



HARTWELL CORPORATION

GQTA

General Quality Terms Agreement

Revision: NC
November 8, 2023

Management Approvals

By signing this page, these individuals, as heads of their respective functions, signify review and approval of this revision of the General Quality Terms Agreement.



Ron Kato
President



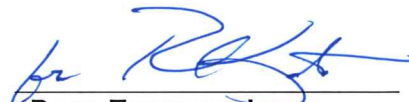
Enad Fakhouri
Vice President, Sales &
Marketing



Scott Rees
Vice President, Operations



Doug Nielsen
Vice President,
Engineering



Dean Townsend
Vice President, Finance



Andres Victoria
Human Resources Director



Shawn Ricordati
Quality Manager

Foreword

This publication describes the means by which the Hartwell Corporation assures the quality of its products and services. This document contains generalized statements of activities and descriptions of other Hartwell Corporation processes and procedures that, in turn, contain the detailed information that constitutes actual work instructions for all of the various departments of the Hartwell Corporation (including the Quality department) that have an impact on product service and quality. In summary, the sections of this document are short descriptions of the means by which the Hartwell Corporation uses to achieve compliance to ISO 9001 and AS9100, and are supplemented by detailed written procedures where so required and retained as supporting material throughout Hartwell's Quality Management System (QMS).

The current organizational structure is available upon request.

Table of Contents

MANAGEMENT APPROVALS.....	2
FOREWORD	3
1.0 TERMINOLOGY	5
2.0 SCOPE.....	5
3.0 OBJECTIVES	5
4.0 ACCEPTANCE OF ORDERS	6
5.0 RESPONSIBILITIES	6
6.0 DESCRIPTION	6
6.1 QUALITY SYSTEM REQUIREMENTS	6
6.1.1 Management Responsibility	6
6.1.2 Quality System Accreditation.....	6
6.1.3 Application of Acceptance Authority Media (AAM).....	7
6.1.4 Internal Audits	7
6.1.5 Inspection.....	7
6.1.6 First Article Inspection.....	7
6.1.7 Production.....	7
6.1.8 Obsolescence Management.....	8
6.1.9 Contract Review	8
6.1.10 Design Control.....	8
6.1.11 Control of Documents and Data	8
6.1.12 Right of Entry	8
6.1.13 Work Transfer	9
6.1.14 Purchasing	9
6.1.15 Monitoring of Subcontractors.....	9
6.1.16 Customer Supplied Materials.....	9
6.1.17 FOD Prevention Program	10
6.1.18 Product Identification and Monitoring	10
6.1.19 Process Monitoring	10
6.1.20 Inspections and Testing	10
6.1.21 Monitoring and Measuring Equipment.....	10
6.1.22 Test Status of Products	10
6.1.23 Control of Non-Conforming Product	11
6.1.24 Material Review Board (MRB)	11
6.1.25 Corrective and Preventive Action.....	11
6.1.26 Handling, Storage, and Delivery	11
6.1.27 Shipping Documents and Certificates	11
6.1.28 Quality Records.....	12
6.1.29 Training.....	12
6.2 COMPLIANCE	12
6.2.1 Compliance with Laws	12
6.2.2 Environmental Health and Safety Performance.....	12

1.0 Terminology

Can/May	Expresses a permitted action or approach. However, this is not absolutely necessary.
Customer	The organization that buys goods or services from Hartwell Corporation.
Hartwell	Hartwell Corporation
Must	Is used for legal and/or normative requirements that are mandatory and therefore no deviation is allowed.
OEM	Original Equipment Manufacturer
Shall	Expresses a binding requirement. Deviations from such requirements are not permitted without formal approval from the customer.
Should	Expresses a recommendation or note. It is expected that these will be observed except for good reason as decided upon by Hartwell and the customer as applicable.
Subcontractor	A supplier that is not a direct supplier to the customer (i.e. a supplier to Hartwell), but is involved in the supply chain via the provision of good or services. <i>Monitoring of subcontractors is the responsibility of Hartwell.</i>
Supply Chain	The unbroken chain of suppliers and subcontractors contributing to the delivery of goods or services.
Tools	Tools, jigs, equipment, or devices used for manufacturing and/or inspection activities.

2.0 Scope

The requirements described in this document are valid for all customers that place purchase orders with Hartwell.

If any points are unclear or contradictory, it is the responsibility of the customer to request clarification from Hartwell.

If subcontractors are involved, Hartwell is responsible for ensuring that the scope and contents of these requirements are forwarded and followed since these requirements are mandatory for all activities at all levels of the supply chain.

