



SUPPLIER QUALITY ASSURANCE REQUIREMENTS MANUAL

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1.0 MARSH BELLOFRAM OBJECTIVES AND GOALS

Marsh Bellofram is a leading manufacturer of timers and counters, digital panel meters, resistance temperature detectors and thermocouples, pressure instruments and gauges, tachometers, encoders, nature gas and propane regulators, air regulators and transducers, rolling diaphragms, silicone, sponge and organic rubber products, and motor protection devices.

The intent of this document is to define the quality requirements necessary to ensure a successful partnership between Marsh Bellofram and its suppliers.

The document structure is focused on preventing serious consequences that may occur due to lack of quality and/or poor delivery, and on continually improving Marsh Bellofram and its Suppliers processes, products, and services to achieve the end goal of customer satisfaction.

2.0 MARSH BELLOFRAM QUALITY POLICY

Marsh Bellofram strives to meet the expectations of our customers, both internal and external, through delivering value and satisfying needs. Marsh Bellofram recognizes that all levels of the organization must pursue this goal and is dedicated to the following:

- Commitment to the Customer Needs and Satisfaction
- Employee Empowerment
- Team Approach to Problem Solving
- Continuous Improvement
- Strong Supplier Relationships
- Striving to Support Community Needs

Marsh Bellofram's relationship with its customers is paramount, as we do not have a business without them. Marsh Bellofram is committed to monitoring their needs and revising our products and services accordingly.

3.0 SCOPE

This document applies to all existing Suppliers and potential new Suppliers of purchased products and services to Marsh Bellofram. This document outlines the minimum activities and quality required of all Suppliers' Quality Management System and of delivered products and services. Suppliers and/or distributors of off the shelf products may be exempt from these requirements, as determined by the Quality Assurance and Material Departments of Marsh Bellofram.

Suppliers shall ensure their employees are aware of their contribution to product and/or service conformity, their contribution to product safety, and the importance of

ethical behavior.

4.0 REQUIREMENTS

Marsh Bellofram requires Suppliers to have the following systems and/or processes as a minimum to meet Marsh Bellofram quality standards and expectations.

4.1 Quality Management System

Certification to a formal Quality Management System, like ISO 9000:2015 or AS 9100 Revision D is recommended by Marsh Bellofram. The Quality Management System certification or registration to Registrar Accreditation Board is preferred but not required by Marsh Bellofram.

4.2 Supplier Quality Representative And Contact Information

The Supplier shall designate a person who is responsible for the overall quality systems whom Marsh Bellofram can communicate quality matters and/or concerns. In the event that the Supplier replaces this person, the Supplier is required to inform Marsh Bellofram Quality Assurance Department who the new contact is.

4.3 Quality Planning Process

The quality planning process shall take into account the manufacturing process from start to shipping the product, the points where quality control is applied (inspection, test, etc), the sampling plan, measuring equipment used, and the specifications involved.

4.4 Verification And Validation (First Article Test And Inspection)

Before fulfilling a Purchase Order or starting production on product being supplied to Marsh Bellofram for the first time, the Supplier shall conduct First Article Test and Inspection, which is subject to approval by Marsh Bellofram. Upon approval by Marsh Bellofram, the Supplier may manufacture and ship the product.

If the Supplier moves to a new physical location, the Supplier shall conduct new First Article Test and Inspection, which is subject to approval by Marsh Bellofram. Upon approval by Marsh Bellofram, the Supplier may manufacture and ship the product from the new physical location.

If an existing Supplier is contracted to supply a new product to Marsh Bellofram, the Supplier shall conduct First Article Test and Inspection, which is subject to approval by Marsh Bellofram. Upon approval by Marsh Bellofram, the Supplier may manufacture and ship the new product.

4.5 Calibration Program

Equipment and instrumentation used for testing and/or inspection shall always be precise and accurate. Traceability to a national or international standard is required, such as the National Institute of Standards and Technology. In rare cases where a national or international standard is not available, the Supplier shall use an independent reproducible standard.

4.6 Sampling Plans

Marsh Bellofram uses a C=0 sampling plan at a 1% AQL. This equates to an accept/reject criteria of accept on zero defects, reject on one defect. The lot is sorted and defective parts are replaced when one or more samples are found defective. Marsh Bellofram extends this requirement to its Suppliers.

