



9 COLDWATER CRESCENT
ROCHESTER, N.Y. 14624
TEL. 585-247-0700 FAX 585-247-0746

Customer Flow Down Requirements

QA-8.4-007

Rev. 003

Revision Date:
11/11/2021

AS9100 Reference
Section: 8.4.3 k

Precise Tool & Manufacturing Inc. (PTM) policy is to provide the "Customer Flow Down Requirements." to our suppliers:

- PTM reserves the right to perform source inspect at a supplier facility.
 - ✓ PTM reserves the right of access to supplier facilities for its customer and authorities for verification of products and processes to ensure conformity to specified requirements.
 - ✓ Supplier notification of product/ process readiness (target: 48 hours) shall be made to PTM Purchasing, who will make arrangements with customers for verification.
 - ✓ The supplier shall make available the resources, facilities, and equipment to facilitate any such inspections required.
 - ✓ This right extends to our customers, applicable regulatory agencies, and any sub-tier suppliers used in the fulfillment of this order.
- External providers are required to ensure that persons are aware of their contribution to product or service conformity, their contribution to product safety, and the importance of ethical behavior.
- Certificates of Conformance, Material, and Testing certs are required as identified on the Purchase Order.
- Quality Plan referenced on the Purchase Order must be followed - no exceptions.
- Documents and records associated with a PO are required to be retained for a minimum of 7 years.
- Suppliers must maintain conformance and traceability records regarding the product or service provided.
- When utilizing sampling inspection, the method must be following a statistically valid standard (i.e., ANSI Z1.4 or equivalent).
- Shipments with known nonconformities will not be accepted without prior authorization.
- All "special processes" required by this PO must be performed by qualified personnel, and the processes require validation periodically to ensure output meets requirements. Process validation records must be available upon request.
- Supplier must train appropriate personnel in the awareness and prevention of counterfeit parts.
- Any differences between product requirements and what the provided by the supplier must be identified, communicated, and approved before shipping (i.e. non-conforming or counterfeit parts).
- Suppliers are not, under any circumstance, granted MRB authority to alter the product design and characteristics.
- Detection of a nonconforming product regarding any order must be communicated in writing to the PTM quality department for risk assessment. This includes Foreign Object Debris/Damage.
- Outsourcing of this PO to your suppliers requires communication of all applicable requirements and specifications to your sub-tier supplier.
- If providing calibration services, all certificates must identify standards used and must be traceable to NIST Standards.
- Source Inspection/ Surveillance may be used by PTM quality personnel to evaluate the following:
 - ✓ Supplier capability, personnel training, and Quality System status.
 - ✓ Supplier / Subcontractor conformance to customer requirements.
- If source inspection/ surveillance is required a customer's purchase order, PTM is to accommodate the request by contacting the customer at the appropriate point of production (as indicated on job router) and provide all necessary facilities, equipment, documentation, etc.

	SECTION	SUB-SEC.	PARA.	DATE	AUTHORIZED BY
001	Released EXCEL format	N/A	N/A	10/21/2019	M. Knowles
002	Word format, added No known NCM shipments	N/A	N/A	6/8/2020	M. Knowles
003	Added materials & testing, Counterfeit parts and personnel training, changed MRH to MRB	NA	NA	11/11/2021	M. Knowles