



Nota técnica de Compras
Supplier Quality Requirements (SQR)
NT-COM -02

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Versión: 20

Fecha: 10-Sep-19

Elaborado por: Adolfo Ramirez

Aprobado por: Maria Salazar Arce

1) Revision History

Rev	Date	Description	Signature
00	21-Sep-2017	Initial Release	Pablo Solis 1PS001053
01	23-Oct-2017	Added customer Island Components	Pablo Solis 1PS001053
02	11-Dec-2017	-Section 16.2.11 added for special processing. -Section 16.4 change to include full supply chain. -Section 23.1 changed to avoid use of newsprint. - Section 23.7 added to clarify packing method	Esteban Carrillo 1EC000217
03	25-Jan-2018	-Section 12.1.14 change of the Medallion requirements (Tico Electronics Customer). -Section 15.2.14 change of the Medallion requirements (Tico Electronics Customer).	Ruth Hernández 1RH001205
04	20-Feb-2018	-Section 21.1 supplier shall include the MSDS according with "GHS".	Erick Murillo. 1EM001269.
05	13-Mar2018	-Section 17.1 75% shelf life on receipt of material (consider minimum 15 days in transit to destination).	Erick Murillo. 1EM001269.
06	24-Apr-2018	-Section 6.1.1 to 6.1.21 Tico customer special requirements links.	Erick Murillo 1EM001269.
07	26-Apr-2018	-Section 6.1.1 to 6.1.21 Tico customer special requirements links.	Erick Murillo 1EM001269
08	27/Apr/2018	-Consecutive numbers correction	Erick Murillo 1EM001269
09	03/Jul/2018	Section 16.4 If the material includes a "Finishing process" or has been bought under a specific norm, this norm must be enclosed the COFC.	Erick Murillo 1EM001269
10	13/Jul/2018	-Section 6.1.22 Tico customer special requirements link	Erick Murillo 1EM001269
11	20/Ago/2018	-Section 6.1.7 Tico customer special requirements link	Erick Murillo 1EM001269
12	29/Ago/2018	-Section 10.1.11 record retention time clauses modification.	Erick Murillo 1EM001269
13	05/Sep/2018	-Section 6.1.23 New Tico customer special requirements link.	Erick Murillo 1EM001269
14	26/Sep/2018	-Section 15.2.1 Supplier shall be in compliance of hazardous materials For following customers.	Erick Murillo 1EM001269
15	08/Nov/2018	-Section 6.1.1 Updated the link of the clauses regarding to Moog Components Group	Adolfo Ramírez 1AR001390

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16	04/Dec/2018	-Section 12, added the section 12.2 about the R-COM-23 Conflict Minerals Supplier Information Request. Section 12.3 – Numbering of the table was changed to the sequence 12.3	Adolfo Ramírez 1AR001390
17	21/FEB/2019	-Section No.6.1.2 (Moog Aircraft) were changed SQ310 and SQ510 to S310 and S510 and for both added (Apply for PCB's), in the same section was eliminated S377. -Section No.6.1.4 (Moog Industrial) was added S377	Adolfo Ramírez 1AR001390
18	22/MAR/2019	-Section No.6.1.24 Added a new customer (AMETEK AEROSPACE) with the link to access their Quality Clauses, Terms and Conditions and more information. -Section 10.1.22 added to Records Retention -Section 12.2.22 Added to Conflict of Minerals -Section 15.2.22 Added to Compliance to Restriction of Hazard Materials (RoHS)	Adolfo Ramírez 1AR001390
19	29/JUL/2019	-Section No. 10.1.11 Change in the policy of Records Retention of Harco Semco to 10 years	Adolfo Ramírez 1AR001390
20	09/SEP/2019	-Section No. 16.2.6 Changed for "Material Description as show the PO"	Adolfo Ramírez 1AR001390

2) General Requirements

- 2.1) This Supplier Quality Requirements manual applies to all suppliers that provide parts, materials, software, equipment and services purchased by Tico Electronics. Suppliers play an integral role in ensuring the quality of products and shall comply with the requirements defined in this manual or communicate otherwise.
- 2.2) The products being procured are used mostly in aerospace products. It is key suppliers understand the criticality of the product quality required. The manual is intended to aid suppliers

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in their understanding of requirements regarding specific management, communication, and reporting processes.

