

## **Flatwater Metals' Quality Assurance Requirements**

**Effective 1/1/17**



A message to our vendors:

In addition to the government specifications and requirements listed on the purchase order we send you, the following list of Flatwater Metals requirements is incorporated into our product order.

1. Written copies of receiving and shipping inspections performed by your personnel on the product will accompany the product you ship to us.
  - 1.1 Receiving and shipping inspection written paperwork will be distributed via e-mail or sent by US Mail to Flatwater Metals for all orders drop-shipped to the customer.
2. E-mail or telephone notification to Flatwater Metals, prior to shipment by vendor, of any nonconforming product in a Flatwater Metals order.
  - 2.1 Vendor will obtain written approval from Flatwater Metals before shipping any nonconforming product to our warehouse or to a customer.
3. Vendor will notify Flatwater Metals, as described in item two of this list, of changes in product (order substitution), changes to your suppliers providing product to you for our order, and a change of manufacturing facility location.
  - 3.1 Flatwater Metals will provide written approval to a vendor providing a substitute product, changing product suppliers, and moving manufacturing facility location prior to shipping the order to our warehouse or to the customer.
  - 3.2 In some cases, verbal approval by the Flatwater Metals Branch Manager, or their designee, may be given, but will be followed by written approval within 24 business hours.
4. Flatwater Metals, our customer, and regulatory authorities will have right of access to the applicable areas of all facilities, at any level of the supply chain, involved in the order and to all applicable records for the product order.
5. A certificate of conformity to accompany all products ordered by Flatwater Metals.
  - 5.1 Certificate of conformity will be e-mailed to Flatwater Metals for all orders drop-shipped to the customer.
6. Flatwater Metals will require a corrective action plan, including root cause, containment correction, and long-term correction when the applicable expectations listed above, or the customer specifications, are not met.
  - 6.1 Corrective action plans may also be required when a customer complaint involving the vendor's product is received by Flatwater Metals.
  - 6.2 Corrective action plans must be completed by the due date and submitted to Flatwater Metals.