INSTRUMAR
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All suppliers or subcontractors to INSTRUMAR Limited (unless noted by exception) shall be subject to statements 1.0, 4.0, 5.0, 6.0, 7.0, 8.0, 10.0, 12, and 13 of the following requirements for purchased products or services. Please review these requirements for each purchase order received from INSTRUMAR Limited.

STATEMENT OF QUALITY REQUIREMENTS FOR PURCHASED PRODUCTS OR SERVICES

1.0 GENERAL

1.1 The supplier or subcontractor shall ensure that products and work performed for INSTRUMAR Limited will be fully inspected to verify compliance with the requirements of each purchase order prior to submission or shipment. The supplier shall ensure that characteristics not fully verifiable upon receipt by INSTRUMAR are adequately controlled and inspected.

1.2 The supplier or subcontractor shall ensure that all work performed for INSTRUMAR Limited will be performed by competent, qualified staff.

1.3 Any required certification shall reference the purchase order, identify the item by description, part or serial number, and be signed and dated by an officer of the supplier's quality staff.

1.4 Any enquiries regarding quality program requirements are to be addressed to the Quality Representative, INSTRUMAR Limited, P.O. Box 13246, Stn. A, St. John's, Newfoundland, A1B 4A5.

2.0 QUALITY MANAGEMENT SYSTEM

2.1 The supplier is required to have implemented a quality management system through which the suppler determines and manages the processes and resources required to achieve desired results and identifies the actions to address the intended and unintended consequences in providing products and services.

2.2 The supplier shall, on request, submit to INSTRUMAR, a controlled copy of their Quality Manual (or alternative evidence of a quality management system) to allow for review and acceptance of the supplier's quality program. Evidence of registration by a recognized authority may be considered as fulfillment of this requirement.

2.3 Any proposed revisions to the supplier's Quality Manual affecting any purchase order, shall be submitted to INSTRUMAR for review and approval before incorporating the revision.

3.0 INSPECTION AND TEST PLAN (ITP)

3.1 The supplier shall submit to INSTRUMAR a controlled copy of their Inspection and Test Plan as prepared in accordance with the applicable quality standard. INSTRUMAR's review and acceptance shall be a prerequisite to the commencement of work.

3.2 Should the supplier update the ITP during the life of the purchase order, it must be resubmitted to INSTRUMAR for review and acceptance prior to use.

3.3 INSTRUMAR may establish “hold” or “witness” points at selected stages during development of the product or service. These points shall be communicated to the supplier in the ITP.

3.4 A hold point is a stage in the production cycle where the supplier's inspection or test shall be attended by a representative from INSTRUMAR. The supplier shall advise INSTRUMAR in writing at least seven (7) working days in advance of a hold point and shall not proceed with the inspection or test without INSTRUMAR's attendance. In order to resume the production process beyond this hold point, written acceptance by INSTRUMAR of the inspection will be necessary.

3.5 A witness point is a location or stage in the production cycle where a supplier's inspection or test shall be attended by INSTRUMAR or its representative. The supplier shall advise INSTRUMAR in writing of the inspection or test at least three (3) working days in advance of a witness point. INSTRUMAR however, holds the right to waive attendance and shall indicate such intent to the supplier in writing (the supplier shall not proceed past the witness point without such written consent). In the event that attendance is waived, the supplier will be responsible for the appropriate inspection and testing and quality records of the inspection or tests shall be submitted to INSTRUMAR for review.

3.6 The procedures and results of any inspection and test shall be made available to INSTRUMAR on request.

4.0 ACCESS TO SUPPLIER'S FACILITIES

4.1 The supplier shall grant to INSTRUMAR, its authorized representative, INSTRUMAR’s customer, or to regulatory agencies the right of entry to their premises or working area for purposes of verification the quality of contracted work, records and material.

4.2 During site visits, the supplier shall provide INSTRUMAR or its representative with the assistance required for verification or documentation and the facilities required for the accomplishment of their work.

4.3 Whenever practicable, INSTRUMAR will provide at least 24 hours advance notice of such attendance.

5.0 MATERIAL IDENTIFICATION AND INSPECTION

5.1 The supplier shall maintain a system of identification that ensures the use of the specified materials and components. Items shipped to INSTRUMAR shall be identified in such a manner as to permit verification and traceability on receipt.

5.2 Test certificates shall be traceable to the materials supplied. Copies of test certificates will be made available to INSTRUMAR upon request.

5.3 Raw materials, including life limited items used by the supplier or subcontractors in fabrication or processing shall conform to physical, chemical, or other technical requirements specified in the purchase order. The supplier shall employ laboratory testing as necessary to confirm the identity of raw materials.

5.4 The supplier shall, if requested by INSTRUMAR, provide test specimens for design approval, inspection, verification, investigation, or auditing.

