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1. Introduction

This document pertains only to the West Trenton, NJ Division of RBC. The expectations and requirements described in this manual apply to all suppliers of production products. Suppliers must meet all applicable requirements specified herein.

The purpose of this Supplier Quality Manual (SQM) is to assist our Suppliers in understanding the purchasing expectations and quality requirements for products and/or services supplied to RBC Bearings. The manual is also a tool to assist RBC Bearings in complying with the ISO 9001 and AS9100 standards and to develop our Suppliers.

This Supplier Quality Manual will communicate the operating principles, general expectations, requirements, and procedures of RBC Bearings. Acceptance of all purchase orders constitutes acceptance and commitment on behalf of the recipient to comply with this manual's content.

These guidelines are provided as supplement to, and do not replace or alter, any purchase agreement terms and conditions which are included as requirements of applicable drawings, specifications, and/or other contractual documents. This manual describes minimum requirements for which the Supplier has responsibility; however, system improvements that exceed the requirements specified within this manual are always encouraged.

Through implementation and adherence to the standards stated herein, RBC Bearings looks forward to a long and mutually beneficial relationship with our Suppliers.

2. Definitions

2.1 Counterfeit Parts – A suspect part identified as a copy or substitute without the legal right or authority to do so or a part whose material, performance or characteristics are knowingly misrepresented by a supplier in the supply chain, including the lowest level of separately identifiable items. Counterfeit Parts include, but may not be limited to:

- Parts not containing the proper internal construction that is consistent with the desired, produced, or ordered part;
- Used, refurbished, or reclaimed parts represented as new product;
- Parts with a different package style, type, or surface plating/finishing other than the required or ordered product;
- Parts not successfully completing the full production and/or test flow of the Original Component Manufacturer (OCM) or Original Equipment Manufacturer (OEM) that are represented as completed product; and,
- Parts sold or delivered with modified labeling or markings intended to

misrepresent the form, fit, function, or grade of the intended product.

- 2.2 First Article Inspection (FAI) – A design verification and design history file providing a reported measurement for each manufactured feature of a part or assembly. The evaluation report consists of assuring all the properties and features are compliant to its specifications.
- 2.3 Production Part Approval Process (PPAP) – A valuable tool for establishing confidence in component suppliers and their production processes. PPAPs:
 - Defines the approval process for new or revised parts, or parts produced from new or significantly revised production methods;
 - Verifies that the supplier understands all customer engineering design specifications and requirements, and
 - Confirms that the process is capable of consistently producing product meeting those requirements during an actual production run at the quoted production rate.
- 2.4 Material Certificates – Records of Material/Performance Tests. This includes copies of all the certification documents for all materials (steel, plastics, etc.) listed on the prints.

3. Supplier Requirements

- 3.1 RBC Bearings believes it is necessary that all functions within RBC Bearings and their business associates operate on a “Zero Defects” philosophy. We must both strive for a fundamental quality system that provides for continuous improvement in:
 - a. Demonstrating its ability to consistently provide quality service that meets customer and applicable regulatory requirements;
 - b. Addressing customer satisfaction through the effective application of the system, including processes for continual improvement and prevention of nonconformity;
 - c. Employee empowerment, especially for innovative action to improve the company’s performance; and,
 - d. Orderly change management that will maintain a high level of service in an effort to accommodate technological change and for continual improvement of technical skill and capability.
- 3.2 RBC required consistent quality. Zero-defect products are required from Suppliers. Any deviation from this will result in rejection and return of the product to the

Supplier with subsequent charges attached. Even after acceptance of a shipment, RBC Bearings reserves the right to return any material that proves to be defective.

- 3.3 RBC Bearings expects our Supplier's Top Management to share our commitment to meet or exceed our customer's quality expectations through continuous improvements. It is also expected that they will give their full support to the relationship that exists between our companies and demonstrate flexibility in assisting RBC Bearings in meeting all our customer's requirements.
- 3.4 On-Time Delivery – RBC Bearings requires all Suppliers to provide 100% on-time delivery performance with the correct quantity and pricing agreed upon. Monitoring of performance levels in this area will be ongoing with formal reporting on a pre-determined basis, typically annually.
- 3.5 Supplier Quality Requirements
- a. RBC Bearings must approve the any changes to special processes (i.e.: heat treat, plating, etc.) that could affect the quality of the product(s) supplied.
 - b. Suppliers of RBC Bearings are requested, but not required, to be compliant to the ISO 9001:2015 international quality standards.
 - c. Each article delivered under a purchase order must be identified with a part number or other such identification means. All purchased materials and services are subject to inspection for compliance to the purchase order and all applicable quality requirements.
 - d. No material or process substitutions, quantity variations, or splits from the PO may be made without prior written authorization from RBC Bearings.
 - e. Information concerning the identification and revision status of specifications, drawings, process requirements, inspection/verification instructions and other relevant technical data will be communicated to the Supplier when they quote the job, on the PO and/or on the supplementary documents from RBC Bearings.
 - f. All Suppliers to RBC Bearings must have a lot identification system that distinguishes one lot from another when shipping finished product. Each lot of material should be clearly identified on the product (where applicable) and/or on the product packaging. All material lots should be traceable to raw or component material lots as identified by the Supplier's supplier.
 - g. If any tests are required, the PO and/or supplementary documents will define such requirements. RBC Bearings will evaluate the data in the test