LOT SIZE	SAMPLE SIZE (1% AQL)
2 – 13	ALL
14 – 150	13
151 – 280	20
281 – 500	29
501 – 1,200	34
1,201 – 3,200	42
3,201 – 10,000	50
10,001 – 35,000	60
35,001 – 150,000	74
150,001 – 500,000	90
500,001 And Over	102

4.7 Process For Handling Nonconforming Product

Only released/approved products meeting specifications may be shipped to Marsh Bellofram. In the event that Supplier detects product not conforming to prescribed Marsh Bellofram specifications and/or drawings, the ability to prevent these products from shipping to Marsh Bellofram is required.

Nonconforming product decided to be “Use As Is” will require formal approval from the Engineering and Quality Assurance Departments at Marsh Bellofram through the use of MB 8.3-12 Supplier Product Wavier. If approved, the Supplier must include a copy of approved MB 8.3-12 Supplier Product Waiver with the shipment. The Supplier shall request MB 8.3-12 Supplier Product Waiver from Marsh Bellofram when required.

It is the responsibility of the Supplier to sort, rework or replace defective product discovered at Marsh Bellofram or for returned product deemed

repairable and still under Supplier warranty.

If Marsh Bellofram must sort or rework defective product at Marsh Bellofram, the Supplier will be charged the financial cost that Marsh Bellofram incurs to perform those activities. This will not only include direct labor, but any indirect or overhead labor that is required to disposition and process the defective material. This will occur after supplier notification and supplier concurrence. A non response from the supplier within 30 days of notification will be viewed as concurrence.

4.8 Corrective Action/Preventive Action System

Marsh Bellofram fully requires the assistance of our Suppliers in investigating any issues or concerns. In the event that Marsh Bellofram determines that there are Supplier issues and problems that need to be addressed, Suppliers are expected to investigate and determine the root cause, take action to prevent its recurrence, and verify that those actions are effective.

It is expected that each request (MB 8.5.2-1 Corrective Action Request) for investigation submitted by Marsh Bellofram to the Supplier will be responded to by the due date listed on the request. Suppliers that do not respond by the due date and allow the Corrective Action Request to go past due will be placed on Probation. Depending on the nature and criticality of the issue, Marsh Bellofram reserves the right to stop the Supplier's manufacturing processes for that product until the issue is resolved.

When the Supplier receives a notification of an issue (MB 8.2.4.3-3 Vendor Nonconformance Notification), formal response to Marsh Bellofram is not required. The Supplier is still required to investigate and determine the root cause, take action to prevent its recurrence, and verify that those actions are effective.

4.9 Maintenance And Retention Of Quality Records

Quality records are used by Marsh Bellofram in assuring product specifications are met, determining quality trends, support information for quality improvements, and investigating customer inquires and complaints. Marsh Bellofram requires that Suppliers keep Marsh Bellofram quality records for a minimum of 3 years, or during the product warranty period, which ever is longer. Quality Records for product supplied to the Diaphragm and ServoTek Divisions of Marsh Bellofram must be kept for a minimum of 10 years.

4.10 Packaging Requirements

The Supplier shall provide packaging and preservation on all products shipped to Marsh Bellofram to the extent necessary to protect the products from damage or deterioration during shipment and storage (under ambient conditions) at Marsh Bellofram.

Marsh Bellofram requires all Suppliers that provide ESD sensitive devices/products to package and identify the ESD sensitive devices/products in accordance with ESD standard industrial practices.

4.11 Identification And Traceability

Product shipped to Marsh Bellofram shall be identified on the box with the Part Number, Purchase Order Number, Country of Origin (if outside the U.S.A.) and quantity, at a minimum, unless directed to do otherwise via the Purchase Order, Engineering Instructions, specifications, and/or drawings. This requirement applies to containers, as well as individual boxes. Boxes containing multiple part numbers must be identified as above with all part numbers listed on the box.

Overseas Suppliers must include the Marsh Bellofram name, address, and phone number. This information must be present on the outside of the container and/or box.