6.0 DOCUMENTATION

6.1 The supplier shall keep proper and complete inspection, test and quality records. These shall include (where appropriate): item identification, lot or batch, inspections performed, results, design records, inspector and/or personnel involved, procedures, documentation for special processes, and any other relevant data required by the product and associated processes or quality standard specified.

6.2 Inspection records and quality records shall be retained by the supplier for a period of seven (7) years after completion of work under all purchase orders and shall be made available to INSTRUMAR.

7.0 NONCONFORMANCE

7.1 In the event that the products or services are found defective in material or workmanship, that the documentation or verifiable data is missing, incomplete or incorrect, or for any other non-conformance with the purchase order, INSTRUMAR holds the right to reject or return such products or services to the supplier (and at the supplier's expense).

7.2 Prior to executing a corrective action or the disposition of nonconforming items, the supplier shall submit the proposed action to INSTRUMAR for review and acceptance.

7.3 Following the correction of nonconforming items, the supplier shall separately identify and segregate the non-conforming units from other units until inspected and accepted by INSTRUMAR.

7.4 INSTRUMAR requires that the supplier ensures that its staff is aware of the their contribution to product or service conformity.

8.0 CONTROL OF SUPPLIER PURCHASED ITEMS

8.1 The supplier is responsible for ensuring that all subcontracted products, services or special processes conform to the requirements of the purchase order or contract.

8.2 The supplier is responsible for flow down of the requirements in this document to subcontracted suppliers. The terms of this document accepted by the supplier shall be equally applicable to the subcontracted supplier.

8.3 The supplier is to notify INSTRUMAR of changes in product and/or processes, even if these are subcontracted, and, where required, obtain approval.

8.4 The supplier's procurement documents shall contain a complete and clear description of the products and services ordered, ensure that all applicable requirements are properly included or referenced, and that adequate direction is provided to ensure quality requirements are met.

8.5 INSTRUMAR reserves the right to extend quality activities to the premises and work areas of supplier's subcontractors to ensure the products and services conform to the requirements of the purchase order. Any involvement by INSTRUMAR shall not be used by the supplier as evidence of effective control by the supplier.

8.6 If requested, the supplier shall arrange access for INSTRUMAR to any of its subcontractor's facilities where work is being carried out.

9.0 JURISDICTIONAL AUTHORITY

9.1 Jurisdictional authorities shall have the same rights of access to premises, documents pertaining to production and quality, and approval or rejection of nonconformances as that afforded INSTRUMAR under the purchase order.

9.2 Jurisdictional authority shall mean any organization to which INSTRUMAR is contractually obligated.

10.0 CERTIFICATE OF CONFORMANCE / COMPLIANCE

10.1 Shipments under the purchase order shall contain a Certificate of Conformance or Compliance (CofC) signed by the supplier and placed inside the package. The packing slip shall reflect this.

10.2 The supplier is responsible to obtain CofC from subcontracted supplier and for all off the shelf components use in the final product.

10.3 Parts built to an approved document supplied by INSTRUMAR will have the document and revision included on the CofC.
10.4 INSTRUMAR reserves the right to reject any product or service lacking a CofC.

11.0 DELIVERABLES

11.1 The supplier shall deliver to INSTRUMAR the quality documentation described herein.
11.2 The supplier shall deliver to INSTRUMAR a Quality Manual or evidence of registration by a recognized authority.
11.3 The supplier shall deliver to INSTRUMAR an Inspection and Test Plan.
11.4 The supplier shall deliver to INSTRUMAR copies of quality records as requested by INSTRUMAR at any time during the retention period for such documents.

12.0 COUNTERFEIT PARTS PREVENTION

12.1 The supplier shall purchase all parts and materials directly from Original Component Manufacturers (OCMs), Original Equipment Manufacturers (OEMs), or directly from an Authorized Source with part pedigree from OCM/OEM where available.
12.2 The supplier shall assure authenticity and conformance of procured parts and materials.
12.3 The supplier shall clear risks with INSTRUMAR when parts or materials are not available from Authorized Sources/OCM/OEMs.
12.4 The supplier shall report to INSTRUMAR any suspect or confirmed counterfeit parts or materials.

13.0 SPECIAL PROCESSES NOTES

Certificates of Conformance/Compliance for parts/materials with Special Processes may require statements to verify that specific specifications are met. These additional statements, if required, will be defined on the INSTRMAR purchase order.

14.0 ETHICAL BEHAVIOUR AND MODERN SLAVERY

INSTRUMAR requires that the supplier ensures that its staff is aware of the importance of ethical behavior, including the need to interact in a fair, honest and respectful manner to ensure open and effective communications with its customers and business partners. The supplier shall also ensure that slavery and human trafficking are not taking place in or as part of its business.

15.0 PRODUCT SAFETY

INSTRUMAR requires that the supplier ensures that its staff is aware of their contribution to product safety.