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ATS Totem Lake Quality Management – Supplier Handbook

ATS Document Cover Page	
Responsible Department:	Quality

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1.0 Forward

Competing in today's global market, requires that products and services must be of high quality and competitive cost. In order for ATS Totem Lake to be successful in meeting our customer requirements, we must have the processes and tools in place that will encourage and support our suppliers in meeting certain strict quality requirements. These requirements are driven from ISO9001 and customer requirements. Our suppliers play an essential role in our success. To ensure this, and to share this success with our suppliers, we involve our suppliers as partners in our global success. The objective of this manual is to provide our suppliers with the basic quality requirements that we expect them to meet. We look forward to your support as a partner and we believe that by working together to meet these requirements, we can develop customer-supplier relationship that will benefit both our supplier and ATS Totem Lake.

2.0 Introduction

In order to meet our competitive global market requirements, ATS Totem Lake realizes the importance of working together with our suppliers to develop a successful relationship. The foundations of this relationship rely on the following strategies:

- Close interaction between Engineering, Manufacturing and Quality personnel of ATS Totem Lake and its suppliers.
- The assurance of meeting the quality requirements of ISO9001, AS9100 and all applicable regulatory requirements.
- To provide our suppliers with continuous feedback about their quality performance to support them in improving their quality and on-time delivery.

3.0 General Requirements

The following are mandatory General Requirements we expect our suppliers to fulfill.


3.1 Applicability

3.1.1 All suppliers are to fully comply with the stated requirements of this manual.

3.1.2 Individual waivers on certain elements may be granted at the discretion of ATS Totem Lake.

3.2 Right of Access

3.2.1 Suppliers shall provide access to their premises and facilities for ATS Totem Lake, our customers and regulatory authorities for co-operation on product, process and business issues.

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3.3 Notification of Organization Changes

- 3.3.1 Changes to the supplier's organization that may affect quality and/or finance, shall be communicated in advance to ATS Totem Lake. These changes may include; Company ownership, company name, manufacturing location, quality approvals, significant changes to process or inspection techniques.

3.4 Purchase Order Requirements

- 3.4.1 The supplier shall adhere to all Purchase order Terms and Conditions and any stated special instructions. The PO is the controlling document and overrides any requirements specified in this document.

3.5 Responsibility for Product Conformance


- 3.5.1 ATS Totem Lake and its customers expect our suppliers to deliver material that is 100% compliant with all the Purchase Order (PO) requirements.
- 3.5.2 Suppliers & their sub-tier supplier(s) shall be responsible for Quality, Reliability & Safety of their products/services to meet all Form, Fit, Function, Industry and Regulatory requirements.
- 3.5.3 ATS Totem Lake reserves the right to reject any material that doesn't meet the fit, form, function, industry, regulatory and ATS Totem Lake's P.O requirements.

3.6 Order of Precedence

- 3.6.1 In the event of conflicting information, the controlling documents are listed in the following order of precedence:
- 3.6.1.1 Purchase Order
 - 3.6.1.2 Drawing or Specification
 - 3.6.1.3 Statement of Work
 - 3.6.1.4 All other documents

3.7 Communications

- 3.7.1 All communications related to the fulfillment of Purchase Order(s) shall be carried out through the ATS Totem Lake Purchasing Department.
- 3.7.2 ATS Totem Lake Quality Department reserves the right to contact Suppliers and their sub-tier Supplier, for all quality related questions, issues, request for failure analysis, corrective/preventive actions or any other quality related concerns.

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3.7.3 Under no circumstance is the supplier to make a direct approach to ATS Totem Lake's customers in relation to agreed business dealings.

3.8 Protection of ATS Totem Lake and Customers' Proprietary Information

3.8.1 Any information the supplier receives from ATS Totem Lake must be kept confidential and not disclosed to any third party without the prior written agreement of ATS Totem Lake. The proprietary information can include, but is not limited to, all versions of electronic data, drawings and documentation, tooling, and materials.


3.9 Counterfeit Parts Prevention

3.9.1 "Counterfeit Parts" shall mean a part, component, module, or assembly whose origin, material, source of manufacture, performance, or characteristics are misrepresented. This term includes, but is not limited to, (A) parts that have been (re)marked to disguise them or falsely represent the identity of the manufacturer, (B) defective parts and/or surplus material scrapped by the original manufacturer, and (C) previously used parts pulled or reclaimed and provided as "new".