- 2.3) The quality requirements herein are applicable to all Tico Electronics purchase orders. The only purchased materials not included are consumables materials, office supplies and cafeteria supplies.
- 2.4) Supplier shall ensure their sub-tier suppliers are in compliance with the purchase order and quality manual.
- 2.5) Please contact your Tico Electronics quality or purchasing representative if you have any questions at any time.

3) Quality System Requirements

- 3.1) The supplier must be certified and maintain a quality program in compliance with ISO 9001, AS9100 and/or ISO17025. Those certifications are required for new suppliers who provide materials or services listed in a BOM, unless approved otherwise by Tico Electronics procurement and/or quality departments.
- 3.2) NADCAP certifications are required for **all** suppliers who provide special processes as defined by PRI-SAE QPL listing (ref: www.eauditnet.com). Some examples of special processes are: passivate, anodize, annealing, nickel plating, black oxide, etc.
- 3.3) Suppliers are required to notify Tico Electronics of any changes to their Quality System accreditations resulting in system disqualification or downgrading. Failure to do so may result in supplier being disapproved.
- 3.4) Suppliers are encouraged to develop foundational quality systems which provide for continuous improvement and emphasize defect prevention while reducing variation and waste.

4) Right of Entry, Audits and Verification Activities.

- 4.1) Tico Electronics, its customers, and government officials reserve the right to verify the quality and delivery of all materials and services included in this procurement manual at Supplier's facility at any time.

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- 4.2) Right of entry shall be flowed down to all sub-tier suppliers. Tico Electronics may elect to audit a supplier's quality system or manufacturing processes at any time to ensure continuing compliance with quality requirements as well as to investigate any quality problems, verify corrective action activity or to evaluate the effect of any change in facility, process, equipment, or management.
- 4.3) Supplier shall provide records pertaining to article, processes, testing, inspection or calibration data, etc. during the visit.
- 4.4) Tico Electronics will provide on-site verification activities for some products. Tico Electronics verification activities performed at the supplier premises should not be used by the supplier as evidence of effective
- 4.5) Tico Electronics purchase order shall indicate when the verification activities will be applied.

5) Supplier Control – Approved suppliers

- 5.1) Tico Electronics evaluates and selects suppliers based on their ability to supply quality products and/or services in accordance with specified requirements and on time.
- 5.2) Tico Electronics maintains an approved supplier list (ASL). This list is prepared and maintained by Tico Electronics procurement and utilized by buyers to place orders.

6) Sub-Tier Control & Flown down Requirements

- 6.1) The supplier shall be responsible for flow down of all the requirements and provisions of Tico Electronics and Tico Electronics customers, stated in the purchase order. Tico Electronics customer with special requirements are listed in the following table.

