AD&M Supplier Quality Handbook

PURPOSE

This TE AD&M Supplier Quality Handbook defines the minimum quality, regulatory, and operational requirements for Suppliers providing products, materials, components, or services to the TE Connectivity Aerospace, Defense & Marine Business Unit (TE AD&M), a global technology leader in connectivity systems for aviation, space, military, and marine applications.

TE AD&M manufactures products that support commercial, aerospace, defense, space, and marine customers worldwide. Certain TE AD&M products are qualified to military, aerospace, governmental, and industry specifications and are listed on Qualified Products Lists (QPLs), Qualified Manufacturers Lists (QMLs), or other controlled approval programs administered by governmental agencies, military organizations, and international regulatory authorities.

A Supplier supporting these products must also understand that additional controls may apply to materials, components, manufacturing processes, special processes, testing, sourcing, traceability, and change management activities. Supplier is responsible for ensuring continued compliance with all applicable contractual, regulatory, governmental, and customer-specific requirements associated with the products they support.

Supplier must and agrees to comply with all applicable requirements communicated by TE AD&M, including but not limited to:

Customer-specific requirements communicated through contracts, specifications, quality clauses, source control drawings, statements of work, and other documented requirements. These may include but are not limited to the following:

- Engineering drawings, specifications, material requirements, workmanship standards, and technical data packages.
- Purchase Order requirements and associated flow-down requirements.
- TE Connectivity policies, procedures, standards, and supplier quality requirements.
- Applicable statutory, regulatory, military, aerospace, defense, environmental, trade compliance, and industry requirements.
- Requirements associated with products qualified to military specifications, QPLs, QMLs, customer approvals, or other government-controlled qualification programs.
- For products qualified under QPL, QML, or other government qualification programs, suppliers shall comply with the applicable requirements of the qualifying activity and governing specification (e.g., DLA, NAVAIR, MIL-specification requirements), as identified by TE drawings, specifications, purchase orders, or contractual flow-down requirements.

Where TE AD&M products are subject to military, defense, aerospace, or government qualification requirements, Supplier must and agrees to implement all applicable controls, including but not limited to:

- No changes to materials, formulations, components, manufacturing processes, manufacturing locations, tooling, test methods, sub-tier suppliers, or special processes without prior written approval from TE AD&M when required.
- No procurement of materials, components, services, or processing from restricted, prohibited, sanctioned, or embargoed countries, entities, or sources.
- Maintenance of full material, component, and process traceability throughout the supply chain.

- Comply with all flow downs of all applicable customers, regulatory, qualification, and purchase order requirements and to subsequently flow them down to sub-tier suppliers.
- Prevention of counterfeit, fraudulent, or suspect materials from entering the supply chain.
- Compliance with applicable export control, trade compliance, and defense-related regulations.
- Preservation of product qualification status and support of qualification, requalification, audit, verification, and regulatory review activities when requested by TE AD&M.

Examples of applicable standards and industry requirements may include, as applicable:

AS5553, AS9100, AS9102, AS9103, AS9120, AS9145, ISO 9001, ISO 14001, ISO/IEC 17025, ANSI/ASQ Z1.4, ISO 2859, MIL-STD-105, NADCAP, Laboratory accreditation requirements, customer-specific standards, and other contractual or regulatory requirements identified by TE AD&M.

In addition to the foregoing, Supplier and sub-tier supplier must and agrees to comply with:

- Customer-specific requirements communicated through contracts, specifications, quality clauses, or other documented requirements
- Engineering drawings and specifications
- Purchase Order Terms and Conditions
- TE policies and procedures
- Applicable regulatory and industry standards include: **AS5553**, **AS9100, AS9102, AS9103, AS9120, AS9145, A2LA, ISO 9001, ISO 14001, ISO 17025, NADCAP AC7004, ANSI/ASQ Z1.4; ISO 2859 MIL-STD-105.**

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Supplier information, references and updates are available at: https://supplier.te.com/web/supplier-portal/home

SCOPE

- Costing / Finance / Accounting
- Engineering
- Executive / Management
- Logistics / Receiving
- Quality / Quality Engineering (QE)
- Regulatory / Compliance (as applicable)
- Supplier Quality Engineering (SQE)

REFERENCES

- Defense Priorities & Allocations System (DPAS)
- TEC-1002, *Complaint Handling and Corrective Action (TECHS / 8D)*
- TEC-1003, *Supplier Performance Reporting and Continuous Improvement*
- TEC-1005, *Supplier Quality Management System Requirements*
- TEC-1006, *Supplier Approval Process*
- TEC-1015, *Compliance Monitoring and Ethical Conduct*

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- TEC-1037, *Document Control Requirements*
- TEC-402-51, *Error of Measurement Studies (MSA)*
- TEC-402-115, *Corrective Action Requirements (8D)*
- 402-1001, *Measurement System Analysis Manual*
- TEC-138-702, *Environmental Compliance Requirements*
- SNMS, *Supplier Notification Management System*
- TECHS, *TE Complaint Handling System*

DEFINITIONS

8D: (Eight Disciplines): A structured problem-solving methodology used to identify root cause, implement corrective actions, and prevent recurrence of nonconformances.