3.9.2 As used herein, "authentic" shall mean (A) genuine; (B) from the legitimate source claimed or implied by the marking and design of the product offered; and (C) manufactured by, or at the behest and to the standards of, the manufacturer that has lawfully applied its name and trademark for that model/version of the material.

3.9.3 "Independent Distributor" shall mean a person, business, or firm that is neither authorized nor franchised by an Original Component Manufacturer ("OCM") to sell or distribute the OCM's products but which purports to sell, broker, and/or distribute such OCM products. Independent Distributors are also referred to as un-franchised distributors, unauthorized distributors, and/or brokers.

3.9.4 Supplier represents and warrants that only new and authentic materials are used in products required to be delivered to ATS Totem Lake and that the products delivered contains no Counterfeit Parts. Supplier shall maintain a documented system (policy, procedure, or other documented approach) that provides for the prior notification and ATS Totem Lake approval before materials are purchased from sources other than OEM's/OCM's. To further mitigate the possibility of the inadvertent use of Counterfeit Parts, Supplier shall only purchase authentic parts/components directly from the Original Equipment Manufacturers ("OEMs")/OCMs or through the OEM's/OCM's authorized distribution chain. Supplier must make available to ATS Totem Lake,

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at ATS Totem Lake's request, OEM/OCM documentation that authenticates traceability of the components to that applicable OEM/OCM. Purchase of parts/components from Independent Distributors is not authorized unless first approved in writing by ATS Totem Lake Procurement Representative.

- 3.9.5 Supplier shall provide original OCM/OEM certificate of conformance with each shipment supporting this Contract/Purchase order.
- 3.9.6 Supplier shall flow the requirements of this document to its subcontractors and suppliers at any tier for the performance of this Contract/Purchase Order.
- 3.9.7 Receipt of suspect material will result in official reporting to GIDEP by ATS Totem Lake.


3.10 Material Obsolescence

- 3.10.1 Supplier shall notify ATS Totem Lake at least two (2) years in advance if Supplier anticipates discontinuing the manufacture of any of the materials or spare parts.
- 3.10.2 Supplier shall make discontinued MATERIAL and spare parts available for five (5) years after the MATERIAL or spare parts are discontinued by:
 - 3.10.2.1 Finding an acceptable source to provide the discontinued MATERIAL or spare parts to BUYER, or
 - 3.10.2.2 Finding a substitute for the discontinued MATERIAL or spare parts which is acceptable to ATS Totem Lake, or
 - 3.10.2.3 Carrying an inventory of the MATERIAL or spare parts as required to support ATS Totem Lake, or
 - 3.10.2.4 After exhausting the above alternatives, providing ATS Totem Lake with the opportunity to make a last-time buy after allowing ATS Totem Lake a reasonable time to assess its needs.

4.0 Supplier Assessment/Qualification

4.1 Methods of Supplier Assessment

- 4.1.1 It is a requirement of ATS Totem Lake that suppliers must conform to one or both of the following controls before being listed on our Approved Vendors List.
 - 4.1.1.1 Supplier Quality Questionnaire The supplier has completed a Supplier Quality Questionnaire. Supplier Quality Questionnaire shall be completely filled, evaluated and approved prior to placing purchase order with the Supplier. All questions must be appropriately answered and rated. If the Supplier has any questions

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regarding the Supplier Quality Questionnaire, Supplier may contact ATS Totem Lake Purchasing or Quality Department. The purpose of the questionnaire is to give an initial overview of the supplier's organization. After the completed questionnaire has been evaluated by ATS Totem Lake Quality Department, a decision will be made as to the level of approval to be granted.

- 4.1.1.2 Supplier Quality Audit The suppliers Quality System will have been assessed and approved by ATS Totem Lake Quality Department. As part of ATS Totem Lake's Supplier Development program and Supplier Control process, all Approved Suppliers may be subject to a Supplier Verification audit. Selected suppliers will be audited as necessary to verify product/process conformance.