reports to confirm product meets the specified requirements.

3.6 Products and/or services provided by Suppliers must be at the highest quality level of quality.

- a. The Supplier shall ensure that nonconforming product is identified and controlled to prevent unintended use or delivery. The Supplier shall not ship nonconforming materials without prior authorization by RBC Bearings.
- b. The Supplier is responsible for notifying RBC Bearings of any changes in product and/or process. Any changes in the manufacturing facility location must also receive approval for such changes.
- c. Suppliers of RBC Bearings are required to communicate all information related to the job to any Supplier they use to produce RBC Bearings products. This includes, but is not limited to Nondisclosure Agreements and Counterfeit Parts Prevention Procedures.
- d. Suppliers are fully responsible for the quality of their products/services, including their sub-tier Suppliers. Both are responsible for ensuring that the quality of their products/services meets all RBC Bearings requirements, specifications, and drawings, as identified on the PO. Zero defects are expected from our Suppliers.

3.7 Record Retention

- a. Suppliers and sub-tier Suppliers shall establish and maintain records to provide evidence of conformity to requirements.
- b. Records shall remain legible, readily identifiable, and retrievable.

3.8 Purchased Parts

- a. In the event that the PO is for an aerospace or government application, there may be additional requirements of the Supplier and, as necessary, to sub-tier Suppliers. This may include, but may not be limited to, the following:
 - The Supplier must conduct a review of all the purchase order requirements to ensure their product or service conforms to those requirements.
 - The Supplier's Quality Management System (QMS) must address the requirements contained in this document.
 - Suppliers are required to flow down data and other requirements to sub-tier

Suppliers.

- The Supplier must maintain and calibrate precision measuring and testing equipment with a method that is traceable to a recognized standard.
- The Supplier must establish, document, and maintain a change process appropriate to the product.
- The Supplier must preserve the product during internal processing and delivery to RBC Bearings, maintaining conformity requirements.
- This also includes: cleaning, removal of foreign objects, special handling for sensitive products, appropriate labeling, shelf life control, stock rotation, and any other specified special handling.
- If the supplied products have a shelf life requirement, the Supplier is required to provide either the expiration date or material inventory date.
- Product subject to special processing must be accompanied by certification documents that specify that process and the Supplier's conformance to the requirements of that process.
- A First Article Inspection (FAI) may be required using AS9102 forms as well as a number of additional documents, such as: materials certifications for raw materials, calibration records for gages used, process flow, shop order, control plans, inspection sheets, test records for special processes, appearance samples, functional test results as specified in the print and/or specifications, Part Submission Warrants, capability studies, and certificate of conformance (C of C) documentation.