AAM: (Acceptance Authority Media): Methods used to indicate product acceptance, including stamps, signatures, or electronic approvals.

ASL: (Approved Supplier List): A controlled list of Suppliers approved by TE Connectivity to provide products or services.

Authorized Distributor: A supplier formally approved by an OEM/OCM to sell their products.

Critical / Key Characteristic: A feature or parameter that significantly impacts product safety, performance, regulatory compliance, or customer requirements.

FOD: (Foreign Object Debris/Damage): Any foreign material or object that could cause damage or contamination to a product.

MSA: (Measurement System Analysis): Statistical evaluation of measurement systems to ensure accuracy and precision.

NADCAP: (National Aerospace and Defense Contractors Accreditation Program): Industry-managed accreditation program for special processes.

NOE: (Notice of Escape): Notification issued when nonconforming product has been released or shipped.

OEM/OCM: (Original Equipment/ Component Manufacturer): The original producer of a component or product.

PFMEA: (Process Failure Modes and Effects Analysis): A structured method for identifying and mitigating risks within a manufacturing process.

PPAP (APQP / AS9145): A standardized submission process aligned with AS9145 used to confirm that a supplier's manufacturing process is capable, controlled, and ready for production, including required validation data and First Article Inspection per AS9102.

QMS: (Quality Management System): A formalized system that documents processes, procedures, and responsibilities for achieving quality objectives.

Shall / Must / Will: Mandatory Requirement that is material and indicative to Supplier's and Sub-tier Supplier's performance, including overall obligations and order fulfillment to TE.

Should: Recommended Practice.

Special Process: A manufacturing process where output cannot be fully verified by subsequent inspection or testing and requires validated controls (e.g., heat treating, welding, plating).

Sub-tier Supplier: A supplier or contracted service providing materials or services to a direct supplier of TE.

SAFETY REQUIREMENTS

N/A - No safety assessment required. Document type: administrative. No flight-safety or airworthiness implications identified.

PROCESS/PROCEDURE

1.0 Supplier Quality Requirements

1.1 Authorized Communication

All directions, approvals, or agreements affecting supplier requirements must be issued **in writing by authorized TE representatives** from:

- Supply Chain
- Sourcing
- Supplier Quality

Supplier Responsibilities - Supplier must maintain and retain detailed quality records demonstrating that sampling was performed according to the agreed sampling plan proposal, and that the samples selected were representative of the material lot, batch or population being evaluated, that all required inspections and tests were completed, and only conforming material was accepted. Communications must be in English unless otherwise specified. Supplier is not authorized to act on verbal direction from TE AD&M members. All verbal agreements must be agreed to, documented in writing and approved by an authorized representative of both TE AD&M and the Supplier.

Pursuant to this SOP, and related documentation that TE provides to Supplier shall perform and agrees to :

- Maintain processes to ensure product conformity
- Comply with contractual, regulatory, and quality requirements
- Ensure sub-tier suppliers comply with all applicable requirements
- Provide access to facilities and records when requested by TE for auditing or any business-related purpose.

This manual establishes the **baseline supplier expectations for TE AD&M Suppliers and sub-tier suppliers. Sub-tier suppliers include subcontractors and third-party service providers.**

Supplier shall and agrees to notify TE AD&M of significant business changes in writing including:

- Acquisitions or mergers
- Divestitures
- Financial instability
- Legal issues affecting operations, including but not limited to pending claims, government-related inquiries and litigation

Verbal or unauthorized instructions **do not modify** contractual, quality, or purchase order requirements unless documented in writing and mutually executed by the parties.

1.2 Quality Management System – Supplier Requirements

Direct material Suppliers shall and agree to maintain certification to **AS9100 (latest revision)** and be approved through the **SAP-MDG portal**. Supplier must and agrees to complete an electronic supplier profile using the link initiated by Procurement. If the profile cannot be submitted electronically, the **SAP-MDG portal** and / or **(Form 4483)** may be used. TE AD&M must approve the Supplier profile in writing prior to the issuance of purchase orders.

Supplier approval follows **TEC-1006 Approval of Suppliers**.

Certification requirements for other supplier types:

Table 1 Certification Requirements

Supplier Type	**Certification**
Direct Material	AS9100
Distributors	AS9120
Calibration Laboratories	ISO 17025

Exceptions and deviations require written approval from TE AD&M Director of Sourcing, Quality Director, and Supplier Quality Lead or designee for TE AD&M.

