amount of the debit will be at the discretion of ITTAC Quality management.
- 2) ITTAC gages are to be utilized only for inspection of ITTAC parts and product.
- 3) Loaned gages must be returned within 30 days of the completion of the specific purchase order lot quantity. (Exceptions to gage return due date for back-to-back orders can be made by ITTAC management signature authority.)
- 4) Failure to return gages in a timely manner may result in the Supplier being debited the full cost to ITTAC for gage replacement in addition to the rental charge for calibration costs.
- 5) Any financial actions will be processed utilizing our ITTAC debit memo and assigned to the Supplier's account without prior notice or approval.

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Gage Loan Process

Requests for the loan of tools, gages, or other devices can be made by submitting an ITTAC 100 form through the Supplier's ITTAC Buyer to an authorized ITTAC Quality representative.

12.0 HANDLING, PACKAGING AND STORAGE

The ITTAC purchase order number and part number to appear on appropriate Supplier documentation (i.e., invoices, packing slips, packages and certifications as required).

No charge shall be made to ITTAC for boxing, packaging or cartage unless specifically provided for in the purchase order. Damage to any item not packed to ensure proper protection to the shipped materials might be charged to the Supplier.

13.0 CERTIFIED SUPPLIER PROGRAM

The Certified Supplier Program is documented in SPB 8.2-01. Suppliers in this program may be required to submit variable data (see **Exhibit #006**).

14.0 SUPPLIER CHECKLIST (see Exhibit #007 and associated Flow Chart)

A simple supplier checklist has been included in this document which addresses most basic questions a Supplier should be answering before making a shipment to ITTAC. It is not required to be submitted to or be prepared/maintained by the Supplier, but it is being offered as a guideline to maximize the quality of product shipped to ITTAC.

15.0 CONTROL OF RECORDS

Records shall be established and maintained to provide evidence of conformity to requirements and of the effective operation of the Supplier's quality management system. Records shall remain legible, readily identifiable and retrievable. A documented procedure shall be established by the Supplier to define the controls needed for identification, storage, protection, retrieval, retention time and disposition of records.

Unless otherwise specified by purchase order or Standard Practice Bulletins, records of product acceptance shall be maintained for a minimum of seven (7) years.

Records to be retained by the Suppliers depends greatly on the type of supplier and specific noted ITTAC or customer requirements. Below are noted typical quality records for retention:

1) Product Acceptance

First Article Reports; Dimensional Inspection Reports; Acceptance and Test data; Nonconformance/Discrepant Material; Accept/Reject data; Product Qualification

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2) Calibration

Gage Control; Calibration Certifications; Maintenance Records; Employee Calibration Records; Calibration Equipment List; Calibration Recall List; Notice of Out of Tolerance Condition

3) Certifications

Material; Chemical and Physical; Special Process

4) Training

Job Instruction; Formal/Certification

5) Quality System

Contract Review; Approved Supplier Listing; Corrective Actions; System and Supplier Surveys; Supplier Certifications; Purchase Order or Engineering Change Notices; Work Instructions; Quality Manual; Stamp Log

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16.0 EXHIBITS

Exhibit #001 – Standard Terms and Conditions

ITT AEROSPACE CONTROLS

28150 Industry Drive, Valencia, CA 91355

TERMS AND CONDITIONS OF PURCHASE

ITT AEROSPACE CONTROLS, A UNIT OF ITT FLUID TECHNOLOGY
designated below as "ITT", places this order only upon the terms and conditions below:

1. **ACCEPTANCE:** This order becomes a binding contract upon the terms and conditions set forth herein when Seller accepts by executing and returning the attached acknowledgment copy within 10 days from date of order, or when Seller commences performance, whichever occurs first. Additional or different terms proposed by Seller are objected to and rejected, unless accepted in writing by ITT. No change in, modification of, or revision to this order shall be valid unless in writing and signed by ITT.
2. **DELIVERY:** Time is of the essence in the performance of this order. However, Seller shall not, without ITT's prior written consent, manufacture or procure materials in advance of Seller's normal flow time, or deliver in advance of schedule. In the event of termination or change, no claim will be allowed for any such manufacture or procurement in advance of such normal flow time, unless there has been such prior written consent. ITT may, at its option, either retain items received in advance of the delivery schedule or return them to Seller at Seller's risk and expense.
3. **PRICE WARRANTY:** Seller warrants that the prices for the items or services covered hereby are not less favorable than those currently extended to any other customer for the same or similar items or services in similar quantities. In the event Seller reduces its price during the term of this order, Seller agrees to reduce the price hereof correspondingly. Seller warrants that prices shown on this purchase order shall be complete, and no additional charges of any type will be added without ITT's express written consent. Such additional charges include, but are not limited to, shipping, packaging, labeling, custom duties, taxes, storage, insurance, boxing, crating.
4. **INSPECTION:** All articles are subject to inspection and test at place of manufacture or at destination or at both places by ITT representatives. ITT reserves the right to perform lot sampling inspections in accordance with MIL-STD-105 (issue in effect on date of this order) and to accept or reject material supplied hereunder on a lot basis.
5. **WARRANTY:** Seller expressly warrants that all supplies furnished hereunder will be fit for the purpose intended, will be free from defects in material and workmanship, will conform to all applicable specifications, drawings, samples and descriptions and unless ITT's design, will be free from design defects, and will be merchantable and safe. Seller agrees to replace or correct defects of any supplies not conforming to the foregoing warranty promptly, without expense to ITT, when notified of such nonconformity by ITT. In the event of failure of Seller to correct defects in or replace non-conforming supplies promptly, ITT, after reasonable notice to Seller, may make such corrections or replace such supplies and charge Seller for the cost incurred by ITT. All warranties shall be construed as conditions as well as warranties and shall be in addition to all warranties implied by law. All warranties shall run to ITT, its successors, assigns and customers.
6. **REJECTIONS:** ITT reserves the right to reject and receive full credit for any article or articles which are defective as to material, workmanship, quality or otherwise or which are not in conformity with the specifications, drawings or the sample approved by ITT. Without extra cost to ITT, Seller will immediately, upon receipt of written instructions by ITT, replace all rejected material, including material damaged because of unsatisfactory packing by Seller. Rejected articles shall not be submitted for acceptance without concurrent notice of their prior rejection. Seller will be notified of defective material or material not in accordance with specifications of ITT and such material will be returned to the Seller, COLLECT.
7. **CHANGES:** ITT may at any time, by written notice and without notice to sureties make changes within the general scope of this order in any one or more of the following: (i) drawings, designs, or specifications; (ii) method of shipping or packing; (iii) place of inspection, acceptance or point of delivery; (iv) delivery schedule. Should any such change increase or decrease the cost of, or the time required for performance of this order, an equitable adjustment may be requested by Seller in the price, delivery schedule, or both. No claim by Seller for such an adjustment will be valid unless submitted to ITT within fifteen (15) days from the date of such change notice. Nothing contained herein shall excuse Seller from proceeding without delay in performing this order as changed.
