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## Supplier Quality Systems Requirements (SQSR) Process

The purpose of this document is to identify Softronics' quality requirements and aid our Suppliers in determining which quality level is required, relative to the complexity of the product and/or service that is being provided.

### 1. SCOPE

- 1.1. This document defines quality systems that are required for those suppliers, vendors, and subcontractors (here after referred to as the **"Seller"**) providing materials, products, and/or services to Softronics (here after referred to as the **"Buyer"**). Any revision to this document shall be adhered to by Seller upon receipt thereof.
- 1.2. The provisions of Buyer's subcontract, purchase order or purchase agreement (hereafter referred to as "Order") titled "Additional Provisions", "Inspection and Acceptance" or "Quality Requirements" are supplemented by this document, which is hereby incorporated by reference into the Order. Seller shall comply with establishing and maintaining quality systems required by this document whether the Order is received by the Seller in paper form or by electronic data interchange. This document also defines additional supplier requirements and expectations.
- 1.3. Seller shall flow down applicable product specifications, descriptions, and requirements to sub-tier suppliers, including key characteristics as required.

### REQUIREMENTS

### 2. GENERAL

- 2.1. Subcontractors and suppliers are selected based on their category rating and matrix selection as defined in the SQSR; availability; manufacturing methods; cost; product; compliance; on-time delivery performance; acceptance rate performance, and prior history on other projects. Subcontractors and suppliers shall be re-evaluated based on compliance with these selected criteria.

**Notice:** *In the event that the Seller's quality system is non-compliant, or if the Seller's ISO registration is suspended, changed or expired during the performance of the Order, the Seller shall notify the Buyer in writing. Notification shall be within ten (10) working days of the revocation, suspension, change or expiration.*

### 3. MATERIAL REVIEW AUTHORITY

- 3.1. Material review authority shall not extend to repair or use-as-is for supplier specified or customer specified requirements without prior documented approval from the customer. Seller shall submit to Buyer all requests for variance from contract, purchase order, specification or drawing requirements.

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#### **4. ELECTROSTATIC DEVICE PROTECTION**

- 4.1. Devices identified as electrostatic discharge sensitive shall be handled, stored, packaged, and shipped in such a manner as to preclude damage from electrostatic discharge. Electrostatic protection process shall be modeled after **ANSI/ESD S20.20-2021**.

#### **5. BUYER DEFINED CRITICAL OR KEY CHARACTERISTICS**

- 5.1. Devices having one or more characteristics identified as "Critical" or "Key" shall include 100% inspection and/or test. The Seller's may submit an alternate SPC plan to the Buyer for consideration and approval. Approval in writing must be received from the Buyer prior to product acceptance. Unless otherwise specified, inspection/test reports or SPC data shall be submitted with each lot for part numbers that contain key characteristics.

#### **6. WORKMANSHIP**

- 6.1. The Seller shall establish workmanship plans and acceptance standards in writing in accordance with the performance and reliability requirements of the Buyers specifications. For electrical parts, the plans and acceptance standards shall be modeled after **J-STD-001** "Requirements for Soldered Electrical and Electronic Assemblies" and **ANSI/IPC-A-610** "Acceptability of Printed Board Assemblies". Other types of parts shall have workmanship plans in accordance with the relevant drawings, specifications, and the supplier's quality system. Workmanship requirements specified on the component specification/drawing or elsewhere on any Purchase Order take precedence.

#### **7. UNIQUE PART NUMBER CONTROL**

- 7.1. The Seller shall maintain a documented process to assure published data and specifications maintain a unique part number. The Seller shall change the Seller's part number when introducing changes which affect the performance, form, fit, function, or interchangeability of the Seller's product. For any changes, please see paragraph 13.

#### **8. RIGHT OF ACCESS**

- 8.1. The Buyer, Buyer's customer, and cognizant government agencies shall have access to all applicable areas of Seller's facilities at any level of the supply chain involved in the order and to all applicable records. This right shall also extend to the Seller's subcontractors. Seller shall be notified within a reasonable amount of time by the Buyer to host such events. Failure to meet schedule, quality or program requirements may cause long term visitation plans to be put in place.

#### **9. BUYERS SOURCE INSPECTIONS AND PROCESS VERIFICATIONS**

- 9.1. Buyer's source inspections or process verifications shall not absolve the Seller of the responsibility to provide acceptable product, nor shall it preclude subsequent rejection. Use of a Buyer's subcontractor shall not be considered by the Seller as evidence of effective control of quality by the subcontractor.

