



PROCEDURE

<i>TITLE</i> Supply Chain Management	<i>DOC NUMBER</i> TEC-QMS-P-500	<i>ORIGINATION DATE</i> 1/31/2018	<i>REVISION DATE</i> 6/7/2018	<i>ORG CODE</i> SRCTec	<i>PAGE</i> 1 of 20
Document Owner: Quality Leadership		Approved By: Procurement Leadership			

1.0 Purpose and Scope

- This document defines requirements to ensure that externally-provided ("Supplier") products and services directly supporting SRCTec production conform to SRCTec requirements
- The SRCTec purchase order (including TC's) is the binding contract between SRCTec and the Supplier, and is in the order of precedence over this document
- This document can be accessed from: <http://www.srcinc.com/suppliers/supplier-quality.html>

2.0 Referenced Documents / Records

Referenced Procedures	Supporting Work Instructions		References / Examples	
Record	Responsibility	Location	Retention	Disposition
TEC-QMS-F-100 (RFVC - Request for Variance, Change)	SRCTec Only - See Internal Procedures			
TEC-MFG-F-110 (First Article Inspection Forms)				
TEC-QMS-F-110 (Repair Action Information Log)				



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Section 1: Communication / Contract Direction

- Supplier is responsible for verifying they are working to the latest version of the SCM
- The SRCTec Purchasing Agent is the point of contact for all questions regarding a Request for Quote (RFQ) and Purchase Order (PO)
- During the Quote stage suppliers shall:
 - Fully review the data package provided. The quote shall contain an independent section for “Exceptions”. Any exceptions must be explicitly and clearly identified and defined along with any proposed alternatives. If there are no exceptions then document such (i.e. N/A, None, etc.). If exceptions to documentation are identified after PO is issued, the purchasing agent has the right to cancel PO, or seek financial considerations depending on the change requested.
 - List NRE, qualification, first article inspection, or source inspection costs separately on the quote
 - Evaluate any initial supply chain risks
 - Include the Purchasing Agent when communicating with other SRCTec functions (i.e. Operations or Engineering) on technical content
- Upon PO award suppliers shall:
 - Conduct a thorough PO review and communicate any issues or questions to the Purchasing Agent **PRIOR** to accepting the PO.
 - In cases that involve a LOC to PO transition, the supplier is responsible to review the PO to ensure the requirements are acceptable, as sometimes they can differ. If there are differences that are unacceptable, contact your Purchasing Agent for resolution PRIOR to accepting the PO.
 - When no issues or questions arise from the PO review, return a signed copy of the PO to the Purchasing Agent within 10 business days
 - By signing the PO, the supplier is stating that all requirements will be met as written, including but not limited to this Supply Chain Manual (SCM), applicable Supplier Quality Clauses (SQC's), first article inspection (FAI) requirements, delivery dates, and terms and conditions.
 - If a supplier submits a WDR post PO issuance, SRCTec reserves the right to reject the WDR or seek restitution
 - Evaluate any supply chain risks in greater detail within 5 business days of purchase order award
 - Notify the Purchasing Agent of any delays, potential or confirmed, in shipment as soon as the issue arises. The notification shall include:
 - PO and lines number(s)
 - Part number and revision level
 - Quantity affected
 - A detailed description of the cause of the delay
 - A detailed description of all recovery actions to be undertaken to expedite and reduce the delay (eg. expedite with sub-tier suppliers, application of additional resources, expedited shipping, overtime, etc.)
 - Recovery schedule with updated dock dates for each affected PO line number



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- SRC reserves the right to collect financial consideration from the supplier for late deliveries when the delay is caused by the supplier and impacts SRC's ability to meet the production or contract schedule
- Refer to PO Terms and Conditions (T' & C's) for requirements on contract direction
- Always work to the latest change order of the PO
- Complete an existing open PO line (or line delivery date) for a given part number prior to shipping against the next line or delivery date, unless otherwise directed by the Purchasing Agent.
- Flow all applicable SRCTec purchase order and quality requirements to their sub-tier suppliers
- Include the Purchasing Agent when communicating with other SRCTec functions (i.e. Operations or Engineering) on technical content
- Only discuss changes to the purchase order with the Purchasing Agent, who is the only individual authorized to make changes

