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### Revision History Explanation

Rev	Date	Affected Section(s)/Page	Description of Change
Org	1/17/2010	All	Original
A	9/23/2011	PG 3, Appendix	PG 3: Updated web sites Added Appendix for vendor scoring
B	11/01/2011	Section 4 Section 7.1	Deleted DFAR clauses and web site Deleted class of supplier and added scope
C	9/6/2013	Added Section 12.0	Added Conflict Mineral Reporting
D	9/1/2014	Appendix A	Updated scoring sections
E	11/4/2015	2, section 3 4, section 7.3 5, section 7.9	Added note on ASQR-01 Changed record time to 10 years & notification time Added 7.9 Counterfeit Parts
F	2/2/2017	5, section 7.9 7, section 13.0	Added AS6174 for non-electronic products Added section on REACH
G	12/6/2017	Sec 1.1 & 1.2 Sec 3.2 Sec 5.1 Sec 7.10 Sec 13.4	Changed to External Providers Added definitions for counterfeit and SUP Changed example to OEM Added section on Ethics and AAM Added verbiage on safe handling requirements



**1.0 PURPOSE:**

1.1 The objective of this document is to convey to Quest One External Providers (Suppliers), and potential External Providers, the quality requirements and contractual conditions that must be met when providing goods and/or services to QUEST ONE.

**NOTE:** All communication with Quest One will be in the English language. The following documents shall be in English:

- QMS Manual
- First level QMS procedures
- Process documentation (including FAI documentation) as required by Quest One

1.2 Quest One relies on external providers to meet our customer requirements. Each provider is part of our effort to meet customer conformity and product safety requirements.

**2.0 SCOPE:**

2.1 This document is applicable to all QUEST ONE External Providers that provide products, processes or services that form part of, or contribute to, a deliverable end item.

NOTE: The latest version of this document can always be found on our web site @ [www.QuestOne.com](http://www.QuestOne.com)

**3.0 DEFINITIONS:**

3.1 For the purpose of this document, an External Provider is a company or business that provides services, processing, or manufactured products to QUEST ONE.

3.2 Acronyms and Definitions:

<b>P.O.:</b> Purchase Order	<b>QAR :</b> Quality Assurance Representative
<b>NC:</b> Non-conformance	<b>FAR:</b> Federal Acquisition Regulation
<b>SCAR:</b> Supplier Corrective Action Request	<b>DFAR:</b> Defense Federal Acquisition Regulations
<b>DPAS: Defense Priorities &amp; Allocation System</b>	
<b>Counterfeit Part: An unauthorized copy, imitation, substitute or modified part (e.g., material that is knowingly misrepresented as a genuine part of an original or authorized manufacturer.</b>	
<b>Suspected Unapproved Part: A part in which there is objective and credible evidence indicating that the part is likely an unapproved or counterfeit part.</b>	

**4.0 PROCUREMENT & COMMUNICATION:**

4.1 Authorized Quest One personnel will issue or revise P.O.'s in support of Quest One customer orders.

4.2 Approved External Providers may be issued a P.O. for specific goods and services.



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- 4.3 The QUEST ONE P.O., together with referenced drawings, specifications, FAR & DFARS, DPAS, special instructions, along with this document shall define all requirements applicable.
- 4.4 As a provider, it is your responsibility to ensure that all clauses, terms and conditions specified or referenced within the P.O. and this document are understood and complied with. In addition it is your responsibility to control your sub-tier Providers to ensure compliance to PO requirements.
- 4.5 Failure to meet all quality clauses and requirements defined or referenced may result in rejection of the items or services you supply and can affect your **Approval Status**.
- 4.6 All written and verbal communications are to be through your buyer or the Quality Director  
  
Note: Verbal agreements or instructions shall under no circumstance construed as approval or authorization to proceed. All changes will be in wrting.
- 4.7 In special circumstances, which relate to quality, you may contact our Quality Director at:  
PH: 770-640-0125  
Fax: 770-640-1348  
E-mail: [quality@Quest One.com](mailto:quality@Quest One.com)

**5.0 External Provider APPROVAL:**

- 5.1 It is the policy of QUEST ONE to procure goods and services only from those Suppliers who are approved through our quality system. The approval process can include desktop (Quest One Forms: F-06 and F-08 surveys or on-site surveys (F-30) as deemed appropriate by Quest One management.  
  
