

## 1.0 PURPOSE

- 1.1 The purpose of this this Quality Clause Document is to specify requirements by which Quality/Production activities shall be established, controlled, and maintained for the manufacturing of Rave Gear, LLC. (RG).

## 2.0 SCOPE

- 2.1 This agreement applies to all materials, components, and products for Rave Gear LLC. by the Supplier sub-tier sources. This agreement describes what Rave Gear expects its Suppliers to do to ensure that all Rave Gear requirements and expectations are met.
- 2.2 Questions concerning this agreement should be directed to your respective Purchasing Manager or Quality Representative.

## 3.0 RESPONSIBILITY

- 3.1 The Purchasing Department contact(s) responsible for general inquiries or shipping communication from Rave Gear LLC.
  - Purchasing Manager - Jessica Naran PH 830-421-3295 Ext. 106 Email: [Jessica@ravegears.com](mailto:Jessica@ravegears.com)
  - General Purchasing Contact: [purchasing@ravegears.com](mailto:purchasing@ravegears.com)
- 3.2 The Quality Representative responsible for acting on behalf of Rave Gear, LLC. in matters associated with the quality of the products and/or items.
  - Quality Manager - Melissa Bauer PH 830-421-3295 Ext. 105 Email: [Melissa.b@ravegears.com](mailto:Melissa.b@ravegears.com)
  - Quality Supervisor/Engineer - Nehal Patel PH 830-421-3295 Ext.203 Email: [Nehal@ravegears.com](mailto:Nehal@ravegears.com)
  - General Quality Department contact: [quality@ravegears.com](mailto:quality@ravegears.com)
- 3.3 For shipments to-and-from Rave Gear, please contact
  - [shipping@ravegears.com](mailto:shipping@ravegears.com)

## 4.0 DEFINITIONS

- 4.1.1 **Corrective Action** – The organization takes action to eliminate the cause of nonconformities in order to prevent their recurrence is known as Corrective Action - CA
- 4.1.2 **SCAR** – Supplier Corrective Action Report. Request to review and correct an issue impacting quality of products or services.
- 4.1.3 **Counterfeit** – An unauthorized copy, imitation, substitute, or modified part (e.g., material, part, component), which is knowingly misrepresented as a specified genuine part of an original or authorized manufacturer.

*NOTE: Examples of a counterfeit part can include, but are not limited to, the false identification of marking or labeling, grade, serial number, date code, documentation, or performance characteristics.*

- 4.1.4 **Special Process** – Is the application of chemical, metallurgical, nondestructive or any other special manufacturing, joining or inspection processes, controlled by Federal, US Government, Industry, National, International, or other specifications.
- 4.1.5 **Drawing** – Drawings, Specifications and other data necessary to define the configuration and design features of the product.
- 4.1.6 **Certification of Conformance** - Certification of Conformance is granted to a product that meets a minimum set of regulatory, technical and safety requirements. A document certified by a competent authority that the supplied good or service meets the required specifications and requirements.

## 5.0 GENERAL REQUIREMENTS

- 5.1 The Supplier shall maintain a Quality Management System suitable to the products and services that is certified by accredited third-party certification body to the latest version of one or more of the following:
  - ISO 9001 – Quality Management System Requirements
  - AS9100 – Quality Management System Requirements