8. **BANKRUPTCY - CANCELLATION:** ITT may cancel this order in whole or in part by written or telegraphic notice if: (1) The Seller shall become insolvent or make a general assignment for the benefit of creditors; or (2) a petition under the Bankruptcy Act is filed by or against the Seller. After receipt of notice of any such cancellation, the Seller shall transfer title and delivery to ITT satisfactorily completed work and such work in progress as may be directed by ITT. If the cost of completion is in excess of the contract price, then Seller shall be liable for such excess.
9. **TERMINATION CONVENIENCE OF PURCHASER:** ITT reserves the right to terminate this order or any other part hereof for its sole convenience. In the event of such termination, Seller shall immediately stop all work hereunder and shall immediately cause any of its suppliers or subcontractors to cease such work. Seller shall be paid a reasonable termination charge consisting of a percentage of the order price reflecting the percentage of the work performed prior to the notice of termination, plus actual direct costs resulting from termination. Seller shall not be paid for any work done after receipt of the notice of termination, nor for any costs incurred by Seller's suppliers or subcontractors which Seller could reasonably have avoided.
10. **TERMINATION FOR CAUSE:** ITT may terminate this order or any part hereof for cause in the event of any default by the Seller, or if the Seller fails to comply with any of the terms and conditions of this order. Termination for cause shall include, but not be limited to, late deliveries, deliveries of products which are defective or which do not conform to this order, and failure to provide ITT, upon request, reasonable assurances of future performance. In the event of termination for cause, ITT shall not be liable to Seller for any amount and Seller shall be liable to ITT for any and all damages sustained by reason of the default which gave rise to the termination.
11. **FORCE MAJEURE:** ITT reserves the right at its option to either suspend shipments of materials covered by this order or to cancel this order, in whole or in part, at any time where such suspension or cancellation is caused by government order or other requirements, embargos, acts of civil or military authorities, acts of the public enemy, inability to secure transportation facilities, strikes, differences with workers, accidents at plant or ITT, or Defense Materials Systems Priority Regulations, or other law or order or regulation or other contingency beyond control of ITT.
12. **TERMINATION SETTLEMENT FORMULA:** In the event of termination, cancellation or reduction of this order, except for default of the Seller, settlement of fixed price orders shall be made in accordance with Section 52.2494 of the Federal Acquisition Regulations (issue in effect as of the date of this order). "Contracting Officer" means "ITT's Purchasing Representative"; "Government" means "Seller".
13. **SETOFF:** ITT shall have the right at any time to set off any amount owing by Seller to ITT or any of its affiliated companies against any amount due and owing to Seller on this order.
14. **AUDIT INSPECTION OF RECORDS:** Seller shall keep adequate records of payable hours of direct labor and all costs of the performance of this order, which shall be subject to audit by ITT in the event of cancellation or with respect to any order for which the price is based on time and cost of material.
15. **NOTICE OF LABOR DISPUTES:** Whenever an actual or potential labor dispute is delaying or threatening to delay the performance of this order, Seller shall immediately give notice thereof to ITT.
16. **COMPLIANCE WITH FEDERAL, STATE, AND LOCAL LAWS:** Seller shall comply with all federal, state and local laws and regulations applicable to its performance of its obligations hereunder (including to the extent applicable and without limitation) Fair Labor Standards Act of 1938, as amended; Williams-Steiger Occupational Safety and Health Act of 1970, as amended; Walsh-Healy Public Contracts Act of 1970, as amended; and the equal employment opportunity and affirmative action clauses prescribed by statute, (Public Laws 90-202, 93-112, 92-540, 95-507) executive orders (11246, 11375, 11925, 11701, 11756) and regulations regarding race, color, religion, sex, age, national origin, physical or mental handicap, veteran status, small business, small disadvantaged business, and women-owned business concerns.
17. **INDEMNIFICATION:** Seller shall defend, indemnify and hold harmless ITT against all damages, claims or liabilities and expenses (including attorney's fees) arising out of or resulting in any way from any defect in the goods or services purchased hereunder, or from any act or omission of Seller, its agents, employees or subcontractors. This indemnification shall be in addition to the warranty obligations of Seller.