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No	Tico Electronics Customer	Tico Electronics Customer Special Requirement (Please review carefully and advise Tico Electronics if unable to meet as required.)
6.1.1	Moog Components Group	Supplier shall meet the Moog SQAPs listed in http://www.moog.com/suppliers/clauses/
6.1.2	Moog Aircraft	Supplier shall meet the Moog Clauses and Conditions listed in SQR-1, S310 (Apply for PCB's), S510 (Apply for PCB's) y S384 http://www.moog.com/suppliers/ssqr.html
6.1.3	Moog Space and Defense	Supplier shall meet the Moog Clauses and Conditions listed in SQR-1. http://www.moog.com/suppliers/ssqr.html
6.1.4	Moog Industrial	Supplier shall meet the Moog Clauses and Conditions listed in SQR-1 and S377 http://www.moog.com/suppliers/ssqr.html
6.1.5	Curtiss Wright Sensors & Controls	http://www.cw-sensorsandcontrols.com/supply-chain/default.aspx
6.1.6	Zetec	n/a
6.1.7	Trinity Aerospace	End user for this product is Trinity Aerospace and they require that all suppliers and manufactures for their products are approved in the Bombardier List. Find the list in the link detail: https://bombardierquality.service-now.com/sp?id=vendors
6.1.8	Skurka	https://www.skurka-aero.com/images/downloads/suppliers/QSP_P235_T_Feb18.pdf
6.1.9	Whippany Actuators	Search vendor Documents on https://www.whipactsys.com/contact-us/
6.1.10	Zipline	n/a
6.1.11	HarcoSemco	http://harcosemco.com/suppliers/
6.1.12	Canberra	http://www.canberra.com/other/vendor.asp
6.1.13	MSI	n/a
6.1.14	Medallion	www.medallionis.com search Supplier portal
6.1.15	Dukes Aerospace	http://www.dukes-aerospace.com/qc-pdfs/
6.1.16	CIA&D	https://coopind.com/wp-content/uploads/2017/11/QAclauses.pdf
6.1.17	Woodward	http://www.woodward.com/customer-support.aspx
6.1.18	Establishment Labs	n/a
6.1.19	Avtech Tyee	https://www.avtechttyee.com/for-vendors/
6.1.20	Island Components	http://www.islandcomponents.com/terms.aspx
6.1.21	Breeze Eastern	https://www.breeze-eastern.com/resources/
6.1.22	Curtiss Ottawa	https://www.curtisswrightds.com/company/customer-supplier-information/ashburn.html
6.1.23	Parker Hannifin Corp.	https://www.parker.com/parkerimages/Parker.com/About%20Us/Literature/PH-SQRM%20March%202016.pdf
6.1.24	Ametek Aerospace	https://www.ametekaerospaceanddefense.com/supplierdocumentation/suppliers

6.2) It is the responsibility of the supplier to ensure that all sub-tier suppliers perform in accordance with the applicable requirements of this manual and purchase order. The supplier shall have a process for the selection, approval, and monitoring of all sub-tier suppliers to Tico Electronics.

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- 6.3) The supplier shall have an adequate inspection process to verify all materials or services supplied by sub-tiers meet requirements of this manual and purchase order.
- 6.4) Tico electronics reserves the right to conduct an audit at a supplier's sub-tier. Such audits shall not relieve the supplier's responsibility to produce and deliver defect-free parts.

7) Communication

- 7.1) All communication, manufacturing documents, and forms shall be legible and in English, and any required translation of the documents shall be provided by supplier. All issues regarding purchase orders or contracts shall be addressed to Tico Electronics purchasing and/or quality departments.
- 7.2) Verbal directions are not contractual agreement and supplier shall not accept verbal approval or deviation from purchase orders or drawing specifications.

8) Records Retention

- 8.1) Records retained by the supplier or its sub-tiers related to testing, inspection and traceability and not otherwise delivered with a purchase order, shall be retained by the supplier, according the final Tico Electronics customer requirements. This also applies for other records relevant to the procurement and not otherwise delivered with a purchase order. Tico Electronics buyer have to communicate which is the final customer according following table.

No	Tico Electronics Customer	Supplier shall retain and control records for minimum of	Notes
10.1.1	Moog Components Group	10 years	
10.1.2	Moog Aircraft	15 years	
10.1.3	Moog Space and Defense	10 years	
10.1.4	Moog Industrial	10 years	
10.1.5	Curtiss Wright Control	Indefinitely	
10.1.6	Zetec	10 years	
10.1.7	Trinity Aerospace	10 years	
10.1.8	Skurka	12 years	
10.1.9	Whippany Actuators	10 years	
10.1.10	Zipline	10 years	

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10.1.11	HarcoSemco	10 years	
10.1.12	Canberra	10 years	
10.1.13	MSI	10 years	
10.1.14	Medallion	10 years	
10.1.15	Dukes Aerospace	10 years	
10.1.16	CIA&D	10 years	
10.1.17	Woodward	30 years	
10.1.18	Establishment Labs	10 years	
10.1.19	Avtech Tyee	10 years	
10.1.20	Island Components	10 years	
10.1.21	Breeze Eastern	10 years	
10.1.22	Ametek Aerospace	11 years	

8.2) Storage conditions shall allow the records to remain legible, readily identifiable and retrievable. Electronic records may be maintained in lieu of hard copies when approved by Tico Electronics. Records shall be available upon request by Tico Electronics within 48 hours.