- NADCAP – National Aerospace and Defense Contractors Accreditation Program

- 5.1.1 In the absence of third-party certification, depending on the product, its application, value, and criticality, the RG Buyer and Quality representative may authorize the acceptance of other evidence of compliance. This may include second-party (RG) audit of first-party (self) assessment to the applicable criteria above, or to a set of alternative basic quality requirements.
- 5.1.2 Compliance to Rave Gear contractual requirements, upon accepting a contract, the supplier is responsible for compliance to all contract (e.g., engineering drawing, specification, purchase order) requirements.
- 5.1.3 Products/Items shall be assigned a specific Supplier lot or Serial number. This number(s) shall be clearly identified on the Product/ Items and/or its packaging, as well as on Supplier traceability quality records.
- 5.1.4 Production/Quality records shall be made available to Rave Gear and to the appropriate regulatory authorities upon request by Rave Gear.
- 5.1.5 All products/items manufactured by Supplier shall comply with specifications provided to Supplier. Compliance with all conditions in Rave Gear purchase order is also required.
- 5.1.6 Supplier shall comply with requirements noted in the Rave Gear Terms & Conditions SOP-11, Appendix A, including end user flow-downs documented on purchase order.
- 5.1.7 As applicable supplier agrees to maintain a counterfeit and suspect unapproved parts prevention program by adoption of processes which are in accordance with AS9100D and AS6174 Standard.
- 5.1.8 The identification and revision status of specifications, drawings, process requirements, inspection/verification instructions and other relevant technical data.
- 5.1.9 Requirements for test, inspection, verification (including production process verification), use of statistical techniques for product acceptance, and related instructions for acceptance by the organization, and as applicable critical items including key characteristics.
- 5.1.10 Requirements for test specimens (e.g., production method, number, storage conditions) for inspection/verification, investigation or auditing.
- 5.1.11 Requirements regarding the need for the supplier to:
  - a) Notify the organization immediately of any furnished counterfeit product delivered once they suspect or become aware of the same after any point delivery
  - b) Notify the organization of nonconforming product at least 24 hours from time of occurrence using QF-11-09 form.
  - c) Obtain organization of changes in product and/or process, changes of suppliers, change of manufacturing facility location, and required obtain organization approval.
  - d) Flow down to the supply chain the applicable requirements including customer requirements,
  - e) Records retention requirements.
  - f) Right of access by the organization, their customer and regulatory authorities to the applicable areas of all facilities, at any level of the supply chain, involved in the order and to all applicable records.
  - g) Ensure that their employees are aware of the importance of ethical behavior

## 5.2 PRODUCTION

- 5.2.1 The Supplier's production process documentation shall include the following:
  - a) Manufacturing process flow chart;
  - b) Risk Assessment
  - c) Quality Plan;
  - d) Production traveler or route card;

- e) Manufacturing procedures/instructions;
- f) Part/product drawings;
- g) Inspection and test procedures/instructions.

5.2.2 RG shall require review of the production process prior to the supplier starting commercial production.

### 5.3 CALIBRATION

5.3.1 All inspection, measuring, and testing conducted by the Supplier shall be in accordance with defined requirements per ISO/IEC 17025:2005 with traceability to N.I.S.T. and utilize only calibrated instruments and equipment. Acceptance criteria for finished products/items shall meet all corresponding Rave Gear specifications provided to the supplier.

### 5.4 ENGINEERING CHANGES

5.4.1 Proposed changes and/or deviations to Supplier process documentation must be communicated to and approved by Rave Gear when those changes could potentially affect the form, fit, or function of products.

5.4.2 Any engineering changes impacting products may not be implemented until written approval from Rave Gear has been received.

### 5.5 NON-CONFORMITY AND CORRECTIVE ACTION PROCESS AND COUNTINOUS IMPROVEMENT

5.5.1 The Supplier shall define, implement, and maintain a non-conformity and corrective action process. This process should include a disciplined approach to determining the root cause of problems and issues and developing, implementing, and verifying the solutions needed to resolve them and eventually leading them to continual improvement.

5.5.2 The Supplier's corrective action process shall include provisions for recording (and reporting, when requested) the following information to RG for actions associated with or having an impact upon products:

- a) Problem statement
- b) Root cause investigation method and results
- c) Solution description and associated implementation plan
- d) Verification of implementation and effectiveness
- e) Flowing down corrective action requirements to suppliers when it is determined that the sub-tier supplier is responsible for the nonconformity
- f) Specific actions where timely and/or effective corrective actions are not achieved, and determination if additional nonconforming product exists based on causes of the nonconformities and taking further action when required

5.5.3 Corrective action records shall be retained in accordance with the Quality Record Retention requirements below. In addition, records shall be made available upon request.

5.5.4 Supplier is responsible for notifying Rave Gear of any non-conformity prior to shipment of parts using QF-11-09 Supplier Non-Conformance worksheet. Supplier is responsible for submitting this form to designated quality/purchasing contact for review **prior** to shipment of affected parts. If parts are returned prior to submittal/disposition, parts will be treated as an escape and will require RCCA, along with negatively affecting supplier's quality performance. This will also be cause for administrative fee referenced in section 5.17.1.

