

# Supplier Manual

## Introduction

This Supplier Manual outlines the requirements that all external providers must comply with to ensure the quality and reliability of products and services delivered to our organization. The following details outline our specific expectations and obligations:

**1. Process, Product, and Service Requirements:** External providers must deliver the specified processes, products, and services as outlined in relevant technical data, including specifications, drawings, process requirements, and work instructions.

### 2. Approval Requirements

- **Product and Service Approval:** External providers must obtain approval for products and services from our organization.
- **Methods, Processes, and Equipment:** Approval of methods, processes, and equipment must be secured.
- **Release of Products and Services:** External providers must get approval for the release of products and services.

**3. Competence and Qualifications:** External providers must ensure that all personnel involved are competent and possess the required qualifications.

**4. Interaction with Our Organization:** External providers must adhere to established protocols for interactions with our organization.

**5. Performance Control and Monitoring:** Our organization will control and monitor the performance of external providers to ensure compliance with specified requirements.

**6. Verification and Validation:** Our organization, or our customers, may perform verification or validation activities at the external providers' premises as necessary.

**7. Design and Development Control:** External providers must comply with our design and development control processes.

**8. Special Requirements, Critical Items and Key Characteristics:** External providers must adhere to identified special requirements, critical items, and key characteristics.

**9. Test, Inspection, and Verification:** External providers must conduct test, inspection, and verification activities, including production process verification, as specified.

**10. Product Acceptance:** External providers must use statistical techniques for product acceptance and follow related instructions provided by our organization.

**11. Quality Management System:** External providers must implement a quality management system that meets our requirements, at a minimum according to ISO 9001 Quality Management System.

**12. Designated Providers:** External providers must use customer-designated or approved sources, including for process sources (e.g. special processes).

**14. Nonconforming Processes, Products, or Services:** External providers must notify our organization of any nonconforming processes, products, or services and obtain approval for their disposition.

**15. Counterfeit Parts Prevention:** External providers must take steps to prevent the use of counterfeit parts in compliance with our guidelines.

**16. Process Changes:** External providers must notify our organization of any changes to processes, products, or services, including changes to their external providers or manufacturing locations, and obtain our approval.

**17. Flow Down of Requirements:** External providers must ensure that applicable requirements, including customer requirements, are communicated, and flowed down to their sub-suppliers.

**18. Test Specimens:** External providers must provide test specimens for design approval, inspection/verification, investigation, or auditing as requested.

**19. Documentation Retention:** External providers must retain documented information as specified, including adherence to retention periods and disposition requirements.

**20. Access Rights:** Our organization, customers, and regulatory authorities have the right to access relevant areas of external providers' facilities and applicable documented information at any level of the supply chain.

**21. Awareness:** External providers must ensure that their personnel are aware of their contributions to product or service conformity, product safety, and the importance of ethical behavior.

By adhering to these requirements, external providers contribute to the quality, safety, and reliability of our products and services, ensuring compliance with industry standards and regulatory requirements.

Thank you for your cooperation and commitment to excellence.

For any questions or further information, please contact [info@elval.com](mailto:info@elval.com)