External Laboratory

The laboratory shall be accredited to ISO/IEC 17025 or its national equivalent by accreditation body and include the relevant inspection, test or calibration service in the scope of the accreditation (certificate), the certificate of calibration or test report shall include the mark of a national accreditation body (e.g. A2LA, ANAB, EMA, UKAS).

Note: Where a non-accredited laboratory is utilized (for example, but not limited to: specialist or integrated equipment, parameters with no international traceable standard reference, or original equipment manufacturers), the Supplier is responsible to ensure that there is evidence that the laboratory has been evaluated and meets the requirements of Section 7.1.5.3.1 of IATF 16949.

Note: Integrated self-calibration of measurement equipment, including use of proprietary software, does not meet the requirements of calibration

1.3 Confidentiality

Documents provided by TE are confidential and proprietary to TE. They may only be used for conducting business with TE. Supplier shall and agrees to not distribute TE documents without prior TE written authorization.

1.4 Sub-Tier Supplier Control

Supplier is responsible for ensuring sub-tier suppliers comply with all applicable contractual, quality, and regulatory requirements.

TE AD&M may require prior written approval for sub-tier suppliers performing services and **special processes**, including:

- Change Management
- Chemical processing
- Coatings
- Distribution services, including packaging

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- DPAS rating
- Heat treating
- Material testing
- Non-destructive testing
- Plating
- Restricted Country of Origin
- Welding

Such approval does not relieve the supplier, contracted service provider, or sub-tier supplier of responsibility or liability for product conformity, quality, compliance, or notification of nonconformities.

1.5 Material Identification and Traceability

Supplier must and agrees to maintain and retain, documented procedures and controls for:

- Material identification
- Product status control
- Lot / Batch / Population traceability
- Acceptance Authority Media (AAM)

Traceability shall be maintained from **raw material through shipment.**

Supplier must also certify compliance with applicable U.S., EU, or other relevant environmental and restricted substance regulations as required by the purchase order. **TEC-1015 Supplier Code of Conduct**, **TEC-138-702 (Environmental Compliance),** and **TEC-1005 Total Quality Management Requirements for Suppliers** provide additional related requirements. Packaging and labeling must comply with TE AD&M receiving facilities requirements to ensure adequate protection and tracking during transportation, additional or unclear requirements shall be clarified by TE AD&M Supplier Quality Engineering and Procurement.

1.6 Acceptance Authority Media

Supplier must and agrees to control the use of stamps, signatures, or electronic approvals used to indicate product acceptance.

Controls shall include:

- Authorized personnel
- Defined usage procedures
- Internal audits to verify proper use where focus areas include application errors, untimely use, and misrepresentation.

Misuse of AAM is prohibited.

1.7 Training and Competency

Supplier must and agrees to maintain written instructions and records for employees, specifically operation and quality personnel, and provide evidence they are trained and competent for assigned tasks. Supplier must maintain detailed quality records demonstrating that samples were selected using an approved sampling plan and were representative of the entire lot, batch or population being evaluated, that all required inspections and tests were completed, and that only conforming material was accepted. Training records shall be maintained according to the Supplier QMS and **retained** for a **minimum of 10 years** unless otherwise specified in writing. Employee comprises full-time, part-time, temporary staff and contractors.

1.8 Internal Audits

Supplier shall conduct internal audits in accordance with **AS9100 requirements** to verify continued compliance with their Quality Management System (QMS). In lieu of certifications, the Supplier QMS must show compliance evidence of an internal audit procedure.

1.9 Environmental, Health, and Safety

Supplier must and agrees to comply with applicable **environmental, health, and safety regulations** in the regions where they operate. Supplier is encouraged to maintain **ISO 14001 certification** or equivalent environmental management systems. Supplier must and agrees to maintain processes to identify risks, implement controls, and respond to emergencies.

Supplier is expected to follow these principles:

- Provide a safe work environment for employees
- Protect the environment and prevent pollution
- Commitment to continuous improvement in EHS performance

For questions and guidance reach out to TE Connectivity and TE AD&M Business Unit Guide to Ethical Conduct on-line at: i http://www.myte.tycoelectronics.com

1.10 Counterfeit Parts Prevention

Supplier shall implement processes to prevent the introduction of counterfeit materials in accordance with **AS5553** TE Connectivity's **TEC-1006 Approval of Suppliers**. **AS6171** accreditation is encouraged where applicable**.** Brokers, independent, non-authorized or gray-market distributors are prohibited.