8.3) If the retention period of time is reached (according table in section 8.1), supplier shall notify Tico Electronics prior any destruction or disposal of any record.

9) Foreign Object Debris / Damage (FOD) Prevention

9.1) Supplier shall establish and maintain an effective Foreign Object Damage/Debris (FOD) Prevention Program to reduce FOD. Supplier's program shall utilize effective FOD prevention practices.

9.2) The written procedures and/or policies developed by the Supplier are subject to review and audit by an authorized Tico Electronics representative. By delivering items to Tico Electronics, Supplier certifies that such items are free from any foreign materials that could result in foreign object damage.

10) Counterfeit and obsolete Parts Program

10.1) "Counterfeit Work" means work that is or contains items misrepresented as having been designed and/or produced under an approved system or other acceptable method. The term also

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includes approved work that has reached a design life limit or has been damaged beyond possible repair but is altered and misrepresented as acceptable.

- 10.2) Supplier shall establish and maintain a Counterfeit Parts Prevention and Control Plan using Industry Standard Counterfeit Electronic Parts; Avoidance, Detection, Mitigation, & disposition.
- 10.3) Supplier shall provide authentic parts and mitigate the risks associated with procuring parts from independent distributors and brokers. All active and passive electronic components and raw material shall be purchased from either the OCM/OEM (Original Component Manufacturer/Original Equipment Manufacturer) or Authorized Distributors.
- 10.4) Supplier shall submit certificate of Conformance (C of C) from the appropriate OCM/OEM or Authorized Distributors with their shipment. See section 18 of this document. If the supplier is the manufacturer, then the MFR C of C is all that is needed. If a distributor is the supplier, then the distributor C of C is also required. The manufacture C of C must have the distributor's information on it.
- 10.5) Supplier shall immediately notify Tico Electronics with the pertinent facts if supplier becomes aware or suspects of using or delivering of Counterfeit Material is suspected or verified, supplier shall report to Tico Electronics within 24 hours to assess the potential impact on products, containment activities, and corrective actions.
- 10.6) Supplier shall implement a process to identify product that is or has become obsolete, and shall immediately notify Tico Electronics purchasing with the pertinent facts if supplier becomes aware or suspects potential obsolescence to prevent any work stoppage or disruptions. Under no circumstances supplier shall or sub-tier shall substitute obsolete parts without Tico Electronics prior written approval.

11) First Article Inspection

- 11.1) First Article Inspection (FAI) shall be performed on the first production run of a new article or assembly that represents the production processes, documentation, tooling, and inspection are capable of producing parts and assemblies that meet the applicable requirements.
- 11.2) The article or assembled part shall be identified as "First Article Unit" by paper tagging or any other suitable means of identification. All tags shall include Tico Electronics part number and drawing revision.

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- 11.3) The FAI shall be performed in accordance with SAE AS9102 with additional requirements.
- 11.4) The supplier shall provide a first article inspection report with the delivery of the product. This inspection is required for all of the following conditions, or when requested by Tico Electronics:
- 11.4.1) The first lot supplied to Tico Electronics.
 - 11.4.2) Change in the configuration of the product.
 - 11.4.3) Two or more years between shipments.

12) Conflict Minerals Compliance according U.S. SEC - TTTG (Titanium, Tin, Tungsten & Gold).