4.12 Change Control System

In cases where the Supplier performs any of the functions in regards to design, manufacture, and/or distribution of a product or service to Marsh Bellofram which has changed or been modified from the initially agreed upon requirements, specifications, processes, and/or drawings, the Supplier will notify the Quality Assurance Department and Materials Department at Marsh Bellofram of such change. This allows Marsh Bellofram to relate the changes to all concerned (Marsh Bellofram and/or Marsh Bellofram customers). The Supplier shall evaluate the effect of the change on the product or process and communicate the information, results, or findings back to the Quality Assurance Department and Materials Department at Marsh Bellofram.

All major changes (changes that affect safety, form, fit, functionality, design, or any change that is likely to affect performance of the product or process) need prior approval from Marsh Bellofram. Once approved, the Supplier will submit new First Article Samples to Marsh Bellofram for evaluation (reference paragraph 4.4).

All other changes need to be submitted to Marsh Bellofram within 48 hours of the change.

4.13 Warranty>Returns

Nonconforming products detected or unreliable products encountered at Marsh Bellofram, or from our customers during its warranty period, will be processed accordingly. Suppliers will be informed of such conditions by the Materials Department or Quality Assurance Department at Marsh Bellofram.

For returns, it is expected that Suppliers will respond in a prompt manner by issuing a return authorization for credit and/or replacement, analyze the deficiencies upon receipt at the Supplier's facility, and respond back to Marsh Bellofram if a corrective action request is issued (reference paragraph 4.8).

4.14 Audits/Inspections

The Supplier must have the capability of supporting audits of their facilities as it relates to the product and/or service provided to Marsh Bellofram. The Quality Assurance Department of Marsh Bellofram reserves the right to determine if an audit is necessary and what the content of the audit will be. Marsh Bellofram reserves the right to conduct source inspection on any products provided by the Supplier at the Supplier's facility.

4.15 Sub-Tier Suppliers

The Supplier must flow down to Sub-Tier Suppliers all applicable requirements in the Marsh Bellofram Purchase Order, Drawings, and/or Specifications, and all requirements listed in this document.

4.16 Right Of Access

Marsh Bellofram, Marsh Bellofram Customers and/or Regulatory Agencies have the right of access to all Suppliers and Sub-Tier Suppliers involved with the Purchase Order and to all applicable records. Any visits will be coordinated with the supplier and/or sub-tier supplier.

4.17 Prevention of Counterfeit Parts

Marsh Bellofram plans, implements, and control processes, appropriate to Marsh Bellofram and Marsh Bellofram products, for the prevention of counterfeit or suspect counterfeit part use and their inclusion in products delivered to the customer.

4.17.1 The purpose of the Marsh Bellofram Counterfeit and Fraudulent Parts procedure is to meet the following goals:

- To protect Marsh Bellofram Divisions from the supply of counterfeit and/or fraudulent parts, such as electronic parts and raw materials.
 - To minimize the potential for warranty or replacement costs
 - To reduce the risk of disbarment from US Government contracts and prosecution for international trafficking
 - To guard against products being procured from untrustworthy suppliers
- 4.17.2 When suspected counterfeit or fraudulent purchased parts and/or raw materials are encountered by Marsh Bellofram, the purchased parts and/or raw materials will be considered to be nonconforming.
- 4.17.3 When a supplier or subcontractor has been determined to have provided counterfeit and/or fraudulent purchased parts and/or raw materials, that supplier or subcontractor will be barred from doing business with Marsh Bellofram Divisions until sufficient actions have taken place on their part to ensure that the issue has been eliminated and will not recur.
- 4.17.4 Suppliers are requested to implement their own Counterfeit and Fraudulent Parts program. The program should consider: 1) training of appropriate persons in the awareness and prevention of counterfeit parts, 2) application of a parts obsolescence monitoring program, 3) controls for acquiring externally provided product from original or authorized manufacturers, authorized distributors, or other approved sources, 4) requirements for assuring traceability of parts and components to their original or authorized manufacturers, 5) verification and test methodologies to detect counterfeit parts, 6) monitoring of counterfeit parts reporting from external sources, and 7) quarantine and reporting of suspect or detected counterfeit parts.

5.0 ORDER REVIEW

After reviewing quotes from potential Suppliers, candidates are selected. Marsh Bellofram may request Supplier representatives to visit Marsh Bellofram to discuss requirements, expectations, quality/delivery, and when possible, to demonstrate how the product is used. A Supplier Quality representative should be with the Supplier Team during the visit.