Section 2: Quality Management System Requirements

- It is preferred that suppliers maintain a QMS that is **registered** to, at a minimum, ISO 9001
- Suppliers with a QMS that is not registered to ISO 9001 may be acceptable following SRCTec review

Section 3: Supplier Evaluation and Status

- SRCTec reviews and approves suppliers using supplier profile documents administered by the Buyer
- The approval process may involve an onsite evaluation
- Approved suppliers are maintained on the SRCTec approved supplier list (ASL) within the MRP system
- Suppliers must be approved to win future business
 - **Approved** – A supplier that meets SRCTec's evaluation criteria and has demonstrated acceptable performance as determined by data analysis of past performance and ongoing evaluation of supplier performance.
 - **Disapproved** - A supplier that does not meet SRCTec's evaluation criteria, or has demonstrated performance that is unacceptable. Suppliers with a status of "Disapproved" pose a risk to SRCTec and our customers, and are notified by the Buyer that they are not eligible to win future business until they are reapproved.

Section 4: Supplier Monitoring and Re-Evaluation



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- SRCTec measures Supplier performance in terms of delivery, quality, and customer service
- A Supplier's status and ability to bid on future procurements may be impacted by performance trending
- SRCTec may periodically provide historical performance feedback to Suppliers based on their risk to SRCTec

- **Quality:** Meeting SRCTec requirements for supplied goods and supporting documentation

- Factors considered are:

- Incoming Inspection performance
 - In-process defects attributable back to the supplier

- **On-Time Delivery:** Supplying goods on-time to the required PO due date

- Factors considered for calculating OTD are:

- Early Deliveries*: Received more than (10) days prior-to the PO due date
 - Late Deliveries*: Received more than (5) days past the PO due date

** Note that the criteria above have been established to create an interval in which to calculate and evaluate supplier delivery performance - and are not binding as PO delivery relief or direction. Delivery requirements and expectations can be found in the SRCTec PO Terms and Conditions documentation*


- **Customer Service:** Providing service and support to SRCTec before, during and after the purchase

- Factors considered, but not limited to:

- Timely communication and support with Buyer and Engineering functions
 - Engagement and assistance in resolving concerns with supplied product
 - Timely and effective corrective action activities

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Section 5: Record Retention and Data

- Traceability of Raw Components:
 - Suppliers are required to retain complete and accurate records of traceability back to original seller/manufacturer (i.e. certificates of conformance)
 - Material traceability shall be maintained as specified within the technical data package (i.e. circuit cards)
 - Suppliers shall flow this requirement to all sub-tier suppliers
- Records of Production and Service provision (i.e. assembly, test, and verification/inspection) shall be:
 - Legible, readily identifiable and retrievable upon SRCTec request
 - Electronic test data stored and backed-up on a regular basis
 - When required, uploaded to a file sharing location (i.e. SharePoint) without undue delay
 - Retained for a minimum of (3) years unless otherwise stated (ref. FAR Subpart #4.7)
- Critical to Function (CTF) Attributes: Mechanical and Electrical
 - CTF features are annotated with a black diamond  call-out on the drawing or specification
 - For CTF features the supplier shall:
 - 100% test all CTF test parameters
 - 100% inspect all CTF characteristics and dimensions
 - Retain variable data for these parameters, when applicable
 - Ensure that requirements for CTF features on subcomponent parts or assemblies are flowed-to and understood by their sub-tier suppliers

Section 6: Documents of External Origin / Standards

- When documents of external origin or industry standards (i.e. IPC, J-STD) are specified on the technical data package or the PO, suppliers shall:
 - Build, test and verify per the criteria provided within industry standard
 - Work to the latest revision of these standards, unless specifically stated on the design documentation
 - Ensure the competence (e.g. training, certification) of personnel completing the work to the Industry Standard, when applicable



