

<b>TMC</b>	Technical Micronics Control, Inc. 210 Wynn Drive Huntsville, Alabama 35805 Phone: (256) 837-4430 Fax (256) 721-9066	Document No. QP-7-421	Revision E	Page No. 1 of 8
		Title: <b>QUALITY ASSURANCE CLAUSES</b>		
Approved: Paul M. Schrader		Date: 7 March 2016		

## 1.0 Purpose/Scope

This document provides QA requirements (clauses) that specify type and extent of TMC control over suppliers. Quality Clauses apply to suppliers that provide products and services that affect quality of TMC's deliverable (QP-7-410).

## 2.0 Policy

The following definitions are applicable.

- a) Company. Technical Micronics Control, Inc. (TMC).
- b) Seller. Supplier (vendor to TMC). A Seller may have also have suppliers.
- c) Buyer. TMC Purchasing Agent. TMC representative authorized to commit TMC for purchases.
- d) Procurement Document. Written Contract, or PO issued by Buyer to Seller.
- e) Product. Result of activities or processes that includes services, hardware, materials, software, or combination.
- f) Item. Products and/or service contracted for by procurement document.
- g) Flow down. Customer requirements imposed on Seller.

QA clauses specify type/extent of TMC control over suppliers and product to ensure product conforms to requirements. During document approval per QP-7-420, QA clauses are selected to complete product specifications. Appendix A QA Clauses apply to all procurements that affect quality. Appendix B QA Clauses are selected based on requirements of products that would be manufactured solely for TMC. Quality System Manager selects quality clauses for procurement and may add/delete clauses or develop additional clauses. Buyer is responsible for including selected quality clauses in/with the PO.

## 3.0 Procedure

### 3.1 Review

Customer's requirements determine clauses for procurements. Product acceptance delivered to TMC is withheld pending receipt of PO documentation. Quality System Manager reviews RPO (QF-7-1008) to ensure Quality Clauses and flow down requirements are included. Buyer is responsible for completing PO to obtain product and ensuring correctness. Acceptability is indicated by the Buyer's dated stamps imprint.

### 3.2 Apply Procurement Clauses

Table 1 provides guidance for Appendix A QA clauses used for procuring supplies from Vendors or Services from Subcontractors. Appendix B QA clauses apply to contractors engaged in the direct manufacturing of items for TMC.

## 4.0 Applicable Quality Standards

- QP-4-230 Control of Documents
- QP-4-240 Control of Records
- QP-5-600 Management Review
- QP-8-220 Internal Audits
- QP-8-300 Control of Non-Conforming Product
- QP-8-520 Corrective and Preventive Action

## 5.0 Status

This procedure supersedes QP-7-421 Revision D dated 5 May 2015, and is effective 7 March 2016.

## 6.0 Revision History

Revision	Description	Date
Original		8 March 2004, JRD
A	Simplification and revision	9 May 2007, MWD
B	Revision – Signature Update	15 January, 2015 PMS
C	Addition of Quality Standards	16 February, 2015, PMS
D	Complete Revision of QA Clauses	5 May 2015, PMS
E	Addition of QA clauses 21 and 22	7 March, 2016 PMS