5.0 Quality Management System Requirements

5.1 General

- 5.1.1 It is preferred that all suppliers have a Quality Management System that meets the intent of the latest ISO900X.
- 5.1.2 Supplier shall implement and maintain a Quality Management system, which complies with the applicable Quality System standard or specifications.
- 5.1.3 The supplier shall establish and maintain a clearly documented quality system that provides 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 disposition.


5.2 Quality Records

5.2.1 Records Control

- 5.2.1.1 The supplier shall maintain a documented procedure for record creation, change (handwritten or other), completion and control of Quality records in accordance with the applicable Quality System standard (i.e. – ISO 900X).

5.2.2 Records Retention

- 5.2.2.1 Unless otherwise approved by ATS Totem Lake in writing, Supplier shall retain all required records indefinitely, notifying ATS Totem Lake prior to destruction of records pertaining to the quality of product supplied including but not limited to test reports,

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calibration records, production records, sub-tier supplier certificates of conformance.

5.3 Management Responsibility

- 5.3.1 The supplier shall make known a person to ATS Totem Lake, who will have the necessary authority to assume responsibility for product quality. It is expected that the named person will provide evidence of the supplier's commitment to the development and implementation of the quality management system and continually improving its effectiveness.

5.4 Resource Management

- 5.4.1 The supplier shall determine and provide the resources needed to maintain the quality system and continually improve its effectiveness, and enhance customer satisfaction by meeting ATS Totem Lake requirements. Personnel performing work affecting product quality shall be competent on the basis of appropriate education, training, skills and experience. The supplier shall determine, provide and maintain the infrastructure needed to achieve conformity to product requirements.

5.5 Product Realization


5.5.1 Customer Related Processes (Contract Review)

- 5.5.1.1 Orders or contracts shall be formally reviewed to ensure that the supplier has the technical and logistical capabilities to meet the requirements. Any discrepancies or queries shall be resolved before the order or contract is accepted. Amendments to orders or contracts shall be formally reviewed. Records of contract review shall be maintained.

5.5.2 Design and Development

- 5.5.2.1 If Design activities are undertaken for ATS Totem Lake by the supplier, design inputs and outputs shall be adequately specified (e.g. by specifications). Formal documented reviews shall be held at appropriate stages of design. Designs shall be checked by verification (theoretical check) and validation (practical check). All design changes shall be documented and approved by ATS Totem Lake Engineering personnel before implementation.

5.5.3 Purchasing

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5.5.3.1 Supplier shall not sub-contract any work awarded by ATS Totem Lake without the prior written approval from ATS Totem Lake.

5.5.3.2 Supplier shall maintain records of lot code traceability throughout the product life.

5.5.3.3 The supplier shall establish and implement activities to ensure that purchased material is conforming to applicable requirements.

5.5.4 Supplier Sub-Tier Control

5.5.4.1 The supplier shall ensure that subcontractors/suppliers are evaluated and selected on their ability to meet specified requirements. A list of approved subcontractors/suppliers shall be maintained. Purchasing documents shall clearly describe the relevant drawings and specifications including issue status and the quality requirements to be applied.

5.5.5 Product and Service Provision

5.5.5.1 Manufacturing processes shall be defined by documented procedures. Criteria for quality shall be defined in a clear and practical manner. Where processes cannot be verified by subsequent inspection or testing, such processes shall be validated during initial qualification. All validation plans must be approved by ATS Totem Lake in writing prior to implementation.


5.5.6 Control of Monitoring and Measuring Devices

5.5.6.1 All measuring and test equipment used to demonstrate conformance of product shall be calibrated with reference to international or national standards. Such equipment shall be clearly marked with identification of its calibration status, including expiry date. Records of calibrated equipment shall be maintained. When equipment is found to be out of calibration, actions shall be taken to identify and rectify any affected product including product already dispatched.

5.6 Measurement, Analysis and Improvement

5.6.1 Monitoring and Measurement of Product

5.6.1.1 The supplier shall monitor and measure the characteristics of the product to verify that the product requirements have been met. This shall be carried out at appropriate stages of the product realization process in accordance with the planned arrangements.

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5.6.2 Ship to Stock

5.6.2.1 It is our policy to reduce the duplication of inspection by ATS Totem Lake and our suppliers wherever there is an established history of satisfactory quality

5.6.2.2 Suppliers selected to participate in ATS Totem Lake “Ship to Stock” program will be notified by the Quality Department and will undergo strict qualification process.