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Section 7: Process Changes

- Suppliers shall ensure that internal changes to production processes do not inadvertently add risk to SRCTec
- Suppliers shall:
 - Communicate the details of internal process changes to SRCTec by submitting a Request for Variance and Change (“RFVC”) form (**Ref. TEC-QMS-F-100**) to RFVC@srctecllc.com or to the Buyer at time of quote
 - Submit the RFVC form as soon as possible prior to implementation to allow for SRCTec review and approval
 - Access the RFVC form from: <http://www.srcinc.com/suppliers/supplier-quality.html>
 - Support any verification or validation activities required by SRCTec to mitigate SRCTec’s risk
 - Ask for clarification if unclear whether an internal process change requires an RFVC
- Examples of when the RFVC should be used include, but are not limited to:
 - **Change in Machinery / Facility / Sub-Tier Suppliers**
 - Production moves to new equipment at a different facility
 - Existing production line physically moves to a different facility
 - Production line moves to a different location within the same facility
 - Changes in sub-tier suppliers or subcontracting
 - **Change in Material**
 - Using a new subcomponent material lot, where it may inadvertently affect performance
 - Using “equivalent” materials when the Supplier is the design activity (controls the BOM)
 - Part obsolescence management
 - **Change in Method (Tooling/Processes/SW)**
 - New or modified tooling (except perishable tooling), dies, molds, patterns
 - Upgrade or rearrangement of existing tooling or equipment
 - Supplier-generated software used in or to verify SRCTec products
 - Manufacturing process changes to assembly or verification methods
 - **Change in Measurement (Test/Inspection)**
 - **Continuous Improvement**
 - Supplier-initiated recommendations / improvements for manufacturability



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Section 8: Nonconforming Product / Requests for Variance

- The Supplier shall comply with all requirements of ISO 9001 to ensure that all product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery to SRCTec
- Suppliers shall immediately notify the SRCTec Buyer if nonconforming product (or product measured by equipment found out of calibration) has been shipped, and provide the following:
 - Part number(s) and revision, quantity
 - Date code or serial numbers
 - Ship date
 - Description of nonconformance
- Material Review Board (MRB) Authority:
 - Rework is permissible.
 - Rework: NCP reprocessed in full compliance to the design specification
 - Suppliers shall not exercise MRB authority for nonconforming material dispositions of “use-as-is” or “repair” without written approval from SRCTec’s Quality organization (See “Request for Variance”)
 - Repair: NCP restored to functional capability, but not in full compliance with the design specification
 - Use As Is: Consuming NCP without correction
 - This applies to all SRC or SRCTec specification-controlled designs (e.g. SRCxxxx, SCPxxxx or other custom non-COTS part number designations) on an SRCTec PO where the Supplier is not considered the design authority



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- **Request for Variance** (i.e. Waiver, Deviation):
 - Suppliers shall:
 - Obtain and submit a Request for Variance and Change (“RFVC”) form (**Ref. TEC-QMS-F-100**) for all variances to RFVC@srctecllc.com for review and approval by the SRCTec Quality Department
 - Access the RFVC form from: <http://www.srcinc.com/suppliers/supplier-quality.html>
 - Submit all RFVCs that may affect the bidding process to the Buyer at time of quote to ensure the variance is considered prior to award
 - Provide SRCTec time for review and approval prior to the variance negatively affecting deliveries
 - Support any verification or validation activities required by SRCTec to mitigate SRCTec’s risk
 - Ensure traceability of the variance back to the received product at SRCTec by:
 - Including a copy of the approved RFVC for all affected shipments
 - Attaching the RFVC to the certificate of compliance (CoC)
 - Indicating the RFVC number on the CoC
 - Package RFVC material separately from conforming product
 - Place additional markings on the exterior packaging if requested by SRCTec
 - SRCTec shall make every effort to review RFVC requests without undue delay and notify the supplier of the approval status
 - Submission of an RFVC for review does not absolve the Supplier from meeting the PO due date

Section 9: Limited Shelf Life Materials

- When using items with a shelf life, the supplier shall:
 - Prevent the use of expired material within their process
 - Maintain controls for monitoring shelf life or expiration date, as applicable
 - Treat all products processed or built using expired material as nonconforming product (NCP)
 - Perform containment activities after discovery, as applicable
 - Notify SRCTec of any affected material that may have shipped



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Section 10: Scrap Material Handling

- SRCTec reserves the right to audit the supplier's scrap process
- For product dispositioned as scrap, suppliers shall:
 - Conspicuously and permanently mark the material as scrap
 - Positively control the scrap until it is rendered unusable
 - Destroy (typically at Supplier's facility) the material to the point where it is no longer identifiable back to an SRC/SRCTec design or PO

Section 11: Counterfeit Parts Prevention

- Refer to applicable PO terms and conditions for the applicability of a counterfeit parts prevention program