Supplier shall:

- Purchase materials only from **OEMs/OCMs or their authorized distributors**
- Maintain **full traceability to the original manufacturer**
- Maintain documented controls to detect and prevent counterfeit materials
- Notify AD&M **TE Connectivity immediately** if counterfeit or suspected counterfeit material is identified

Supplier will be solely liable for all costs associated with the replacement of Counterfeit Goods, including investigation, testing, validation, and any costs necessitated by the installation of authentic items following the removal and replacement of Counterfeit Goods.

Counterfeit goods include any material, component, or assembly whose origin, characteristics, or compliance has been misrepresented, including items that:

- Are unauthorized copies of OEM/OCM products
- Cannot be fully traced to the original manufacturer
- Are produced with incorrect materials or outside OEM specifications

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- Have been altered, relabeled, refurbished, or repaired without disclosure
- Have not completed required OEM inspections, testing, or quality processes

Authorized distributors are organizations formally authorized by an OEM/OCM to sell its products. Supplier shall provide documentation verifying distributor authorization when TE requests the evidence of authorization.

Supplier shall establish and maintain a **documented counterfeit prevention system** that:

- Prevents counterfeit materials from entering the supply chain
- Controls suspected or confirmed counterfeit materials
- Ensures all delivered products are authentic

Purchasing from sources other than OEMs / OCMs or authorized distributors requires **prior written approval from TE Procurement** and supporting documentation verifying authenticity. Approval does not remove the Supplier's responsibility and liability for product conformity.

Supplier shall maintain traceability records sufficient to demonstrate **full traceability to the OEM / OCM upon request**.

If counterfeit material is suspected or confirmed, Supplier shall:

- Notify TE immediately
- Replace affected material with authentic parts at their own cost
- Support investigation and corrective actions as required

Supplier is responsible for ensuring **sub-tier suppliers comply with these counterfeit prevention requirements**, which shall be flowed down throughout the supply chain.

Aerospace Inspection Access

When required by contract or purchase order, Supplier shall support inspections by:

- TE representatives
- Customers
- Government authorities

Products shall not be shipped until required inspections are completed and required documentation has been submitted to the designated TE representative.

Rapid Problem Resolution

In the event of a suspected or confirmed nonconformance, TE AD&M shall be granted **reasonable access to supplier facilities and sub-tier suppliers** involved in the manufacture of supplied products.

Access requests related to investigation, containment, or resolution of nonconformances shall be granted within **five (5) calendar days**, unless otherwise agreed in writing by TE AD&M.

1.11 Foreign Object Debris (FOD)

Supplier shall maintain a **Foreign Object Debris (FOD) prevention program** to ensure the detection, removal, and prevention of contamination including:

- Implementation of FOD prevention practices in applicable areas, along with employee awareness training.
- Protection of parts from handling damage, supported by documented handling standards, controls and training for all personnel.

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- Documentation of all FOD incidents and completion of root cause analysis.
- Tracking of metrics when FOD incidents occur.
- Establishment of Physical Entry Controls in designated critical FOD areas, with posted entry requirements.
- Conducting and documenting internal audits of FOD prevention in critical areas.

1.12 Certificates of Conformance

Each shipment shall include a **Certificate of Conformance (CoC)** unless otherwise specified.

Minimum CoC content:

- TE part number and revision
- Purchase order number
- Quantity shipped
- Manufacturing date
- Authorized signature
- Specifications – As appliable to test results, serial numbers, NADCAP accreditation (certificate number and expiration date required unless on file).

Additional documentation must be provided to TE, such as **MSDS**, **Certificates of Analysis, special process certificates, or mill certifications,** to substantiate that all terms and technical requirements are met. Any subcontracted or special processes must be clearly listed in the Supplier's CoC, which must be provided where required or upon request from AD&M TE.

Shelf-Life / Age-Sensitive Materials: If raw metallic material is supplied by the same Supplier, a copy of the **original mill certificate** must also be provided, including country of origin.

Raw Metallic Materials (Including Forgings & Castings): Shipments must include: Original mill certificate or material test report (equivalent acceptable) and the name of the test laboratory for TE review and written approval.

Additional Requirements:

- Mill certificates may **not be altered** and may only include checkmarks or inspection acceptance indicators.
- Warehouses/distributors may add stamps with incidental information (PO, weight, etc.).
- Casting and forging Supplier must include mechanical/physical properties and heat-treat batch/lot numbers.
- When required by contract or purchase order, certificates must show compliance with government requirements, **including country of origin and melt location**.

2. Supplier Approval and Qualification

2.1 Supplier Approval

TE AD&M must approve the use of a Supplier through the **SAP-MDG portal** and / or **(Form 4483)** prior to receiving purchase orders from TE.

TE AD&M will base its approval on Supplier's performance in accordance with **TEC-1006 Approval of Suppliers, TEC-1005 Total Quality Management Requirements for Suppliers**.