5.6.3 Supplier First Article Inspection (FAI)

5.6.3.1 An FAI shall be performed on the new production assembly (except COTS items). If an FAI has been completed for sample or prototype material, a new full FAI shall be completed on the first production run.

5.6.3.2 Supplier system shall provide a process for the inspection, verification, and documentation of a representative item(s) from the first production run of a new part, or following any subsequent change that invalidates the previous first article inspection result.

5.6.3.3 FAI’s will be conducted on three (3) randomly selected parts. All characteristics from the drawing used to build the assembly shall be recorded on FAI Report.

5.6.3.4 All characteristics shall have a result recorded on the FAI Report.

5.6.3.4.1 All quantitative characteristics shall have the measured result recorded

5.6.3.4.2 All qualitative characteristics shall have pass/fail result recorded


5.6.3.5 FAI Non-Conformances:

5.6.3.5.1 All Non-Conformances shall be recorded on the FAI and the FAI marked as “FAI Not Complete”

5.6.3.5.2 Any incomplete FAIs must have a signed approved by ATS Totem Lake deviation authorizing the non-conformance listed on the FAI in order to ship the parts.

5.6.3.5.3 After all non-conformances affecting the part are closed and corrective actions are implemented the organization shall do a partial FAI for those affected characteristics and shall record the results

5.6.3.6 Documentation:

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5.6.3.6.1 The supplier may use an internal format as long as all the below information is accounted for.

- 5.6.3.6.1.1 Part Number
- 5.6.3.6.1.2 Part Name: Name of the part as shown on the drawing
- 5.6.3.6.1.3 FAI Number: Number created by the organization used to track FAI creation
- 5.6.3.6.1.4 Type of FAI performed (Full/Partial)
- 5.6.3.6.1.5 If partial FAI is performed, baseline part number and FAI number must be provided
- 5.6.3.6.1.6 Serial Number or Date Code as applicable (Serial Number preferred if available)
- 5.6.3.6.1.7 Part Revision Level
- 5.6.3.6.1.8 Drawing Number
- 5.6.3.6.1.9 Drawing Revision
- 5.6.3.6.1.10 Additional Changes: Authorized by ATS Totem Lake deviations
- 5.6.3.6.1.11 Work Order number, Router Number, Manufacturing Plan Number, etc. used for traceability
- 5.6.3.6.1.12 Organization Name: Name of the organization performing the FAI.

5.6.3.6.2 The First Article Inspection Report must be submitted to ATS Totem Lake with the first shipment of the impacted product.


5.6.4 Process Capability Studies

5.6.4.1 For all build-to-print items, a process capability study will be conducted. The study will be conducted on all critical parameters as identified by ATS Totem Lake. A minimum of 30 pieces will be used for each study.

5.6.4.2 The study will include, at a minimum, the following information:

5.6.4.2.1 Raw data collected for the study in spreadsheet form.

5.6.4.2.2 Cp and Cpk

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5.6.4.2.3 Cp and CpU (when applicable)

5.6.5 Control of Non-Conforming Product


- 5.6.5.1 Seller shall have an established procedure, and require their sub-tier suppliers as well, for advance notification of ATS Totem Lake for escaped nonconforming products and make all necessary arrangement for immediate containment and product recall if necessary.
- 5.6.5.2 The advance notification of escape to ATS Totem Lake shall, by Supplier &/or its sub-tier, happen immediately upon discovery of the non-conformity.
- 5.6.5.3 The advance notification shall include details of product information, nature of nonconformity, manufacturing date, lot & part traceability information to the point of Origin, containment plan and actions in all locations and en route.
- 5.6.5.4 Supplier agrees to bear all costs associated with the escape of nonconforming products including but not limited to: rework cost, recall cost, nonconforming material cost and any other cost that ATS Totem Lake may encounter due to the escape of the non-conforming product.