### 5.6 SERIALIZATION & PART MARKING REQUIREMENTS

5.6.1 Supplier shall serialize/mark all product per the purchase order, engineering drawing, specifications and planning.

### 5.7 DOCUMENTATION REQUIREMENTS

#### 5.7.1 Certificate of Conformance

Suppliers and sub-tiers shall provide a Certification of Conformance with shipment. The certificate must include the following, as applicable:

- a) Supplier name and location
- b) Part number and description

- c) Lot and serial numbers
- d) Purchase order number and quantity
- e) List of all S/N (within the lot) of products/items in the shipment.
- f) List of special process specification and revision requirement and certification of conformance report number, including company providing service and address.
- g) Operation number that work was performed to, and Op. revision
- h) Frozen planning/Technique number and revision.
- i) Statement of conformance to applicable drawings, specifications or other technical data.
- j) Signature or stamp of authorized agent date of the manufacturer or distributor and date.

**5.7.1.1 Digital Documentation Upload**

When required by applicable purchase order, supplier is responsible for uploading deliverables/documents digitally through Rave Gear secure file share method. A link for this folder is accessible through <https://ravegears.com/suppliers>. Supplier shall be issued a password that will occasionally change for access to this folder. Documents are to be uploaded *at the time of shipment/completion of order*. This upload process allows for review of any deliverables prior to parts arriving at Rave Gear facility. Failure to accomplish this step when required may incur penalties specified in section 5.17.

**5.7.2 Raw Material**

Supplier and sub-tier supplier shall maintain a copy of all supplier-procured raw material certifications. Certification shall include material specification, description, alloy and condition. The supplier shall maintain the mill certification for material that shall include physical properties (hardness and conductivity), chemical analysis, and heat-lot number(s). Supplier shall include a copy of the original mill certification with the shipment of product.

**5.7.3 Process Specification Certifications**

Supplier will provide copies of all special process certifications, including sub-tier supplier process certifications with the product.

**5.7.4 Dimensional Inspection Report**

The Supplier shall furnish an inspection report for each lot of parts submitted, including inspections of Critical and Key Characteristics features on drawing callouts.

**5.7.5 Packing Slips**

Supplier shall provide a packing sheet or attachments for each separate shipment with the following minimum requirements:

- Supplier's company name and address
- Purchase order number, line item(s) and part numbers
- Dispositioned nonconformance document number(s), as applicable
- Required parts traceability forms

**5.7.6 Tooling** – Suppliers of Special Tooling or Special Test Equipment.

In addition to the requirements, outlined in the "Packing Slips" and "Certificate of Conformance" record the tool number/serial number with description, as applicable.

**5.8 QUALITY RECORD RETENTION**

5.8.1 The following Supplier quality records related to Rave Gear LLC. products, as applicable, must be retained for a minimum of seven (7) years or per Purchase Order flow-downs:

- Calibration Reports
- Process Validation Records
- Document Change Records
- Customer Complaint Records
- Corrective and Preventive Action Records

5.8.2 At the end of the required retention period, the Supplier shall contact Rave Gear LLC. to determine the appropriate disposition of the records (e.g., send to Rave Gear LLC., destroy, etc.).

- 5.8.3 If specified, supplier will retain documents for a time period greater than seven (7) years. This may be required for specific parts/programs. Rave Gear shall flow down these requirements when necessary to sub-tiers.

