Creation Technologies

Supplier Quality Requirements

To our valued suppliers:

The purpose of this document is to define the basic quality management system and procedures required of the suppliers and supplying organizations who manufacture and/or supply parts/materials or services to Creation Technologies or Creation's customers. These requirements form and support Creation's terms and conditions, which are agreed upon, when accepting Creation's Purchase Order. The supplier's obligation to meet these requirements can only be waived by Creation in writing.

Whether your company is a new supplier to Creation Technologies, or a long-standing partner, the information in this document will help you better understand Creations needs and expectations.

It is important that you read, understand, and flow down these requirements. Questions or concerns can be directed to your Creation Buyer or Planner or Quality Representative. They can provide answers or additional information where you need clarification. Creation should be contacted immediately if you cannot or are unwilling to meet the requirements listed here. We expect this document will be shared to appropriate internal personnel of your company and flowed down to the respective sub-tier supplier personnel as required.

We look forward to working with you.

Supplier Quality Requirements

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Supplier Quality Requirements

1.0 PURPOSE

- The purpose of this document is to formalize Creation Technologies Supplier Quality Requirements for the global supply chain. This document replaces all earlier revisions or documents.

2.0 SCOPE

- This document applies to all suppliers providing product, materials, or services related to production for Creation global locations when invoked by purchase order.

3.0 DOCUMENT INFORMATION

- **Parent Document**: C-0002037 Quality Management System Manual

4.0 DEFINITIONS

TERM	DEFINITION
FIRST ARTICLE INSPECTION (FAI)	A complete, in-depth inspection performed on one (or more) of the first part(s)/assemblies manufactured/purchased according to Creation's customer procurement specification; as a minimum, every critical parameter is measured or tested.
COUNTERFEIT MATERIAL	Counterfeit material means material that is or contains items misrepresented as having been designed and/or produced under an approved system, or specific brand or other acceptable method and includes Counterfeit Work. Counterfeit material poses a significant risk to the supply chain, potentially resulting in loss of material, mission, or life. "Counterfeit Work" means Items, consisting of all Electronic Parts delivered under an Order that are in the lowest level of separately identifiable items (e.g., articles, components, goods, and assemblies) that are or contain Counterfeit Electronic Parts or suspect Counterfeit Electronic Parts. "Counterfeit Electronic Part" means an unlawful or unauthorized reproduction, substitution, or alteration that has been knowingly mismarked, misidentified, or otherwise misrepresented to be an authentic, unmodified electronic part from the original manufacturer, or a source with the express written authority of the original manufacturer or current design activity, including an authorized aftermarket manufacturer. Unlawful or unauthorized substitution includes used Electronic Parts represented as new, or the false identification of grade, serial number, lot number, date code, or performance characteristics.
END OF LIFE (EOL)	When a product enters the final stages it's lifecycle or existence.
LAST TIME BUY (LTB)	Product identified as End-Of-Life may be available for a purchase prior to being made obsolete.
PRODUCTION PART APPROVAL PROCESS (PPAP)	A standardized form of documentation used primarily in manufacturing supply chains to establish confidence in suppliers and their production processes. Actual measurements are taken from the parts produced and are used to complete the various test sheets of PPAP.
ON-TIME DELIVERY (OTD)	Receipt of a PO line item by Creation within a specified window to the commit date.