3.0 Objectives

The aim of these requirements is to ensure that Hartwell's production processes follow orderly and supervised procedures that result in conforming product.

4.0 Acceptance of Orders

Each order acknowledgement provided by Hartwell to the customer that invokes this document is strictly limited to its terms. Unless specifically disagreed to in writing by the Procurement Representative of the customer, Hartwell objects to, and is not bound by, any terms or conditions that differs or adds to this manual's content. A customer's lack of response to Hartwell's order acknowledgment shall conclusively evidence the customer's acceptance of this document in replacement of any customer quality terms included on the order.

Any rejection by the customer shall specify the reasons for rejection and any changes or additions that would make this document (and order) acceptable to the customer.

5.0 Responsibilities

Hartwell assumes the responsibility for ensuring that all goods and services throughout its supply chain meet the defined technical and quality requirements relevant to the item(s) being procured. This includes, but is not limited to, performing appropriate and continuous evaluations of all aspects of its manufacturing process, the functions that support this, and its delivery/quality performance with regards to customer orders.

6.0 Description

6.1 Quality System Requirements

6.1.1 Management Responsibility

Hartwell management ensures that appropriate methods for controlling and monitoring all processes and procedures are introduced and maintained both within Hartwell's organization and at all levels of its supply chain. We measure product conformity and delivery performance with regards to our customer orders and take actions when improvement is necessary.

Hartwell will inform the customer, on its own initiative, about any significant changes to its organization or key personnel that may impact product delivery or quality.

6.1.2 Quality System Accreditation

Hartwell maintains an accredited Industry Controlled Other Party (ICOP) certification to AS/EN/JISQ 9100 "Quality Management Systems – Requirements for Aviation, Space and Defense Organizations" and is registered in the OASIS database. The systems, methods, and processes used by Hartwell are documented and available for customer review upon request.

Hartwell shall notify the customer of any changes in its certification status (e.g. loss of certification, change in scope, etc.) within a suitable timeframe. Existing QMS certificates that are renewed or amended will be available on the company website (www.hartwellcorp.com) and it is the responsibility of the customer to obtain the latest certificate.

6.1.3 Application of Acceptance Authority Media (AAM)

Hartwell complies with the AS/EN/JISQ 9100 requirements and 14 CFR Part 21.2 regarding the application of Acceptance Authority Media (AAM) requirements. Hartwell ensures, within its organization and its supply chain, that the use of AAM is clearly defined and managed.

6.1.4 Internal Audits

Hartwell conducts internal audits of its QMS and, if necessary, at any subcontractors in the supply chain, in order to evaluate the respective quality system. This activity may take the form of a system (onsite) audit or desktop audit (applicable to Hartwell's subcontractors).

These audits are carried out using methods chosen by Hartwell to determine whether appropriate systems and processes are effective. At the discretion of Hartwell, such audits may be repeated at a frequency determined and exclusively managed by Hartwell. Results are considered Hartwell proprietary information.

6.1.5 Inspection

Hartwell inspects or otherwise verifies that all products, including those components procured from or furnished by subcontractors, comply with the requirements of the order and any associated technical documentation. Hartwell is responsible for all tests and inspections of the product during receiving, manufacture, and final inspection. Hartwell retains copies of test and/or control data and will make it available upon customer request. Results are considered Hartwell proprietary information.

6.1.6 First Article Inspection

Hartwell performs First Article Inspection (FAI) in accordance with AS/EN/JAC 9102, Aerospace First Article Inspection Requirements. These records are retained internally and only available upon customer request and mutually agreed upon by Hartwell.

6.1.7 Production

Hartwell develops its production processes in a manner that strives for zero-defects. We maintain a system that enables all of our accountable employees to perform validations and ensure the necessary production quality in accordance with the defined requirements. Hartwell retains the right to both develop and alter the planning and production steps required to achieve the technical design requirements without the need for customer notification or approval.

Hartwell has procedures and processes in place to ensure:

- a) Incoming inspection of all goods, services, and materials intended for production use;
- b) Production planning for all parts, including identification of their test status and acceptance or rejection criteria;
- c) Planning to approve first article inspection reports (FAIR) before delivery. Initial production is subjected to first article inspections in accordance with AS9102;

- d) Monitoring of production to ensure continued conformity of the production processes;
- e) Availability of authorized personnel capable of determining product conformity;
- f) Acceptance, investigation, and, where applicable, replacement of customer-returned nonconforming product;
- g) Segregation of nonconforming material to prevent unwanted use in the production stream.