18. **PATENT INDEMNITY BY SELLER:** Seller agrees to defend and hold harmless ITT, its customers and those for whom ITT may act as agent, from all loss or damage (including attorney's fees) by reason of any and all actions or proceedings charging infringement of any patent, trademark or copyright by reason of sale or use of any merchandise furnished hereunder, except merchandise furnished hereunder, except merchandise for which ITT furnished complete specifications.
19. **TITLE TO NEW INVENTIONS:** If this is a non-government order for experimental, developmental or research work, Seller hereby assigns to ITT all right, title and interest for the entire world in and to any invention conceived or first actually reduced to practice during performance of this order. Seller will promptly furnish ITT written disclosure of any such invention and cause to be executed and acknowledged any document required to secure patent protection therefor.
20. **CONFIDENTIAL RELATIONSHIP:** Seller agrees to treat as strictly secret and confidential all specifications, drawings, blueprints, nomenclature, samples, models and other information supplied by ITT. Unless the written consent of ITT is first obtained, Seller shall not in any manner advertise or publish or release for publication any statement mentioning ITT or the fact that Seller has furnished or contracted to furnish to ITT articles required by this order, or quote the opinion of any employee of ITT. The Seller shall not disclose any information relating to this order to any person not entitled to receive it.
21. **TOOLS, MATERIALS AND INFORMATION:** If any designs, sketches, drawings, blueprints, patterns, dies, molds, tools, gauges, equipment, or special appliances should be made or procured by Seller especially for producing the product covered by this order, then unless otherwise provided, immediately upon manufacture or procurement they shall become the property of ITT. Unless otherwise provided on the face of this order or Supplement or Change Order, any proprietary information, or materials, designs, tools, patterns, molds, dies, fixtures, etc., furnished by and/or paid for by ITT shall become and/or remain the property of ITT, shall be held by Seller on consignment at Seller's risk, shall be used exclusively in the production for ITT of products required by this order, shall be subject to disposition by ITT at any and all times and, upon demand, they shall be returned to ITT.
22. **ASSIGNMENTS AND SUBCONTRACTS:** This order shall not be assigned or transferred without prior written consent of ITT. Seller agrees that it will not subcontract the furnishing of any of the completed or substantially completed articles required by this order without prior written approval of ITT.
23. **ENTIRE AGREEMENT:** This order, and any documents referred to herein, contain all the terms and conditions of these transactions and no agreement or other understanding in any way modifying the conditions hereof shall be binding unless made in writing as a change order or supplement and signed by ITT.
24. **ADDITIONAL CLAUSES APPLICABLE TO GOVERNMENT CONTRACTS:** If this order is issued pursuant to a U.S. Government Contract or Subcontract, then the additional terms and conditions set forth in the ITT form entitled "ADDITIONAL CLAUSES APPLICABLE TO GOVERNMENT CONTRACTS", a copy of which is attached hereto and incorporated herein, shall apply.
25. **WAIVER:** Failure of ITT to insist upon strict performance of any of the conditions of this order shall not constitute a waiver of such conditions or a waiver of any default.
26. **ITT RIGHT TO USE INFORMATION DISCLOSED BY SELLER:** If incidental to the performance of this order, Seller shall disclose to ITT any information concerning the Seller's products, manufacturing methods or processes, then unless otherwise expressly agreed in writing, ITT shall have the right to use such information for any purpose. No patent license is implied hereby.
27. **INTERPRETATION AND JURISDICTION:** This purchase order shall be construed and interpreted solely in accordance with the laws of the State of California. Seller hereby consents and submits to the jurisdiction of the appropriate courts in the State of California for adjudication of any question of law arising hereunder.
28. Seller certifies and represents that he has complied with government rules and regulations issued under the Toxic Substance Control Act (PUBLIC LAW 94-469), and will defend, indemnify and hold harmless purchaser from and against any and all claims, losses, damages, costs and expenses resulting from or arising out of any failure to so comply with said act.