Section 12: Obsolescence Management

- Refer to applicable PO terms and conditions for the applicability of an obsolescence management program

Section 13: Non-SRCTec Generated Software / Firmware

- When the supplier is the design authority for software or firmware, the supplier shall:
 - Maintain configuration control over the configuration items
 - Treat revision changes as internal process changes
 - Notify SRCTec using the RFVC form (See "Process Changes")



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Section 14: First Article Inspection / Qualification

- Qualification Testing
 - Qualification testing performed by the Supplier may be required when:
 - Qualification is called out in the technical data package
 - Suppliers have not previously manufactured product identified in the solicitation
 - Are not listed as an approved source on source-controlled documentation
 - As requested by SRCTec Engineering or Buyer
 - When Qualification is required on the PO, Suppliers shall:
 - Include all qualification costs in the quote
 - Itemize qualification costs separately
- First Article Inspection
 - First Article Inspection may be required:
 - When Suppliers have not previously manufactured product identified in the solicitation
 - Engineering Change ("ECO") to an existing part
 - Based on risk, at the discretion of SRCTec Quality Engineering
 - When FAI is necessary for the PO, the buyer is:
 - Designating the FAI level using the supplier quality clause **09A Level x** (see table below).
 - When FAI is required on the PO, Suppliers shall:
 - Include all FAI costs in the quote, if applicable
 - Itemize FAI costs separately
 - Itemize costs associated with an on-site FAI (SRCTec visit) separately
 - Produce production-representative samples, to the fullest extent possible
 - Using equipment, tooling and processes that are used in production
 - FAI approval from SRCTec applies to the product and associated processes
 - Supplier process changes following FAI approval shall be controlled and communicated to SRCTec (See "Process Changes")

Level 1: Delta First Article Inspection – FASA, sample(s), and limited supporting data submitted to SRCTec.
Level 2: Complete First Article Inspection – FASA, sample(s), and complete supporting data submitted to SRCTec.
Level 3: -- Not Used / Obsolete --
Level 4: Complete First Article Inspection – FASA, sample(s), and supporting data reviewed with supplier at supplier location.



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- When FAI is requested on products that contain custom-designed subassemblies (i.e. circuit boards, microwave filters, custom RF components), SRCTec may require FAI verification on specified subassemblies or components as part of the top-level FAI package.
 - The Buyer indicates all required subcomponent-level FAI requirements on the RFQ/PO
 - The Supplier shall provide Level 2 FAI documentation for the applicable subcomponents
- Once the FAI is requested, the supplier shall:
 - Recognize this requirement
 - Submit production-representative FAI samples (manufactured with production equipment and processes, to the fullest extent possible)
 - Submit the FAI documentation using the AS9102 format or **TEC-MFG-F-110** forms #1, 2, and 3 (see below) provided at <http://www.srcinc.com/suppliers/supplier-quality.html>)
 - Submit hard copies with the FAI shipment
 - Submit an electronic copy to supplierqa@srctecinc.com
- Additional quantities of product produced prior to FAI approval are at the Supplier's risk unless they have prior written authorization from their Buyer.
- FAI approval does not relieve the Supplier of the responsibility and/or liability for full compliance with all contract requirements on all future deliveries.
- FAI Documentation Requirements:
 - The Supplier shall provide items #1-6 below for all FAI submissions, with #7-8 as applicable.
 - Item #1: First Article Inspection (FAI) Checklist (**Ref. TEC-MFG-F-110**)
 - Identifies and accounts for all requirements that comprise a complete FAI submittal
 - Item #2: First Article Submission/Authorization (FASA): (**Ref. TEC-MFG -F-110, Form 1**)
 - Identifies the part being evaluated
 - Method by which SRCTec provides approval to the Supplier
 - Item #3: Engineering Test Results (ETR): (**Ref. TEC-MFG-F-110, Form 2**)
 - (AS9102, Form 2 Equivalent)
 - Used when material, special processes or functional testing are defined
 - Qualification-type (i.e. environmental, MIL-STD) testing may be required as specified on the design documentation, unless otherwise waived by SRCTec
 - "Qualifying by Similarity" must be approved by SRCTec prior to submission, with the approval included as part of the Form 2 section