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At TE's sole discretion, Supplier evaluations may include review of:

- Quality management system
- Technical capability
- Manufacturing capacity
- Delivery performance
- Regulatory compliance

Approved Suppliers are listed on the **Approved Supplier List (ASL). TEC-1005** outlines the minimum quality management system requirements that Suppliers must meet.

2.2 Supplier Assessments

TE AD&M reserves the right to conduct announced Supplier assessments with a minimum of 48 hours' notice, or **without prior notice** when warranted by quality, product safety, counterfeit material, regulatory, or contractual concerns. The Supplier shall provide TE AD&M, its customers, regulatory authorities, and government representatives with access to applicable facilities, personnel, products, processes, subcontractors, and quality records necessary to verify compliance with contractual, quality, and regulatory requirements. TE AD&M may request any one or more the following in its sole discretion:

- On-site audits
- Desktop audits
- Self-assessments

Assessments may evaluate and include at TE's sole discretion:

- QMS compliance – general quality, nonconformance, CAPA, complaint handling, hold controls and material review board
- Manufacturing processes – logistics, costing, tooling, warehousing
- Regulatory compliance – environmental compliance, Federal code compliance
- Risk management – general quality and continuous improvement

For aerospace-related service Suppliers only, TE AD&M may require a self-assessment that must be kept current (no older than **36 months**). The **SAP-MDG portal** and / or SSU Form **(Form 4483)** includes an approval category for **"one-time buys."** Suppliers approved under this category are classified as **Transitional Suppliers**, meaning they are authorized only temporarily for specific pre-production purchases. Third-party accreditations (ANAB, A2LA, BSI, NQA, etcetera) may be accepted in lieu of certain audits and certifications such as ISO 9001, ISO 17025 or AS9100. Exceptions must be approved in writing by TE AD&M Quality and Sourcing Directors or their designee. In most cases the potential Supplier will receive a formal report within 15 business days of the assessment. Unit personnel for the Supplier must define corresponding corrective actions. Failure of Supplier to provide a suitable response in a timely manner to TE is cause for disapproval for further consideration of doing business with TE. TE AD&M personnel may discontinue the qualification process or make changes at any time with prior written notice to Supplier.

2.3 Approval Status

TE AD&M grants three possible types of supplier approvals:

- **Full Approval (Score ≥ 90):** The Supplier meets all TE AD&M requirements and can receive business at any time for the capabilities listed in the Approved Supplier List (ASL).
- **Conditional Approval (Score 70–89):** The Supplier may receive business but must complete and submit a corrective action plan within 30 days for TE AD&M to verify.
In aerospace programs, conditional approval may be applied due to an unsatisfactory audit score, performance concerns, or risks identified during on-site activities.
- **Rejected / Unapproved (Score < 70):** The Supplier does not meet TE AD&M requirements and cannot receive purchase orders. They are considered **Probationary Suppliers**.
Once they complete required corrective actions and meet approval criteria, they may be added to the ASL. If they are the only feasible source, a corrective action plan must be in place and approved by TE to ensure protection for TE and its customers.

3. Product and Process Control

3.1 Quality Planning and Product Approval

Suppliers and sub-tier suppliers shall implement quality planning processes, tools and analytical methods consistent with **AS9100 Section 8.5.1.3** including TE AD&M engineering **First Article Inspection (FAI) performed to AS9102 see 102-32067 Supplier First Article Inspection Procedure**. Legacy products should be reviewed for missing documentation and shall be amended during revision updates and changes that impact fit / form / function of the material.

Recommended quality tools include:

- DFMEA – AS9100 Section 8.3
- PFMEA – AS9100 Section 8.1
- Control Plans & Quality Inspection Plan – AS9100 Section 8.5
- Measurement System Analysis and Studies – AS9100 Section 9.1, AS9103
- Process Capability Studies – AS9100 Section 9.1
- Technical and Specification Reviews - AS9100 Section 8.3, AS9133
- Full Dimensional Layout – AS9102

3.2 First Article Inspection

FAI shall be performed in accordance with **AS9102** and **TEC-1006 Approval of Suppliers.**

FAI is required for:

- New products and introductions
- Design changes
- Process changes
- Tooling or equipment changes
- Production location changes
- Production interruptions exceeding two years

FAI packages shall include:

- AS9102 forms (or acceptable equivalent)

- Form 1 – Part Number Accountability
- Form 2 – Product Accountability
- Form 3 – Characteristic Accountability, Verification, and Compatibility Evaluation

- PFMEA
- Control plans
- Gage R&R results
- Capability studies

PPAP documentation shall be provided per request in accordance of AS9145 PPAP / FAI status may be:

Status	Description
Approved	Product meets requirements; shipment is authorized
Conditional	Temporary approval pending corrective actions expires after 30 days unless a new PPAP / FAI and corrective action are submitted and approved by TE.
Rejected	Product or documentation does not meet requirements. The Supplier must correct all issues and resubmit them for TE written approval before shipping. Failure to comply may result in DMRs or quality notifications.