LOT ACCEPTANCE	This is a measure of the supplier part quality and is the number of lots accepted divided by the number of lots received.
PURCHASE ORDER (PO)	A written or electronic order (including attachments) containing the applicable terms and specifications for a particular part, material, or service.
SUPPLIER CORRECTIVE ACTION REQUEST (SCAR)	Formal request for corrective action for a specific non-conformance with supplier provided product, material, or service. The 8D methodology is preferred for SCAR reporting to Creation.
SUPPLIER	Any organization that provides parts, materials, assemblies, systems, or services purchased by Creation. This includes sub-contractors, distributors, brokers, original equipment manufacturers.
SUPPLIER BUSINESS REVIEW (SBR)	Periodic review with supplier to review performance, service, updates, quoting, financial etc.
ORACLE ERP SITE / LOCATION	Sites that are fully integrated under the global systems and requirements. (Coordinate with your contact at Creation to confirm)
NON-ORACLE ERP SITE / LOCATION	Newly acquired sites that are pending integration into Creation's systems. (Coordinate with your contact at Creation to confirm)

5.0 FUNCTIONS RESPONSIBLE FOR THIS PROCEDURE/ROLES

The functions listed below have responsibilities detailed in this procedure:

- **Process Owner:** Global Quality Director
- **Procedure User:**
  - Commodity Manager, Supplier Chain Leader, Buyer, Planner, Quality Leader, Quality Engineer, Supplier Quality Engineer, Engineering
- **Contributors:**
  - Commodity Management, Supply Chain, Quality, Global Quality Shared Services

6.0 TRAINING

Course Code: COM_SC_SOP_00033

The process owner and document author are considered trained by default because of their contribution in writing and reviewing/approving the document.

Procedure users must be trained on the major revisions of this procedure before executing their task.

Contributors do not require formal training, but the procedure users are responsible for informing the contributor of their requirement when they are engaged in their contribution.

7.0 EQUIPMENT / MATERIALS / SUPPLIES

- Access to Creation's Supplier Website, email, SupplyWin, specs and certifications.

8.0 CREATION POLICIES AND OBJECTIVES

Creation's policy requires that materials and services used to manufacture products for our global customer base, be of high-quality, procured in an ethical and professional manner, are delivered on time, at the lowest possible cost. All purchased material must be in compliance with the agreed procurement requirements, be delivered on time, and have competitive lead times and prices. For FDA products or materials, the supplier shall comply with FDA 21 CFR Part 820.

The following actions are prohibited:

1. Unauthorized Processing – Addition, revision, or deletion of thermal, chemical, or electrochemical processes in manufacturing when processes are subject to specification control by Creation or it's Customers.

2. Discard of Approvals – Change in any process of Quality Assurance procedure that is subject to specific approval by Creation, or it's Customers, without proper notification and re-approval.

9.0 ENVIRONMENTAL AND REGULATORY AGENCY COMPLIANCE

It is the supplier's responsibility to ensure their part is in compliance with all applicable environmental, regulatory agency and part safety requirements, and claims including those stated in supplier published part advertising, catalogues, data sheets and Creation's Corporate Responsibility link under Important Downloads on the Creation Supplier website to access all relevant policies. Additionally, the supplier must be prepared to substantiate compliance at any time by providing copies of test reports and making records available for review by Creation or its customers upon request.

10.0 CONFORMANCE TO REQUIREMENTS – NEEDED FOR PARTS

It is the supplier's responsibility to ensure all requirements and part specifications are met before parts are shipped. Requirements include but are not limited to those defined by the prints, drawings, part specifications referenced on the Purchase Order or any appearance standard / golden sample. Also, where applicable by regulatory agencies or industry standards or supplier datasheets, compliance is mandatory.

If Creation requires information on sub-tier suppliers, including details of any special processes to be used, the supplier shall ensure that only these sub-tier suppliers and processes are used.

A Certificate of Conformance (C of C) and/or Certificate of Analysis (C of A) shall be provided to Creation with every shipment when required or upon request. Certificates of Conformance shall be in accordance with C-0003247 - Creation Suppliers Certificate of Conformance Requirements. Electronic copies are preferred when possible.

Under certain circumstances and if approved by Creation, a blanket Certificate of Conformance (C of C) may be submitted.

Where required, Creation may request the following documentation:

- Material analysis and validation reports
- PPAP or AS9102 or First Article report with verification of measurement and inspection
- Test and inspection reports
- Any other validation documentation as needed.

