



Approuvée par :

## 1.0 INTRODUCTION

### 1.1 Purpose

This Supplier Quality Assurance Manual defines the minimum quality requirements that all suppliers and subcontractors must meet when providing materials, components, or services to **Service Ultratronic Inc.**

It ensures compliance with ISO 9001:2015, industry best practices, and customer-specific expectations.

### 1.2 Scope

This manual applies to all external providers whose products or services affect the quality, performance, safety, or reliability of Service Ultratronic's deliverables, including raw materials, electronic components, mechanical parts, assemblies, processing, calibration, testing, and logistics services.

### 1.3 Applicability

Compliance with this manual is a contractual condition for doing business with Service Ultratronic Inc.

Suppliers must ensure that all relevant requirements are **flowed down** to their own sub-tier suppliers.

## 2.0 QUALITY SYSTEM REQUIREMENTS

### 2.1 Quality Management System

Suppliers shall maintain a quality management system certified to **ISO 9001:2015** or equivalent. Preference is given to suppliers holding **AS9100** or **ISO 13485** certification when applicable. Suppliers without certification may be accepted conditionally after successful evaluation by Service Ultratronic.

### 2.2 Right of Access

Service Ultratronic, its customers, and regulatory authorities reserve the right to access supplier and sub-tier facilities to audit processes, inspect materials, and review records related to any order, for up to **10 years** after delivery.



## 2.3 Notification of Changes

Suppliers must notify Service Ultratronic in writing within **3 business days** of any change that could impact product quality, including:

- Company ownership or key management changes,
- Manufacturing location or subcontractor changes,
- Process, equipment, or ERP/MRP system changes,
- Certification suspensions or expirations.

## 2.4 Supplier Audits

All suppliers may be subject to remote or on-site audits. Audits may cover system conformance, traceability, calibration, FOD control, shelf life, and counterfeit-prevention processes.

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## 3.0 DOCUMENTATION AND RECORDS

### 3.1 Record Retention

All quality records (inspection, test data, CoCs, calibration, material certificates, etc.) must be retained for **a minimum of 10 years** unless otherwise specified.

Records must be retrievable within **2 working days** upon request.

### 3.2 Traceability

Materials and components must be traceable to their original manufacturer (OEM/OCM). Lot, batch, or serial numbers must be referenced on all documentation and packaging.

Certificates of Conformance (CoCs) and material certificates must maintain a clear numeric link to the corresponding PO and lot number.

### 3.3 Data Integrity

Electronic records shall be backed up regularly, with off-site storage and protection against unauthorized access. Obsolete records must be destroyed securely.

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## 4.0 PURCHASE ORDER AND CONTRACT REVIEW

### 4.1 Review Before Acceptance

Suppliers shall review every PO and its associated drawings, specifications, and clauses to confirm:

- Technical and quality requirements are understood and achievable.
- Any special requirements (FOD, DPAS, traceability, shelf life, certificates) are identified.



- Delivery schedule and quantities are feasible.  
Discrepancies must be reported in writing before acceptance.

#### 4.2 DPAS Rated Orders

When a PO contains a **Defense Priorities and Allocations System (DPAS)** rating (DO/DX), suppliers must:

- Accept and schedule rated orders per **15 CFR Part 700**.
- Flow down the same rating to all sub-tier suppliers.
- Notify Service Ultratronic within **24 hours** of any delay or issue.  
Failure to comply may result in contract cancellation.

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## 5.0 COUNTERFEIT MATERIAL PREVENTION

### 5.1 General Requirement

Suppliers must implement controls to prevent the introduction of counterfeit or suspect counterfeit materials, following the principles of **AS5553**, **AS6174**, and **GIDEP** recommendations.

### 5.2 Procurement from Authorized Sources

Only procure parts from **original manufacturers, authorized distributors, or franchised suppliers**.

Use of brokers or independent distributors requires written approval.

### 5.3 Verification and Reporting

- Verify part markings, documentation, and packaging.
- Report any suspect parts to Service Ultratronic immediately.
- Cooperate with containment and investigation efforts.
- Maintain supporting records for 10 years.

### 5.4 Liability

Suppliers may be held financially responsible for costs incurred due to confirmed counterfeit materials.

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## 6.0 FOREIGN OBJECT DEBRIS / DAMAGE (FOD) CONTROL

### 6.1 Program Requirements

Suppliers shall maintain work areas clean, organized, and free from foreign objects that could damage or contaminate products.

Programs shall comply with **AS9146** and **NAS412** best practices.



## 6.2 Prevention and Awareness

- Inspect parts and tools to remove debris before closure or packaging.
- Control food, beverages, and personal items in production zones.
- Train personnel annually in FOD prevention.
- Flow down these requirements to sub-tier suppliers.

## 6.3 Audit and Verification

FOD controls are subject to periodic audit by Service Ultratronic. Findings must be corrected within agreed timeframes.