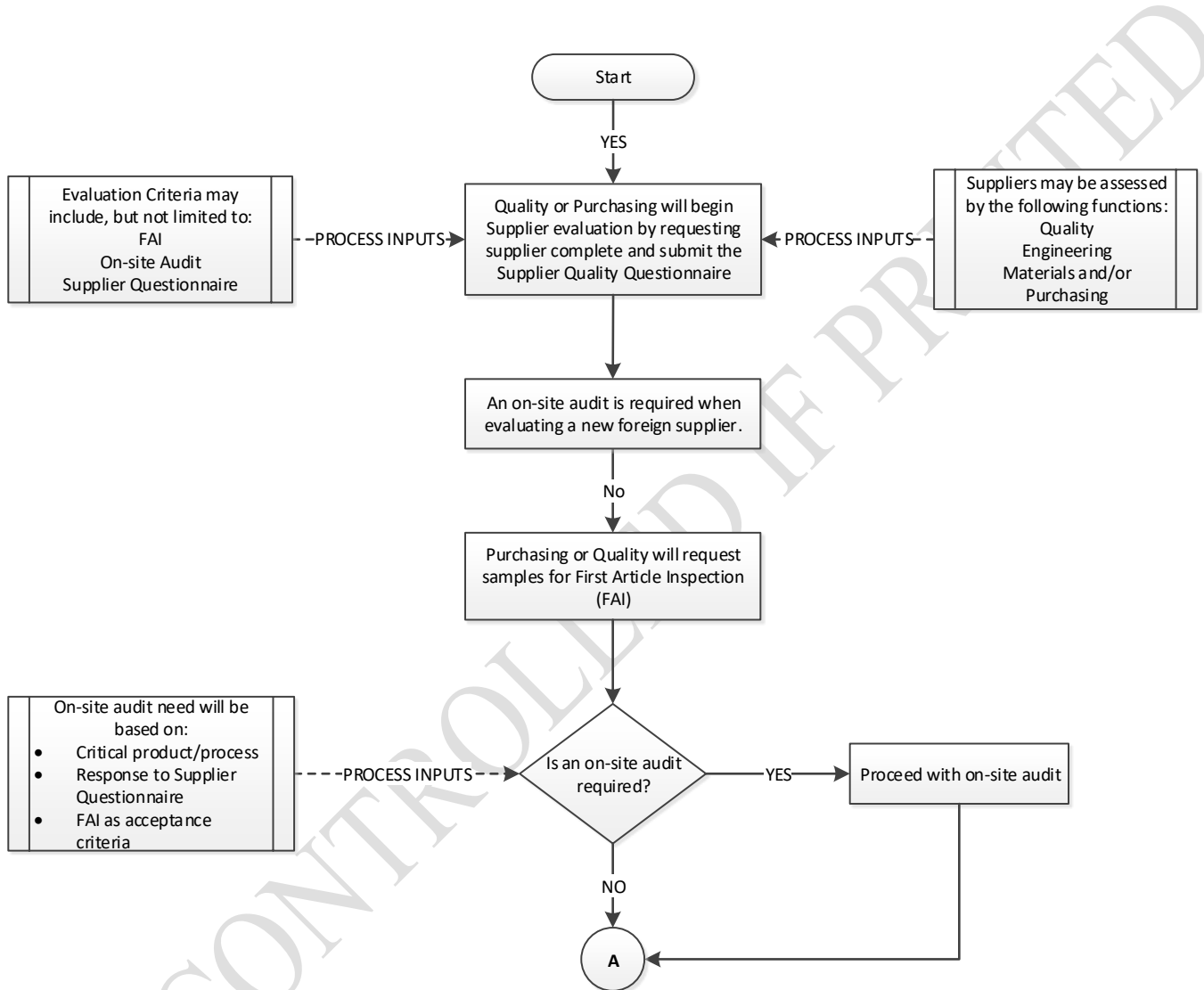
3.9 First Article Inspection (FAI) Requirements

