



Supplier Quality Assurance Manual

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REVISION HISTORY

DATE	REVISION LEVEL	REASON	Comments
01/24/13	-	New Release	ECO E63231
02/23/15	A	Update to include QA Clauses / References to AS9100	ECO E63799
07/24/15	B	Updated Clause 16 in QA Clauses	ECO E64022
08/19/15	C	Updated QA Clause 11 and 20	ECO E64078
09/30/15	D	Updated QA Clause 16	ECO E64119
03/22/16	E	Update QA Clause 11	ECO E64417
4/19/2016	F	Added Section 4.1.1 / and QA Clause 11	



1.0 Purpose:

1.1 To provide basic information about North Atlantic Industries (NAI) to its Suppliers and to outline the Supplier Quality Assurance process as it is communicated through this Supplier Quality Assurance Manual.

2.0 Scope:

2.1 This Supplier Quality Assurance Manual applies to all Suppliers of raw material, components and outside services to NAI.

3.0 Expectation of Suppliers:

3.1 NAI's expectations for our suppliers are high and it reflects the demand our customers place on us. We expect our suppliers to meet or exceed the requirements in the following areas:

Quality:

It is expected the suppliers will have systems to ensure zero discrepancies and actively work towards prevention based on the AS9100 and/or ISO 9001:2008 standard. If ever a non-conformance occurs, suppliers are expected to have systems to contain, provide quick response and implement a corrective action plan to prevent re-occurrence. It is also imperative the suppliers ensure 100% compliance to NAI Purchasing and Quality Clauses where applicable. A performance report is supplied on a quarterly basis and suppliers are expected to respond with a corrective action in 10 working days as requested in the performance report.

Delivery:

It is expected the suppliers will deliver 100% on time and are responsible for any consequences as a result of failure to do so. Any late order may be requested to be sent by premium freight at supplier's expense. Additionally, incidents of premium freight and NAI customer disruptions caused by the supplier will have a negative impact on your supplier performance scoring and are expected not to occur.

4.0 Supplier Qualification System:

4.1 Supplier qualification status is maintained via NAI database and shall contain the following per AS9100 section 7.4.1a:

- The scope of approval
- Approval status

4.1.1 Supplier Status

Every inventory supplier is given a status designation based on the following factors: experience with NAI, quality performance, product or process type, quality management system and supplier type (e.g. manufacturer, distributor). Supplier status is evaluated when awarding new business.

Unapproved Suppliers – a status that identifies new or re-qualifying suppliers which have not been evaluated & dispositioned as approved suppliers through the qualification process.

Approved Suppliers – a status that identifies suppliers based on capability, complaint quality system, and product quality that may furnish parts or services used in current production.

Disapproved Suppliers – a status that identifies suppliers whose services or products have been discontinued for any of the following:

- (1) Performance that violates contractual agreement or technical requirements
- (2) Failure to respond to delivery requirements
- (3) Persistent poor quality performance.
- (4) Failure to respond to CARs resulting from audit or product discrepancies
- (5) Changes to their capabilities since their original approval was granted
- (6) Insufficient usage as noted in the audit module

4.2 New Suppliers

4.2.1 The Quality Assurance Department will furnish, upon request from the Material Department, this Supplier Manual and a Supplier Quality System Evaluation Form using the AS9100 / ISO9001:2008 Standard as a base line for their fundamental quality system requirement to be forwarded to the new potential supplier.

4.2.2 The supplier will fill out the NAI supplied form and return it to the Quality Assurance Department for review.

4.2.3 The Quality Assurance and Material Department will review the evaluation for approval or disapproval.

4.2.4 If the supplier is approved by the Quality Manager and the Material Manager, the Vendor File in the Purchase Order Software System is updated to include the new vendor.



5.0 Supplier Performance:

5.1 The Quality Manager or designee will issue to each supplier on a quarterly basis their quality rating.

5.2 This rating is determined from four factors: on-time delivery (five days early and 1 day late), quality performance, incidents of premium freight and NAI customer disruptions caused by NAI suppliers using the following formula.