TABLE 1  
OVERVIEW OF TMC QUALITY CLAUSES  
IN APPENDIX A

Clause	Apply Specific Procurement Quality Assurance Clauses when the following situation exists:
QA-01	Quality system ANSI, ASQC, ISO 9001:2008 or 9001:2015 on suppliers product they design and when conformance to requirements is to be assured by supplier during design, development, production, installation, and/or servicing
QA-02	Quality system ANSI, ASQC, ISO 9001:2008 or 9001:2015 on suppliers product that it does not design and when conformance to requirements is to be assured by supplier during production, installation, and/or servicing.
QA-03	Quality inspection system is imposed on supplier's product that it is acceptable by inspection and/or testing, and when conformance to requirements is assured by supplier during production, installation, and/or servicing.
QA-04	Quality system National Board Inspection Code for valve repair and parts.
QA-05	Controls imposed on supplier performing manufacturing and/or assembly processes.
QA-06	Controls imposed on special processes supplier: (a) chemical treatment, plating, coating; (b) brazing, welding; (c) heat treatment; (d) NDT, chemical, metallurgical; (e) cleaning.
QA-07	Controls imposed on suppliers of monitoring and measuring devices or their calibration.
QA-08	Controls imposed on suppliers when first piece inspection is required for manufacture assemblies/parts.
QA-09	First article inspection required for suppliers when customer's SOW dictates first article inspection.
QA-10	Objective evidence (test reports, test records and/or inspection records) required for special tests/inspections, manufacture of products, supply of products (not for commercial-off-the-shelf), and special processes.
QA-11	Traceability required when required by customer; prudent to localize causes of failures and take remedial action at minimal maintenance cost; necessary to recall suspected product; distinguish among items having same part number; and to assure only materials and components of adequate quality enter final product.
QA-12	Certificate of conformance required for all products required to meet commercial or government specifications and/or services for which clause QA-10 is not required.
QA-13	Certified inspection/test data/material test report (CMTR) required when: <ul style="list-style-type: none"> <li>• Customer requires first article testing.</li> <li>• When such reports are required to be furnished to the customer.</li> <li>• Materials must be of a specific type, class, or grade to fit specified engineering design criteria. (i.e., AWS, ANSI, MIL, MS, QQ, AN, ASA, NFPA, IPC, NSA, etc.)</li> <li>• Product is being repaired and returned to the Company.</li> </ul>
QA-14	Certificate of calibration is required for items that are calibrated as a part of their being procured. Re-calibrated equipment requires "as found" condition to be reported on certificate of calibration.
QA-15	Buyer's inspection applicable when Company has capability to perform acceptance inspection and/or testing of products upon receipt. Applied to follow-on orders after first article inspection satisfactory.
QA-16	Government right to inspect is imposed on procurements which do not require Government source inspection.
QA-17	Government source inspection and surveillance required when Government source inspection is imposed.
QA-18	Drawings are required when design information is required for a product.
QA-19	Age (shelf life) control is required for liquids, adhesives, plastic, rubber, petroleum, paint products; etc.
QA-20	Quality requirements/instructions are described on PO (delivery, technical, quality) when QA Clause(s).
QA-21	Record Retention shall be for 7 years unless otherwise stated in PO
QA-22	Seller shall provide Right of Entry to their facility, and, Authority to conduct Surveys and Audits

APPENDIX A  
QUALITY ASSURANCE CLAUSES FOR PROCURING SUPPLIES FROM  
VENDORS OR SERVICES FROM SUBCONTRACTORS

QA-01. Quality System ANSI, ASQC, ISO 9001:2008 or ISO 9001:2015

Seller shall maintain an effective Quality Management System in accordance with ANSI, ASQC, ISO 9001:2008 or ISO 9001:2015.

- a) Seller's quality assurance system shall include design and development of its own products.
- b) Seller shall provide a written description of this Quality Management System upon request.
- c) Seller shall provide certification in accordance with QA-12 requirement.
  - 1) Buyer, Buyer's customer, and/or Government reserves right to enter Seller's premises for assessment of Quality System and design, development, production, installation, and servicing processes as well as items procured by Seller under PO.
  - 2) Said assessment does not constitute final acceptance of product produced or service provided.

QA-02. Quality System ANSI, ASQC, ISO 9001:2008 or ISO 9001:2015

- a) Seller shall maintain an effective Quality Management System in accordance with ANSI, ASQC, ISO 9001:2008 or ISO 9001:2015.
- b) Seller shall have a sophisticated quality assurance system but not engaged in the design and development of its own products.
- c) Seller shall provide a written description of this Quality Management System upon request.
- d) Seller shall provide certification in accordance with QA-12 requirements.
  - 1) Buyer, Buyer's customer, and/or Government reserves right to enter Seller's premises for assessment of the Quality System and the production, installation, and servicing processes as well as items procured by the Seller under this PO.
  - 2) Said assessment does not constitute final acceptance of products produced or service provided.