- 12.1) Supplier must accomplish rules published by U.S. Securities and Exchange Commission in association with the disclosure of the source of conflict minerals by U.S. publicly traded companies (see the rules at <http://www.sec.gov/rules/final/2012/34-67716.pdf>). The rules reference the OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas, (<http://www.oecd.org/daf/inv/mne/GuidanceEdition2.pdf>), which guides suppliers to establish policies, due diligence frameworks and management systems. Check <http://www.conflictreesourcing.org/audit-protocols-procedures/> for TTTG
- 12.2) Suppliers that apply, must complete and sign the document R-COM-23 “Conflict Minerals Supplier Information Request” and send it to Tico Electronics in order to confirm compliance with the regarding rules.
- 12.3) This requirement is mandatory and individually managed by each Tico Electronics customer. To determine applicability supplier shall use following table.

No	Tico Electronics Customer	Supplier shall meet conflict minerals requirements for following customers	Notes
12.3.1	Moog Components Group	YES	
12.3.2	Moog Aircraft	YES	
12.3.3	Moog Space and Defense	YES	
12.3.4	Moog Industrial	YES	
12.3.5	Curtiss Wright Control	YES	
12.3.6	Zetec	NO	
12.3.7	Trinity Aerospace	NO	
12.3.8	Skurka	YES	

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12.3.9	Whippany Actuators	NO	
12.3.10	Zipline	NO	
12.3.11	HarcoSemco	NO	
12.3.12	Canberra	NO	
12.3.13	MSI	NO	
12.3.14	Medallion	YES	
12.3.15	Dukes Aerospace	YES	
12.3.16	CIA&D	YES	
12.3.17	Woodward	YES	
12.3.18	Establiment Labs	NO	
12.3.19	Avtech Tyee	YES	
12.3.20	Island Components	YES	
12.3.21	Breeze Eastern	YES	
12.2.22	Ametek Aerospace	YES	

13) Notifications of Non-Conforming Material and Approval Requirements.

- 13.1) The supplier shall provide a written notification of all non-conforming materials or parts, and provide a brief description of the cause of the non-conformity. Supplier must notify Tico Electronics of changes in product and/or process, changes of suppliers and/or changes of manufacturing facility location. In order to continue processing nonconforming materials, a written authorization from Tico Electronics is required.
- 13.2) The supplier must obtain Tico Electronics approval for non-conforming product disposition.

14) Traceability to Source of Origin

- 14.1) The supplier must assure that all the articles in this purchase order are traceable to their source of origin, by product, lot number, code or date. A traceability number must be recorded on all release documentation submitted to Tico Electronics.
- 14.2) Traceability requirement applies for all subassemblies, inspection, special processes, lots, material heat batch, melt, etc. from which the component was manufactured.

15) Compliance to Restriction of Hazardous Materials (RoHS)

- 15.1) The supplier shall not use any materials restricted by the directive 2002/95/EC of the European Union in any process, part or assembly.

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15.2) This requirement is mandatory and individually managed by each Tico Electronics customer. To determine applicability supplier shall use following table.

No	Tico Electronics Customer	Supplier shall be in compliance to Restriction of Hazardous materials for following customers	Notes
15.2.1	Moog Components Group	YES	
15.2.2	Moog Aircraft	YES	
15.2.3	Moog Space and Defense	YES	
15.2.4	Moog Industrial	YES	
15.2.5	Curtiss Wright Control	YES	
15.2.6	Zetec	NO	
15.2.7	Trinity Aerospace	NO	
15.2.8	Skurka	YES	
15.2.9	Whippany Actuators	NO	
15.2.10	Zipline	NO	
15.2.11	HarcoSemco	NO	
15.2.12	Canberra	YES	
15.2.13	MSI	NO	
15.2.14	Medallion	YES	
15.2.15	Dukes Aerospace	NO	
15.2.16	CIA&D	NO	
15.2.17	Woodward	NO	
15.2.18	Establishment Labs	NO	
15.2.19	Avtech Tyee	YES	
15.2.20	Island Components	YES	
15.2.21	Breeze Eastern	YES	
15.2.22	Ametek Aerospace	YES	

16) Certificate of conformance & certificate of origin.