Requirements shall be flowed down and communicated to Creation's supplier through the purchase order and/or other procurement documentation. The supplier is responsible to flow down requirements, including customer specifications and regulatory requirements, to sub-tier suppliers.

The supplier's system shall ensure that the latest applicable drawings, specifications, technical requirements, Purchase Order information and any approved changes are available at the time and place of supplier's acceptance of material.

If sampling plans are used to perform part inspection, it should be based on an acceptable standard. Use of sampling plans in no way relieves the supplier of their responsibility to ship 100% conforming material.

Creation shall interface only with Creation's direct supplier (as documented on the PO) when a supplier non-conformance is discovered. Creation's direct supplier shall coordinate resolution and corrections with sub-suppliers when applicable. Non-conforming product rejected by Creation may be returned to the supplier at their expense. The supplier and Supply Chain shall agree on disposition, potential corrections, and methods to resolve discrepancies. The supplier shall be responsible for the cost to return rejected material/product and to bear the risk of loss or damage of material in transit.

In the event that requirements are not clear, reach out to your Creation contact for assistance.

11.0 QUALITY MANAGEMENT SYSTEM REQUIREMENTS

Suppliers are required to have a quality management system in place. A third-party accreditation is preferred but not mandatory. QMS best practices should be adopted in compliance with industry standards such as ISO 9001, AS9100, ISO13485, IATF16949, etc. A successful QMS program should consistently meet or exceed customer expectations regarding on-time delivery, overall quality, and continuous improvement of material, product, or services.

It is the supplier's responsibility to ensure all quality certifications are valid while manufacturing and shipping product to Creation. Creation reserves the right to request quality certification copies when required.

The supplier may be required to provide Creation with their escalation process to next levels of management if a decision cannot be reached within the supplier's organization.

Suppliers will ensure that any personnel working within any manufacturing process, testing or inspection station, or performing external services directly related to production product, shall be competent and have any relevant education, training, experience, or qualifications.

Creation may request additional quality management procedures, inspection reports or documents from suppliers to confirm the supplied product meets specifications.

Supplier may assign a Quality Management Representative (QMR) to be the key contact point for Creation on any quality issues, audit, customer support, and process insights. QMR will be responsible to respond to any quality inquiries or corrective actions.

12.0 RIGHT TO ACCESS

Creation Technologies, with appropriate prior notice, shall have the right of full access to all areas of the supplier's facility or facilities at any level, including sub-suppliers, which is involved directly or indirectly with the product, material or service supplied to Creation, including all applicable records. This right of access shall also be granted to Creation's customers and any applicable regulatory authority as needed. The supplier shall grant access expediently and without cost to Creation or its customers.

13.0 PART QUALITY REQUIREMENTS

It is the responsibility of the supplier to ensure the conformance of all parts and material delivered to Creation meet all requirements specified in the procurement specification, drawings, or other provided documents. The applicable revision status of such specifications shall be the revision in effect on the date of Purchase Order, unless otherwise specified.

Supplier shall maintain capable processes, effective process controls and effective verification activities, including appropriate controls to the direct and sub-tier supply chain, ensuring all requirements are flowed down to all levels of the

supply chain. The supplier shall maintain a system of material identification and segregation to ensure that non-conforming material is not intermingled with accepted material.

Supplier may be required to provide test specimens for design approval, inspection/verification, investigation, or auditing. Documents such as raw material certificate of origin shall also be provided if requested.

When Creation requests a Return Material Authorization (RMA) for defective parts, the supplier is required to issue an RMA #, preferably within 3 business days. The supplier shall ensure replacement product is expedited, if needed, to reduce risk of downtime.

When 100% inspection is not used for product acceptance of replacement or reworked products, supplier shall ensure that valid statistical techniques are used, and samples are selected in a random manner, representing the batch being shipped. They must also certify and identify the product(s) that were determined to be non-conforming for easy identification at Creation.