**Note: This review may also include review of OASIS data or if supplied quality ratings from your customers. Example: OEM approvals.**
- 5.2 Upon completion of the survey and/or review of your submitted documents QUEST ONE shall determine your **Provider Approval Status and Scope**.
- 5.3 Following initial approval, QUEST ONE will re-evaluate your quality system on a periodic basis to ensure continued compliance to quality requirements. This re-evaluation may be in the form of a desktop or on-site audit.
- 5.4 Your **Provider Approval Status** will be subject to review based on the quality and timeliness of delivered items, responses to QUEST ONE Supplier Corrective Action Requests, changes of administration, location or ownership of your company, and/or other quality related issues.
- 5.6 In the case of a change in product and/or process definition, ownership or relocation of your company, QUEST ONE must be notified in writing within 30 days.
- 5.7 If, as a provider of QUEST ONE, you are not specifically requested to use a company-



approved source, then you may use other sources. In such cases, you are responsible to affect the necessary controls on your suppliers to ensure compliance with the applicable provisions of QUEST ONE POs, drawings, specifications and this document. Any customer related special process requirements will be listed on the applicable P.O. and must be followed.

5.8 In all cases, your company is fully responsible for monitoring the work performed by your providers and must also ensure a flow-down of QUEST ONE quality requirements to your providers to the extent applicable for the work performed

**6.0 Rating:**

6.1 You will be rated based on the criteria in Appendix A.

6.2 SCAR's will be issued as deemed necessary to determine root cause of substandard performance.

6.3 Failure to adequately respond to and correct problem areas could affect your approval status.

**7.0 EXTERNAL PROVIDER QUALITY REQUIREMENTS**

7.1 Quest One will review the potential suppliers quality system and determine scope of approval for purchasing from that supplier.

7.2 Right of Access: QUEST ONE, its customers (or their representative) and any Regulatory Authority shall have the right to:

- Review the supplier's documentation as required by the applicable contract;
- Access the supplier's premises or work location for the purpose of performing audits, surveys, inspections and verification of the supplier's quality system as well as compliance with contract requirements; and
- Review all associated reference data pertaining to any subcontracts issued relevant to the work performed for QUEST ONE

7.3 Providers shall notify QUEST ONE within 24 business hours of nonconforming product and in addition provide:

- Provide notification, within 30 days, of changes in ownership or location;
- Notification of changes in product and/ or process definitions;
- Changes in Certification of Conformity, Test Reports, and / or Airworthiness approval from the Manufacturer or approved repair station;
- Immediate notification of changes in quality system approvals;
- Immediate notification if your company is debarred from doing business with the U.S. Government

7.4 Quality System Review: During the performance of a QUEST ONE contract, your quality system and manufacturing and test processes may be periodically reviewed and evaluated by QUEST ONE, or its customer representatives, to the degree and frequency determined necessary by QUEST ONE, or its customer.



- 7.5 Quality Records: Your quality records are to be maintained on file for a period of not less than 10 years from the date of the completion of the contract.
- 7.6 Certificates of Conformance: When a Certificate of Conformance is required to be furnished by your company; it must contain the elements listed under the quality clause on the PO.
- 7.7 Quality System: If you cannot meet all quality requirements specified within this document, you are to contact your buyer or QUEST ONE Quality Department and request a concession for the requirement(s) before shipment of an item or order.
- 7.8 Special Processes: External Provider equipment and personnel performing special processes are required to be certified and records are to be maintained by the Supplier, as appropriate.