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- 16.1) The supplier must provide a “Certificate of Conformance” with each shipment of materials signed by an authorized representative of the company.
- 16.2) This certificate shall be sent by email (purchasing@ticoelectronics.com) prior to ship and also a copy has to be included inside the box with the material. This Certificate must contain the following.
- 16.2.1) Tico Electronics PO.
 - 16.2.2) Supplier Name and Address. It is mandatory to specify exact address from where the material has been acquired.
 - 16.2.3) Quantity (quantity in the C of C must match with the quantity shipped to Tico Electronics).
 - 16.2.4) Tico Electronics Part Number specified in the PO.
 - 16.2.5) Manufacturer Part Number and Drawing Revision (when applicable).
 - 16.2.6) Material description as show the PO.
 - 16.2.7) Batch number or lot number is mandatory for the articles that require it. All chemicals and shelf life items have this need.
 - 16.2.8) Serial number (when applicable)
 - 16.2.9) Manufacture date (when applicable).
 - 16.2.10) Shelf life or expiration date (when applicable). The format of this date must be DD-MMM-AAAA (month written) example: 14-JUL-2016.
 - 16.2.11) If a specific standard is required by PO or the engineering drawing, the standard and its revision should be reflected in the C of C.
 - 16.2.12) The person who sign the C of C must indicate the name along with the signature.
- 16.3) Any discrepancies or special situation along with the C of C, can be only approved by purchasing and quality departments.
- 16.4) The supplier shall provide the “Certificate of Origin” with each shipment of materials shipped to Tico Electronics. This certificate shall be sent by email (purchasing@ticoelectronics.com). If there are more than one distributor within the supply chain of the specific material or process, all the C of C for each distributor must be provided, if the material includes a “Finishing process” or has been bought under an specific norm, this norm must be enclosed the COFC.
- 16.5) Blanket statements of conformance are unacceptable as there are statements of belief rather than fact. Tico Electronics suggest statement such as *“The management of _____. certifies that all items on this order are shipped in accordance with the specifications, test procedures and all manufacturing require of client named herein”* or equivalent.

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16.6) Supplier shall be held responsible for any costs associated with Tico Electronics inability to receive articles or assemblies due to missing or incorrect documents.

17) Limited Life Articles or Materials

17.1) Tico Electronics reserves the right to accept only products with over 75% of shelf life on receipt of material consider minimum 15 days in transit to destination. This requirement can be bypassed only with the written authorization of Tico Electronics Incoming/receiving department.

18) Source Control Items

18.1) For items with source control, this requirement will be communicated in the moment Tico Electronics purchased order is sent. Engineering drawing stating this requirement will be attached. Supplier must assure the part has been manufactured/processed by the entity specified in the engineering drawing sent along with the PO. A copy of the manufacturer's certificate of quality is required.

19) Traceability to DFAR Source of Origin Required

19.1) The Seller must ensure that all items on this procurement are traceable to source of origin by, as applicable: lot, date code(s) and batch number(s) A traceability number must be recorded on all release documentation submitted to Tico Electronics.

19.2) When specified by purchase order requirements or imposed by DFARS 252.225-7014, all raw material incorporated into the delivered item must be manufactured in the United States, its outlying territories, or by specific qualifying countries as noted in the DFARS 252.225-7002.

19.3) DFAR approved countries. (Per latest revision, these countries are: Australia, Belgium, Canada, United States of America, Denmark, Egypt, Federal Republic of Germany, France, Greece, Israel, Italy, Luxembourg, Netherlands, Norway, Portugal, Russia, Spain, Sweden, Switzerland, Turkey, United Kingdom of Britain, Northern Ireland, Austria and Finland).

20) Electro-Static Discharge (ESD) Control

20.1) This requirement is for articles that are considered susceptible to damages by electrostatic discharge. The supplier shall conform to the following indications:

20.1.1) Take the necessary precautions while handling and packing the products to prevent ESD damage.