Creation's internal inspection and evaluation process of supplied product does not absolve supplier responsibility to provide conforming product, material, or services.

Creation or designee may, at its discretion, deploy personnel to perform inspection or testing at the supplier's facilities. Source Inspection does not guarantee acceptance. Acceptance shall be determined at the Creation facility unless otherwise specified on the Purchase Order.

14.0 SUPPLIER COPQ AND CHARGEBACK

Creation reserves the right to recover costs incurred by Creation or our customers due to late delivery, non-conforming product, or counterfeit materials.

Costs incurred may include, but are not limited to, the following items:

- Any sorting, testing or rework costs incurred by Creation or a contracted third party at its direction
- Production line down time (Creation or Customer)
- Replacement of material
- Recall of material
- Creation's customer's charges for removal, replacement, or return
- Late delivery penalties from Creation's customers
- Travel expenses
- Source inspection costs as a result of non-conformance
- Additional inspection costs at Creation
- Containment costs

In instances of non-conformance, refer to Section 20 for SCAR requirements, Creation will summarize the basic information and evidence of the actual costs incurred by Creation. These chargebacks are not meant to be punitive, only to remedy instances in which Creation has incurred notable costs for non-conforming products or late deliveries, in each case, due to the fault of the supplier. Unless otherwise agreed by Creation and supplier, cost recovery will be achieved by a debit to the supplier's account.

The supplier is responsible for reworking or replacing all non-conforming parts/material to comply with the procurement specification(s) defined in the PO. In the event replacement(s) cannot be delivered immediately, the supplier has the option to provide onsite support within 24 hours, where permissible, recall the product to their facility, contract a third party to perform sort, rework, repair, inspection, or pay Creation the corresponding amount(s) per the Cost of Poor Supplier Quality Matrix on the Creation Supplier Website.

Any non-compliant material returned to the supplier, may be returned 'Freight Collect'. The replacement shipment will be shipped 'Freight Prepaid'.

If a supplier is unwilling or unable to comply with the chargeback requirements, Creation reserves the right to pursue one or more of the following, but not limited to, the actions below:

- Restrict the supplier's status
- Future business engagement may be impacted
- Legal action
- Any other actions to reconcile as needed

15.0 PART APPROVAL PROCESS

Part approval processes may be utilized to evaluate risk, critical to quality attributes, adherence to specifications, and customer or regulatory requirements. The part approval method will be defined at the time of quoting, when required.

FAI (First Article Inspection)

a. A First Article Inspection (FAI), full or partial, may be required from custom or build to print suppliers for new product or for revision change.

PPAP (Production Part Approval Process)

a. Creation reserves the right to request a PPAP from the supplier. Reference C-0003027 - Global Supplier PPAP Forms.

When FAI / PPAP is completed, production shall not be moved from the original location of manufacture without providing notice. If the production is moved to a new location, a new part approval process is required.

16.0 TRACEABILITY AND IDENTIFICATION

The organization shall establish and maintain a system that provides traceability of all raw materials, assembly components, and processes throughout product realization that can identify:

- raw material(s) composition or sourcing
- the material lot(s) used in the production or assembly of product
- acceptance records of the production material
- all product manufactured from a given lot of material
- Country/Countries of Origin

Duplication of serial numbers for the same product supplied to Creation is prohibited

The traceability system shall maintain current revision, specification, and quality requirements from raw material through finalized product for all materials, components and processes used by Creation, our customers, and its suppliers. Serialized parts / assemblies and detail parts used in assemblies shall be traceable to the manufacturing lot(s) in which they were produced, as well as the material(s) used to produce them. This may also include any specific customer traceability requirements.

Labeling and identification requirements shall be in accordance with C-0003229 – Supplier Shipment Label Requirement.

17.0 COUNTERFEIT PREVENTION

Supplier shall perform control and verification activities to prevent the use and introduction of any counterfeit product, electronic or otherwise, in methods that align with standard industry guidelines. The supplier shall not deliver counterfeit product or materials to Creation Technologies.