**Note: If our customer requires use of approved special processors this will be called out on our PO. Normally, the approved sources for companies such as Boeing, Rolls-Royce and Lockheed Martin can be found on their individual web sites**

- 7.9 Counterfeit Part Avoidance: Your organization should have a program in place that mitigates the possibility of supplying counterfeit parts. Your program should follow guidance found in SAE AS5553 for electronic parts and AS6174 for non-electronic product. Membership in Government Data Exchange Program (GIDEP) and FAA SUP e-mail system is highly encouraged. If your company identifies suspect counterfeit items or counterfeit items they must be reported to Quest One within 24 business hours.

**Note: Any suspect counterfeit parts discovered by Quest One will be reported through GIDEP and or the FAA Sup program.**

- 7.10 Your company should have an Ethics program in place. It should address employee behaviour when interacting with customers or providers and your team members. Further your program must address the ethical use of Authority Acceptance Media (AAM) (e.g. Stamps or electronic acceptance media) and the requirement to ensure work is complete before AAM is applied to indicate the buy off of an operation or final inspection.

**8.0 QUEST ONE SUPPLIED MATERIAL AND DOCUMENTATION**

- 8.1 As a QUEST ONE supplier, you are responsible for evaluating damage due to transport at time of receipt of QUEST ONE supplied materials and for the appropriate controls and periodic inspection of QUEST ONE supplied material during storage, handling and processing.
- 8.2 Strict segregation and control of QUEST ONE material is required by your organization. No material substitution is permitted without prior QUEST ONE written approval.



8.3 It is your responsibility to ensure that the latest issue of drawings and specifications as stated on the P.O. are available and maintained within your facility.

**9.0 SOURCE & RECEIVING INSPECTION**

- 9.1 QUEST ONE may elect to conduct government/customer source inspection of items at your facility before shipping. Source inspection may be applied to a greater or lesser degree at the discretion of QUEST ONE 's Quality Manager. When source inspection is applicable, if possible, QUEST ONE will provide your organization with a 7-day advance notice.
- 9.2 Prior to Source Inspection by QUEST ONE, you are required to ensure that all items have successfully passed required inspections and/or tests and that all the supporting documentation is complete and available for review by the QAR.
- 9.3 As a QUEST ONE supplier you are to provide the facilities and the assistance that may be reasonably required by the QUEST ONE QARs in the performance of their functions.
- 9.4 Upon completion of Source inspection, the QUEST ONE QAR will complete a Source Inspection Report. A copy of this report must be included with your shipment to QUEST ONE and you must retain a copy within your files.
- 9.5 QUEST ONE reserves the right to independently verify your suppliers.
- 9.6 The acceptance of an item at your facility by QUEST ONE is not to be interpreted as final acceptance by QUEST ONE nor does it relieve you of your responsibility for quality.
- 9.7 Products delivered to QUEST ONE are required to meet all applicable drawings, specifications and/or P.O. requirements.
- 9.8 Nonconforming material discovered at any stage of QUEST ONE inspection will be returned to you for correction. Quest One approval is required for non-conforming product disposition.

NOTE: Non-conforming material identified as scrap will be mutilated and rendered unusable. Records of this action will be recorded. Counterfeit or SUP items will be quarantined and held for disposition instructions from authorities.

**10.0 NON-CONFORMANCE & CORRECTIVE ACTION:**

- 10.1 NCRs and SCARs will be used by QUEST ONE as a means of advising you of an observed non-conformance and to request corrective action, as required.
- 10.2 Your response to an NCR or SCAR is expected within 15 working days, unless otherwise specified on the NCR or SCAR. Should additional time be required, you are requested to inform QUEST ONE of the reason for the extension and the estimated date of completion.
- 10.3 Within your response you are to perform a root cause investigation and identify the corrective action taken to eliminate the cause of the discrepancy in addition to the repair or rework



required to resolve the item rejected. The investigation should consider human factors, as applicable. The effect on items already delivered must also be addressed within your response.