5.6.6 Nonconforming Material Reports (NCR)

- 5.6.6.1 In case of ATS Totem Lake receiving nonconforming materials from the Supplier, or discovery of product field failures, malfunctioning products, or request from ATS Totem Lake's customer(s), ATS Totem Lake may request from the Seller to conduct a formal investigation and provide failure analysis reports with objective evidence to identify the root cause(s) of the non-conformities.
- 5.6.6.2 The primary purpose of an NCMR is for the supplier to provide an effective immediate containment of the non-conforming product.
- 5.6.6.3 Supplier shall provide ATS Totem Lake with a Return Material Authorization (RMA) or equivalent to return non-conforming material. The RMA shall include all necessary information to return products to the supplier.

5.6.7 Corrective Action

- 5.6.7.1 When deemed necessary by ATS Totem Lake, Supplier shall provide a Supplier Corrective Action Report (SCAR) with verifiable

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documents that include implementation & target dates, for nonconformities reported by ATS Totem Lake.

5.6.7.2 Per request of ATS Totem Lake, Supplier shall take immediate action to implement & document the following requirements in a standard 8D format provided by ATS Totem Lake.

5.6.7.3 Product(s) rejected by ATS Totem Lake and resubmitted by Supplier shall be clearly identified as resubmitted product(s) and must also be documented on Supplier's shipping documents that product(s) delivered are either "replacement" or "reworked" product(s).

5.6.7.4 Supplier's documents shall include reference to ATS Totem Lake's rejection document number and Supplier's copy of corrective & preventive action report as applicable.

5.6.8 Corrective/Preventive Action Extensions


5.6.8.1 Supplier shall make all efforts to fulfill the corrective action requirements including meeting all action dates and providing objective evidence. If the supplier is unable to fulfill the SCAR requirements, the supplier may contact ATS Totem Lake Supplier Quality Representative to request an extension. Supplier shall formally request the extension at least 5 business days before the SCAR is due. Extensions are reviewed and approved by ATS Totem Lake Quality Department on a case by case basis. A reasonable explanation shall be provided by the supplier with extension requests.

5.6.8.2 Failure to meet SCAR due dates and/or requesting an extension prior to the assigned due date may result in a negative impact on the Supplier's quality rating which may potentially lead to disqualification of the Supplier.

5.6.9 Verification of Corrective Actions

5.6.9.1 ATS Totem Lake Quality Department reserves the right to request objective evidence that the SCAR has been effectively implemented.

5.6.9.2 If deemed necessary, ATS Totem Lake may conduct Supplier Audit or Surveillance to verify the effectiveness of submitted SCARs.

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6.0 Shipping Documentation Requirements

6.1 Packing Slip Supplier


- 6.1.1 The packing slip supplier shall provide a packing sheet or attachments for each separate shipment with the following minimum requirements:
- 6.1.1.1 Supplier's company name and address. The manufacturing/shipping address that has been surveyed and approved by ATS Totem Lake for the supplier code listed on the purchase order must be noted on the packing slip or certification.
 - 6.1.1.2 Purchase order number, line item(s), and part number(s).
 - 6.1.1.3 ATS Totem Lake dispositioned nonconformance document number(s); if applicable.
 - 6.1.1.4 Evidence of ATS Totem Lake Source Inspection acceptance when applicable.

6.2 Certificate of Conformance

- 6.2.1 Supplier shall provide a Certificate of Conformance (C of C) assuring that all work performed in connection with the purchase order conforms to requirements therein. The C of C may be a separate document or included on the packing sheet. The supplier's quality management or designee must sign and/or stamp this document.
- 6.2.2 Distributors shall attach original manufacturer's Certificate of Conformance with their own Certificate of Conformance.
- 6.2.3 In the event of shipping multiple lot codes of the same part number, each lot code and the corresponding quantity must be stated on the C of C.

6.3 Suppliers of Age-Sensitive Materials

- 6.3.1 Supplier shall provide original manufacturing/cure date, and lot number(s), and the shelf life expiration date (if indefinite or unlimited, so state). The supplier shall physically identify the shelf-life expiration date on the deliverable product or the unit packaging according to the applicable standard. In addition, Supplier shall forward any special storage/handling instructions to ATS Totem Lake. Supplier is responsible to determine if acceptance test report submittal is required in accordance with applicable material specification. Date sensitive materials must have at least 85% of their active life remaining at the time of shipping to ATS Totem Lake.

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