

## **1.0 Purpose**

- 1.1** The purpose of this procedure is to provide a controlled list of quality requirements for supplied products and services to RAPID, a Proto Labs company, hereinafter referred to as “Proto Labs NH”.

## **2.0 Scope**

- 2.1** This procedure applies to all products and services supplied to Proto Labs NH as outlined in purchase order (PO), drawings, and/or specifications (TDP).

## **3.0 References**

- 3.1** **ISO 9001** – Quality Management Systems – Requirements.
- 3.2** **AS9100** – Quality Management Systems – Requirements for Aviation, Space, and Defense Organizations.

## **4.0 Key Terms & Definitions**

- 4.1** **PO** – Purchase Order
- 4.2** **Supplier** – External Provider
- 4.3** **TDP** – Technical Data Package. This includes, but is not limited to, drawings, models, specifications and/or international standards.
- 4.4** **QMS** – Quality Management System

## **5.0 Roles & Responsibilities**

- 5.1** The supplier must maintain a documented quality management system (QMS) to ensure control and conformance to the requirements of the PO and TDP.

## **6.0 Supplier Quality Requirements**

- 6.1** Certificate of conformance: Supplier shall provide a certification with each shipment to attest that the materials and/or services supplied conform to the purchase order requirements. Records of the methods, processes, equipment and acceptance shall be available upon request.
- 6.2** Personnel involved with the fulfillment of this purchase order must be determined by the supplier to be competent and qualified to carry out the required processes
- 6.3** Communications regarding this purchase order must flow through the cognizant Proto Labs NH purchasing agent.

- 6.4 Proto Labs NH will monitor the performance of our suppliers' on time delivery and incoming quality of each delivery.
- 6.5 Verification and validation of shipments will be performed by counting, inspection and/or testing by Proto Labs NH, either at our facility or at the supplier's facility.
- 6.6 Items or services on Proto Labs NH purchase order might require design work, product development, specification development or other work product. Unless expressly stated to the contrary on the purchase order, all such work product and know-how relating to such work product are Proto Lab NH's exclusive property and shall be delivered to us on demand.
- 6.7 Special requirements, critical items or key characteristics will be noted on the purchase order and are expected to be delivered as part of the purchase order fulfillment.
- 6.8 All delivered products or services will be tested, inspected and/or verified by the supplier's acceptance processes and criteria. The use of statistical techniques for product acceptance is allowed provided the supplier can prove the validity of its use.
- 6.9 The supplier must maintain a quality management system. AS9100 or ISO9001 is preferred.
- 6.10 When noted on the purchase order, the supplier will make use of Proto Lab NH designated or approved sub-tier suppliers.
- 6.11 Supplier shall notify Proto Labs NH of nonconforming processes, products, or services and obtain approval for their disposition.
- 6.12 Supplier shall implement a strategy to ensure that goods furnished against the purchase order are not counterfeit goods.
- 6.13 Supplier shall notify Proto Labs NH of any changes to processes, products, or services, including changes to external providers or location of manufacture, and obtain Proto Labs NH's approval.
- 6.14 Supplier must flow down to external providers all applicable requirements including customer requirements
- 6.15 Upon request, supplier shall provide test specimens for approval, inspection/verification, investigation or auditing.
- 6.16 Supplier shall retain maintain quality records for a minimum of 10 years.
- 6.17 Supplier shall grant the right of access by Proto Labs, our customer, and regulatory agencies to the applicable areas of facilities and to applicable documented information at any level of the supply chain.
- 6.18 Supplier shall ensure their persons are aware of their contribution to the product or service conformity and product safety.

**6.19** Supplier shall ensure their personnel are aware of the importance of ethical behavior.

**7.0 Revision History**

Document Revision History			
Revision	Date	Description of Change	Author
1	05/16/2018	Initial Release	Adam Stankard

\*Changes to this document must be approved prior to release.

Document Required Approvals*			
Approver	Signature	Name	Date
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