Supplier shall immediately notify Creation of any issues related to counterfeit materials. When requested, supplier shall provide OEM documentation that authenticates traceability of the affected items to the applicable OEM. Product or material shall not be acquired from independent distributors or brokers unless approved in advance in writing by Creation.

In the event that material delivered constitutes or includes Counterfeit material, the supplier shall, at their expense, promptly replace, remove, support field recall efforts, evaluate such material, or any other action required to address and resolve the discrepancy and provide genuine conforming material to Creation. The measures contained in this paragraph are in addition to any actions Creation may impose under the provisions of this document or the Terms and Conditions. The supplier shall be accountable for cost to Creation or our customer(s) as a result of delivered counterfeit material. Reference Section 13 for additional information.

Parts provided by a non-franchised distributor must be new, in original manufacturer's packaging, and have been stored according to manufacturer's recommendation(s). Packaging shall be as specified on the purchase order.

The supplier shall enforce the counterfeit prevention measures outlined in this paragraph with sub-tier suppliers.

18.0 DFARS – SPECIALTY METALS

Components for defense industry defined with quality type AS9100 on the purchase order must comply with DFARS 252.225-7014, preference for domestic specialty metals, Alt I. Specialty metals is defined as including Titanium or Stainless Steel. Raw material must be melted in the United States (U.S.) or a Qualifying Country. Procuring raw material from a mill in the U.S. or Qualifying Country, does not guarantee its conformance to DFARS 252.225-7014. Supplier is to verify the sub-tier supplier's conformance via their Raw Material C of C and/or C of A.

19.0 SUPPLIER EVALUATION & APPROVAL

The objective of supplier evaluation is to assess a supplier's facility, process management and controls, manufacturing capability, quality management system, risk, or any other element to determine business system maturity and the supplier's ability to meet Creation's or it's customer's requirements. Supplier evaluation is intended to be comprehensive and could include all major facets of the business relationship with the supplier and Creation.

Evaluation documents are located on the Creation Supplier Website and shall be completed by the supplier when required by Creation.

If additional actions are required from the supplier prior to approval or re-approval, a Development Plan or the Focus Supplier Improvement program may be initiated. A follow-up evaluation may be conducted as required by Creation.

20.0 PERFORMANCE MEASUREMENT AND SUPPLIER SCORECARD

Supplier Scorecards comprised of the primary performance metrics listed below are used to monitor and communicate supplier performance. Poor supplier performance per C-0002929 Supplier Scorecard Performance Metrics may trigger the initiation of the Focus Supplier Improvement Program.

Creation may meet periodically with the supplier to review the status and/or improvement of performance metrics. Supplier performance will be a factor in calculating supplier risk to Creation and its Customers.

Primary supplier performance metrics are:

Primary Metrics (Oracle ERP Sites)	Goal
Supplier Corrective Action Request (SCAR)	0 SCARs in a quarter
Incoming Lot Rate Acceptance (iLAR)	99.6% for Strategic suppliers, 97% for Non-Strategic suppliers quarterly average.
On Time Delivery (OTD)	85% quarterly average

Additional supplier performance metrics may include:

Cost of Poor Supplier Quality (COPSQ)

Supplier Incidents

Customer Service

Responsiveness (i.e., PO acknowledgment, complaints, SCAR, RMA, etc.)

Cost Reductions and Pricing Initiatives

Non-Oracle sites may have different supplier performance metrics. Suppliers are responsible to comply with these metrics when shipping to non-Oracle sites. See additional documentation on the Supplier Website under company specific downloads. Coordinate with your contact at Creation to confirm requirements.

https://www.creationtech.com/suppliers/

21.0 SUPPLIER CORRECTIVE ACTION REQUEST (SCAR)

Occurrences of non-conformances indicate that the supplier's process is out of control, or that there are process improvements that need to be implemented. Effective corrective & preventative action will be required and documented in the form of a SCAR. A SCAR is designed as a two-way communication vehicle to resolve the non-conformance and to foster continuous improvement at the supplier. The Creation 8D problem-solving template is the format for the response. Creation will send the 8D form to the supplier upon SCAR issuance. Reference the 8D Training Presentation available on the Creation Supplier website.