-
- **Number of Lots** received on-time divided by **Total Lots** received during a specific time period = **Delivery Rating**
 - **Number of Lots** rejected divided by **Total Lots** received during a specific time period = **Quality Rating**
 - Delivery Rating - Quality Rating – Incidents Of Premium Freight – Incidents of NAI Customer disruptions caused by the supplier = Overall Rating
-

5.3 Quality Ratings:

Preferred: 98 -100 points

Satisfactory: 90 - 97 points

Unsatisfactory: 61 - 89 points. Suppliers may be requested to submit a corrective action plan as specified on the quarterly performance report.

Unacceptable: 60 points or below. Qualification rating changed to probation. Corrective Action required. An unacceptable supplier may be subject to unapproved status.

5.4 Suppliers who have not maintained an overall quality rating of over 60% may be removed from the Approved Vendor File.

5.5 Removal from the Approved Vendor List will be determined by the Material Manager and Quality Manager.

5.6 Suppliers removed from the Approved Vendor List will be resurveyed after corrective actions have been completed, if necessary.

5.7 Suppliers designated by customer specification (ex. source control or sole source) shall be monitored but will not be removed from the Approved Vendor List without customer approval.

5.8 Corrective Action

5.8.1 NAI will take the following corrective actions for suppliers who fail to improve on the 60% overall rating.

5.8.2 The Quality Manager is responsible for monitoring the performance of the suppliers based on the data supplied.

5.8.3 An annual notification letter is issued to each supplier with their rating. Suppliers below 60% are asked to respond with a corrective action plan within 30 working days.

5.8.4 The Quality Department will enter any requested corrective actions in the C/A Tracking System.

5.8.5 Suppliers that are found to have not improved their ratings after an annual notification will be issued a corrective action letter by the Quality Manager to be sent to the Quality Representative of the company concerned.

5.8.6 If no response is received, it is the Quality Manager's responsibility is to contact the supplier, requesting a representative of that company meet with NAI to resolve the quality issue. If no resolution is agreed upon, the supplier may be removed from the Approved Supplier List.

6.0 Supplier Development

6.1 The Quality Manager will plan, schedule and assist suppliers in developing their quality system based on ISO 9001:2008 and where applicable, any additional requirements of NAI customers.

6.2 The Quality Manager and selected internal auditors may conduct periodic on-site audits of suppliers to determine their level of compliance to the ISO 9001:2008 and any additional requirements of NAI customers. This information gained from this audit will be used as the baseline for further development.



7.0 Control of Quality Records

7.1 Documentation and records generated throughout this procedure are retained for the length of time the material or family of material is active in production plus one year or 20 years, whichever is greater.

8.0 Purchase Orders

8.1 The Purchase Order is the documented agreement (contract) between NAI and the seller that conveys what is to be supplied and the administrative, technical, and quality requirements to be met. Suppliers are advised to read the terms and conditions imposed by the purchase order since they are responsible for the compliance thereto.

8.2 Deviations

8.2.1 PRIOR TO THE START OF PRODUCTION. When it is known by the supplier prior to the start of production, that there is some product feature that may have a requirement that is desirable to deviate from, either because of manufacturing ease, lead time or cost reduction, or some other benefit either to the supplier or NAI. The supplier must obtain written approval for such deviation from NAI prior to implementing any change.

8.2.2 DURING OR AFTER PRODUCTION. Any departures from drawings, specifications, or other procurement requirements shall be submitted to NAI for review and consideration. Disposition must be approved by NAI before shipment of the product, unless otherwise directed by NAI.

8.2.3 A request for deviation does not guarantee NAI acceptance or approval. NAI acceptance and approval with authorization to ship is applicable only to the lots and discrepancies requested and DO NOT constitutes acceptance or approval of additional lots or discrepancies.

8.2.4 Any request for deviation must be in writing and contain as a minimum the following:

- a. Purchase order number, item part number or description and revision level if applicable.
- b. Specification or drawing requirement.
- c. Actual condition or requested deviation.
- d. Contact person to whom to respond.
- e. Lots or quantities to which request applies.

8.3 CHANGE APPROVAL. For those items produced against a supplier generated set of requirements (proprietary products and the like), the supplier shall obtain NAI approval, in writing, before making any changes in material or production processes that may affect form, fit, function, interchangeability, or reliability.

8.4 NAI SUPPLIED MATERIAL. If materials are provided by NAI to the supplier for the performance of work, the supplier, by acceptance of the material and subsequent delivery of product, warrants that no mixing of any such material with other material (either acquired by the supplier or provided by other customers to the supplier, etc.) has occurred.