QA-03. Quality Inspection System

- a) Seller shall establish, maintain, and comply with a documented quality control system for inspection and testing of items being procured under this PO. This documented quality control system should address:
  - 1) Review and approval of PO received from Seller's customers.
  - 2) Review and approval of PO issued to Seller's subcontractors.
  - 3) Receipt inspection of products received from subcontractors.
  - 4) Identification of products at all times from receipt to shipping.
  - 5) Maintain traceability of product to documentation when required.
  - 6) Complete inspections and test in the required sequence.
  - 7) Verify, for products, that specified requirements are met at receipt, in-process, and completion of work.
  - 8) Verify, for services, that the specified requirements are met in the process of providing the service.
  - 9) Identify the inspection and test status of product at all stages of Seller's operations.
  - 10) Treat product that fails any inspection or test as nonconforming.
  - 11) Identify, segregate, document, evaluate, and disposition nonconforming product.
  - 12) Ensure only valid, current documents for work which may affect product quality are provided to employees.
  - 13) Process for evaluating and approving Seller's subcontractors.
  - 14) Flow-down of customer requirements to Seller's subcontractors.
- b) Seller shall supply items that have been inspected per inspection system and found to be in conformance with PO requirements.
- c) Prepare and keep complete records evidencing all inspections made under the system and the outcome.
- d) Records available for Buyer or representative review during the performance of and for as long afterwards as required by the PO.
- e) Provide Buyer the right to perform reviews and evaluations as reasonably necessary to ascertain compliance.
- f) Furnish certificate of conformance with each shipment which certifies that the required inspections and tests have been performed and that the product conforms to the applicable specifications and engineering requirements.
- g) Seller shall provide, at the Buyer's request, a copy of the quality system manual and procedures for review.

QA-04 National Board Inspection Code

- a) Seller shall maintain a quality system that complies with NBIC NB-23 and applicable ASME Code requirements."

QA-05. Control of Manufacturing Processes

- a) Inspection and test plan – Seller shall use inspection/test plan for items delivered. When specified by Buyer, Seller shall submit a copy of plan for approval 30 days prior to production. The plan shall include identification of product to be inspected or tested, type of measuring and test equipment, method of inspection, and type of inspection. Seller's plan shall contain operational sequence and inspection/test points in relation to procurement, manufacturing, assembly, checkout, and delivery.

- b) Subcontracts – Seller shall assume responsibility for quality of materials purchased from subcontractors.
- c) Flow down requirements – Seller shall flow down quality system requirements to subcontractors.
- d) Configuration control – Seller required to maintain controls that configuration of end items scheduled for delivery or delivered under PO conform to requirements. Seller shall impose configuration management on its subcontractors.
- e) Workmanship – Items performed under this PO shall exhibit first class quality workmanship in conformance to the workmanship requirements specified. Evidence of flaws, mishandling, or abuse shall be cause for rejection.
- f) Seller shall provide products of the highest quality standards which are essential for aircraft passenger and crew safety.

#### QA-06. Control of Special Processes

- a) Approval and qualification – Seller must be approved by Buyer to perform required special processes.
- b) Objective evidence – Seller or subcontractor shall maintain objective evidence of process qualification and control per specifications. Procedure(s) and qualification/certification shall be submitted to Buyer for approval.
- c) Certificate of compliance – Seller shall submit a certificate of compliance to the specification requirements with each shipment.
- d) Inspection and test plan – Seller shall use an inspection and test plan for items delivered under PO. Seller shall submit a copy of plan for approval 30 days prior to production.
- e) Seller’s plan shall contain sequence and inspection/test points in relation to procurement, manufacturing, checkout, and delivery.
- f) Subcontracts – Seller shall assume responsibility for the quality of all materials.
- g) Flow down requirements – Seller shall flow down quality system requirements to subcontractors.
- h) Quality standards – Seller shall provide services of the highest quality standards.

#### QA-07. Monitoring and Measurement Device

- a) Seller shall be responsible for validating the accuracy and stability of Monitoring and Measurement Device (MMD) used to demonstrate that products and/or services conform to the specified requirements of the Purchase Order.
- b) Seller shall ensure that calibration standards, equipment, and MMD are traceable to the National Institute of Standards and Technology (NIST).
- c) Seller shall perform calibrations to adequate standards in accordance with a documented schedule, keep objective evidence of these calibrations, and make these available for review by the Buyer or representative.
- d) Seller’s calibration program shall comply with ISO 10012-1, QA requirements for Measuring Equipment, latest revision. Items submitted for calibration on this contract shall be evaluated for acceptance before any repair or adjustments are made. Records of the as-received findings and the as-returned findings (post adjustment or post repair) shall be stated on signed calibration report.
- e) Seller shall provide with item calibrated a signed calibration certification that the item has been calibrated and that its accuracy is traceable to the NIST. The certification shall identify the applicable NIST report number to which accuracy is traceable.