Root cause analysis tools used during the investigation such as 5 Why, 6M, etc., shall be included in corrective action submission. The supplier shall provide evidence to support corrective and preventative actions as well as verification of effectiveness.

Timely response to a SCAR is essential, the following targets are outlined to ensure that the situation is rectified in a timely manner:

- Acknowledgment of SCAR receipt and Initial Investigation and Containment - Provided to Creation within 3 business days from SCAR receipt.
- Root Cause Analysis and Corrective/Preventive Action Plan target to be completed within 10 days from SCAR receipt. Consultation of Corrective/Preventative Action Plan with Creation is recommended.
- Completed SCAR with VoE evidence that the issue was resolved – target to be provided to Creation within 30 days from SCAR receipt.
    - Note: Response due dates may be adjusted if Creation returns product to the supplier for investigation or failure analysis.
    - Note: If further time is needed to implement and provide VoE, notify Creation of the requested commitment date.

When failure or destructive analysis is required to determine point of failure, product may be returned to the supplier and is managed through the Return Material Authorization (RMA) process. Additional support may also be requested to facilitate production needs, including replacement product, sorting support, onsite investigation support, etc. Depending on the severity of the non-conformance and the impact to Creation's or it's customers' production schedule, Creation may require compensation for related charge backs and down time directly related to the non-conformance, refer to Section 13.

If supplier corrective action attempts have not been successful in eliminating non-conformances, Creation reserves the right to invoke additional process control measures to drive process improvement and ensure product conformance. When necessary, additional process controls can be specified on the purchase order. Such additional measures could include, requiring the supplier (at supplier's sole cost and expense) to install additional testing, inspection, contract a secondary testing/inspection service, being audited by Creation, etc. until the issue has been proven to be resolved permanently.

22.0 PRODUCT CHANGE NOTIFICATION

Suppliers shall notify Creation immediately of any changes that may impact fit, form, function, quality, reliability, or regulatory requirements. Creation will determine if these changes have any impact to their customer's finished product. Supplier PCNs and/or ECNs shall be sent to the applicable Creation email address for Oracle site locations:

- **pcn@creationtech.com** for any catalog or off the shelf product.
- **MaketoPrintPCN@creationtech.com** for any custom or build to print product.

Non-Oracle site locations may have differing methods to communicate change notifications. Suppliers are responsible to follow the applicable notification method. For more information, contact your Creation representative.

If supplier desires to:

1. make any change in supplier's processing or composition of part specifications, formulation, part, changes made by sub-tier vendor, equipment / process location change, manufacturing processes, or performance characteristics of any part thereof (including labeling, packaging, shipping method, etc.).
2. use any temporary deviation or permanent change that affects the product including manufacturing process, cosmetic, dimensional specification, or tolerance, handling, or sterility of the part; or in the event product does not meet requirements but the defect does not affect fit, form or function, a temporary deviation could be issued.
3. implement any corrective or preventative action that could affect the safety or efficacy of the part.
4. Changes, including loss, to the supplier's certification standings (including, ISO, AS, UL, ITAR, CGD, FDA, CSA, CE, VDE, TUV, or others).

Supplier shall provide prior written notice to Creation, including the details regarding such proposed change or action, and a sample of the affected part and other information as requested by Creation.

The supplier should maintain a history file of changes and these files are to be made available for review if requested by Creation or their customers. Refer to retention requirements.