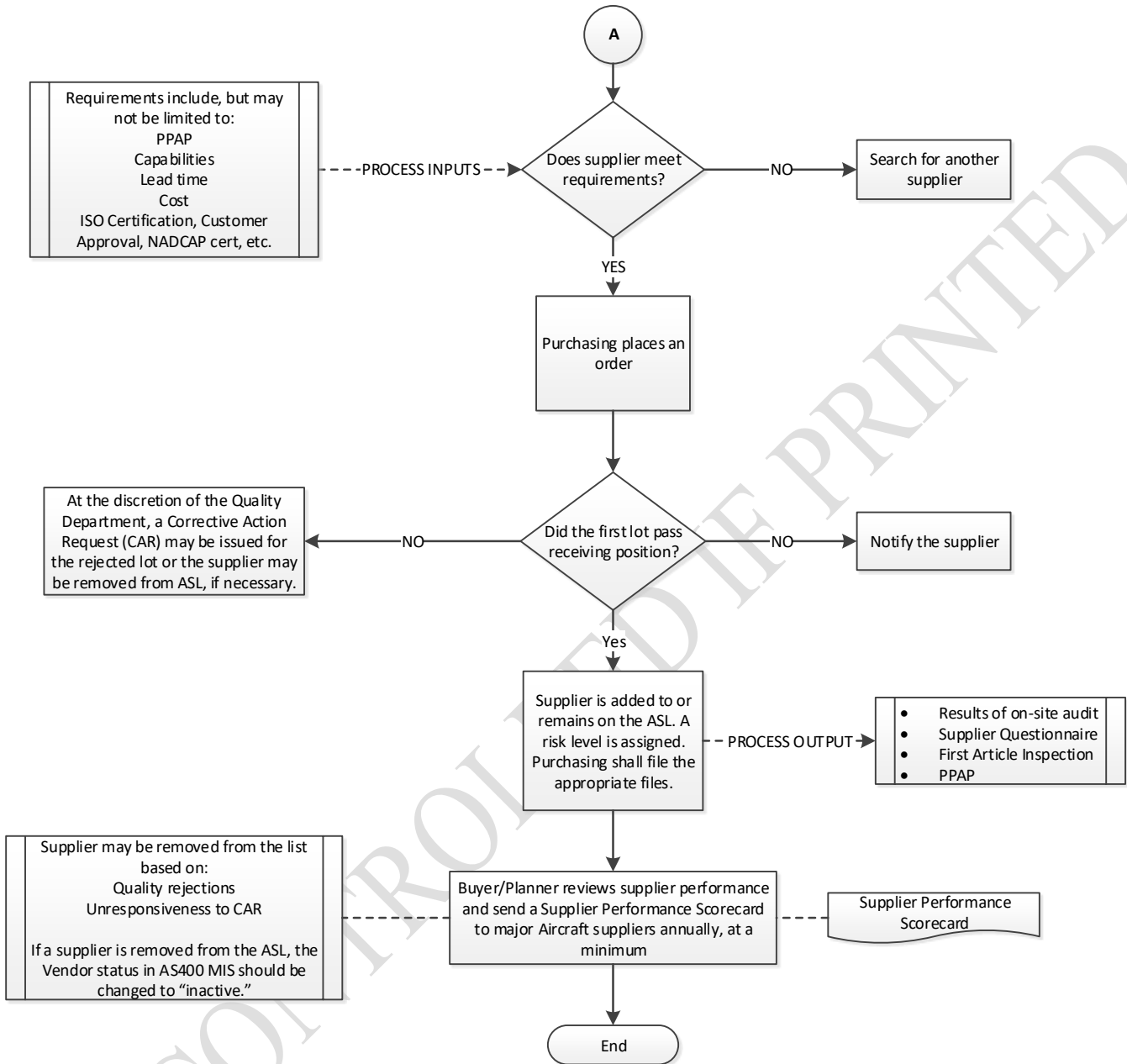
- a. A First Article Inspection (FAI) Report must show evidence of acceptance by the Supplier's quality assurance representative. A first article shall be produced on production equipment and using processes which will be utilized on production runs.
- b. When requested, a first article may be performed on prototype articles to determine conformance status to available data.
- c. Additionally, the Supplier shall perform subsequent first articles per the requirements of AS9100 (i.e.: following every major tooling or design change, and subsequent to any evident quality degradation for a specified part).

- d. Records of all first article activity will be documented as required in AS9100, treated as quality/acceptance records, and made available to RBC Bearings.
- e. The Supplier shall label the exterior of the container to ensure adequate identification of the product being shipped. The Supplier must ensure the handling and shipping methods for proper and on-time delivery without damage to the product.
- f. The Supplier shall ensure that any special labeling requirements shall also be listed appropriately on the shipping documents and on each package.
- g. It is the Supplier's responsibility to prevent counterfeit or suspect counterfeit part use and their inclusion in products delivered to RBC Bearings.

4. Supplier ASL Process

4.1 The following flowchart outlines how Suppliers are added to RBC Bearings' Approved Supplier List (ASL).





4.2 Suppliers may be evaluated by the following means:

- a. Supplier on-site audit,
- b. Supplier questionnaire,
- c. CAR response time;
- d. PO receipt on-time;
- e. PO receipt accuracy.

4.3 Supplier Corrective Action Report (SCAR) Criteria

- a. All Suppliers to RBC Bearings will be subject to provide SCARs when they are deemed necessary by RBC Bearings or any customer of RBC Bearings.
- b. Supplier Corrective Action Reports shall be critiqued and reviewed with the Supplier until a satisfactory SCAR is submitted or the Supplier is removed from the Approved Supplier List (ASL).
- c. Suppliers not consistently meeting the milestone dates listed on SCARs may be subject to the following:
 1. Withholding payment until SCAR is completed,
 2. Scheduling a supplier audit, and
 3. Supplier removed from the Approved Supplier List
- d. If a Supplier consistently misses milestone dates, as listed on the SCAR, they may be classified as being in breach of such supplier's obligations. As a result, RBC reserves the right to terminate any and all orders and to put the Supplier on a payment hold, as applicable.
- e. Any Supplier who is not on the ASL will not be awarded new orders or the possibility of new business. If a Supplier is determined to be unacceptable, the Materials Manager will initiate the appropriate actions to find other qualified resources prior to the removal of the Supplier from the ASL. In the event a Supplier is a mandated source by an RBC Bearings customer, customer's approval will be required.

