



6937 WEST MILL ROAD  
MILWAUKEE, WI 53218-1225

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## **SUPPLIER QUALITY REQUIREMENTS**

This document is applicable in its entirety to every purchase order, as referenced in Purchase Order Terms and Conditions, QF 3008, issued by Hentzen Coatings, Inc. ("Hentzen") for materials, equipment or services.

This document has been developed to help each of our approved vendors ("Supplier") understand the stringent requirements necessary to ensure a successful relationship with Hentzen. Communication and cooperation are key elements in achieving these high standards. Hentzen requires that every Supplier shall:

- Acknowledge and accept all terms and conditions in a purchase order when accepting such purchase order.
- Manage its facilities cost effectively, be committed to continual process improvements, comply with all applicable environmental regulations, as well as socially important values and principles, and ensure that all Supplier products and materials meet applicable standards.
- Understand that Hentzen will monitor supplier performance relating to material/part quality and on-time delivery and that Hentzen will notify Supplier when performance falls below acceptable ratings.
- Maintain a quality management system certified to ANSI/ISO 9001:2015 or the AS9100D standard or be compliant to these standards.
- Ensure that materials and services are produced defect free, on time, and at agreed upon terms. Delivery dates on purchase orders reflect the date needed at a Hentzen facility at the time of order placement. Hentzen customer demands may require changes to be made to required delivery dates.
- Provide a Certificate of Analysis for any raw material shipment.
- Notify and obtain approval from Hentzen prior to any changes in Supplier products, processes, suppliers or manufacturing locations related to Supplier products or services purchased by Hentzen.
- Notify and obtain approval from Hentzen, using Material Deviation Request Form, QF 3011, prior to shipping nonconforming material to Hentzen.
- Notify the Hentzen Purchasing Department immediately upon detection if defective Supplier material is detected after shipment to Hentzen.



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- Be capable of containment planning, root cause analysis and corrective action if required.
- Cause the flow down of all applicable requirements of the ISO 9001/AS9100D standards, including any specific customer requirements, through its supply chain.
- Make available to Hentzen, upon request, objective evidence consisting of product test data, specification conformance and traceability for a minimum of 10 years from the date of delivery of product to Hentzen.
- Allow Hentzen, its customers and regulatory authorities right of access to all applicable Supplier and flow down facilities and records, at any level of the Supplier supply chain, related to any purchase order issued by Hentzen to Supplier.
- Maintain an effective Foreign Object, Debris and Damage (FOD) prevention program.
- Maintain a communication program that ensures their organization is aware of their contribution to product conformity and service, product safety, and the importance of ethical behavior.
- Not use counterfeit materials and have a robust program to prevent the shipment of counterfeit materials to Hentzen.