1.0 Suppliers shall implement and maintain a quality management system.

2.0 New England Spring must be notified prior to any changes in product; processes or services including changes of your external providers or location of manufacture, and obtain our organization’s approval.

3.0 New England Spring, our customer and/or regulatory authorities shall have right of access to the applicable areas of facilities correlating with their product or materials; as well as documented information at any level of the supply chain associated with their processing. Verification of product or documented information by New England Spring, our customer, or regulatory authorities does not relieve supplier of providing conforming product.

4.0 New England Spring must be notified of any nonconforming processes, products, or services and obtain approval for their disposition.

5.0 Suppliers that use a Sub-tier Supplier must flow down all applicable requirements, including customer requirements. Suppliers shall use customer-designated or approved external providers, including process sources (e.g., special processes).

6.0 Suppliers shall prevent the use of counterfeit parts.

7.0 Documented information associated with the processing of parts shall be maintained for the time period specified on the purchase order or by the flow down requirements. If no time period is specified, documented information shall be maintained a minimum of 30 years. Documented information beyond the retention period may be shredded or equivalently destroyed.

8.0 Suppliers shall ensure that persons are aware of their contribution to product/service conformity, product safety and the importance of ethical behavior.

9.0 New England Spring monitors supplier Quality and Delivery performance.

10.0 Suppliers shall provide test specimens for design approval, inspection/verification, investigation or auditing, if requested.

11.0 Suppliers that are designing/developing parts for New England Spring shall ensure all special requirements, critical items, and/or key characteristics are accounted for as well as test, inspect, and verify these parts (including production process verification) using statistical techniques for produce acceptance as well as any related instructions for acceptance provided by New England Spring.