Supplier shall perform required performance testing in accordance with the control plan, qualification plan, or purchase order requirements.

If testing or process failures occur, suppliers must:

- Stop production
- Investigate root cause at Supplier's cost and expense
- Notify TE AD&M Quality and Procurement
- Implement corrective action

Shipments must be suspended until TE AD&M confirms product conformity. Supplier must and agrees to **notify TE AD&M and obtain written approval prior to implementing any changes** to product design, manufacturing processes, materials, manufacturing location, equipment, tooling, inspection methods, or sub-tier suppliers and any other changes in accordance with AS9116.

3.3 Record Retention

Supplier shall retain quality and training records for a minimum of **10 years**, unless otherwise specified in the purchase order, which specifies a different period.

Records include, but are not limited to:

- Quality planning documentation
- Process instructions
- Test procedures
- Calibration records
- Validation data

- Inspection results
- FAI documentation
- Control charts

Quality performance records such as purchase orders, tooling records, and customer complaints must be retained for **one year after production ends**. Supplier must contact the **TE AD&M buying site** for disposition instructions prior to record disposal. If a supplier ceases operations, all TE AD&M-related records must be transferred to TE AD&M in a format to be identified by TE AD&M. Such records must be transferred within 30 days of such identification.

3.4 Change Management

Supplier must and agrees to notify TE AD&M prior to implementing changes affecting product quality, order fulfillment or performance including:

- Changes to drawings or specifications
- Changes to raw materials or special-process sub-suppliers
- Internal or sub-supplier process or product changes
- New or modified tooling or equipment
- New test or inspection methods
- Production interruptions lasting 12 months or more
- Producing parts at a new facility

Supplier must maintain document control processes consistent with **TEC-1037 Document Control.** Supplier must ensure that only the latest engineering drawings and specifications available through the TE Global Supplier Portal are used with TE AD&M Supplier Quality Engineering and Procurement are key contacts. These changes require notifying TE AD&M and possibly submitting a **partial or full FAI** in accordance with AS9102.

3.5 Measurement System Analysis

Supplier shall perform **MSA studies** for measurement systems used to verify key characteristics as defined by the drawings and specifications in the design record. The supplier's measurement and calibration methods must be agreed to in writing by TE AD&M representatives to ensure consistent qualification of parts.

MSA shall follow:

- TEC-402-51 Error of Measurement Studies Manual
- 402-1001 Measurement System Analysis Manual

3.6 Process Capability

Supplier shall conduct capability studies for **Key Characteristics** per **AS9103 Variation Management.**

Minimum capability targets:

Requirement	**Value**
Short-term capability	Cpk ≥ 1.67
Long-term capability	Cpk ≥ 1.33

If capability is not achieved, Supplier shall implement corrective actions and conduct additional inspection until capability is demonstrated. TE can request data at any time. For low-volume parts, TE AD&M will define alternative requirements. For Materials and Parts without Key Characteristics TE will consider approval on a case-by-case basis, and Supplier will handle all nonconforming processes and product accordingly. If these levels are not met, Supplier must submit a **TEC-1003** corrective action plan and apply 100% inspection until capability until TE AD&M deems it to be acceptable. For low-volume parts, TE AD&M will define alternative requirements and issue them to the Supplier.

3.6.1 Production Part Supply Process

TE facilities perform incoming inspection for new Suppliers and new parts according to local procedures.

Parts affected by:

- ECN Parts: Managed according to internal engineering change procedures.
- New supplier qualification
- Previous rejection
- **SAR Parts:** Must meet requirements in procedure **102-33 Supplier Part Number Stock-as-Received Plan**, including receiving **three consecutive defect-free lots** before qualifying.

New parts are not eligible for **skip-lot inspection or Stock-As-Received (SAR)**.

Incoming inspection must use AQL level **C=0 sampling plans** and industry standards such as:

- ANSI/ASQC Z1.4
- ISO 2859
- MIL-STD-105E

Reference TE procedure **102-1324 GATD Procedure for Zero Acceptance Number Sampling Plan** and **102-27 Sampling Plan Inspection Strategies** for further guidance.

4.0 Nonconformance and Corrective Action

4.1 Nonconforming Product

Supplier shall control nonconforming product in accordance with **AS9100 Section 8.7**.

Requests for deviation or repair require written approval from authorized TE representatives.

4.2 Corrective Action

Supplier corrective actions shall follow the **8D methodology.**

Corrective actions shall be managed through the **TECHS complaint handling system** see **TEC-1002** for details.