#### QA-08. First Piece Inspection

- a) Seller shall clearly identify and furnish the first deliverable product to the Buyer for inspection.
- b) Seller shall furnish at no cost to the Buyer inspection/test data necessary to aid product inspection.
- c) Seller shall ensure the first piece conforms to all drawings, specifications, and specified requirements of the Purchase Order.
  - 1) Seller may continue to manufacture items prior to notification of inspection results and written authorization from the Buyer.
  - 2) Buyer’s quality assurance shall perform first piece inspection on the first deliverable product.
  - 3) Buyer will notify the Seller of inspection results and provide instructions for continuation of production/shipments.

#### QA-09. First Article Inspection

- a) Seller shall notify Buyer upon preparation of first article.
- b) Seller shall provide option for Buyer to inspect and/or test and/or observe activities at Seller’s premises prior to shipment.
- c) Seller shall furnish at no cost to Buyer inspection/test data, equipment, and facilities to accomplish first article acceptance.
- d) Seller shall ensure first article is representative of production materials and processes and made in same facility using same equipment, methods, and environment that is intended to produce the contracted quantity and verified by qualified personnel.
- e) Seller shall ensure the first article conforms to all drawings, specifications, and other specified requirements of the PO.
- f) Seller shall provide reports of first article inspection with the first article delivered to the Buyer.
- g) Seller may not continue to manufacture additional items without written authorization from the Buyer.
  - 1) Buyer’s acceptance of first article does not relieve Seller of responsibility for conformance to PO requirements.
  - 2) First article acceptance inspections and/or tests may be performed at Seller’s premises when more effective and/or economical or when buyer does not have inspection and/or test facilities and/or qualified personnel.

#### QA-10. Objective Evidence (Test Reports, Inspection Records, and Test Records)

- a) Inspection records - Seller shall maintain as quality records all inspections and tests performed on products and/or services and other such objective evidence to demonstrate conformity to requirements of PO.

These records and objective evidence and inspection/test reports shall be available for review by the Buyer or representative.

- b) Actual inspection and test reports – Seller shall maintain signed inspection/test reports with results proving conformance to specification of the items shipped under this PO. Objective evidence of the following requirements, as applicable:
  - 1) Physical and/or chemical test reports.
  - 2) Inspection and test records.
  - 3) Records indicating that special processing are performed by qualified process and/or certified personnel.
  - 4) Other objective evidence of compliance, as applicable.
- c) Record retention. Seller shall retain all records pertaining to materials and services provided under this PO for seven years.

#### QA-11. Traceability

- a) Seller of materials shall:
  - 1) Submit signed certification identifying manufacturer and its location that applied lot code, date code, and/or serial number. If items are not marked, certifications or labels shall provide this data and this data shall provide traceability.
  - 2) Ensure that only material that is mill marked and traceable to the manufacturer by heat number or be traceable to the manufacturer by heat or lot number is provided.
- b) Seller authorized by the Government to manufacture products for use on Government contracts shall:
  - 1) Provide objective evidence of Government sampling of lot traceability documentation.
  - 2) Ensure that certifications and devices meet the above requirements.
    - (a) Seller's Quality System/Manufacturing Process subject to verification by Buyer, Buyer's customer, and/or Government
    - (b) Seller's control of device lot traceability documentation and inventory control for MIL-S-19500 JAN branded devices are subject to verification by Government during performance of PO.
    - (c) Government release (DOD stamp) of shipment is not required unless Seller is otherwise notified.
    - (d) Does not apply to Commercial Off The Shelf (COTS) items.

#### QA-12. Certificate of Conformance

- a) Certification – Seller shall submit with each product shipment covered by PO a Certificate of Conformance signed by a responsible representative which shall constitute a representation by the Seller that:
  - 1) Materials used are specified by PO and that the product(s) delivered were produced from this material, and Seller has on file reports of analyses and any other required evidence of conformance of such product(s) to applicable specifications.
  - 2) Processes used in making the product(s) delivered comply with applicable specifications forming a part of the PO.
  - 3) The product(s) as delivered complies with all specifications and other requirements of this PO.
    - (a) Certifications shall not be used in lieu of other requirements for reports specified by this PO.
    - (b) Seller's certifications shall be supported by inspection/test records subject to review/audit by Buyer or representative.
- (c) Seller responsible for product conformance and/or services under this PO. Neither surveillance, inspection, and/or tests made by buyer, Buyer's customer, or Government shall relieve the Seller from this responsibility.