8.5 SURVEILLANCE AT SOURCE. All items specified by the purchase order are subject to surveillance by NAI or NAI's customer. This includes review, verification, examination, test and/or analysis of the supplier's manufacturing and associated systems, procedures, and processes. If necessary, such activity shall be coordinated by NAI personnel in advance of arrival.

8.6 ITEM IDENTIFICATION. The supplier shall ensure that all items are legibly marked in accordance with the NAI purchase order specifications.

Identification requirements may include the following:

- a. Part Number and Revision Level
- b. Purchase Order Number and Description
- c. Manufacturer's identification
- d. Lot or date code
- e. Quantity

The following exceptions apply:

- a. Items too small or of a configuration or material prohibiting individual marking are packaged in suitable containers which are marked as above.
- b. Raw material is identified in accordance with the procuring specification (i.e. ASTM, AMS, etc.).
- c. Material that the supplier receives from NAI is identified upon return to NAI with the NAI information supplied on the purchase order and the shipper that originally transferred the material to the supplier.



Accelerate Your Time-to-Mission™

8.7 COUNTERFEIT PREVENTION. The supplier shall ensure that counterfeit work and/or material is not delivered to NAI. Counterfeit work/material is defined as a suspected work/material that is a copy or substitute without legal right or authority to do so or one whose material, performance or characteristics are knowingly misrepresented by a supplier in the supply chain. The supplier shall immediately notify NAI with the pertinent facts if a supplier becomes aware or suspects that it has supplied counterfeit work/material.

8.8 CONFLICT MATERIALS – Dodd-Frank Act (Section 1502) “Conflict Minerals from the Democratic Republic of Congo”

The supplier shall ensure that all material/components delivered to NAI do not contain 3TG minerals; Tantalum (derived from Columbite-Tantalite), Tungsten (derived from Wolframite), Tin (derived from Cassiterite), Gold and/or finished material originating or sourced from the Democratic Republic of Congo.

9.0 Receipt of Material

9.1 MATERIAL CERTIFICATION & ANALYSIS, CERTIFICATION OF CONFORMANCE AND STATISTICAL DATA

9.1.1 Material certification and analysis (chemicals and physicals) and Certification of Conformances (must reference the applicable Purchase Order Number) are required on every shipment of material. If a material certification and analysis is not received with the material, NAI reserves the right to return this material to the supplier at the supplier's expense.

9.1.2 Statistical data (including Cpk/Ppk values) when required by purchase order shall be supplied with each shipment for thickness, or diameter (for wire), or as otherwise specified. Statistical data must be identified as to the purchase order number and shipping date.

9.2 Non-Conformances

9.2.1 When supplied material or parts are found to be substandard or defective at our facility or at our customer's facility NAI will inform the supplier.

9.2.2 In the event defects in supplied raw material or parts result in defects at any of NAI customers the supplier shall provide a corrective action report that includes the following information:

9.2.2.1 Root causes for the creation of the defect and the non-detection of the defect.

9.2.2.2 Short term corrective actions (containment actions).

9.2.2.3 Corrective actions for each identified root cause including implementation dates for each corrective action.

9.2.2.4 Validation of effectiveness of the identified corrective actions.

9.2.2.5 Evidence of containment as required

9.2.3 Supplier corrective action reports sent to NAI may utilize the supplier's corrective action format provided all of the requirements listed in section 9.2.2 are met.

9.2.4 NAI reserves the right to request that additional analysis tools be utilized during a complaint investigation. These could include, but are not limited to, cause and effect diagrams, 5-Why forms and/or additional forms required by NAI customers.

9.2.5 Implementation of corrective actions may be subject to verification by NAI.

9.2.6 In the event where an acceptable corrective action has not been supplied, NAI reserves the right to audit the supplier's corrective action process and/or place additional controls on the supplier's manufacturing process.

These specifications are not meant to be all inclusive nor should they be taken to apply to every manufacturing method. This specification is not to be interpreted as an alternative to sound judgment. Should there be any suggestions for modification to these general specifications, please contact NAI Quality team.



10. Quality Clauses

NORTH ATLANTIC INDUSTRIES QUALITY CLAUSES

NOTES: **Clauses 1 to 16** apply to all Purchase Orders.
 Clauses 17 and 18 apply to all Purchase Orders for calibrated equipment or calibration services.
 Clause 19 applies to all Purchase Orders for raw material.
 Clause 20 applies to Purchase orders containing specialty metals.