Response timelines:

Step:	**Timing:**
Containment (D3)	Within **24 hours** of notification
Root Cause (D4)	Submit a documented root cause analysis within **10 business days**

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	of notification of a quality issue.
Closure (D8)	Within **40 business days** (extensions require TE management approval) All Eight Disciplines are required for investigations.

Supplier shall maintain access to the **Supplier Notification Management System (SNMS)** used to manage supplier corrective actions and complaints. (https://esupplier.te.com/supplier/ess/ - Registration Link). Supplier must respond to supplier-related quality issues and implement corrective actions using the defined **8D process**. **TEC-1002 TE Complaint Handling System** and **TEC-402-115 Global Problem Solving Process,** specifications provide guidance, this process ensures the business continuity of supplied material to TE AD&M.

Supplier shall maintain procedures for identifying, segregating, and controlling nonconforming products in accordance with AS9100 Section 8.7.

Supplier must document all relevant communication (emails, calls, visits, etc.) , and key steps must appear on the **Fast Response Board (FRB)**. Supplier must use PPSR or 8D forms to document the full corrective action process, which TE AD&M SQE shall review before closing the associated TECHS.

Supplier must maintain a documented system for managing nonconformities, ensuring corrective actions are appropriate to the risk and fully implemented. Significant supplier issues automatically generate a TECHS request.

Supplier must avoid using “operator error” as a root cause unless backed by error-proofing actions, validation and closure/confirmation activities, which Supplier must submit to key contacts.

Handling Nonconforming Material

- Any request for deviation, repair, or “use as is” must be approved by TE AD&M Purchasing and its Supplier Quality Engineer.
- Suspected nonconforming product must be held until formal approval is received.
- Returned or field-found nonconformities require full root cause 8D/PPSR analysis.
- Failure to respond to corrective action requests may lead to penalties, suspension, or removal from the **Approved Supplier List (ASL)**.
- Nonconforming material must be segregated per AS9100 section 8.7.

Additional TE AD&M Rights

TE AD&M may withhold payment if a supplier fails to respond to or close required 8D / PPSR corrective actions.

The Supplier must make every reasonable effort to comply fully with all TE AD&M requirements defined in the Purchase Order, drawings, specifications, test requirements, and associated inspections. Requests for deviation must be submitted **only through an authorized TE AD&M representative** from Supply Chain, Sourcing, and/or Quality. All TE--ADM approved deviations shall be limited to a **specific quantity and / or batch** of product and must be supported by a **Supplier-generated corrective action plan** to prevent recurrence and eliminate the need for repeat deviations.

4.3 Notice of Escape

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Supplier shall notify TE within **24 hours** if nonconforming product has been shipped.
The notification shall include:

- Lot/Batch numbers for traceability
- Quantities and status of the material
- Purchase order numbers
- Manufacturing dates
- Supplier contact information

Supplier must also implement **immediate containment and corrective action** with timelines.

NOE notifications must be submitted to the TE **AD&M Supplier Quality Director, Quality Manager, Procurement Director and Procurement Manager**.

5. Supplier Performance

5.1 Performance Monitoring

Supplier performance is monitored using a **Supplier Scorecard** in accordance with:

- TEC-1003 Supplier Performance Reporting
- TEC-1006 Approval of Suppliers

Metrics may include:

- Quality performance
- Delivery performance
- Cost performance

5.2 Cost of Poor Quality

TE reserves the right to recover costs incurred due to supplier quality issues to the responsible Supplier, including but not limited to the following:

- Receiving inspection activities including escalation
- Sorting and rework including misidentified parts, labor, material loss
- Production downtime and pull-in orders for replacement, downtime, overtime, line throughput reduction or increase, manpower, outside processes
- Premium freight returns and replacement
- Customer returns and fees, travel costs, reimbursement and material replacement, associated charges
- Warranty costs and fees, tooling, fixtures, and equipment breakage
- Customer containment activities
- Shipping errors including shipping documentation errors, quantity, and any other discrepancies

Cost calculations shall be performed by the TE facility accounting organization incurring the costs and expenses.

Supplier will be notified of estimated costs prior to implementation of rework or containment activities where possible, by key contacts, which are TE AD&M facility procurement or supply

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chain representatives, TE AD&M's Supplier Quality Engineer must be included in all communications related to this Section 5.2..

5.3 Supplier Development Improvement

Supplier may be selected for development based on the following factors: strategic growth Suppliers, provider of critical parts, risk revenue partners, partners key to manufacturing flow, and those Suppliers experiencing performance issues

Suppliers selected for development with TE AD&M must form a cross-functional team to **conduct a pre-audit (situation analysis) to establish** baseline performance. This team will develop and implement an improvement plan, which may include training or process improvement activities. TE AD&M shall facilitate and monitor the implementation of the plan to ensure project completion. A post-audit shall be conducted to verify improvement and determine any required follow-up actions for Supplier.