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## 7.0 SHELF LIFE AND MATERIAL CONTROL

### 7.1 Identification and Labeling

All limited-life materials must display:

- Date of Manufacture (DOM) and Expiry Date (DOE).
- Storage conditions (temperature, humidity, etc.).

### 7.2 Shelf Life Requirements

- Minimum remaining life upon receipt: **70 %** of original shelf life unless otherwise approved.
- Apply **FIFO** (First In First Out) inventory control.
- Expired material may not be used without written authorization.

### 7.3 Records and Verification

Maintain logs of shelf-life materials, periodic inspections, and disposal records.

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## 8.0 NONCONFORMING PRODUCT AND CORRECTIVE ACTION

### 8.1 Control of Nonconforming Product

Suppliers shall not ship nonconforming product without prior written authorization.  
If nonconformity is found after delivery, notify Service Ultratronic within **24 hours**, referencing PO and lot number.

### 8.2 Corrective Action Process

- Containment within 5 days.
- Root-cause + Corrective Action within 10 days.



- Verification of effectiveness within 30 days.  
Repeated or unresponsive issues may lead to removal from the Approved Supplier List (ASL).

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## **9.0 PACKAGING, HANDLING AND DELIVERY**

### **9.1 General Requirements**

Products shall be packaged to prevent physical, electrostatic, or environmental damage.

- Use **ESD-safe** packaging where applicable.
- Identify each package with part number, revision, lot, quantity, and PO number.
- Include CoC, test data, and any special process certificates.

### **9.2 Cleanliness**

All products must be FOD-free and properly cleaned before packaging.

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## **10.0 SUPPLIER EVALUATION AND PERFORMANCE MONITORING**

### **10.1 Evaluation Criteria**

Suppliers are evaluated based on:

- Product quality (nonconformances per lot)
- On-time delivery performance
- Responsiveness and documentation accuracy

### **10.2 Performance Levels**

Suppliers under probation must submit a corrective-action plan within 30 days.

### **10.3 Re-evaluation and Audits**

Suppliers may be audited annually or as required based on performance.

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## **11.0 ETHICAL AND REGULATORY COMPLIANCE**

Suppliers must:

- Adhere to applicable laws, trade, and export regulations.
- Maintain ethical business practices and prohibit corruption or forced labor.
- Comply with environmental and health regulations.
- Follow **Conflict Minerals** due-diligence per Section 1502 of the Dodd-Frank Act.



## 12.0 CONFLICT MINERALS COMPLIANCE

### 12.1 Purpose

To ensure that all products supplied to **Service Ultratronic Inc.** are sourced responsibly and do not contribute, directly or indirectly, to human rights abuses or armed conflict in the Democratic Republic of Congo (DRC) or adjoining countries, as defined in **Section 1502 of the Dodd-Frank Wall Street Reform and Consumer Protection Act.**

### 12.2 Supplier Requirements

Suppliers shall:

- Determine whether any “**3TG**” **minerals**—tantalum, tin, tungsten, or gold—are necessary to the functionality or production of the products supplied to Service Ultratronic.
- Conduct a **reasonable country-of-origin inquiry (RCOI)** to identify the smelter or refiner and the origin of those minerals.
- Exercise due diligence on the source and chain of custody of the identified minerals, following the **OECD Due Diligence Guidance** and/or the **Responsible Minerals Initiative (RMI)** framework.
- Use only smelters and refiners that are **RMAP-conformant (Responsible Minerals Assurance Process)** wherever possible.
- Provide, upon request, a completed **Conflict Minerals Reporting Template (CMRT)** or equivalent disclosure to Service Ultratronic.
- Flow down these requirements to all applicable sub-tier suppliers.

### 12.3 Documentation and Records

Suppliers shall maintain supporting documentation of due-diligence activities and make it available upon request. Records shall be retained for **a minimum of 10 years** in accordance with Section 3.1 of this manual.

### 12.4 Non-Compliance

Failure to comply with this requirement, or failure to provide timely and accurate declarations, may result in:

- Suspension or removal from the **Approved Supplier List (ASL)**,
- Rejection of delivered materials, and/or
- Termination of business relationship.




## Supplier Quality Assurance Manual (SQAM)


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### 13.0 COMMUNICATION AND SUPPORT

All quality-related questions or required notifications shall be directed to:

 [info@ultratronic.ca](mailto:info@ultratronic.ca)

 +1 (450) 225-5222 ext. 22

### 13.0 REVISION AND CONTROL

This Supplier Quality Assurance Manual is a controlled document maintained by the **Quality Department of Service Ultratronic Inc.**

The latest approved version is available on the company website.

Suppliers are responsible for maintaining awareness of current revisions.

Rev	Date	Description	Approved By
0	2025-10-31	Initial release	President