4.4 Supplier Classification

- a. Suppliers who are on the RBC Bearings ASL will be classified as "Approved". Suppliers who have a non-approved status will be classified as

“Not Approved” Any Supplier can go through the approval process.

4.5 Supplier Quality Requirements

- a. RBC Bearings must approve the product, any procedures, and special processes (i.e.: heat treat, plating, etc.) associated with the equipment used. If any changes occur after the initial approval, the Supplier shall notify RBC Bearings for such changes.
- b. Suppliers are expected to have the resources necessary (i.e.: personnel, property, facilities, equipment, materials, etc.) to supply the products and/or services required to accommodate RBC Bearings’ production schedule and/or Purchas Order (PO) Requirements. The Supplier should provide for fluctuations in requirements due to scheduling changes.
- c. Suppliers of RBC Bearings are requested to be compliant to the ISO 9001:2015 international quality standard. In addition, we encourage our Suppliers to seek a third-party accreditation.
- d. Supplier quality systems shall be formally documented implemented, and maintained to ensure Suppliers’ products and/or services conform to the identified purchase specifications, Engineering or Material Specifications and/or Contract Requirements. The Suppliers’ quality documentation shall be made available to RBC Bearings upon request.
- e. Each article delivered under a purchase order must be identified with a part number or other such identification means. All purchased materials and services are subject to inspection for compliance to the purchase order and all applicable quality requirements.
- f. No material or process substitutions, quantity variations, or splits from the PO may be made without prior written authorization from RBC Bearings.
- g. Information concerning the identification and revision status of specifications, drawings, process requirements, inspection/verification instructions and other relevant technical data will be communicated to the Supplier when they quote the job, on the PO and/or on the supplementary documents from RBC Bearings.
- h. All Suppliers to RBC Bearings must have a lot identification system that distinguishes one lot from another when shipping finished product. Each lot of material should be clearly identified on the product (where applicable) and/or on the product packaging. All material lots should be traceable to raw or component material lots as identified by the Supplier’s supplier.

- i. If any tests are required, the PO and/or supplementary documents would state that information to the Supplier. RBC Bearings will evaluate the data in the test reports and data provided to confirm product meets the specified requirements.
- 4.6 Products and/or services provided by Suppliers must be at the highest quality level of quality.
- a. The Supplier shall ensure that nonconforming product is identified and controlled to prevent unintended use or delivery. The Supplier shall not ship nonconforming materials without prior authorization by RBC Bearings.
 - b. The Supplier is responsible for notifying RBC Bearings of any changes in product and/or process. Any changes in the manufacturing facility location must also receive approval for such change.
 - c. Suppliers of RBC Bearings are required to communicate all information related to the job to any Supplier they use to produce RBC Bearings products. This includes, but is not limited to Nondisclosure Agreements and Counterfeit Parts Prevention Procedures.
 - d. Suppliers are fully responsible for the quality of their products/services, including their sub-tier Suppliers. Both are responsible for ensuring that the quality of their products/services meet all RBC Bearings requirements, specifications, and drawings, as identified on the PO. Zero defects are expected from our Suppliers.
5. Responsibilities, Authorities, Implementation, and Records:
- a. Quality System Planning and Documentation: PRO-4.1.1-2001
 - b. Operational Planning and Control: PRO-08.1.0-01
 - c. Risk Management Plan: PRO-08.1.1-01
 - d. Determination of Requirements Related to Product: PRO-08.2.2-01
 - e. Review of Requirements Related to Product: PRO-08.2.3-01
 - f. Customer Communication: PRO-08.2.1-01
 - g. Design and Development of Products and Services: PRO-08.3.0-01
 - h. Control of Externally Provided Products and Services: PRO-08.4.0-01
 - i. Supplier Quality Evaluation Process: PRO-08.4.1-01
 - j. Verification of Externally Provided Products and Services: PRO-08.4.2-01
 - k. Special Processes: PRO-08.5.1-03
 - l. Traceability: PRO-08.5.2-2001
 - m. Identification: PRO-08.5.2-2002
 - n. Identification and Traceability Stamps: PRO-8.5.2-2003



- o. Preservation of Product (HSPP&D): PRO-08.5.4-01
- p. Monitoring and Measuring Resources: PRO-07.1.5-2001

Revised by: Marie Alt

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