## 5.9 FIRST ARTICLE INSPECTION RECORDS

- 5.9.1 A First Article Inspection (FAI) Report from the supplier is required when the article produced is a new part or representative of the first production run. This includes all details and sub-assemblies that constitute the end item ordered. The FAI shall not be considered complete until all non-conformities are resolved. The First Article Inspection Report shall be completed using the format specified in AS 9102 without exception.
- 5.9.2 FAIs are also required when any of the following conditions apply:
- First time part is produced from a new tool.
  - A change in the design affecting fit, form, or function of the part.
  - A change in manufacturing source(s), processes, inspection method(s), location, tooling or materials with the potential of affecting fit, form or function.
  - A change in numerical control program or translation to another media.
  - A natural or man-made occurrence, which may adversely affect the manufacturing process.
  - A lapse in production for two years unless relief is provided in accordance with this procedure or as specified by the Customer.
- 5.9.3 The FAI requirements may be satisfied by either a full or a partial FAI in accordance with AS 9102. A partial FAI addresses only differences between the current configuration and prior approved configuration and is generally conducted if data changes subsequent to the accomplishment of a full FAI or a tool is reworked, etc.
- 5.9.4 FAI records must include all dimensions or forms specified on the purchase order, on printed drawings, and in digitally represented models, referenced by the purchase order, drawing, or digitally presented data. Each report must also include the following, as applicable:
- Part Number and Description
  - Purchase Order Number
  - 100% of Engineering specified dimensions, and the actual measurements obtained
  - Special process certifications, including those from subcontractors
  - Test data; including requirements, performance ranges, and results
  - Raw material certifications
  - Specification and/or drawing numbers and the revision level during manufacturing and inspection
  - Location of manufacturer and date of inspection
  - Signature of authorized agent of the manufacturer
  - Identification of the report as First Article
  - Certification of Conformance
  - Bubble Drawings – required when the drawings do not provide clear characteristic locations (for example: Sheet 1 Zone A 3) and when Engineering data is Model only since the Models do not provide Zone locations.

NOTE: The FAI checklist at Appendix A should be used when completing FAI's to assure proper completion of the FAI.

- 5.9.5 Suppliers shall arrange and organize FAI records in a way that is easily comprehensible upon receipt. Certifications, test reports and other essential documents for detail parts listed in assembly FAI shall immediately follow each sub-assembly FAI report. For large assembly FAI reports (consistency of multiple sub-assembly and detail parts), a binder is the preferred method of presentation.

## 5.10 PACKAGING/HANDLING/PRESERVATION/SHIPMENT

- 5.10.1 All items delivered on this order must be adequately preserved, packaged, handled and contained to prevent

deterioration and damage during shipment. The shipping method should ensure safe arrival at destination in accordance with good commercial practices, unless special package and shipping instructions are specified in Purchase Order and/or drawing/specification.

5.10.2 Supplier will be responsible for loss-of-value if parts fail to meet section 5.10.1 requirements. It is the Supplier's responsibility to contact Rave Gear LLC if there is any uncertainty for packaging method/requirements.

5.10.3 If supplier is unsure on method of packaging/corrosion prevention, it is the supplier's responsibility to contact Rave Gear **prior** to shipment of affected orders. These actions should take place well in advance of shipment time and shall not be basis for lead-time extension.

#### 5.11 **DROP SHIPMENTS**

5.11.1 Purchase orders may require drop shipment of RG owned material. The supplier will check quantity and condition of furnished material and perform receiving inspection and/or test to verify compliance to requirement. The supplier will report on all material received. All furnished material found unsuitable for use, RG Buyer will be notified immediately and material will be properly marked and placed in a segregated area until disposition is made RG. All customer furnished material will be identified, stored, protected from damage, deterioration and loss. Supplier shall maintain all traceability and ensure all required documentation (e.g. C of C, Material Certs, etc.) is provided with the material.

#### 5.12 **SUPPLIER APPROVAL PROCESS**

5.12.1 Supplier Initial Evaluation: Supplier Qualification Form (QF-11-01) for completion.

A copy of the Supplier's certificate of registration to Quality Management System must be provided to Rave Gear. Subsequent updates to registration certificates must also be provided.

Changes to the Supplier's Quality System registration status must be communicated immediately.

5.12.2 Supplier Personnel Changes

Supplier is responsible for notifying Rave Gear for any significant personnel changes that may affect the following:

- Communication and/or reporting of information to and from Rave Gear/sub-tier
- Quality/Production Management relevant to processing/manufacturing
- Change in personnel affecting form, fit, and function of supplied parts/material.

#### 5.13 **DOCUMENTATION AUDIT**

5.13.1 In those cases where a supplier's quality management system has not been certified by an accredited certification body, Rave Gear may request a copy of the supplier Quality Manual and Procedures to determine if the supplier meets requirements.

#### 5.14 **ON-SITE ASSESSMENT**

5.14.1 Rave Gear and/or its customers, due to product/process complexity or criticality, may elect to conduct on-site assessments of a supplier's product or process capabilities.