Receipts against this purchase order will not be accepted if greater than 10 days of required due date without authorization by NAI buyer.

1 QUALITY/INSPECTION SYSTEM

The supplier shall maintain a quality/ inspection system which is in conformance with the requirements of AS9100 and/or ISO9001 to include: Receiving, First Article, In-Process and Final inspection including Inspection and Test Records supplied to NAI at the point of First Article Inspection (if requested via NAI's Purchase Order) and upon completion and shipment of said order.

2 CERTIFICATION OF CONFORMANCE

(C of C) attesting to the conformance of material, (which shall include chemical and/or physical reports with "actual" or "typical" as contractually required results of tests conducted on all materials shipped, verifying conformance to an specifications referenced on drawings and/or purchase orders) outside services performed, hardware, machining/manufacturing, etc. The C of C shall include at a minimum date, purchase order number, suppliers name, part number, drawing number and/or representative, lot, batch, serial number or other identification be signed by an authorized representative of the Supplier and shall accompany an order upon receipt of said items to NAI.

3 CONTROLS OF SPECIAL PROCESSES

In addition to the requirements of clause 3, both the vendor (supplier) and any subcontractor(s) used shall be a NAI and/or Customer approved source for said Processes. These include operations subject to process controls such as: coating, joining, heat treating, cleaning, non-destructive test, etc. The vendor (seller) shall be approved as per above to perform specific required Special Processes, or use Special Process vendors acceptable to NAI and NAI'S customer.

4 RIGHT TO VERIFY

NAI's customer shall be afforded the right to verify at the vendors (sellers) premises that the subcontracted product conforms to specified requirements,

5 RIGHT OF ENTRY

The Supplier shall include provisions in the subcontracts to allow the Supplier, Customer, and Regulatory agencies Right of Entry to any place necessary to determine and verify the quality of contracted work, records and material. Note: Delegation of supplier verification to subcontractor is not practiced at NAI.

6 RECORD RETENTION AND CERTIFICATIONS

Records must be maintained for a period of 7 years and must be retrievable within 48 hours of a request by NAI. Certification test data shall be traceable to the organization performing the testing, special processing and/or inspection(s) requested via NIA's Purchase Order. All factual information shall be included to demonstrate conformance of specification and/or Purchase Order requirements.

7 REPORTS OF NON-CONFORMITIES OR INCONSISTENCIES WITH PRODUCT AND/OR PURCHASE ORDERS

The supplier shall review the Purchase Order and product manufacturing, processing, and/or testing requirements prior to its initiation. If errors or inconsistencies are noted with the P.O., Part and or other document referenced by the Purchase Order the supplier must immediately notify NAI or its acting delegation. Supplier proceeding with work without written concurrence does so at his own risk. Product will not be accepted by NAI's Quality Assurance Department until the Purchase Order and all documentation referenced there on properly describe the comply with product delivered.

8 CORRECTIVE ACTION REQUEST

Acceptance of this purchase order obligates the seller to perform, upon request, a corrective action investigation when discrepant material is received by the buyer. A written report shall be furnished, within a period of five business days which is specific and conclusive to prevent a reoccurrence of the discrepancy.

9 IDENTIFICATION-LIMITED SHELF LIFE

Materials with limited shelf life (epoxy, paint, adhesives, etc.) shall indicate the date of manufacture, lot number and applicable specification on the container. Time lapse "between cure or manufacturing date and date of scheduled receipt shall be consistent with applicable specification or Purchase Order requirements. At a minimum, product receipt shall not have less than 75% of its shelf life remaining.



10 PROHIBITED PRACTICES

The supplier does not have material review authority and shall not make any unauthorized repairs by any means without NAI or NAI's customer' approval. Also:

- No outsourcing without prior approval from North Atlantic Industries, Inc.

11 PROHIBITED MATERIAL USES

Parts supplied on this Purchase Order shall not, and indicate, "have not been exposed to functional mercury or mercury compounds".