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- Item #4: Characteristic Accountability and Verification (CAV): **(Ref. TEC-MFG-F-110, Form 3)**
 - *(AS9102, Form 3 Equivalent)*
 - Accounts for all characteristics (e.g. notes, dimensions and specifications)
 - Accompanied by drawings and specifications that reference and characteristic with a numbered balloon
 - Actual data and measurement results must be provided
- Item #5: Certificate of Compliance (CoC)
 - Subcomponent CoCs are not required as part of the FAI documentation package
- Item #6: Copy of Purchase Order
 - Include the most recent version/modification
- Item #7: Request for Variance/Change (as applicable)
 - See “Nonconforming Product / Requests for Variance”
 - Include copies of all approved RFVC forms
- Item #8: Other Supporting Documentation (as applicable, per PO)
 - Include reference to PO requirement



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Section 15: Source Inspection

- When source inspection is necessary for the PO, SRCTec:
 - Designates the source inspection level on the PO using the supplier quality clause **01 Level x** (see table below)
- When source inspection is required on the PO, Suppliers shall:
 - Recognize this requirement when reviewing the PO
 - Plan the activities to ensure source inspections are scheduled and executed on-time
 - Notify the Customer or Government source inspector of inspection readiness
 - Resolve any issues identified during source inspection
 - Communicate the source inspection status to the SRCTec Buyer

Level A1: Government Source Inspection (Product Inspection/Acceptance)

Product inspection by Government personnel is required prior to shipment from your facility. Upon receipt of this purchase order, notify the government representative who services your facility.

Level A2: Government Source Inspection (Process Monitoring)

Process monitoring by Government personnel is required, and evidence of GSI (e.g. WAWF) is **not** required prior to shipment of this product. Upon receipt of this purchase order, notify the government representative who services your facility.

Level B: Customer Source Inspection

Source Inspection by a non-government customer (non-SRCTec) is required prior to shipment from your facility. Notify SRCTec Procurement Department a minimum of 15 days prior to shipment for scheduling purposes.

Level C: SRCTec Source Inspection

Source Inspection by a SRCTec representative (or designee) is required prior to shipment from your facility. Notify SRCTec Procurement Department a minimum of 15 days prior to shipment for scheduling purposes.



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Section 16: Product Returns

- When it is necessary to return product to the supplier for rework or replacement, the SRCTec Buyer:
 - Provides the details of the nonconformance or request using a Product Return Notice (PRN) or Depot Disposition Request (DDR) form, and requests an RMA number from the supplier
 - Establish a schedule for the return of the items with the supplier
- When product is ready for return to SRCTec, Suppliers shall:
 - Record any rework actions taken to correct the product by completing Form Rework Action Information Log "RAIL" (**Ref. TEC-QMS-F-120**), available at <http://www.srcinc.com/suppliers/supplier-quality.html>
 - Note: The RAIL takes the place of the former Failure Analysis Inquiry Log (FAIL)
 - Email Form #MFG-F-120 to supplierqa@srctecinc.com **prior** to returning product
 - Package returns separately from new material
 - Provide required information on the certificate of conformance (Ref. Sec. 19):
 - Designate returns as rework or replacement material
 - Include the PRN or DDR #
- Rework Action (RA) Requests
 - Rework action information is required for **all** products being returned to SRCTec as noted above.
 - SRCTec does not release payment for the rework/replacement until all required documentation is provided by the Supplier.
 - Examples of rework actions include:
 - Reference designators ("Replaced component L35")
 - Component part number ("Replaced control arm, P/N xxxx")
 - "Could not verify customer complaint"
- Failure Analysis (FA) Requests
 - When failure trends or product concerns occur, SRCTec may request the Supplier to perform or support failure analysis activities to identify root cause.
 - FA requests and reporting requirements are initiated on a case-by-case basis



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Section 17: Packaging and Marking

- Shipping Label
 - Supplier shall legibly and permanently mark all packages on the outer shipping container, and shall include, at a minimum:
 - Supplier's name/address or cage code
 - Other marking as indicated on Purchase Order
- Standard Packaging
 - Suppliers shall package all material in accordance with good commercial practice that ensures protection against physical damage during shipment, unless additional requirements are specified on the PO
- Electrostatic Discharge Packaging
 - When the nature of the product requires it, Suppliers shall develop and maintain a documented process compliant with ANSI/ESD S20-20 for handling, packaging, and marking ESD devices



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Section 18: Shipping Documentation

