



Quality Policy

Table of content

PREAMBLE	1
1. SCOPE	1
2. LEGEND	1
3. GENERAL PRACTICES	2
3.1 PRECI-DIP COMMITMENT	2
3.2 INTELLECTUAL PROPERTY	2
3.3 STANDARD WARRANTY	2
4. QUALITY MANAGEMENT SYSTEM	2
4.1 QUALITY TARGETS	3
4.2 CUSTOM PRODUCTS DEVELOPMENT	3
4.2.1 <i>Costs related to product development</i>	3
4.3 COMMUNICATION WITH THE CUSTOMER	3
4.4 CONTROL OF CHANGES	4
4.5 PURCHASING / SUBCONTRACTING	4
4.6 PACKAGING & MARKING	4
4.7 FIRST DELIVERY DOCUMENTATION	4
4.7.1 <i>Prototype phase</i>	4
4.7.2 <i>Pilot / Serial phase</i>	5
4.8 TRACEABILITY	5
4.8.1 <i>Identification & Labelling</i>	5
4.8.2 <i>Material declaration</i>	5
4.9 RECORDS	5
4.10 NONCONFORMING OUTPUTS	6
4.10.1 <i>PPM levels</i>	6
4.11 AUDITS	7
5. SPECIAL TERMS FOR DISTRIBUTORS	7
5.1 SHELF LIFE	7
5.2 END-CUSTOMERS' SPECIFIC REQUIREMENTS	7

PREAMBLE

PRECI-DIP aspires to a qualitative and long-term business partnership with its customers and interested parties. The aim of this document is to stipulate the technical and organizational conditions applied by PRECI-DIP to ensure its product's quality, and to achieve constant improvement while paying heed to the relevant environmental requirements.

1. SCOPE

This document describes the PRECI-DIP standard Quality, Logistics & Environmental procedures in order to constantly supply products that are in conformance with customer requirements and regulatory requirements applicable. With regards to the subjects covered by this document, any other stipulations requested in the terms and conditions or supplier quality manual of the customer shall not apply unless explicitly agreed upon by PRECI-DIP in writing. As a precaution, PRECI-DIP also points out that the acceptance of a customer order does not constitute any acceptance to documents or new versions of documents indicated on the customer order.

2. LEGEND

Products designed and produced for the aviation, space, defence, medical, safety or automotive application fields are referred to, in this document, as "blue products". The specific requirements related to blue products are identified in **blue characters** in this document. To be defined as a "blue product", the application field of the product must be clearly specified by the customer at the beginning of a project and understood by PRECI-DIP. In all other cases, the applicable quality management system and requirements refer to ISO9001.

Last update	Page(s) updated	Modifications
06.11.2017	All	Complete update prior EN9100:2016 transition



Quality Policy

preci-dip

3. GENERAL PRACTICES

3.1 PRECI-DIP commitment

PRECI-DIP commits to :

- prohibit the use of child labor and not to process conflict minerals originating in the Democratic Republic of the Congo (DRC) and its adjoining countries, according to the Dodd-Frank Act Section 1502. Please refer to our website for the full text of our Conflict Minerals Policy.
- ensure full responsibility for outsourced products and processes with respect to compliance with all agreed customer requirements and pass on these requirements to selected external providers.
- ensure the confidentiality of customer's products and projects under development and product information (not already known by a third party) for the duration of the contract with customer.
- use a management system to ensure:
 - the first-in-first-out (FIFO) principles,
 - compliance with the delivery deadline.
- take all resources needed to prohibit any pollution or Foreign Object Damage (FOD) in the manufactured component and maintain this state of cleanliness with a suitable packaging.
- take all resources needed to prevent counterfeit or suspect counterfeit part use and their inclusion in product(s) delivered to the customer.
- take all resources needed to constantly improve its quality management system (QMS).
- make sure that the component requirements are still fulfilled when using reground material. PRECI-DIP products are UL1977 certified.

Specific declarations are kept up to date and available on our website:

<http://www.precidip.com/en/Assistance.html>.

3.2 Intellectual Property

All intellectual property rights in drawings, specifications, designs and any other information issued by PRECI-DIP to support the design and manufacture of products shall remain the property of PRECI-DIP and must not be disclosed to any other person without the prior written consent of PRECI-DIP.

3.3 Standard warranty

See the general terms and conditions of PRECI-DIP.