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**10. CHANGES IN PRODUCT, FACILITIES OR QUALITY MANAGEMENT SYSTEM (QMS)**

- 10.1. The Seller shall notify the Buyer and obtain written approval prior to shipping products with changes in product, processes, components, sub-suppliers/subcontractor, manufacturing facility location, packaging, shipping method or outside processor. The Seller shall also notify the Buyer in writing prior to any change in top management, ownership, quality management system, or a major change in the number of employees or resources used in a Softronics. sub-contract.
- 10.2. If the Buyer deems any of these above changes significant, a full or partial part/product requalification will be necessary to validate the change. Since these changes are driven by the Seller, all cost of product or process requalification needed to validate products will be at the Sellers' expense.
- 10.3. To comply with Softronics. (changes in facility, product or Quality Management System), the supplier must notify Softronics in writing.

**11. SUBCONTRACTING OF THE ORDER**

- 11.1. The Seller shall not subcontract in whole, or substantially in whole, performance of any Order without prior written consent of the Buyer.

**12. RECORDS**

- 12.1. Records shall be available for review by Buyer's representative, customers, and regulatory authorities. Unless otherwise indicated, the Seller shall retain records in accordance with the table below. Seller will contact Buyer before destroying any documentation. All requested information shall be provided in the language required by the contract.

Document Type	Retention Period
Engineering	Life of product
Purchasing	10 years
Financial Records	10 years
Government	10 years
Quality	10 years
Product Acceptance	99+current year

**13. SHIPMENT CONFORMANCY**

- 13.1. Seller's shipment of articles to Buyer shall constitute certification that the articles were manufactured, processed, and inspected to the requirements of the Buyer's Order. Specific certificates of conformance may be required.

#### **14. NOTICE OF DISCREPANT MATERIAL OR REQUEST FOR CORRECTIVE ACTION**

- 14.1. In the event of delivery of discrepant material, the Seller is subject to the receipt of a Supplier Corrective Action Request. Per requirements of the Supplier Corrective Action process, the Seller is required to provide a Containment Statement within three working days; a root cause corrective action response within ten working days; and be subject to an elevation of notification for delinquent response. An extension may be granted with agreed upon business case. Regardless of the products' warranty status, when requested, the supplier is required to provide a root cause and corrective action for failures that occur on parts, the first time they are installed. These are sometimes referred to as out-of-box failures.
- 14.2. Failure to comply with the rules of this Supplier Corrective Action process requirement may jeopardize compliance with the contract requirements. In the event Seller fails to remedy discrepancies as required by the Supplier Corrective Action Request, or if Seller fails to make progress so as to endanger the performance of this agreement with its terms, Softronics may exercise its rights and remedies under the Cancellation/Termination Article of the agreement between Softronics. and the supplier.  
When corrective action progress is insufficient, Softronics. may place a supplier on probation status. Suppliers on probation status will not be considered for new procurement activity.
- 14.3. The Supplier must promptly notify a Softronics. Buyer or Director of Operations and Quality Management in writing when a nonconformity is discovered in the supplier's processes or components/ assemblies for a product already delivered. (Do we need to specify how?)

The notification must include at a minimum:

- a) A clear description of the nonconformity
- b) Affected programs, part numbers, serial numbers, date codes etc.
- c) Quantity delivered, reference PO, ship date
- d) Containment plan including replacement availability and recovery plan

Upon Buyer's determination that the non-conformity has been closed, the Seller must provide Softronics Ltd. with a root cause statement and "long term" corrective actions taken.

#### **15. COUNTERFEIT PARTS; AVOIDANCE, DETECTION, MITIGATION, AND DISPOSITION**

- 15.1. To assure customer satisfaction, Softronics. must produce, and continually improve, safe, reliable products that meet or exceed customer and regulatory authority requirements as per AS5553. To meet that challenge, we require that all suppliers provide proof (through internal processes) that counterfeit parts are not used.

#### **16. FOREIGN OBJECT DEBRIS (FOD)**

- 16.1. When potential for FOD entrapment or migration can occur during manufacturing or processing, FOD mitigation shall be implemented.

- 16.2. When the potential for FOD entrapment or migration can occur during manufacturing or processing by Supplier's subcontractor, Supplier shall ensure applicable flow down of FOD mitigation requirements.

## 17. CONFLICT MINERALS

- 17.1. *Conflict Free Mineral Statement:* Softronics. is committed to taking all reasonable steps to ensure that the products received from our suppliers are responsibly sourced. Softronics. believes in the responsible sourcing of materials and will continue to ensure a conflict-free supply chain.
- 17.2. Softronics. is committed to taking all reasonable steps to ensure that the products received from our suppliers are responsibly sourced. Softronics requires that our suppliers provide documentation that supports this process. Yearly or as required, suppliers shall submit completed form CFSI-CMRT-"current revision", or companies' equivalent.

## 18. TRAINING

- 18.1. Suppliers shall establish a method for training, assessing, and documenting the proficiency of personnel performing activities that affect quality. Personnel shall be aware of:
- Their contribution to product or service conformity
  - Their contribution to product safety
  - The importance of ethical behavior

Recurrent training shall be conducted as needed for regulatory, technical skills and where applicable, special process personnel qualification. Training requirements shall be continually reviewed to ensure skills are upgraded to reflect changes in methods and technological advancements. Records relating to training shall be retained.