#### QA-13. Certified Inspection/Test Data/Material Test Reports (CMTR)

- a) Seller shall provide certified inspection/test data, indicating results of all required inspections with each shipment.
- b) Seller shall provide certified material test reports (CMTR) for material procured under this Purchase Order with each shipment.

#### QA-14. Certificate of Calibration

- a) Seller is required to provide calibration certificate with shipment of equipment.
- b) Re-calibrated equipment shall have "as found" condition reported on the certificate of calibration.
- c) Seller and subcontractors shall maintain effective calibration system per ANSI/ISO/ASQC 10012 or equivalent.
- d) Seller shall furnish to the Buyer a written description of this calibration system, upon request.

Buyer, Buyer's customer, and Government reserves right to enter seller's premises for surveillance assessment of the calibration system as well as items and services procured by the Seller for activities performed under PO.

#### QA-15. Buyer's Inspection

- a) Seller shall be aware product acceptance based upon Buyer's inspection results after the Buyer takes physical possession thereof.
- b) Seller shall furnish at no cost to the Buyer inspection and test data necessary to aid product acceptance inspection.
- c) Seller shall be aware that the Buyer reserves the right to re-inspect or re-test specified product and review processes.

Buyer's inspection may be either on a random sample or 100% of the product.

#### QA-16. Government Right to Inspect

- a) Seller shall grant the Government the right to inspect any and all of the work at the Seller's premises.
- b) Seller's quality control or inspection system and manufacturing processes subject to review by Government representatives.
- c) Seller shall furnish a copy of this PO to the Government representative.
  - 1) Government inspection or release of product prior to shipment not required unless Seller notified by Buyer or Government.
  - 2) Buyer may provide a copy of this PO to the Government representative

#### QA-17. Government Source Inspection and Surveillance

- a) Seller shall ensure Government inspection and/or release of product is performed prior to shipment from Seller's premises.
- b) Seller shall upon PO receipt, furnish a copy to Government who services Seller's plant so Government inspection accomplished.
- c) Seller shall ensure evidence of Government inspection and/or release of product is provided on Seller's shipping document.
- d) Seller shall furnish a copy of this PO to Seller's Government representative.
- e) Buyer's inspection per QA-14 requirements also applies.
  - 1) If Government does not service Seller's plant, contact nearest DOD, DLA, and DCMC inspection office.
  - 2) If Seller cannot locate the Government representative, immediately notify the Buyer.
  - 3) During performance, Seller's System of Inspection and Manufacturing Processes subject to review by Government.
  - 4) Buyer may furnish a copy of this PO to the Government representative.

#### QA-18. Drawings

- a) Seller shall furnish with the first shipment of PO, a drawing(s) and specification(s) to permit inspection and/or test of the product.
- b) Seller shall ensure documentation is controlled with latest revision, and product description.

#### QA-19. Age Control (Shelf Life)

- a) Seller shall provide pertinent shelf life data with each shipment.
- b) Seller shall ensure that at least 90% of the material's shelf life is remaining upon delivery to the Buyer.
- c) Seller shall ensure all materials harmful to human health are contained in accordance with applicable Government specifications.
- d) Seller shall ensure containers are marked to contents with appropriate warnings, precautions, instructions, and storage conditions.
- e) Certificate of conformance per QA-12 is also required.

#### QA-20. Special Quality

Seller shall comply with the special requirements depicted on the Purchase Order. Following procurement QA clauses apply to all procurements of products that affect TMC's deliverable quality. It is the responsibility of the supplier to comply with these supplier requirements.

#### QA-21. Record Retention

- a) Seller shall retain all records pertaining to materials and services provided under this PO for seven years, unless otherwise stated in the requirements of the contract.

#### QA-22. Right of Inspection and Authority to Perform Audits

- a) Seller provide right of entry/access and support for Buyer, Buyer's customer, and Government for inspection to verify conformance to requirements, quality of work, records, and materials, validation of procedures, witness Seller's performance of acceptance inspection and tests, review of acceptance inspection and test data, and control of materials and processes used to produce product.
- b) Seller shall provide Buyer right to conduct surveys and audits at Seller's premises and those of its subcontractors or suppliers to determine the capability to comply and to verify continuing compliance with PO requirements. Such verification shall not be used by Seller as evidence of effective control of quality by Seller or subcontractors and absolve Seller of responsibility to provide acceptable product, nor preclude subsequent rejection by Buyer. Final inspection/acceptance performed at Buyer's facility unless specified in PO.