- 10.4 Records of outstanding NCRs and SCARs are maintained by QUEST ONE 's Quality Department and shall be used in the process of evaluating suppliers. Failure to provide timely corrective action to an NCR or SCAR can adversely affect your **Supplier Approval Status**.

**11.0 REQUEST FOR CHANGE or DEVIATION**

- 11.1 Any deviation must be approved by Quest One in writing.
- 11.2 Without an authorized change, you are expected to meet all requirements defined or referenced within the PO.

**12.0 Conflict Minerals and Reporting**

- 12.1 Material supplied to Quest One containing conflict minerals (Gold, Cassiterite, Wolframite, Columbia-Tantalite, and their respective derivatives, Tin, Tungsten and Tantalum. Together, these materials are commonly referred to as 3TG.) should be sourced from a Conflict-Free Smelter.
- 12.2 If any materials supplied by your company to Quest One contain any Conflict minerals (from the Democratic Republic of Congo DRC) as defined in the 2010 Dodd-Frank Wall Street Reform and Consumer Protection Act. Please ensure this is reported to Quest One.
- 12.2 Quest One is required to perform Due Diligence in reviewing product purchased. Our effort is contingent on our suppliers notifying us of any conflict minerals. Please call our Quality Director if you have any questions on this issue.
- 12.3 Suppliers are expected to use the CMRT template when reports are requested to support our customer reporting requirements. The template can be found at:

<http://www.conflictreesourcing.org/conflict-minerals-reporting-template/>

**13.0 REACh Reporting**

- 13.1 European Regulation (EC) 1907/2006 regarding the Registration, Evaluation, Authorisation and Restriction of Chemicals (REACh) came into force. REACh affects all industries, including the aerospace sector.
- 13.2 Information on REACh chemicals can be found at: <https://echa.europa.eu/home>
- 13.3 If you supply or manufacture parts containing weight greater than 0.1% of the chemicals restricted under REACh you must notify Quest One and identify the chemical for reporting purposes.



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- 13.4 Our customers may request REACH information and Quest One will from time-to-time require assistance to complete requested information. Our suppliers assistance in these cases will be required and expected so we may respond to our customer's request. In addition our customer can request a declaration of the hazardous material and safe handling requirements for any product containing restricted material governed under REACH.





**Appendix A**  
**Approved Providers Criteria & Ratings**

Approved providers will be rated each month in 2 criteria levels, Quality (includes Product Certification, quantity shortage & material rejection) and Delivery.

Approved providers for Delivery 90% or better remain Approved; 75% to 89% are Conditional and below 74% are disapproved. Quality Goal of 95% or greater are Approved; 85% to 94% are Conditional and below 84% are Disapproved. Providers who fall below the threshold of 90% or lower in any of these categories will be required to complete a Corrective Action Form. Failure to complete the corrective action or improve performance can result in removal from Quest One's approved suppliers list.

Scoring Criteria:

**Delivery**

- 1-5 Days Late 3%
- 6-10 Days late 5%
- 11-14 Days late 10%
- 15 or more days late 15% - Corrective Action Form

Note: If vendor notifies Quest One of late delivery Quest One may withhold the penalty if the late delivery does not result in a late customer delivery.

**Product Certification**

- No Product Certs received with order 3%
- Incorrect Product Certs received with order 5%
- Unable to provide Product Certs with order 15% - Corrective Action Form

**Material Discrepancy**

**Quantity Shortage**

- 1<sup>st</sup> Quantity Shortage 3%
- 2<sup>nd</sup> Quantity Shortage 10%
- 3<sup>rd</sup> Quantity Shortage 15% - Corrective Action Form

Note: Quest One reserves the right to issue corrective action as deemed appropriate by management.