



Emcor Corporation

Supplier Quality Requirements Manual



Supplier Quality Requirements Manual

- REVISION HISTORY

Revision	Date	Description of Changes
0	8-15-08	Initial release
1	2-29-09	Contact information update, 2.0
2	4-29-16	Contact information update, 2.0
3	5-26-16	<p>Section 2, 1 Shared Responsibilities between EMCOR and its suppliers, 1.1 Added: quality clauses</p> <p>Section 2, Surveys, Audits, and Inspection, 9 Added: The right of access by EMCOR, and regulatory authorities, to applicable areas of all facilities involved in the order and applicable records must be granted when situations preclude the above course of action normally expected during the purchasing process.</p> <p>Section 3, 6 Supplier Records, 6.1 Added: Increased record retention from 3 years minimum.</p>

This document is intended for online use. Printed copies are for reference only and are to be considered uncontrolled.

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President
Emcor Inc.



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1.0 Introduction

The aerospace industry is both competitive and demanding with ever increasing levels of customer expectations for both product performance and reliability and related certifications of both processes and products.

Our objective is to develop a reputation of excellence in manufacturing standards. In order to achieve this, continual improvement initiatives will be the strategy practiced to sustain a desired outcome.

Purchased materials/services from our suppliers are a vital ingredient identified for success. The purpose of this manual is to define the basic systems and procedures we require our supplier to adhere to in order to ensure that their quality responsibilities are completely understood and executed as required and recorded for evidence of conformance in all areas.

The contents of the SQRM are in addition to and an elaboration of the terms and conditions contained in the Emcor, Inc. purchase orders and other binding legal agreements entered between the parties relating to the supplier relationship (Supplier Contract(s)). To the extent that a conflict or ambiguity may arise between the terms and conditions of the Supplier Contract(s) and the contents of the SQRM the order of precedence shall be: 1) the Supplier Contract(s) and 2) the SQRM.

It is the intention of Emcor, Inc. to develop a long-term partnership with those suppliers who can consistently achieve these standards. Together we can provide the desired level of quality necessary to satisfy all of our customer's needs. All references to Emcor, Inc. in this manual refer only to Emcor, Inc., and not to any other subsidiary, sister companies or affiliated organizations.

We look forward to your commitment and support in achieving this goal.

Please review and understand this manual. Feel free to copy it for any members of your organization that require this information for operations while knowing it is considered a proprietary document.



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References

The following publications are required to complete the requirements established in this manual.

- ASQ ISO 9001 Standard, latest edition
- Aerospace SAE AS-9100 Standard, latest edition
- AS-9102 Standard, latest edition

2.0 Supplier Quality Requirements Manual Acknowledgement

Emcor, Inc. is providing you with a copy of our Supplier Quality Requirements Manual. Please review this manual for a complete understanding of the requirements of Emcor, Inc.

By completing the acknowledgement below, this verifies receipt of Emcor, Inc. Supplier Quality Requirements Manual and that you, the supplier, have read and fully understand and agree to abide by the contents and requirements therein.

As part of Emcor's ISO 9001/AS-9100 QMS, it is your responsibility to dispose of all outdated copies of Emcor, Inc. Supplier Quality Requirements Manuals, as applicable

Supplier Name: _____

Address: _____

City: _____ **State:** _____ **Zip Code:** _____

Phone: _____ **Fax:** _____

Acknowledged by: _____

Title: _____

Date: _____

Please fax or e-mail a copy of this acknowledgement form within 10 working days to:

Emcor, Inc.,
Attn: Purchasing Dept.
Fax#: 989-667-0653



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Emcor, Inc. Co. considers our suppliers as an integral part of our success. This consideration and relationship has never been more important than today. A good relationship between EMCOR and our supplier base will provide:

- Improvements in Quality
- Reduced Costs
- Increased Productivity
- Advantages in the Market Place

Emcor, Inc. Co. continues in the quest for full customer satisfaction and superior performance status in our products. The formation of long-term relationships with our suppliers becomes a key ingredient in our strategy.

Over time, we encourage you, our supplier to strive for acceptance as an “Approved Supplier” to Emcor, Inc.

This document communicates the EMCOR expectations for our approved suppliers.

Section 1

Supplier Development Program

The first step towards the preferred supplier status is to communicate the necessary information about your organization such as:

- Capabilities
- Status regarding your Quality Business Management System.
- Certifications/accreditations earned or received.
- Customer feedback and audit results

This information will assist us in categorization as a quality supplier. As of January 1, 2009 we require all “Aerospace Content Suppliers” to be third party registered to at least ISO-9001 Quality System Standard. As an Aerospace AS-9100 customer we are required to use only top Quality Suppliers and we trust this is your goal also. Compliance to ISO-9001 or Aerospace AS-9100 requirements is evident by Third Party Certification from an accredited Registrar. We encourage all of our key suppliers to take this step



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Section 2

EMCOR Inc. Quality System Requirements

1. Shared Responsibilities between EMCOR and its suppliers

- 1.1 EMCOR must provide very clear, detailed purchasing requirements for purchased materials and services. This information includes specifications, quality clauses, and record requirements that are part of the normal flow down requirements from our customers through Emcor to you the supplier.
- 1.2 Changes to our purchasing requirements must be documented and communicated to you in a timely manner. No verbal revisions in purchase order or documents requirements will be honored.
- 1.3 Adequate lead-time will be given to fill the purchase requirements as agreed to and outlined in our purchasing documents. The lead time and due date must be strictly adhered to and can only be changed with documented approval from EMCOR personnel.
- 1.4 Suppliers will be provided with feedback information regarding non-conformance to your performance as the incidents occur. This nonconformance will be included into our supplier monitoring system and evaluation process.