4. QUALITY MANAGEMENT SYSTEM

PRECI-DIP has been certified by the Swiss Association for Quality and Management Systems (SQS) for compliance with the following standards:

Since 1997, **ISO-9001:2008** – *Quality management systems – Requirements* - for all activities;

Since 2004, **ISO-14001:2015** – *Environmental management system – Requirements and guidelines* for use at all its production sites;

Since 2013, **AS/EN/JIQS-9100:2010** – *Quality management system – Requirements for Aviation, Space and Defence Organizations* – for products known to be intended for such applications;

Since 2013, **ISO TS 16949:2009** – *Quality management system – Special requirements for the application of ISO9001:2008 for automotive production and relevant service part organizations* – for products known to be intended for such applications.

Last versions of PRECI-DIP certificates are available on our website - <http://www.precidip.com/en/About-us/Certifications.html>. Certificates update will always be made available online, and not automatically sent to customer.

Last update	Page(s) updated	Modifications
06.11.2017	All	Complete update prior EN9100:2016 transition



Quality Policy

4.1 Quality targets

PRECI-DIP is committed to the zero-defect target and constantly optimize its performance towards that target. Until achievement of the zero-defect objective, the following interim PPM goals are defined:

Characteristics	CpK	PPM
Identified special characteristics	1,33	63
Other characteristics not related to product functionality (Visual, dimensional, ...)	1,00	2700

4.2 Custom products development

Regarding custom products development, customer shall provide to PRECI-DIP relevant information regarding product requirements including:

- Product technical requirements (dimensional / performance / customer special characteristics / quality management system applicable / boundary and interface requirements),
- Potential consequences of failure due to the nature of the product,
- Forecasts,
- Specific product/process validation requirements if applicable,
- Specific packaging if applicable,
- Statutory and regulatory requirements applicable to the product,
- [When applicable, the potential consequences of obsolescence](#),
- Contract or order requirements differing from those expressed in this document.

Overall, customer requirements shall be adequate for design and development purposes, complete and unambiguous. Customer requirements not communicated to PRECI-DIP in French or in English will be considered not applicable by PRECI-DIP as it may lead to misinterpretation. Also, where customer requirements communicated to PRECI-DIP through the use of computer-aided design data, computer language and format shall be accepted by PRECI-DIP and, if a risk is identified, 2D drawing shall always be the reference for customer requirements communication.

If, upon review of customer requirements, PRECI-DIP determines that customer requirements cannot be met according to PRECI-DIP's production capacities, capabilities and resources, or only partially met, customer will be informed (usually through the use of disclaimers on PRECI-DIP's offer). PRECI-DIP's feedback will then be considered accepted if an order is made by customer after PRECI-DIP's communication.

4.2.1 Costs related to product development

Total costs or cost participation for either a custom-designed product and/or process or related developments, may be quoted and may be borne by the customer. Those costs will depend on the total project value, product life expectation and volume, as well as particular commercial agreements and customer expectations.

4.3 Communication with the customer

Customer and PRECI-DIP agree to develop communication links to ensure a smooth business relationship and customer satisfaction.

- Communication shall include:
 - Providing information relating to products,
 - Handling changes, either from customer's side or PRECI-DIP's side,
 - Customer feedback, including design and documentation validation or complains.
- To avoid situations where customer's requirements might be misunderstood, communication language between customer and PRECI-DIP shall be mutually agreed prior to PRECI-DIP's commitment to deliver parts. Without otherwise requested and agreed by PRECI-DIP, communication language shall always be French or English.



precidi

Quality Policy

4.4 Control of changes

PRECIDI-DIP reviews and controls changes in order to ensure continuity of conformance to requirements.

For blue products, PRECI-DIP will inform customers of any product or process modifications prior to implementation, especially in the following cases:

- A change in the design affecting fit, form or function of the part,
- A change in manufacturing source(s), process(es), inspection method(s), location of manufacture, tooling or materials, that can potentially affect fit, form or function,
- A change in numerical control program or translation to another media that can potentially affect fit, form or function,
- A natural or man-made event, which may adversely affect the manufacturing process.

To note:

- For Qualified Products (QPL), product and process changes will be handled with the Naval Air Systems Command (NAVAIR).
- For PPAP qualified parts, PPAP rules of the fourth edition of the AIAG standards shall apply.

4.5 Purchasing / Subcontracting

PRECIDI-DIP performs supplier and subcontractor selection and monitoring according to risk analysis. Defined key suppliers are audited at regular intervals. PRECI-DIP's policy for suppliers or subcontractors is to ensure multiple sources for defined critical materials. Material for production use is purchased from approved suppliers only. Suppliers' evaluations are based on competitiveness, quality of workmanship, conformity to requirements and timely delivery.

