External Provider Quality Requirements

1. KDL requires that the External Provider shall maintain the proper identification and revision status specifications, drawings, process requirements, inspection/verification instructions and other relevant technical data.

2. KDL reserves the right of final approval of product and services from External Provider’s, methods processes and equipment, and the final release of products and services.

3. KDL requires External Provider’s to have competent qualified personnel performing all special processes required by the purchase order.

4. KDL requires External provider’s to meet a 95% performance rating in the following areas,
   - Documentation
   - Quality of product or service delivered.
   - On time delivery of product or service.

Suppliers with ratings below a 95% are subject to circumstantial control methods employed by KDL, which may include issuance of corrective action requests, an on-site assessment or process-audit, suspension, and/or removal from the KDL Approved Supplier List. Suppliers are expected to support KDL by complying with such control methods in a timely manner as defined by KDL.

5. KDL or KDL customers, and applicable regulatory agencies have the right to enter the External Provider’s facility, as well as all sub-tiers that are applicable to the order, with appropriate notification and planned arrangements.

6. The supplier shall maintain an effective, preservation, packaging, and shipping system that will prevent corrosion, damage, and mixing of parts. If KDL has shipped parts in protective packaging (e.g., trays, caps, plugs, boxes, bags, etc.); the parts must be returned in the same protective packaging upon completion of work. The system shall also ensure that the purchase order has been reviewed and that the necessary test reports, certifications, or other required documents are included with the shipment.

7. External providers are expected to comply with the following requirements:
   - Implement a Quality Management System that is certified or compliant to national and/or international system such as ISO 9001, AS9100 or equivalent.
7.2 Require that the External Provider use customer-designated or approved external providers, including process sources (e.g., special processes)

7.3 The External Provider is to notify KDL in writing within 48 hours of nonconforming product or services upon discovery, and obtain our organizational approval for nonconforming product disposition.

7.4 KDL requires all External Providers to implement a controlled system/process to prevent the shipping of counterfeit products.

7.5 The External Provider is required to Notify KDL in writing 30 days prior of any changes in product, processes, sub-tier sources, or facility location.

7.6 All External Providers are required to Flow down to the supply chain the applicable requirements including customer requirements.

7.7 KDL reserves the right to require External Providers to provide test specimens for design approval, inspection/verification, investigation, or auditing.

7.8 External Providers are required to apply appropriate controls to their direct and sub-tier external providers to ensure that requirements are met.

8. KDL external providers must ensure that persons working on KDL products are aware of the following:

8.1 Their contribution to product or service conformity.

8.2 Their contribution to product safety.

8.3 The importance of ethical behavior.

9. All External Providers must maintain process, inspection and conformance records regarding the product or service provided in regards to KDL’s orders for a minimum of 10 years from the date of the order. Documents older than 10 years shall be destroyed by shredding or certified business shredding company. KDL must be notified 3-5 months prior to the selling of the company or going out of business.