6.1.8 Obsolescence Management

Hartwell has implemented a strategic obsolescence management system with respect to its products. This system is used to prevent risks from the design phase through aftermarket support. Any identified obsolescence risks that may influence order fulfillment or delivery date will be reported to the customer without delay.

6.1.9 Contract Review

Hartwell reviews all contracts and/or purchase orders, including individual purchase order notes, and formally confirms their receipt with an order acknowledgement.

Any exceptions to customer requirements will be documented on the order acknowledgement and it is the responsibility of the customer to contact Hartwell for further information and reason for exception. If a response is not received in 48 business hours then Hartwell will assume tacit approval of the noted exceptions.

6.1.10 Design Control

Hartwell, as the design authority, develops and constructs the products to be delivered to the customer. The customer has the right to review all necessary aspects of development/design to ensure that all requirements are met. Any engineering changes that affect top-level fit, form, or function will be coordinated with the customer prior to release. Hartwell retains all rights to make minor changes (using the FAA's terminology) to lower-level technical data sets in accordance with internal design controls.

6.1.11 Control of Documents and Data

Hartwell maintains documented processes for the control, monitoring, and modification of all documents and data related to the requirements of the customer's order(s). These processes ensure that the latest versions of the respective documents and data are used (unless otherwise specified) and any replaced, obsolete, or invalid documents are removed from normal repositories and conspicuously marked to prevent unintended use.

6.1.12 Right of Entry

Hartwell (and if necessary our subcontractor) grants to the customer, as well as representatives of authorities or other relevant bodies, full access to its facilities and systems for the purpose of carrying out audits, inspections, etc. These activities must be announced in good time by the customer and coordinated with Hartwell personnel to allow for visit coordination.

6.1.13 Work Transfer

The temporary or permanent handover of work between Hartwell's internal processes, between Hartwell and an external service provider, or between external providers (commonly referred to as a "work transfer") is managed exclusively by Hartwell without the need for customer notification or approval.

Work transfers affecting the location of manufacture and/or shipment of a deliverable assembly product will be documented and submitted to the customer or regulatory agency in accordance with specific contractual and regulatory obligations.

6.1.14 Purchasing

The procurement methods used by Hartwell are without exception its own responsibility and may, if necessary, be audited by the customer or any regulator to ensure the appropriate methods are being used. The control of any supplies or services that are subcontracted within the supply chain remain the sole responsibility of Hartwell.

6.1.15 Monitoring of Subcontractors

The selection and supervision of subcontractors is exclusively Hartwell's responsibility. Hartwell assumes the responsibility for performance monitoring, control of the approval process, and the quality systems used by subcontractors throughout our supply chain.

Hartwell determines the provisions/requirements to be flowed down to its suppliers to maintain legal requirements or comply with applicable laws. Any customer technical requirements, not included as part of the technical data package, that are deemed necessary for order fulfillment, will be flowed down to the selected subcontractors within Hartwell's supply chain. These flow-downs shall be mutually agreed upon and formally documented by both Hartwell and the customer.

Hartwell retains records of the auditing, supervision, and monitoring of the suitability of the selected subcontractors via an appropriate form (e.g. onsite and desktop surveys). This includes an evaluation of the subcontractor's delivery/quality performance and, where appropriate, the corresponding measures arising from this evaluation. Records are only available upon customer request.

Nadcap Sources:

Products produced to a Hartwell design (i.e. not a "catalog part") and special processes received by Hartwell from suppliers not on the Hartwell's approved supplier list must show evidence of NADCAP approval during the receiving inspection process.

"Customer Approved Process Sources":

Hartwell will only utilize customer approved sources (e.g. Boeing Document D1-4226) when required by its technical drawings.

6.1.16 Customer Supplied Materials

Parts, tools, and materials that are supplied by the customer and subsequently used for order fulfillment are labeled and inventoried accordingly. Any associated records are maintained and available for review upon request.

6.1.17 FOD Prevention Program

Hartwell maintains a FOD prevention program in compliance with AS/EN/SJAC 9146 Foreign Object Damage (FOD) Prevention Program – Requirements for Aviation, Space, and Defense Organizations.

6.1.18 Product Identification and Monitoring

Hartwell ensures that parts and/or materials are correctly identified at all times during fulfillment of the contract and/or purchase order, and that deliveries are correctly, appropriately, and clearly marked in accordance with technical and contractual requirements.