4.6 Packaging & Marking

PRECIDI-DIP uses the following standard packaging methods:

- Connectors: bulk in cardboard boxes with a filling of foam pads
- Contacts: bulk in corrugated inner packaging boxes lined with a paper bag.

The outer packaging consists of corrugated boxes in different sizes, adapted to the volume of the inner packaging. PRECI-DIP may package multiple part numbers and purchase order lines in one outer packaging. All shipments come with a detailed packing list containing part numbers, packing hierarchy, quantities and weights.

For standard products the packaging units can be found in the PRECI-DIP price list and for custom products this information is contained in the customer offer.

Inner packaging boxes are marked with at least the following data:

- PRECI-DIP part number
- Quantity
- Batch identification (contacts) or date code (connectors)

Outer packaging boxes are marked with at least:

- Customer address label
- Contacts: product label with customer PO and part number (if available)

Fragile products (contacts and connectors) will be signalled to customer for custom packaging quotation.

4.7 First delivery documentation

In all cases, customer shall request and order first delivery documentation at projects' initialization.

4.7.1 Prototype phase

PRECIDI-DIP performs dimensional and/or functional control of prototypes.

If prototypes inspection report is desired and ordered by customer, PRECI-DIP will perform a design/performance inspection based on function-related selected characteristics agreed with customer.

If there's no report ordered by customer, PRECI-DIP does perform control on measuring points that PRECI-DIP, on its own, considers as important for the purpose of the prototype.

Last update	Page(s) updated	Modifications
06.11.2017	All	Complete update prior EN9100:2016 transition



Quality Policy

preci-dip

4.7.2 Pilot / Serial phase

PRECIDI-DIP performs First Article Inspection (FAI) on new custom products representative of the First Production Run. If there's no FAI ordered by customer, PRECI-DIP does perform an internal FAI on measuring points that PRECI-DIP, on its own, considers as important for fit, form or function of the product.

Product -and process- FMEA are only available on site, no written copy is allowed to be transferred to customer for confidentiality reasons. Moreover, Customer specific format for quality documentation will be accepted at the discretion of PRECI-DIP.

For standard products, FAI is performed on 3 parts according to customer-approved drawing.
For blue products, FAI is performed on 5 parts according to customer-approved drawing.

It will be at PRECI-DIP's discretion to accept products requalification requests before a production stop lapse of minimum 2 years for blue products and 5 years for custom products.

When product or process changes occur regarding blue products, PRECI-DIP will inform customer (see §4.4) and both parties shall agree on the change qualification procedure (partial FAI / PPAP update), including costs. For QPL references, qualification of any changes will be performed in accordance with NAVAIR guidance.

4.8 Traceability

4.8.1 Identification & Labelling

PRECIDI-DIP shall ensure that all shipments are labelled and identified with the part number, batch identification (contacts) or date code (connectors) and description of the products.

4.8.2 Material declaration

For all products comprising more than one material, PRECI-DIP maintains material reports. PRECI-DIP possesses and maintains material reports for each material for a period of 10 years with copies provided upon request. The material report shall specify the chemical and physical properties in accordance with customer imposed requirements.

For the following product categories a standard certificate of conformity is supplied:

- 1) for materials that the supplier considers proprietary;
- 2) qualified Mil-Spec items;
- 3) material supplied by the customer;
- 4) products that are purchased from the PRECI-DIP catalogue or to PRECI-DIP's specific part number.

Upon request, for a blue product, the customer can receive a certificate of conformity with full traceability and key control data (to be defined between the customer and PRECI-DIP).

4.9 Records

PRECIDI-DIP shall maintain records relating to design records and production part approval during the term of the agreement with customer and for a minimum period of 10 years.

For blue products, this duration is extended to 30 years.

For first article inspections, parts will be kept for a period of 10 years after completion.

For blue products, they will be archived for 30 years.

PRECIDI-DIP shall provide the Customer with copies of information retained in accordance with this clause within 48 hours after receiving a written request from the Customer with relevant traceability information.

Last update	Page(s) updated	Modifications
06.11.2017	All	Complete update prior EN9100:2016 transition



Quality Policy

preci-dip

4.10 Nonconforming outputs

Claims for shortage of product quantity, wrong prices or shipping charges or for shipment of the wrong product must be presented within 5 days of the date of the invoice, or no later than 3 days after receipt of the goods. Claims received by PRECI-DIP later than stated above cannot be accepted.