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Exhibit #002 – Supplier Quality System Survey

ITT AEROSPACE CONTROLS SUPPLIER QUALITY SYSTEM SURVEY

ITT AEROSPACE CONTROLS USE ONLY

APPROVED DISAPPROVED CONDITIONAL APPROVAL
(SEE NOTES AND COMMENTS)

Assigned Vendor #

BY: _____ DATE: _____

Supplier Name: _____

Facility Address: _____

Phone: _____ Email: _____ Fax: _____

Please check all that apply: Manufacturer Distributor Process / Service

If your company's quality system is 3rd-party certified you do not need to complete the entire questionnaire.
Complete and sign this page and attach a copy of your ISO 9000 or other Certificate.

Other: _____ (Such as: NADCAP, UL...)

Quality System: ISO _____ Certified Compliance only

If you are a **Manufacturer or provider of a Service**, please complete the entire questionnaire.

If you are a **Distributor** you need only complete Sections 6 (Purchasing) & 16 (Records).

Type of manufacturing, service or products: _____

Business Mix: Military Aerospace: _____% Commercial: _____%

Total number of employees: _____ Number of Quality personnel: _____

Person responsible for Quality: Name _____ Title _____

This person reports to: Name _____ Title _____

Person responsible for Mfg.: Name _____ Title _____

This person reports to: Name _____ Title _____

Number of year's company has been in business under present name: _____ At present location: _____

If company name or location is new, provide previous name / location: _____

Special Processes: _____

By signature, you agree to notify ITT Aerospace Controls in writing when "significant organizational, facility or Quality system changes" occur, such as production location or senior quality management.

I hereby certify the information submitted on this questionnaire to be true and accurate at this time.

Survey completed by: Name _____ Title _____ Date _____

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Exhibit #003 – ITTAC 0202 First Article Inspection Report Form



**FIRST ARTICLE INSPECTION REPORT
ID No.**

ITT P/N _____ CUSTOMER P/N _____ REV _____ DATE _____
PART NAME _____ DWG. REV _____ ATP / E850 REV _____ S/N _____
CUSTOMER / SUPPLIER _____ S.O. # / P.O. # _____

RECORD ALL CHARACTERISTICS INCLUDING APPLICABLE DRAWING NOTES.

Drawing tolerances (unless specified): X = _____ XX = _____ XXX = _____ ϕ = _____

ITEM	ITT Requirements	Customer Requirements	Actual Condition	INSPECTOR C E J	ECR # or ECO # Or REMARKS
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					

**SAMPLE
FOR REFERENCE ONLY**

REMARKS: _____

APPROVAL

INSPECTOR _____

QUALITY ASSURANCE _____ DATE _____ ENGINEERING _____ DATE _____

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Exhibit #004 – ITTAC AP0086 Supplier Request for Material Review Form

CONTROL NO. VMR: _____

SUPPLIER REQUEST FOR MATERIAL REVIEW

SUPPLIER NAME: _____ SUPPLIER NO.: _____

ADDRESS: _____ DATE: _____
_____ CERTIFIED: _____

CITY: _____ BUYER CODE: _____

STATE/ZIP: _____

P.O. NO.: _____ ITEM NO.: _____ REV: _____

DESCRIPTION: _____ REQ. QTY.: _____ DISCREPANT QTY. _____

DESCRIPTION OF DISCREPANCIES:

CAUSE AND CORRECTIVE ACTION:

SUPPLIER REPRESENTATIVE: _____

ITTAC USE ONLY

MATERIAL REVIEW DISPOSITION: _____

ACCEPT QTY: _____ REJECT QTY: _____

DESIGN ENG: _____ DATE: _____ QA ENG: _____ DATE: _____

SIGNATURE: _____

DCAS/CUSTOMER (A/R): _____

ITTAC FORM AP0086 REV. B 7/98

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Exhibit #005 – Supplier Corrective Action Response Form



ITT

ITT Aerospace Controls
28150 Industry Drive
Valencia, CA 91355

Supplier Corrective Action Request

SUPPLIER NAME
ADDRESS
CITY, ST ZIP

ITT MDNR Number:
ITT Part Number:
Purchase Order:

Date Issued: April 26, 2007

Date Response Due: May 26, 2007

Dear Quality Manager:

ITT Aerospace Controls has received nonconforming material from your company. Please see the attached MDNR form for an explanation of the nonconformances and purchase order affected. Nonconformances for which you are responsible will affect your quality rating and could result in suspension from the ITT Aerospace Controls approved vendor.