Serial numbers (where applicable), batch numbers, and manufacturing history are adequately retained to demonstrate full traceability throughout the production hierarchy.

6.1.19 Process Monitoring

Hartwell employs and maintains procedures and metrics which ensure that all required processes for the repeated production of goods are adequate and effective. Any changes to these methods are the exclusive responsibility of Hartwell and will be employed without the need for customer notification or approval.

6.1.20 Inspections and Testing

It is the sole responsibility of Hartwell to ensure that suitable measuring and test equipment is used throughout manufacturing. The handling, maintenance, and storage of all measuring and test equipment will comply with prescribed procedures and/or required standards.

Hartwell maintains a system for the control, issuance, and application of stamps used to identify the employee to whom they're assigned, and to indicate the status of the items upon which a stamp impression is made.

6.1.21 Monitoring and Measuring Equipment

Hartwell performs regular inspections and calibration of all measuring and test equipment. All equipment is labeled, controlled, and managed using suitable calibration intervals. Any unusable equipment is segregated from production use and clearly labeled to prevent unintended use.

6.1.22 Test Status of Products

Hartwell ensures that a corresponding work plan or similar (e.g. "work order", "routing", etc.) is created to describe and control the manufacturing process. The plan provides traceability to the customer order, interim and final inspections, current status of the article, and sufficient detail to control the manufacturing process.

6.1.23 Control of Non-Conforming Product

Hartwell is responsible for ensuring that all deliveries comply with the requirements of the contract and/or purchase order as well as the corresponding documents (e.g. technical requirements, etc.). If non-conformances are detected, non-conforming goods are immediately labeled and segregated to prevent use (e.g. quarantined). The cause of the non-conformance is investigated and appropriate corrective and preventive action steps are completed.

If it is determined that non-conforming product has been provided to the customer, then suitable notification will be provided without undue delay.

6.1.24 Material Review Board (MRB)

Hartwell, as the design authority, retains the right to disposition non-conforming characteristics that do not affect top-level fit, form, or function defined characteristics in accordance with internal MRB procedures. Any nonconforming characteristics that affect top-level requirements will be coordinated with the customer or regulatory parties for concurrence as necessary.

6.1.25 Corrective and Preventive Action

Hartwell is responsible for ensuring that the introduction of corrective and preventive action, when deemed necessary, occurs in a timely and sustainable manner. The respective non-conformance and all subsequent elimination measures follow an "8D methodology" in order to prove that the selected implementation methods and corrective actions are satisfactory.

6.1.26 Handling, Storage, and Delivery

All goods for the customer are handled with care and protected via appropriate packaging (i.e. commercial shipping dunnage), however, special packaging requirements may be implemented at Hartwell's discretion. Items with shelf life limitations shall have at least 80% of their shelf life remaining upon shipment to the customer (as noted on the accompanying CofC).

6.1.27 Shipping Documents and Certificates

Hartwell will provide evidence of acceptance by its quality assurance department with all shipments by means of a signed, dated statement (CofC) certifying that products adhere to all applicable drawings and/or specifications. Certified physical and metallurgical or mechanical test reports where required by controlling specifications, processing specifications, and inspection records will be retained by Hartwell and not included with product shipment (the CofC attests to the conformity of the product's entire build hierarchy and the additional records are not needed).

All deliveries will include certificates of conformity (CofC) or FAA 8130-3/EASA Form 1 (where applicable). The enclosed CofC contains the following elements (as a minimum):

- a) Manufacturer name and address
- b) Product configuration, identification, serial and batch number (if applicable), quantity, and date of shipment
- c) Shelf life limitations (if applicable)
- d) Declaration of conformity
- e) Signature or equivalent approval
- f) Any limitations on the validity of the certificate

6.1.28 Quality Records

All relevant documents and records are stored safely and in a legible form. The control of evidence relating to, among other things, manufacturing processes, audits, non-conformances, corrective actions, and statistical process monitoring are retained for a minimum of 10 years (indefinite if the records are scanned) and available upon customer request.

6.1.29 Training

Records of training, instruction, and skills/experience of personnel are retained and available upon customer request (including personnel with the authorization to reject or release product within the manufacturing scheme).

6.2 Compliance

6.2.1 Compliance with Laws

Hartwell complies with all legal requirements, including, but not limited to the provisions of any statute, ordinance, rule, regulation, judgement, etc. applicable to its business.

6.2.2 Environmental Health and Safety Performance

Hartwell acknowledges and accepts full and sole responsibility to maintain an environmental health and safety management system appropriate for its business.