5.1 Purchase Order Quality Requirements

The Supplier shall comply with any Purchase Order Quality Requirements

that appear on Marsh Bellofram Purchase Orders. The Purchase Order Quality Requirements are documented in MB 7.4.2-1 which is transmitted with the Purchase Order, and are provided in the Appendix for reference. Failure to comply with these requirements will be cause for rejection of the Suppliers product.

6.0 SUPPLIER DELIVERABLES

Marsh Bellofram requires Suppliers to provide the following documents and/or information prior to being approved to accept production orders.

Table 6.0: Supplier Deliverables

Suppliers With Certified/Registered Quality Management System	Suppliers Without Certified/Registered Quality Management System
<i>New Vendor Under Evaluation</i>	
MB 7.4.01-2A and MB 7.4.01-2B Supplier Quality Assessment Survey	MB 7.4.01-2A and MB 7.4.01-2B Supplier Quality Assessment Survey
Quality Management Registration Certification	
<i>First Articles</i>	
First Article Samples	First Article Samples
First Article Report	First Article Report

In addition to the items listed in Table 6.0, Marsh Bellofram requires Suppliers to supply certifications for secondary processing of metal components. The secondary processing certifications include any type of plating processes, impregnations, etc. Marsh Bellofram will use these certifications to verify proper specifications and processes were completed.

* The supplier shall submit with each shipment a Certificate of Conformance which shall be signed by an authorized representative of the supplier. The Certificate of Conformance **MUST** reference the **Purchase Order Number**, and shall reference the part number, revision letter, etc.

7.0 SUPPLIER RATING SYSTEM

Marsh Bellofram will measure the performance of Suppliers.

A basic premise of the Marsh Bellofram Quality Management System is that only Suppliers that are approved and show the ability to meet/work towards Marsh Bellofram requirements for continuous improvement in the areas of quality and service are used. The Marsh Bellofram Supplier Rating System provides the information for proper supplier selection and facilitates continuous improvement.

Suppliers will have their latest Vendor Rating communicated to them anytime Marsh Bellofram issues the supplier a Purchase Order. The latest Vendor Rating is located on the upper right portion of the Purchase Order.

The Vendor Rating is based on delivery and quality. Both on-time delivery and product quality are based on a 12 month average from data stored in the Fourth Shift MRP system. The Overall Percentage is a calculation based on the supplier's on-time delivery percentage and their product quality percentage divided by 2.

The Vendor Rating data (stored in Fourth Shift) is updated once a quarter.

Table 7.0: Vendor Rating System

RATING CODE	RATING DESCRIPTION	OVERALL PERCENTAGE
A+	World Class	92% or greater
A	Exemplary	82% to 92%
B	Preferred	72% to 82%
C	Satisfactory	62% to 72%
D	Needs Improvement	52% to 62%
F	Probationary	Less than 52%

Suppliers that receive a "Needs Improvement" rating should review their on-time delivery and product quality, and take action as needed to improve their vendor rating. No official response to Marsh Bellofram is required.

Suppliers that receive a "Probationary" rating must review their on-time delivery and product quality, and immediately take action to improve their vendor rating. The supplier should communicate with the Marsh Bellofram Materials Manager as to the type of actions the supplier will be taking to improve their rating.

Twice a year (typically the 1st quarter and 3rd quarter of the year) the Vendor Rating Report will be reviewed by the Marsh Bellofram Materials Manager and Quality Assurance Manager. Those suppliers with a "Probation" Vendor Rating shall be issued MB 8.5.2-1 Corrective Action Request. The Supplier is responsible to complete MB 8.5.2-1 Corrective Action Request which shall contain an action plan detailing the steps the Supplier will take to improve their rating.

A supplier shall receive a "Probationary" rating if the supplier has a MB 8.5.2-1 Corrective Action Request that is more than 30 days past due.