If the customer finds non-conforming material, he shall send a claim to the Sales department with the appropriate data:

- Description of the defect
- Date and place (for instance: production line, stock, goods-in controls) of discovery
- Consequences of the defect in terms of product functionality, supply chain jeopardy etc.
- Identification of the original shipment with the PRECI-DIP shipment notice reference number or purchase order
- Quantity of defective parts

PRECIDI-DIP will submit a report (8D report) in which, as a minimum requirement, the following items are covered:

- Acknowledgement of failure description (response within 48 hours)
- Action taken immediately (containment of damage within a week)
- Cause of failure / corrective-preventive actions (may depends on the type of analysis needed)

PRECIDI-DIP will also provide a decision on return of the goods if the defect can be confirmed. Goods shall not be returned without previous notice and authorization. PRECI-DIP shall not ship non-conforming material without authorization.

As a minimum, the warranty set out in the General Terms and Conditions shall apply to the supply of Products. If the parties have agreed of a longer warranty period than that set out in the Purchase Terms, the terms of the extended warranty shall be set out in an Agreement and the extended warranty period shall apply.

Without prejudice to any other rights or remedies of the Customer, Products found to be faulty within the agreed warranty period shall, at the discretion of the Customer (under RMA#), be returned to PRECI-DIP at PRECI-DIP's expense for repair, replacement or credit and, where appropriate, returned as agreed in writing with the Customer's quality authority.

PRECIDI-DIP shall bear the return cost of non-conforming products for replacement. All non-conforming material eventually replaced must be returned to PRECI-DIP and must be properly identified. PRECI-DIP reserves the right to claim payments for all non-conforming material not returned.

PRECIDI-DIP shall not be liable for extraordinary costs (recall, line down costs etc.) related to the customer use of standard products in the aviation, space, defense, medical, automotive, safety or other critical applications without prior approval from PRECI-DIP.

When a non-conformity is detected by PRECI-DIP on products already delivered, PRECI-DIP will put in place appropriate containment actions and communication to the customer. **In addition, PRECI-DIP will not repair non-conforming material or "use as is" without authorization.**

4.10.1 PPM levels

Customer shall send a claim to PRECI-DIP even with lower PPM levels than described in §4.1 for root cause analysis. However, PRECI-DIP will only perform a fast-track analysis and will not accept to replace parts.

During serial phase of a product, if it is found that PPM levels stated in §4.1 are not acceptable to the customer or if a special characteristic was not identified at the beginning of the project by the customer, PRECI-DIP shall update the initial quote as it is interpreted as a change in customer requirements.

Last update	Page(s) updated	Modifications
06.11.2017	All	Complete update prior EN9100:2016 transition



Quality Policy

preci-dip

4.11 Audits

PRECI-DIP agrees to customer audit with 2 weeks advance notice.

Upon request and for blue products only, PRECI-DIP shall give the customer, the customer's authorised representatives and the customer's own customers access to PRECI-DIP premises, records and personnel. These elements will allow the review and the monitoring of PRECI-DIP's manufacturing and quality processes, the traceability of the PRECI-DIP supply chain and PRECI-DIP compliance with the requirements of this Agreement and the purchase terms and conditions.

5. SPECIAL TERMS FOR DISTRIBUTORS

5.1 Shelf life

PRECI-DIP products shall be stored in their closed original packaging with the corresponding labelling.

Storage conditions should be as followed. Parts shall be:

- Protected from UV and/or direct sun,
- Stored between 10°C and 35°C,
- Protected from relative humidity exceeding 85%,
- Stored inside, meaning protected from weather,
- Protected from moisture contact or any type of corrosive atmosphere,
- For Silver plated parts, protected from light.

Under above-stated storage conditions, the shelf life of our products is:

- Unlimited for gold plated parts
- 24 months from delivery date for any other type of plating.

After this period, parts shall be re-examined prior to use.

5.2 End-customers' Specific Requirements

When specific requirements of end customers apply, it is the responsibility of the distributor or customer interface:

- to stipulate those requirements at the time of the request for a quote,
- to ensure that the appropriate review level is available to PRECI-DIP and to notify PRECI-DIP in case of any update,
- to specify these requirements on the purchase order.

	Redactor & Quality System manager	Sales / New products manager	Technical / Quality manager	CEO
	L. Bayse	T. Tronel	JF. Daucourt	R. Kerrison
Date of validation	07. Nov. 17	07. Nov 17	Nov 7 th 2017	07. Nov. 2017.
Signature				

Last update	Page(s) updated	Modifications