## 19. REFERENCES

Quality Management Systems - Requirements for Aviation	→	[AS9100D]
Requirements for Handling Electrostatic	→	[ANSI/ESD S20.20-2021]
Requirements for Soldered Electrical & Electronic Assemblies	→	[J-STD-001]
Acceptability of Printed Circuit Boards	→	[ANSI/IPC A-610]

**ALL QUESTIONS CAN BE FORWARDED TO [QUALITY@SOFTRONICSLTD.COM](mailto:QUALITY@SOFTRONICSLTD.COM)**



**APPENDICE (A1)**

A1	<p><b>CERTIFICATE OF CONFORMANCE - SPECIAL PROCESSOR</b></p> <p>A COMPLETED COPY OF THIS CERTIFICATE OR COPIES OF PROCESSOR CERTIFICATES MUST ACCOMPANY EACH SHIPMENT.</p> <p>When the drawing reflects the requirement for subjecting product(s) to a Buyer defined special process, Seller may utilize Buyer certified special processors or opt to use a processor approved by the Seller. When requested, Seller shall provide Softronics with documented evidence and rationale for processor approval. The Buyer defined special processes are:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">1) Welding/Brazing</td> <td style="width: 33%;">2) Anodizing/coating</td> <td style="width: 33%;">3) Plating/Electrodeposit</td> </tr> <tr> <td>4) Encapsulating/Potting</td> <td>5) Ultrasonic inspection</td> <td>6) Dry film lube</td> </tr> <tr> <td>7) Chemical Cleaning/Milling</td> <td>8) Bonding/Lamination</td> <td>9) Radiographic inspection</td> </tr> <tr> <td>10) Impregnation/Passivation</td> <td>11) Leak testing</td> <td>12) Eddy current inspection</td> </tr> <tr> <td>13) Heat Treatment/Annealing</td> <td>14) Penetrant inspection</td> <td>15) Vibration/Qualification test</td> </tr> <tr> <td>16) Magnetic particle insp.</td> <td></td> <td></td> </tr> </table> <p><b>CERTIFICATION</b> Seller certifies that the special processes required by this order were performed by the processor listed below, and that the document(s) appended hereto in the form of processing certifications or listed below, is/are evidence of performance of Seller or processor in accordance with applicable specifications.</p> <p>Softronics purchase order number _____  Softronics part number _____  Number of items in shipment _____  Processor name _____  Processor address _____  Process specification and revision _____  Other _____</p> <p>_____  Quality Manager</p> <p>_____  Seller's Name</p> <p>_____  Seller's Street Address</p> <p>_____  City, State, Zip Code.</p> <p>_____  Date</p>	1) Welding/Brazing	2) Anodizing/coating	3) Plating/Electrodeposit	4) Encapsulating/Potting	5) Ultrasonic inspection	6) Dry film lube	7) Chemical Cleaning/Milling	8) Bonding/Lamination	9) Radiographic inspection	10) Impregnation/Passivation	11) Leak testing	12) Eddy current inspection	13) Heat Treatment/Annealing	14) Penetrant inspection	15) Vibration/Qualification test	16) Magnetic particle insp.		
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**APPENDICES (A2, A3)**

A2	<p><b>PHYSICAL AND CHEMICAL TEST REPORTS IDENTIFIED TO SPECIFIC LOTS</b></p> <p>When the applicable specification(s) establishes requirements for chemical and/or physical properties, Seller shall include with the packing sheet for each lot in each shipment, test reports, or copies thereof, which provide quantitative evidence that the materials shipped possess the chemical and/or physical properties required by the applicable specifications. Reports must provide, at a minimum, the manufacturer's name, manufacturer's part number and the Buyer's Order number. Certification of compliance to base material requirement is sufficient evidence only when provided by the manufacturer of the material.</p>
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A3	<p><b>CERTIFICATION OF CONFORMANCE TO SOURCE TRACEABILITY</b></p> <p>This Order provision requires Seller to submit a "Certificate of Conformance" attesting compliance as follows:</p> <p><b>MANUFACTURERS OR DISTRIBUTORS:</b></p> <p><b>QPL ITEM</b></p> <p>The Seller shall provide certification as required in the Buyer's procurement specification and/or military specification.</p> <p><b>DISTRIBUTORS ONLY:</b></p> <p><b>CONTROLLED SOURCE ITEM</b></p> <p>The Seller shall provide certification that the item(s) was manufactured by a source listed on the Buyer's procurement specification.</p> <p><b>CONTROLLED SOURCE QPL ITEM</b></p> <p>The Seller shall provide certification as required in the Buyer's procurement specification and/or military specification, and certification the item was manufactured by a QPL source listed on the Buyer's specification.</p>
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