For Custom or Make-To-Print suppliers, all changes as described above shall be submitted to Creation at least six (6) months (or earliest time possible) before the proposed date of implementation. The supplier shall not implement any change in the location of manufacturing of any part without Creation's prior written approval and / or option for safety stock purchase.

23.0 HANDLING, LABELING, PACKAGING, STORAGE & SHIPPING

All material, parts, and assemblies shall be packaged and shipped to prevent excess moisture, abrasion, nicks, dents, scratches, or any other damage resulting in cosmetic or dimensional deformities. Where applicable, the use of protective ESD materials shall be used. Proper restraining and/or cell packaging shall be used to prevent any shifting or movement that may induce damage.

Shipping documents shall be clearly marked, include Packing list, C of C / C of A and RoHS Compliance Certificate as required (to the latest directive), Conformance or Validation documentation as per Section 9. Parts and assemblies shall be protected from contamination, corrosion, or tarnish where applicable.

Parts or materials that require special storage or handling conditions as defined by the specification, Customer, industry standards, or by the manufacturer's specification shall be stored, handled, and shipped accordingly.

The organization is required to incorporate good commercial standard practices and methods for the preservation, packaging, and shipment to preclude damage to products during shipment to Creation Technologies or our Customers or deterioration while in storage at the supplying organization or requesting Creation site.

Appropriate protective wear such as gloves, finger cots, barrier creams, etc., shall be used to prevent damage resulting from staining or rusting.

If packaging is customer owned or reusable packaging or crating, it is to be cleaned, all previous labeling is to be removed, and inspected for overall condition or wear. If reusable packaging is found to be damaged or unusable, the Creation Supply Chain Representative must be notified.

Carton shipment greater than 40 pounds, must be marked with the Gross, Tare Weight, and Net Weight.

Shipment labeling requirements are in accordance with C-0003229 – Supplier Shipment Label Requirement.

All materials requiring shelf-life monitoring must be delivered with a minimum of 80% of the total specified shelf life. The remaining shelf life is to be documented on the supplier's packing slip, C of C or C of A.

24.0 FOREIGN OBJECT DEBRIS (FOD)

Supplier shall maintain part cleanliness and handle parts such that debris and contaminants cannot enter into any cavities or remain embedded in a part or assembly. Supplier will ensure that all tooling, fixtures, jigs, test equipment and handling equipment are maintained in a state of cleanliness sufficient to prevent FOD.

25.0 SUPPLIER BUSINESS REVIEWS

Supplier Business Reviews (SBRs) may be conducted when deemed necessary. The topics covered in a SBR could include a supplier's performance, operational updates, org structure, quote activity, quoting performance, financial update, bond performance, site feedback, recent scorecards, lean, OTD, recent SCARs, or any other supplier related subjects. This is not a comprehensive list of all the topics that will be discussed in a SBR, but rather, it is an example of the basic subjects that could be reviewed.

26.0 RECORD RETENTION

The supplier shall ensure all records, including applicable sub-tier records, related to the design & procurement, manufacturing, services, and delivery of parts supplied to Creation and (if applicable) the material certificate of origin will be maintained for a minimum of 3 years unless otherwise specified.

a. Supplier is responsible to retain records in accordance with the supplier's regulatory compliance, certifying body requirements, or customer defined retention requirements.

b. Supplier is responsible to properly dispose of obsolete or expired records in accordance with the supplier's regulatory compliance or certifying body requirements.

c. In the case where the supplier's part is used to manufacture a **medical device**, the supplier shall retain all records for a time period specified within the procurement specification after delivery to Creation.

Quality records shall be made available for review if required. Supplier shall provide Creation a copy of such records without charge upon Creation's request.

27.0 BUSINESS CONTINUITY PLANNING

Labor Disputes

The supplier will notify Creation in writing at least six (6) months in advance of the expiration of any current labor contract(s).

The supplier will also notify Creation immediately of any actual or potential labor disputes or disruptions that will delay or threaten to delay timely delivery.