3. Supplier Evaluation System

All suppliers are perpetually monitored for Performance on Delivery, Quality, and Price as agreed to in the purchase order accepted by the supplier. The purchasing documents form the basis for the specific product, quality and delivery requirements including price.

The Initial evaluation system begins with the communication of your capabilities to EMCOR Personnel. This information includes such items as:

- Certifications and accreditations you may have received
- Customer feedback and audits.
- Equipment lists with capacities
- Brochures
- Contact information with contact lists
- Samples of product with inspection records

This will give the Management of EMCOR the base information on each supplier, capabilities and current status regarding future plans towards a Third Party Registered Quality System.



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4. On-time Delivery

Due Dates as listed on the Purchase Order or purchasing information communicated to you the supplier is the date the order / material is due on the dock at our facility in Bay City and not the **ship date out of your facility**. You are required to meet the date as listed or to communicate problems or delays to us.

Continuous, on-time delivery of purchased products and outsourced services is critical to EMCOR in order to meet our customers' needs and expectation.

Reviews of product due at EMCOR will be conducted to identify any missed deliveries in comparison to the purchasing documents if shipments have been missed. An inquiry is communicated to suppliers of product that is due and has not been received requesting a firm date of shipment and reasoning as to why the purchased product or service is late. You are requested to supply credible information in a timely fashion.

If a response is not received, the EMCOR Personnel authorizing the purchase will contact you for the expected shipping date, reason for nonconformance to specified requirements and a request for corrective action. This information is entered into your performance history and is monitored for a trend or repeat nonconformance.

5. Supplier Quality Performance Communication

All products received at EMCOR are expected to be as specified on the purchase order/requisition and other related prints, drawings and specifications. Drawings and specification revision levels are listed on each purchase order and can be obtained from EMCOR or other agencies that publish and control the documents.

EMCOR will notify your organization of defective material and its disposition that is identified during receipt or processing. Quick decisive action is expected to mitigate the affects of the nonconformance on our process and customer products. It is critical in our industry that product be fully manufactured to the purchase order, drawing and related specifications. It is expected by EMCOR that your organization controls processes and performs required inspections to products to ensure only the best products can be shipped to us.

Corrective action in response to nonconformance is an effective process in determination of root cause and application of corrective action and will include documentation from your organization as to what will be done to correct the Non-Conformance and prevent a recurrence.

Debits will be issued for any rework, materials, or premium freight costs that are occurred by EMCOR due to the nonconforming issues for delivery or product quality.



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6. Supplier Performance Monitoring System

- 6.1 Suppliers will be perpetually monitored to evaluate your performance. Our “Approved Supplier Lists” is reviewed on a routine basis to identify suppliers who are having recurring issues regarding delivery and nonconforming product or any contractual issues.
- 6.2 Suppliers who continually fail to meet the purchasing requirements/delivery requirements will be notified of the evaluation results and what the specific issues are. It is expected that the evaluations be taken seriously and corrective actions implemented.
- 6.3 Failure to correct poor performance in the future will result in removal from the active supplier list, and future purchases will be suspended. Our Management Team does not communicate good performance. Good performance results in a lasting supplier, customer relationship and future business with EMCOR.
- 6.4 If at anytime you feel that a Non-Conformance has been unjustly issued, please contact the Purchaser/Management Personnel at EMCOR for clarification or correction.

7. Resolution of Drawing / Print discrepancies

If there are discrepancies in any of the purchase requirements or related documentation, please contact the EMCOR Personnel authorizing the purchase for resolution or clarification. Do not assume you have the answer or can correctly determine the information content in our behalf. A careful review of the purchase order, specifications and related purchasing information is imperative on your part and if there are issues which are communicated to EMCOR this will allow us to make certain the issue is corrected and the customer will receive quality products to specified requirements.

It is Emtor’s responsibility to control drawing revision levels and specifications. If there are any questions it is better to ask the question than to proceed with incorrect information.

8. Premium Freight

Premium freight (for any of the listed reasons below) will be at **YOUR** organization s’ expense:

- **Behind schedule to the due date as agreed upon**
- **Material Shortages**
- **Labor Shortages**
- **Equipment Breakdowns**

You will be required to notify EMCOR. If for any reason you must expedite the order to us.