- Note: When required by contract, the following prohibition shall apply
Prohibition of Hexavalent Chromium (MAY 2011)
(a) *Definitions.* As used in this clause—
Homogeneous material means a material that cannot be mechanically disjointed into different materials and is of uniform composition throughout.
(1) Examples of homogeneous materials include individual types of plastics, ceramics, glass, metals, alloys, paper, board, resins, and surface coatings.
(2) Homogeneous material does not include conversion coatings that chemically modify the substrate. *Mechanically disjointed* means that the materials can, in principle, be separated by mechanical actions such as unscrewing, cutting, crushing, grinding, and abrasive processes.
(b) *Prohibition.* (1) Unless otherwise specified by the Contracting Officer, the Contractor shall not provide any deliverable or construction material under this contract that—
(i) Contains hexavalent chromium in a concentration greater than 0.1 percent by weight in any homogenous material; or
(ii) Requires the removal or reapplication of hexavalent chromium materials during subsequent sustainment phases of the deliverable or construction material.
(2) This prohibition does not apply to hexavalent chromium produced as a by-product of manufacturing processes.
(c) If authorization for incorporation of hexavalent chromium in a deliverable or construction material is required, the Contractor shall submit a request to the Contracting Officer.
(d) *Subcontracts.* The Contractor shall include the substance of this clause, including this paragraph (d), in all subcontracts for supplies, maintenance and repair services, or construction materials.
- Supplier shall not use substances listed in Emergency Planning and Community Right-to-Know Act (EPCRA) Section 313 "toxic chemicals" and EPCRA Section 302, "extremely hazardous substances," or products containing such substances without NAI approval. Supplier shall request approval to use substances identified in the Environmental Protection Agency 17 list only if there is no other viable material.

12 EMPLOYMENT

All suppliers are required to comply with the Equal Employment Opportunity requirements of FAR 52.222-22. The Equal Opportunity Clauses required by Executive Order 11246, as amended, the Vietnam Era Veterans' Readjustment Assistance Act of 1974, as amended, 38 U.S.C. 4212 (formerly 2012), Section 503 of the Rehabilitation Act of 1973, as amended, and the implementing regulations at 29 CFR 471 Appendix A to Subpart A. 41 CFR Chapter 60 (41 CFR 60-1.4, CFR 60-300.5 and 41 CFR 60-741.5 respectively) are part of this purchase order and binding upon the Seller (Subcontractor, Vendor, or Supplier) unless exempted by rules, regulation or orders of the Secretary of Labor. This contractor and subcontractor shall abide by the requirements of 41 CFR §§ 60-1.4(a), 60-300.5(a), and 60-741.5(a). These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, sex, or national origin. Moreover, these regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, national origin, protected veteran status or disability.

13 FOREIGN OBJECT DEBRIS / DAMAGE (FOD)

The supplier shall employ appropriate housekeeping practices to assure timely detection and removal of residue/debris generated, if any, during operations and/or normal daily tasks and shall ensure FOD requirements are flowed down to sub-contractors and suppliers at every tier.

14. PACKAGING

As a minimum, the supplier shall package all material in a manner that will ensure protection against corrosion, oxidation, deterioration and physical damage during shipment. Due to inadequate packaging will be rejected and returned to the supplier. In addition, when materials delivered are lot-controlled and multiple material lots are shipped, each lot shall be separately packaged and identified.

15 FLOW-DOWN

The supplier shall flow-down all applicable requirements to subcontractors and suppliers at every tier.

16 AUTHENTIC PARTS

Unless otherwise approved by NAI Quality, seller shall only purchase authentic parts/components directly from the Original Equipment Manufacturers ("OEMs") / Original Component Manufacturer ("OCM") or through the OEM's/OCM's authorized distributor(s). The supplier must notify North Atlantic, in writing, prior to making any process changes that may affect form, fit, or functionality of the product. Facility relocation must also be reported.



17 CALIBRATION SYSTEMS

Seller's (herein referred to as supplier) calibration system shall meet the requirements of: ISO 17025, ISO 10012-1, AS9100, ANSI-Z540-1, MIL-STD-45662 or greater.

18 CERTIFICATION OF CALIBRATION

The calibration service shall provide a certificate attesting to the accuracy of the items procured and be supplied with each shipment. This certification must contain all the test parameters necessary to demonstrate conformance to the manufactures specifications and shall be traceable to National Institute of Standards and Technology (NIST).

19 MATERIAL TEST REPORT

The supplier shall provide chemical and physical analysis of raw material demonstrating compliance to the applicable material specification.