Contingency Plan

The supplier must have available for review a Disaster Recovery/Contingency plan for any quality, delivery, utility interruptions, labor shortage, succession planning for key executives, natural disasters, catastrophic events, all facets of the manufacturing process, key equipment failure, field returns, legal issues, business disruption, or any other circumstance that could affect production flow of material to Creation. The Disaster Recovery plan should include backup of all customers, manufacturing and supplier data, prints, drawings, designs, equipment and tooling, every facet of the process, in redundant locations in the event of loss. The supplier's Business Continuity or Disaster Recovery Plan shall be made available upon request to Creation as needed.

Reference C-0003171 Disaster Recovery Template on the Supplier Website.

28.0 END OF LIFE NOTIFICATION

If a supplier intends to end the production life of a part (LTB) or becomes aware of an End-of-Life Notification (EOL) notice to a subcomponent, this change shall be communicated to Creation Technologies immediately. Any End-of-Life or Obsolescence Notification will be sent to Creation at least **six (6)** months in advance with a sufficient explanation to Creation and shall provide an opportunity to place a last time buy. Supplier will notify Creation by sending EOL and LTB notifications to their Creation purchasing contact and the applicable email address below.

- **pcn@creationtech.com** for any catalog or off the shelf product.
- **MaketoPrintPCN@creationtech.com** for any custom or build to print product.

29.0 RISK AND OPPORTUNITIES

Risks
1. Supplier does not review and / or adhere to the Supplier Quality Requirements as noted per the PO and T's and C's
2. Supplier takes exception to clauses in the SQR but does not obtain approval from Creation to deviate from the stated requirements.

Opportunities
1. Standardized SQR provides a unified message to suppliers.
2. Suppliers are informed and aware of requirements and are equipped to meet expectations.
3. Suppliers take guidance from the SQR to initiate improvement activities.

30.0 REFERENCED DOCUMENTS

Procedure/Standard #	Section # and Name	Document Category	Name of the Procedure
C-0003247	All Sections	6.1 SOP	6.2 Supplier C of C Requirements
C-0002929	All Sections	6.3 SOP	6.4 Supplier Scorecard Performance
C-0003229	All Sections	SOP	Supplier Shipment Label Requirement
C-0003171	All Sections	Template	Disaster Recovery Template
C-0003027	All Sections	Forms	Global Supplier PPAP Forms

Supplier Quality Requirements

HISTORY OF CHANGES

Revision	Authored/ Revised by	Section # Changed	Summary of the Changes	Reason for the Change	Issue Date (YYYY MM DD)	Effective Date (YYY MM DD)
0	John Gaspari	N/A	Initial Release	N/A	2020 07 20	See DocBank
A	John Gaspari	15, 20, 21, 22, 26, 28	Added FDA compliance statement, clarified order of precedence, Updated the SCAR section with updated requirements and guidelines, added information around FAIR and PPAP, added Section 28, other general updates	General Improvement	2021 04 19	See DocBank
B	Kelly Menze	8,11, 20, 23	Clarified Certificate of Conformance requirements, SCAR final response time, revised order of precedence, indicated latest directive of RoHs.	General Improvement	2021 06 11	See DocBank
C	Kelly Menze	2-5, 7-28	Updated several sections to integrate and align non-legacy supplier requirements. Removed sections that are covered in the T's and C's	Integrate legacy and non-legacy supplier quality requirements.	2023 03 02	See DocBank
D	Kelly Menze	5.0, 18.0	Corrected a typo in section 5, Updated the paragraph in section 18 to make it more general so all evaluation requirements can be encompassed.	Make a correction and update section 18 to clarify and communicate evaluation requirements.	2023 03 30	2023 04 17
D.1	Kelly Menze	20.0	Added SCAR response targets.	Minor change to insert specific requirements for SCAR response timing that aligns with 8D Report and training on SCAR response.	2024 03 08	2024 03 11