It is expected that you will take **immediate containment and corrective action** to:

- 1) **Prevent** any further deliveries of nonconforming material to ITT Aerospace Controls.
- 2) **Correct** the immediate cause of the nonconformance and isolate nonconforming material in your facility.
- 3) Correct the **root cause** or systemic issue that resulted in shipping nonconforming material to ITT Aerospace Controls.

Please submit a corrective action response with documented proof of corrective actions taken within 30 days of the Issued Date (*note **Date Response Due** above*).

- By mail: Sally Wong, ITT Aerospace Controls, 28150 Industry Drive, Valencia, CA 91355
- By e-mail: sally.wong@itt.com or karl.fischer@itt.com
- By fax: (661) 294-1151

Please include the following information in your response using the attached form or your own in-house Corrective Action Report:

1. Restatement of **problem** (if not already on the form).
2. What **containment actions** have been taken for remaining product, if any, to protect ITT from receipt of further non-conforming product?
3. Clearly identify the **root cause** of this discrepancy. If currently unknown, identify the probable cause(s).
4. Indicate what **corrective action** has been taken to prevent recurrence of this root cause. If root cause is unknown, what actions are being taken to confirm cause and what protection exists to prevent the probable cause?
5. What **preventive actions** have been taken (system level) to preclude future non-conformance of this type?
6. Identify effectivity of corrective action by date or other means.

If you should have any questions, please feel free to contact me at (661) 295-4162.

Sincerely,

Karl Fischer
Sr. Quality Engineer
Email: karl.fischer@itt.com

Form: ITTAC185

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Exhibit #007 – Supplier Checklist

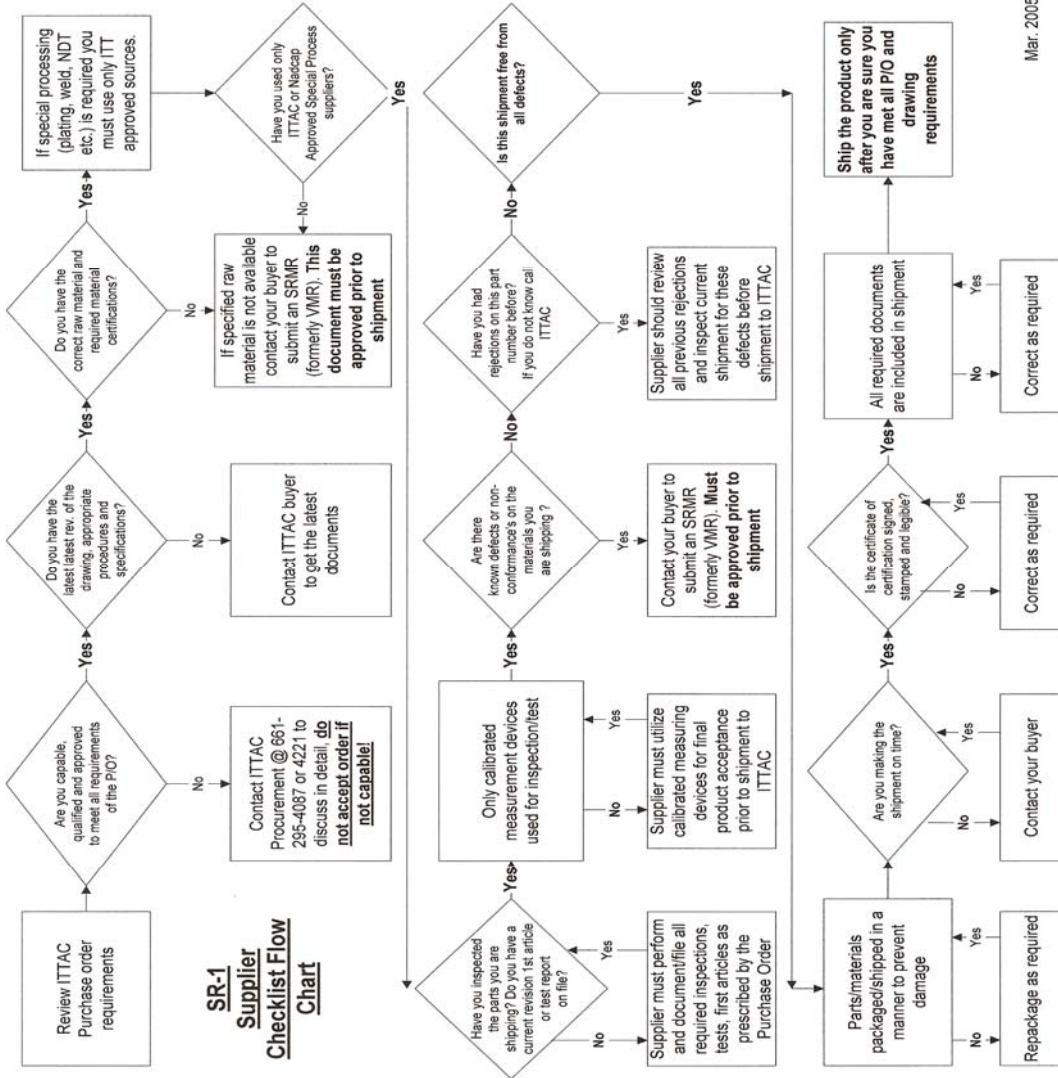
Below are basic questions every Supplier needs to consider before making a shipment to ITTAC.