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9. Surveys, Audits, and Inspection

At times it may be required to have EMCOR Personnel, or our customers, inspect product at your location. If the need arises, EMCOR will notify your organization in our purchasing documents, and we will ensure that the visit is feasible from your prospective. This applies as well to customer visits and inspection of processes at the supplier's facility. The right of access by EMCOR, and regulatory authorities, to applicable areas of all facilities involved in the order, and applicable records, must be granted when situations preclude the above course of action normally expected during the purchasing process.

Internal Audits may be needed to ensure us that your Quality System is in place and functioning correctly. Internal audits at supplier locations may be outsourced to a third party independent auditor or Government Auditor.

We anticipate that you will cooperate fully with any requests for information. Survey forms and required information will be requested in writing and will be based on a sound need for the information.

Section 3

Contractual Order Requirements

1. Print / Product Specification

It is imperative for **you**, your organization, and **EMCOR** the customer to ensure that the contract and order requirements are completely documented and understood. Our contract review process is in place to ensure all customer requirements from our standpoint are fully understood and are flowed down to our suppliers as needed.

Any incomplete, missing or conflicting information in the order, prints, and associated documentation, will be resolved and clarified through EMCOR Personnel initiating the purchase from your company. Please ensure this information is communicated and clarification obtained prior to filling our orders for products and outsourced services.

2. Part Marking Requirements

All products supplied to EMCOR must be correctly and **positively** identified on receipt.

Small parts that are packaged in Boxes, Containers, and Plastic Bags or packages are to have each unit identified with the appropriate number, or identification, and lot information.

Specific part marking intended to be etched or engraved directly on the products are to be located on the product in the designated location per EMCOR Personnel or if noted on



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the drawing in the exact location as identified. Working surfaces are not to have any type of engraving or etching identifications on them.

Any product not properly marked to specifications will be returned and considered a Non-Conforming Product, and made part of your organization's supplier evaluation system.

3. Non-Conforming Product

Non Conforming Product returned by EMCOR must be correctly processed upon receipt at your location. All paperwork will state that the product returned was non-conforming with documentation that identifies the specific issues/issues. Your organization is responsible to ensure that the records and documentation that accompany the replacement product contain information certifying that the matter was resolved and what actions took place.

If you identify Non-Conforming material while still in your facility. It is expected that you will segregate it and control it from affecting EMCOR. It is required by EMCOR that any scrap be destroyed and rendered unusable. This will prevent scrap product from potentially being allowed in the product stream.

Any Non conforming material that has been shipped in error to EMCOR and discovered to be defective will require that EMCOR be notified immediately so we can contain the material and quarantine it our facility.

Any acceptance of known non-conforming material must be made by EMCOR prior to shipment and documented to identify the EMCOR Personnel authorizing the shipment.

A document specifically listing the following information is required to be sent:

- Part Numbers
- Purchase Order Number
- Print Specification / Dimension
- Actual Condition of the Non-Conforming part.

Appropriate EMCOR staff will make the decision to accept or reject the product and provide you with information regarding the decision. These records must be maintained by your organization and a copy of the record forwarded to EMCOR for inclusion into our records system.

4. Government, Safety & Environmental Regulations

All purchased materials used in part manufacture will satisfy current governmental and safety constraints on restricted, toxic, and hazardous materials; as well as environmental, electrical, and electromagnetic considerations applicable to the country of manufacture and sale.



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5. Supplier FAIR Requirements

- 5.1 FAIR requirements will be communicated to your organization by our purchase order or during the quotation process. If FAIR is a requirement contractually, your FAIR submission is to be submitted to the AS-9102 Requirements.
- 5.2 FAIR requirements will also be required to be recorded on the latest level records and forms available with the AS-9102 Standard or upon request from EMCOR. All FAIR submissions will contain:
- Objective evidence of conformance to all dimensions, notes, and specifications referenced in product drawings or specifications. This requirement is the actual results of your measurements, not check boxes showing accept or reject.
 - Actual results recorded in the same units as the drawing or specifications
 - Identification of your personnel performing the inspections
 - Listing of the gage identification number that was used for the measurement that provides traceability to the calibration records.
 - Identification of the drawing, specification or document number and the related revision level.
- 5.3 Your organization will perform the necessary inspections and tests to determine conformance with all drawing and specification requirements. In order to confirm the validity of the test results for chemical, metallurgical or physical testing results, your laboratory or outside laboratory must be accredited to ISO/IEC 17025 and a copy of the certificate and scope of the laboratory registration supplied to EMCOR.
- 5.4 If your organization cannot perform all the required inspection or tests within an accredited laboratory, such services will be procured from a third party source accredited to ISO/IEC 17025 and a copy of their certificate and scope of their laboratory registration supplied to EMCOR along with your FAIR documentation and product test results.
- 5.5 If there are any questions or concerns about the FAIR submission requirements, please direct them in writing to EMCOR.

6. Supplier Records

- 6.1 All supplier records associated with purchase orders and contracts from EMCOR are to be retained at your facility for a minimum of seven (7) years from dated of creation. These records must be made available to EMCOR, or our customer, upon request.