TE AD&M may work collaboratively with selected Suppliers to improve:

- Process capability
- Quality systems
- Delivery performance
- Cost efficiency
- Supply chain effectiveness

Supplier development projects should include:

- Process assessments
- Lean implementation
- Six Sigma initiatives
- Cross-functional improvement projects
- Supplier development
- Gantt chart and RAIL timeline
- Project and Procurement management including:
    - supplier scorecard
    - cross-functional team
    - Product and Supplier selection
    - Pre-audit activities, post-audit verification
    - Implementation, improvement planning and support

Supplier performance is monitored using a Supplier Scorecard in accordance with **TEC-1003 Supplier Performance Reporting and Continuous Improvement Process for Direct Material Suppliers** and internal document **TEC-1006 Approval of Suppliers**.

Several types of meetings may be held with Supplier including a Quarterly Supplier Performance Review of the supplier scorecard. The quality scorecard consists of:

- Quality, cost, delivery metrics tracked for strategic Suppliers
- Supplier Scorecard – which includes the quarterly evaluation scoring summary

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- Semi-Annual Review Items: quality, cost, delivery performance to goals, improvement opportunities, cost savings and value add opportunities, QMS certifications, and outstanding action items
- Thresholds for supplier performance which will be defined annually by TE Global Procurement in accordance with section 7.2 (items A and B) of **TEC-1003**. Targets shall be flowed down to the supplier by the TE procurement team.
- Supplier risk assessment
- Supplier review records and results shall be maintained by TE AD&M

5.3.1 Focus Review

A Supplier that does not meet performance expectations may be required to participate in a Supplier Focus Review program.

This program may include:

- Monthly performance review meetings
- Corrective action planning
- Step-down improvement plans

Focus Reviews may remain active for up to **six months** and are used to address systemic issues impacting supplier quality and delivery performance. TE AD&M and the Supplier will establish a mutually agreed step-down improvement plan with defined targets, which shall be monitored by the TE AD&M SQE. Entry and exit criteria will be communicated at the initiation of the Focus Review.

5.3.2 Continuous Improvement

TE Connectivity globally supports and requires Continuous Improvement internally as well as externally. Supplier is expected to pursue continuous improvement initiatives aligned with TE Connectivity Lean principles. The deployment of these initiatives is the responsibility of TE AD&M Suppliers.

The following is a list of LEAN process tools utilized within TE. Supplier's quality management systems should use these as guidelines for Supplier initiated continuous improvement activities:

- Lean Enterprise Accelerated New Product Development Process (LEANPD)
- LEANPD – Development Execution, Specific Development Execution Requirements, Preparation of Product Requirements Documents (PRD), Project Mapping of Lessons Learned
- 5S +1 Assessment and Improvement Methodology
- Implementing Cell Design
- Kaizen Events
- Kanban, Supermarkets and Material Replenishment
- QCPC: Quality Control / Process Control For Manufacturing Operations
- Quick Changeover
- Visual Factory for Workplace Improvement

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- Total Productive Maintenance
- Standard Work Assessment and Improvement Methodology

REVISION HISTORY

Rev	Revision Description	Owner Name and Job Title	RTS
C	Multiple	N. DiCintio Director Quality	N/A – release through PLM was not implemented.
D	C1 1.2, 2, 2.1, 2.5, 2.7, 2.8, 2.9, 2.10, 2.12, 2.14-c, 2.14-d, 2.14-e, 2.16, 2.17, 2.18, 3.1, 3.2, 3.3, 4.1, 4.2, 4.3, 4.4, 4.5, 4.7, 4.8, 4.9, 4.10, 5.0, 6.0, 7.0, 8.0 W.	W. Bradford	N/A – release through PLM was not implemented.
E	Update section 4.2 Proposed change to 102-32029. Adding how the supplier dispositions records after the retention period Karen Duncan Jan 23	Karen Duncan Supplier Quality Engineer	1708567
F	Updated section 1.3 – Supplier Responsibilities to outline the flow down requirements to Supplier Feb 19, 2025, F	Simon Simonovski Supplier Quality Engineer	1838136
G	Consolidate SOP to condense TE policies and process in a concise manner.	Gabriela Sanchez Supplier Quality Engineer	1925938
G2 (G1)	Describe the External Laboratory requirements in section 1.2. Clarify standard 17025 certification and accreditation for labs (G2- Minor Correction of Released) Note section for laboratories corrected on released document.	Jose Cardenas SQ Eng	1929571
G3	Legal comments reviewed and added within document. Minor adjustments, spelling, clarity, etc.	Gabriela Sanchez Supplier Quality Engineer	1932673
G4	Added sixth bullet point for clarity.	Gabriela Sanchez Supplier Quality Engineer	1934861

APPENDIX

N/A – no additional information.