APPENDIX 1.0

MB 7.4.2-1 PURCHASE ORDER QUALITY REQUIREMENTS REV 6/27/2022

100 SUPPLIER QUALITY ASSURANCE SYSTEM

The supplier shall maintain an effective quality system commensurate with item complexity and contractual requirements. The system shall provide for timely inspection of all items produced, and documented objective evidence of inspection and/or testing shall be available. Suppliers shall maintain an effective calibration system on all tools/gages used, traceable to the National Institute of Standards and Technology, as applicable, to determine product acceptance of all items on the Marsh Bellofram purchase order. Nonconforming material shall be segregated and controlled.

101 MARSH BELLOFRAM SOURCE INSPECTION

All items on this Purchase Order are subject to Marsh Bellofram source inspection prior to shipment. The supplier shall notify Marsh Bellofram forty-eight (48) hours, 7 days for inspections outside the USA, in advance to schedule source inspection. All items will receive final acceptance at Marsh Bellofram.

102 CERTIFICATE OF CONFORMANCE

* The supplier shall submit with each shipment a legible and reproducible certified statement that the items noted thereon comply fully with all Purchase Order requirements. The Certificate of Conformance shall be signed by an authorized representative of the supplier. The Certificate of Conformance **MUST** reference the **Purchase Order Number**, and shall reference the part number, revision letter, etc.

103 CHEMICAL AND PHYSICAL TEST REPORT

The supplier shall submit with each shipment a legible and reproducible copy of the chemical and physical test reports identifiable to the applicable materials submitted. The report shall include the batch heat or lot number and the specification to which the material was produced. It shall contain the signature of an authorized representative of the supplier.

104 FIRST ARTICLE INSPECTION

When this requirement is noted, a first article inspection acceptance is required prior to shipment of production parts. Submit the first article part and report to the Marsh Bellofram Receiving Inspection Department.

105 SPECIAL PROCESS CERTIFICATION

The supplier shall submit with each shipment a legible Certificate of Conformance certifying compliance to the specification or process performed. The certificate shall identify the part number, change letter, and Purchase Order number. The certificate must contain the signature of an authorized company representative.

106 AGE CONTROLLED MATERIAL

The supplier shall identify all controlled material with the following minimum requirements, as applicable: Manufacturers name, batch number, storage requirements, material number, date of manufacture and shelf life.

107 MERCURY FREE REQUIREMENT

The supplier is required to certify in writing that materials supplied under this Purchase Order were not in contract nor exposed to mercury in any form.

- 108 MATERIAL SAFETY DATA SHEETS (MSDS)
The supplier is required to submit to Marsh Bellofram, a reproducible copy of the MSDS for the material procured under this Purchase Order.
- 109 PACKAGING AND PRESERVATION
The supplier shall provide packaging and preservation on all materials submitted on this Purchase Order to the extent necessary to protect the material from damage or deterioration during shipment and storage under ambient conditions at Marsh Bellofram.
- 110 STATISTICAL PROCESS CONTROL (SPC)
The supplier shall submit SPC data with each shipment. The data shall represent the quantity of parts delivered and identified by part number, revision letter, etc.
- 111 Marsh Bellofram must be supplied, if requested, requirements for design, test, examination, inspection and related instructions for acceptance by Marsh Bellofram.
- 112 Marsh Bellofram may request requirements for test specimens (e.g. production methods, number, storage, conditions) for design approval, inspection, investigation or auditing.

ADDITIONAL MARSH BELLOFRAM REQUIREMENTS

Marsh Bellofram requires the name or other positive identification, and applicable issues of specifications, drawings, process requirements, inspection instructions and other relevant technical data from the supplier when required.

Marsh Bellofram requires the supplier to obtain Marsh Bellofram approval prior to shipping nonconforming product to Marsh Bellofram.

Marsh Bellofram requires the supplier to notify Marsh Bellofram of changes in product and/or process definition and, where required, obtain Marsh Bellofram approval.

Marsh Bellofram, our customer, and regulatory authorities have the right of access to all facilities involved in the Purchase Order and to all applicable records.

Marsh Bellofram requires the supplier to flow down to sub-tier suppliers the applicable requirements in the purchasing documents, including key characteristics where required.

Marsh Bellofram requires the supplier to notify and receive written approval from Marsh Bellofram of any process change or manufacturing location change prior to shipment of production product.

Marsh Bellofram requires suppliers that provide ESD sensitive devices to package and identify the ESD sensitive devices in accordance with ESD standard industrial practices.