These assessments could include:

- Quality Management System (QMS)
- Business and Manufacturing Operations
- Technology Assessment
- Sub-Tier Supplier Control
- Processing audit to confirm adherence to part requirements

Rave Gear requires all suppliers to be approved and listed on the RG Suppliers List (ASL)

#### 5.15 **PERFORMANCE REPORTING**

5.15.1 Rave Gear shall provide the following performance metrics/indicators (Supplier scorecard) to the Supplier quarterly. If performance metrics goes under the required rate of 95% this will require a corrective action report that identifies all actions impacting product.

5.15.2 **Supplier Performance Rate: Goal 98% and Unacceptable 95%:**

- Measurement Method for Quality Score:  $(\text{Total Parts Received}) - (\text{Parts Rejected}) / (\text{Total Parts Received}) = \text{Supplier Quality Rate}$
- Measurement Method for Supplier OTD:  $(\text{Total Parts Received}) - (\text{Late Parts Received}) / (\text{Total Parts Received}) = \text{Supplier On-Time Delivery Rate}$
- Fulfillment: Weighted score for on-time delivery/Quality (Quality = 70%, OTD = 30%)
- Responsiveness: Graded on a scale of 1-10. Evaluated by supplier's ability to provide accurate and timely responses.

### 5.15.3 Supplier Due Dates

- Due dates are to be maintained based off agreed upon purchase order established when order is created/parts are delivered to outside vendor. While Rave Gear will often request standard lead time during RFQ stages, lead times can fluctuate once an order becomes ready for outside processing/when purchase order is issued. Due to this, it is the supplier's responsibility to provide an accurate lead time at time of issuing the purchase order. This lead time/due date will then be reflected on the applicable purchase order. If a supplier is to request an extension/revision of due date, it is the supplier's responsibility to contact Rave Gear **well in advance** of order completion to verify that due date change is amenable. Revised due date must be agreed upon and reflected on the purchase order prior to shipment in order to avoid a derogatory mark for late delivery.

### 5.16 CUSTOMER COMPLAINT / RETURNED PRODUCT ANALYSIS PROCESS

5.16.1 The Supplier shall have a documented process for receiving and processing customer complaints. Any complaints received from Rave Gear shall be documented, investigated, and resolved in accordance with this process. Records of complaint handling shall be retained by the Supplier.

5.16.2 The Supplier's complaint handling process shall also include provisions for the receipt and investigation of returned products. Any product returns from Rave Gear LLC. shall be documented, investigated, and resolved in accordance with this process. Records of returned product analysis shall be retained by the Supplier.

### 5.17 ADMINISTRATION FEES

5.17.1 Documentation/Procedural discrepancies will be subject to administration fee of \$40.00 per purchase order request as a result of:

- Supplier provided documentation (Certifications, Test Reports, etc.) requiring revision changes due to typographical error and misspellings.
- Lack of adherence to purchase order requirements regarding deliverables
- Failure to provide digital documentation prior to shipment as required per purchase order.
- Failure to adhere to section 5.5 requirements.
- Failure to communicate adjusted lead times/delivery dates back to Rave Gear well in advance of order shipment.

5.17.1.1: This administrative fee will not be included for first-time-run jobs in which processing/certification/deliverable requirements are still in development stages. However, it shall be included for straightforward documentation/deliverable errors not directly related to processing. Administrative fee will not be incurred as a result of Rave Gear created documentation/processing errors.

5.17.2 Rave Gear hold the right for a required deduction/credit against the purchase order invoice for administration fee. Statement of cause will be added to the supplier purchase order issued.

### REVISION HISTORY

Revision	Date	Description	Approved By
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A	10/27/2020	Restructured QMS Documentation, Update for AS9100:2016 Rev. D Changed Document Number RG-QC-001 to Appendix C	Melissa Bauer
B	12/6/2022	Slight typographical corrections. Revised Appendix C, to reflect changes and new sections added. Major sections altered: 2.2, 3.1, 3.2, 4.5, 5.1, 5.1.11b, 5.1.6, 5.3.1, 5.5.2, 5.5.4, 5.7.1, 5.7.1.1, 5.8.3, 5.10.2, 5.10.3, 5.11, 5.12, 5.12.2 5.13, 5.14, 5.15, 5.16, and 5.17.	Melissa Bauer