20 SPECIALITY METALS and FINSHES

Supplier-Furnished Specialty Metals: In the case where specialty metals, as defined in DFARS 252.225.7014(a)(2), are furnished as raw material, the supplier shall certify that the specialty metal(s) meet(s) DFARS 252.225-7008 and DFARS 252.225-7009, Restriction on Acquisition of Certain Articles. Containing Specialty Metals (excluding Paragraph (d)). The supplier shall maintain all applicable chemical and physical test reports, including the country where the specialty metals were melted. These requirements shall be flowed down to all sub-tier suppliers.

FINISHES

- Pre-Treatment: Chemical conversion coating, Per MIL-DTL-5541 Type 1, Class 3 all over.

FAR CLAUSE(S) FLOW DOWN

(b) (1) Notwithstanding the requirements of any other clause in this contract, the Contractor is not required to flow down any FAR clause, other than those in this paragraph (b)(1) in a subcontract for commercial items. Unless otherwise indicated below, the extent of the flow down shall be as required by the clause—

(i) 52.203-13, Contractor Code of Business Ethics and Conduct (Apr 2010) (Pub. L. 110-252, Title VI, Chapter 1 (41 U.S.C. 251 note)).

(ii) 52.219-8, Utilization of Small Business Concerns (Dec 2010) (15 U.S.C. 637(d)(2) and (3)), in all subcontracts that offer further subcontracting opportunities. If the subcontract (except subcontracts to small business concerns) exceeds \$650,000 (\$1.5 million for construction of any public facility), the subcontractor must include 52.219-8 in lower tier subcontracts that offer subcontracting opportunities.

(iii) 52.222-17, Nondisplacement of Qualified Workers (Jan 2013) (E.O. 13495). Flow down required in accordance with paragraph (1) of FAR clause 52.222-17.

(iv) 52.222-26, Equal Opportunity (Mar 2007) (E.O. 11246).

(v) 52.222-35, Equal Opportunity for Veterans (Sep 2010) (38 U.S.C. 4212).

(vi) 52.222-36, Affirmative Action for Workers with Disabilities (Oct 2010) (29 U.S.C. 793).

(vii) 52.222-40, Notification of Employee Rights Under the National Labor Relations Act (Dec 2010) (E.O. 13496). Flow down required in accordance with paragraph (f) of FAR clause 52.222-40.

(viii) 52.222-41, Service Contract Act of 1965, (Nov 2007), (41 U.S.C. 351, *et seq.*)

(ix) 52.222-50, Combating Trafficking in Persons (Feb 2009) (22 U.S.C. 7104(g)). Alternate I (Aug 2007) of 52.222-50 (22 U.S.C. 7104(g)).

(x) 52.222-51, Exemption from Application of the Service Contract Act to Contracts for Maintenance, Calibration, or Repair of Certain Equipment--Requirements (Nov 2007) (41 U.S.C. 351, *et seq.*).

(xi) 52.222-53, Exemption from Application of the Service Contract Act to Contracts for Certain Services--Requirements (Feb 2009) (41 U.S.C. 351, *et seq.*)

(xii) 52.222-54, Employment Eligibility Verification (Jul 2012).

(xiii) 52.226-6, Promoting Excess Food Donation to Nonprofit Organizations. (Mar 2009) (Pub. L. 110-247). Flow down required in accordance with paragraph (e) of FAR clause 52.226-6.

(xiv) 52.247-64, Preference for Privately-Owned U.S.- Flag Commercial Vessels (Feb 2006) (46 U.S.C. Appx 1241(b) and 10 U.S.C. 2631). Flow down required in accordance with paragraph (d) of FAR clause 52.247-64.



Acknowledgement of Receipt:

(Company Name)_____ acknowledges that the said company has received a copy of NAI Supplier Quality Manual (SQM), which describes important information about North Atlantic Industries (NAI) supplier policies, expectations and requirements. Said company understands that it should consult the Quality Assurance department of NAI if said company has questions regarding the SQM. Said company understands and agrees that it will read and comply with the policies contained in this manual and any revisions, and bound by the provisions contained therein, and that said business continued business is contingent on the following those policies.

Signed: _____

Date: _____

Please return to: jsciallo@naii.com

For NAI use only:

Reviewed by: _____

Reviewed on: _____