Marsh Bellofram requires all suppliers outside the U.S.A. and/or sub-tier suppliers outside the U.S.A. to proper mark all containers, cartons, and "buy/resell" items with the Country of Origin in accordance with all U.S.A. Customs and Trading laws.

APPENDIX 2.0

MB 8.2.4.3-3 VENDOR NONCONFORMANCE NOTIFICATION REV 8/3/2010

Vendor #: _____ NCR #: _____

To: _____ P.O. #: _____

Attn: _____ QA Inspector: _____

Date: _____ E-mail: _____

Non-conforming material will be held for a maximum of two week pending completion of this form by the Vendor. After one week all material will be returned at the Vendor's expense.

The product listed below was received from your company that was rejected and not in conformance with our specifications.

Marsh Bellofram Cost to Rework/Sort (U.S. \$)							
Dept.	Part #	Defective Qty.	Defective Code	Man Hours	Cost Per Hour	Other Costs	Total Cost

Description of work required or Comments: _____

What action would you like us to take?

Please check below and fax this form to the Quality Department at (304) 387-1212.

- Scrap- Vendor to replace immediately
- Return to Vendor- Vendor to pay shipping charges
- Marsh Bellofram to rework/sort and charge to Vendor- cost noted above
- Marsh Bellofram to accept and vendor to fix for future shipments

VENDOR RETURN
AUTHORIZATION
NUMBER

ENGINEERING
SIGN-OFF

Printed Name: _____ Vendor's Authorized Signature: _____

Vendor's Title: _____ Initiated By: _____ Date: _____

**APPENDIX 3.0
MB 8.3-12 SUPPLIER PRODUCT WAIVER REV 9/30/2008**

VENDOR NAME:		DATE:
PART NUMBER:	PART NAME:	
MARSH BELLOFRAM PO NUMBER:		

ITEM	QTY	REASON FOR REJECTION	REMARKS
1			
2			
3			
4			
5			

NAME:	TITLE:
-------	--------

TO BE COMPLETED BY MARSH BELLOFRAM

DISPOSITION:

ACCEPTABLE – USE AS IS

UNACCEPTABLE

SIGNATURES:

ENGINEERING: _____ Date: _____

QUALITY ASSURANCE: _____ Date: _____

APPENDIX 4.0
 MB 8.5.2-1 CORRECTIVE ACTION REQUEST REV 2/17/2009

CORRECTIVE ACTION REQUEST		CAR NUMBER:	
		REPLY BY DATE:	
(A)	TO:	COPY:	
	PRODUCT (P/N)/PROCESS/PROCEDURE INVOLVED:		
	DESCRIPTION OF NONCONFORMANCE/NONCOMPLIANCE:		
	INITIATED BY:		DATE:
(B)	CAR APPROPRIATE?	QA REVIEWER:	DATE:
	<input type="checkbox"/> YES <input type="checkbox"/> NO	EXPLANATION:	
(C)	RESPONSE/ROOT CAUSE ANALYSIS:		
	CORRECTIVE ACTION TAKEN:		
	CORRECTIVE ACTION IMPLEMENTATION/EFFECTIVITY DATE:		
	ANSWERED BY:		DATE:
(D)	RESPONSE REVIEW?	QA REVIEWER:	DATE:
	<input type="checkbox"/> ACCEPT <input type="checkbox"/> REJECT	EXPLANATION:	
	DESIGNATED SUPPLEMENTAL INTERNAL AUDITS REQUIRED? <input type="checkbox"/> YES <input type="checkbox"/> NO		
(E)	VERIFICATION REVIEW? <input type="checkbox"/> ACCEPT <input type="checkbox"/> REJECT		
	VERIFICATION ITEMS CHECKED:		
QA REVIEWER:		DATE CLOSED:	

Revision No.: I

Written by: Tom Cigolle Jr

Reviewed by: Joe Colletti
President

Date: 6/24/2022

John Gorrell
Chief Operating Officer

Accepted by:

Tom Cigolle Jr
Quality Assurance Manager

Dwight Nafziger
VP, Sales/Marketing

6/28/2022
Date

Butch Rocchio
Materials Manager

Tom Cigolle Jr
QA Manager