IHI Ionbond North America –Supplier Quality Assurance Acknowledgment

The following are General Requirements we expect suppliers to our North American sites to fulfill:

- **Applicability.**
  All Suppliers that provide direct material or services are to fully comply with the stated requirements of the following terms and conditions for all Aerospace, Medical and Automotive related contracts.

- **Purchase Order Requirements.**
  The Supplier shall adhere to all special instructions stated in the purchase order. The PO is the controlling document and will communicate any specific contract, customer requirements. Any such changes communicated to the Supplier must be confirmed by an IHI Ionbond amended purchase order.

- **Right of Access.**
  Suppliers shall provide the personnel of IHI Ionbond, our customers and regulatory authorities access to applicable areas of their facilities for cooperation on product and process issues. This clause does not imply unannounced or non-mutually coordinated visits unless required by an applicable regulatory body.

- **Notification of Changes.**
  IHI Ionbond shall be notified in advance of changes to the Supplier's organization. These changes may include; company ownership, company name and changes in organizational structure which may alter the communication channels with IHI Ionbond.

- **Notification of Changes Affecting Quality.**
  Changes to the Supplier's organization that may affect quality, shall be communicated in advance to IHI Ionbond. These changes may include, but are not limited to:

  - Change of manufacturing / processing location
  - Significant changes to process or inspection techniques.
  - Changes in material or process chemicals.
  - Lost or suspension of internationally recognized quality certificates
  - Deviation from PPAP process, if applicable.

- **Non-conforming Product.**
  Any identified non-conforming issues for IHI Ionbond supplied parts, either shipped or in house at the Supplier, shall be immediately notified to IHI Ionbond. In all other cases, the Supplier agrees to contact IHI Ionbond if any non-conforming product or suspected non-conforming product has been shipped to an IHI Ionbond facility.

- **Addressing non-conformities.**
  The Supplier shall use a problem-solving methodology to resolve any non-conformities. IHI Ionbond's preferred problem-solving method is 8D but other methodologies may be used as appropriate for the type of non-conformity encountered. The Supplier shall cooperate with IHI Ionbond and its customers to solve any Supplier related non-conformities that have been identified at IHI Ionbond or its customer site.

- **Quality Management System documentation.**
  The Supplier shall establish and maintain a clearly documented quality system that provides a means of ensuring that products conform to specified requirements. This system shall control the issue of drawings, specifications, procedures etc. Provision shall be made for the control of obsolete copies and their subsequent archiving and dispositioning.

- **Record Retention requirements.**
  All records pertaining to quality shall be stored and maintained in a legible form for a minimum of 10 years in accordance with Ionbond customer requirements. Specific projects and/or regulatory bodies may require longer retention periods, and this will be communicated in advance to the Supplier.

- **Sub-Suppliers conditions.**
  Suppliers shall not sub-contract any work awarded by IHI Ionbond without the prior written approval from IHI Ionbond. The Supplier should ensure that sub-Suppliers are evaluated and selected on their ability to meet specified requirements. A list of approved sub-Suppliers shall be maintained. Purchasing documents shall clearly describe the relevant drawings and specifications including issue status and the quality requirements to be applied.

- **Protection of Ionbond & their customers' proprietary information.**
  Any information the Supplier receives from IHI Ionbond must be kept confidential and never disclosed to any third party without the prior written agreement of IHI Ionbond. The proprietary information can include but is not restricted to all versions of electronic data, drawings and documentation, tooling and materials. Under no circumstance is the Supplier to directly approach IHI Ionbond customers in relation to agreed business dealings. If a mutually agreed upon NDA has been signed by the Supplier and IHI Ionbond, then the NDA should take precedence over this clause.

- **Prevention of counterfeit parts.**
  Prevention of counterfeit parts is a concern in the aerospace industry and has been added as a requirement to AS9100D clause 8.1.4. IHI Ionbond requests that its Suppliers maintain complete job / part traceability whenever parts are supplied to the Supplier for processing. IHI Ionbond will communicate any concerns or alerts that we may be become aware of as it pertains to counterfeit parts detection and prevention.

- **Employee Awareness.**
  Additionally, IHI Ionbond requires that its Suppliers ensure that their employees are aware of their contribution to product or service conformity, their contribution to product safety, and the importance of ethical behavior.

Any questions or concerns can be directed to:

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OR

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Upon major revision to this document, Ionbond will forward for completion to all suppliers as specified in QM / Automotive QM and ZF PR-001 New Supplier Request. This form must be completed by these suppliers every 3 years at minimum.