APPENDIX B  
SPECIFIC PROCUREMENT QUALITY ASSURANCE CLAUSES FOR  
CONTRACTORS ENGAGED IN DIRECT MANUFACTURING FOR TMC

QA-B-01. Prohibited Practices

- a) Material Review Board Authority – Seller shall not have authority to disposition nonconforming items as “repair” or “use-as-is.” If Seller has cogent reason(s) for “repair” or “use-as-is” disposition, Seller shall place nonconforming item under control through identification, documentation, and segregation and report nonconformity to Buyer who will provide disposition instructions.
- b) Rework – Seller shall not perform rework outside of specific specification limits unless prior approval obtained from Buyer.
- c) Scrap – Seller shall return to Buyer any furnished product that has been dispositioned as scrap.
- d) Re-submittal of rejected items – Seller shall clearly identify on shipping documents items that were previously rejected by Buyer, returned to Seller and, and being resubmitted to Buyer. Seller will provide new lot control identification numbers, if required.
- e) Unauthorized submittal of production – Seller shall not submit items from a production run for inspection by Buyer when procurement document requires Buyer’s prior acceptance of a “first article.”
- f) Notification of location change – Seller shall not relocate production during work specified in procurement without approval.
- g) Drawings, Processes, Materials, or Procedures – Seller shall not change any drawing, process, without written approval of Buyer. Seller shall not change any process or procedure from that used to qualify product without written agreement from Buyer.

QA-B-02. Responsibility for Conformance

- a) Seller responsible for furnishing products which conform to PO requirements.
- b) Seller accountable and responsible for compliance with all applicable QA PO requirements.
- c) Seller controls subcontractors to assure PO quality requirements issued by Buyer are satisfied.

QA-B-03. Certificate of Compliance

Seller shall certify compliance with all PO requirements.

QA-B-04. Documentation

Seller submits PO documents to demonstrate product acceptability which is withheld pending receipt of documents.

QA-B-05. Right of Entry

Seller provide right of entry/access and support for Buyer, Buyer’s customer, and Government for inspection to verify conformance to requirements, quality of work, records, and materials, validation of procedures, witness Seller’s performance of acceptance inspection and tests, review of acceptance inspection and test data, and control of materials and processes used to produce product.

QA-B-06. Right to Conduct Surveys and Audits

Seller shall provide Buyer right to conduct surveys and audits at Seller’s premises and those of its subcontractors or suppliers to determine the capability to comply and to verify continuing compliance with PO requirements. Such verification shall not be used by Seller as evidence of effective control of quality by Seller or subcontractors and absolve Seller of responsibility to provide acceptable product, nor preclude subsequent rejection by Buyer. Final inspection/acceptance performed at Buyer’s facility unless specified in PO.

QA-B-07. Corrective Action Request

Seller shall receive Buyer’s Corrective Action Requests (CAR) regarding quality problems with Seller’s product and respond in a timely manner with: Immediate correction; Root cause; Root cause correction; Corrective action; Preventive action; Verification plan; and Follow-up. CARs may require Buyer’s QA and Government approval. This may require on-site visit(s).

QA-B-08. Part Identification, Packaging, and Shipping

- a) Seller shall identify items under PO with nomenclature and part number as specified by drawing, specification, catalog, PO, etc.
- b) When Purchase Order lists Buyer’s Part Number in addition to Seller’s Part Number, items and sub-packages identified with both
- c) Seller packages, handles, and transports items to maintain reliability and achieve damage-free delivery as specified in PO.
- d) Seller identifies containers with PO number.
- e) Seller uses containers that provide protection from physical and environmental damage during handling, storage, and shipping.
- f) Seller uses cushioning materials to protect and restrict movement of item(s).

QA-B-09. Sampling Inspection

Seller shall not use sample inspection in lieu of 100% inspection of product without Buyer's approval.

QA-B-10. Delivery

- a) Seller shall ship products so they arrive at Buyer's dock on due date shown on PO.
- b) Seller shall make effort to expedite delivery and notify Buyer if any delays anticipated.

QA-B-11. Purchase Order Acknowledgement

- a) Seller sign to indicate agreement with terms and conditions of PO and understanding of product and/or service to be performed.
- b) Seller shall return to Buyer acknowledgement copy of PO within 5 days of PO issue date. Failure to return copy voids PO.