YES NO

- | | | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Has the purchase order from ITTAC been reviewed? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are all purchase order requirements clearly understood? |
| <input type="checkbox"/> | <input type="checkbox"/> | If all requirements are not clearly understood, have you contacted your Buyer? |
| <input type="checkbox"/> | <input type="checkbox"/> | Is your company capable, qualified and approved to comply with all requirements? |
| <input type="checkbox"/> | <input type="checkbox"/> | Do you have the latest revision of the drawing, appropriate procedures and specifications? |
| <input type="checkbox"/> | <input type="checkbox"/> | Do you have the correct raw material as required by purchase order and or engineering drawing? |
| <input type="checkbox"/> | <input type="checkbox"/> | If you are responsible for special processes like plating, welding, heat-treat, NDT..., were these parts processed/certified by approved ITTAC Suppliers only? |
| <input type="checkbox"/> | <input type="checkbox"/> | Have you inspected the parts you are shipping to ITTAC? |
| <input type="checkbox"/> | <input type="checkbox"/> | Were only calibrated measurement devices used for inspection/test? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are there known defects or nonconformances on the materials you are shipping to ITTAC? |
| <input type="checkbox"/> | <input type="checkbox"/> | If there are defects, have you contacted your Buyer for an SRMR (Supplier request for material review or VMR) form? |
| <input type="checkbox"/> | <input type="checkbox"/> | Have you had ITTAC rejections for this part number before? |
| | | Total number of rejections _____ |
| | | List rejections _____, _____, _____, _____ |
| <input type="checkbox"/> | <input type="checkbox"/> | If you have had ITTAC rejections on this part number before, is this shipment free from those defects? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are all parts/materials packaged and shipped in a manner to prevent damage? |
| <input type="checkbox"/> | <input type="checkbox"/> | Do you have the appropriate records such as inspection/test reports, first articles, and certifications on file? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are all required documents such as 1 st articles, certifications, inspection/test reports, packing slips signed, stamped and legible? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are all required documents included with the shipment? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are you making the shipment on time? |

Review performed by Date

Checklist Flow Chart



Mar. 2005