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- 20.1.2) Make sure that the devices are cut electrically by non-corrosive foam or other appropriate methods.
- 20.1.3) Make sure that the articles are covered in packages, tubes or bags that dissipate electrostatics for the shipment.
- 20.1.4) Packages shall be labeled to indicate ESD content.

20.2) Electrostatic sensitive components shall be handled in accordance with the ANSI/ESD-20.20 latest version.

21) Safety Data Sheet for Chemicals

- 21.1) The supplier shall include the MSDS according with "GHS" Globally Harmonized Systems for classifying hazardous chemicals along with every chemical is sent to Tico Electronics. If the chemical has already been purchased in the past, MSDS is mandatory to be included along with the shipment.
- 21.2) It is also mandatory to include along with every shipment Technical Data Sheet with every chemical.


22) Etched Materials

- 22.1) The life of etched materials may be reduced if the product is not protected from UV rays present in light sources. It is mandatory that all etched materials be shipped and stored accordingly to minimize contact with light. Black plastic and carton bags are acceptable protection.

23) Packaging Requirements

- 23.1) Supplier shall assure that all articles are packaged in a manner and with materials necessary and free of dust, dirt, and oil to prevent deterioration, corrosion, contamination, or damage while in transit or storage. The use of newsprint packaging is forbidden for all products.
- 23.2) Requirements for packaging shall consider conditions affecting the article while at the supplier's plant, transportation to destination, and the expected or specified conditions at the destination.
- 23.3) If any material purchased by Tico electronics requires special packaging material, Tico Electronics will provide additional document showing all special requirements. Supplier have to review, understand and provide packaging material per that document.

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- 23.4) In case there is not special requirements, supplier can select best packaging option that best fulfill quality requirements. Supplier must accomplish this, otherwise material can be rejected during our incoming inspection.
- 23.5) In some cases, some material for some customers requires special packaging material that Tico electronics will supply. Material have to be handling, return or ship using this same packaging material.
- 23.6) When shipping temperature sensitive material, temperature shall be maintained during transport per material specification and shipment must have objective evidence that the required temperature has been maintained throughout the shipment, for any of the cases, sending directly to CR or Tico Electronics warehouse in Miami.
- 23.7) Units must be packed separately to avoid physical damage during transit.

24) Environmental Protection and Compliance

- 24.1) Supplier shall adopt a policy to comply with all laws, statutes, treaties and regulations including but not limited to OSHA and Registration, Evaluation, Authorization and Restriction of Chemical substances (REACH).

25) Statistical Process Control & Inspection Plans

- 25.1) When specified by the purchase order and/ or key characteristics are identified, the supplier will submit one (1) copy of the required Statistical Process Control charts to verify control improvement and analysis of processes.
- 25.2) Tico Electronics can request copies of any inspection plan at any moment.

26) Supplier Non-conformance Requests

- 26.1) Supplier does not have the authority to approve the use of parts or processes that do not fully comply with the purchase order requirements.
- 26.2) Suppliers shall have a program in effect for identification and segregation of discrepant parts in area with limited access to personnel.

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27) Non-conforming Materials Corrective Action (Rejection Notices)

- 27.1) Tico Electronics has the authority to request corrective action(s) at any time for any nonconformance or discrepant condition. Supplier shall provide containment action within 48 hours and respond to formal corrective action(s) within 21 business days or before the due date.
- 27.2) Supplier shall be held responsible for any costs of poor quality associated with non-conforming materials. Any cost related with production recalls request, coming from Tico Electronics itself or Tico Electronics customers, should manage, pay and cover by the supplier.

28) Reworked/Replaced Material

- 28.1) When returning previously rejected material to Tico Electronics, the supplier shall reference the Materials Review Report Number (MRR), drawing revision number and purchase order number on the shipping document, and shall state if the items have been replaced or reworked and inspected 100%.

29) Ethical Behavior

- 29.1) Supplier shall ensure that their employees are aware of their contribution to product or service conformity and safety.
- 29.2) Supplier shall ensure to communicate the importance of ethical behavior for all persons in their organization.

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