- Packing List Required Information:
 - Supplier Name and Address
 - PO Number and Line
 - Part Number and Revision
 - Quantity Shipped
 - MSDS form (i.e. raw materials or chemicals)
- Export
 - For each PO the supplier shall complete form SPP 4.4_C and email it to src-cm@srcinc.com. If there are any questions please email exports@srcinc.com.
- Certificate of Conformance (CoC)
 - The requirement for a supplied CoC is specified on the PO.
 - The Supplier shall provide declaration that all products in the shipment meet the requirements and specifications defined on the Purchase Order by providing a supplier authorized representative signature.
 - Electronic signatures are acceptable.
 - The CoC can be provided by either:
 - Including the declaration and signature on the packing list
 - Including a separate Certificate of Conformance (CoC) with the shipment with reference to the purchase order number and line
 - CoC Required Information:
 - Supplier Name and Address
 - PO Number and Line
 - Part Number and Revision
 - Quantity Shipped
 - When Applicable:
 - PRN/RMA/DDR number (returned material only)
 - Designation of "Rework" or "Replacement" (returned material only)
 - Approved RFVC form (applies to variances and changes only)



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Section 19: Transfer of Government-Owned Material (DD1149 Form)

- Government-owned material shipped from SRCTec to a Supplier is accompanied by a Form #DD1149, which is used to transfer possession of the equipment from SRCTec to the Supplier.
- Upon receipt of Government-owned material from SRCTec, the Supplier shall:
 - Sign and date the pre-completed Form #DD1149 supplied by SRCTec
 - Email the signed Form #DD1149 to: srctec-products-services@srcinc.com
 - If returning by Fax, contact the Buyer to obtain a Fax #
 - Attn: Government Property Administrator
- When Government-owned material is ready for return to SRCTec, the Supplier shall:
 - Verify the information on pre-completed Form #DD1149
 - Sign block 10 of the Form #DD1149
 - Return Form #DD1149 with the product

Section 20: Customer-Furnished Equipment

- When in possession of Government or SRCTec-supplied equipment, suppliers shall:
 - Identify and inventory the equipment
 - Exercise care when using the equipment
 - Maintain the equipment, as required
 - Calibrate the equipment, as required
 - Calibration records should be retained, and any issues communicated to the Buyer

Section 21: SRCTec-Consigned Material

- When SRCTec consigns material for use by the supplier, the supplier shall:
 - Ensure that material supplied by SRCTec was used in the manufacture of the product when provided or consigned for the Purchase Order
 - Account-for and maintain all SRCTec-owned materials to prevent loss or damage
 - Obtain authorization from the SRCTec buyer prior to returning any unused consigned material



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Section 22: Supplier Corrective Action Request

- When SRCTec identifies an opportunity to take action to eliminate the causes of supplier-responsible nonconformities, a SCAR may be assigned.
- Suppliers may use their own corrective action process to complete the investigation and provide the response to SRCTec. The response shall contain the following minimum requirements:
 - Containment activities
 - Cause analysis results
 - Corrective action plan
 - Implementation schedule
- When additional time is needed to complete the investigation, Suppliers may request an extension from the SRCTec Quality Department. The request shall include details on why the extension is necessary.
- The extension request is subject to review and approval by the SRCTec Quality Department.

Section 23: Sourcing bare Printed Circuit Board (PCB) Materials

- When SRCTec requires the source of the bare-PCB be controlled, it indicates the required source on the design documentation (e.g. drawing or BOM).
- When SRCTec provides bare-PCB sourcing guidance to the Supplier to mitigate risk (e.g. board complexity, SRCTec Engineering involvement in design or process development activity with a particular PCB provider) it indicates the suggested source on the 'Assembly Instructions' document, provided by the Buyer during the quoting process. Suppliers may request the use of an alternate PCB provider as a way to reduce risk to the procurement process. This would be considered a change to a sub-tier supplier or contractor, and would be handled using the RFVC form (ref. Sec. 7 – "Process and Product Changes").
- When no sourcing requirements or guidance are provided by SRCTec, Suppliers may leverage their own supply chain to procure bare boards.

***If there are any questions about the contents of this Manual, contact your
SRCTec Buyer.***

This manual and other related documents can be found at:

<http://www.srcinc.com/suppliers/supplier-quality.html>



PROCEDURE

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