



THE PROTECTIVE GROUP, A POINT BLANK COMPANY

**Quality Notes- Defense Items**  
**TPG-QN-01 Rev. 12 03/07/2017**

The requirements contained in this document shall be adhered to by the vendors unless otherwise noted on TPG purchase orders.

**Terms and Definitions:**

- QMS: Quality Management System
- Shall: Mandatory requirement
- FOD: Foreign Object Damage
- TPG: The Protective Group, A Point Blank Company

<u>Section</u>	<u>Criteria Requirement</u>
1.	Quality Management System Requirements
2.	Quality Flow Down to Sub-Tier Suppliers
3.	Quality Records
4.	Documentation – Revision and Configuration Control
5.	Qualification of Personnel
6.	Approval of Changes
7.	Handling, Storage, Packaging, and Delivery
8.	Parts identification and labeling requirements
9.	Special Process Control
10.	Nonconforming Material
11.	Source Inspection and Audits
12.	Product Acceptance
13.	Preference for Domestic End Products
14.	Equal Opportunity Clause
15.	Export Control Compliance
16.	Limited Life Items and Hazardous Materials
17.	Control of Work Transfer
18.	Control of US Government (USG) Property and Non-USG Customer Property
19.	First Article Inspection Requirements
20.	Vendor Performance Evaluation
21.	Counterfeit Avoidance
22.	Foreign Object Elimination
23.	Calibration Control



**Quality Notes- Defense Items**  
**TPG-QN-01 Rev. 12 03/07/2017**

**1. QUALITY MANAGEMENT SYSTEM REQUIREMENTS**

The vendor shall have a Quality Management System or industrial reputation that is acceptable to TPG. Vendors certified to ISO 9001, AS9100, and AS9120 are preferred.

The vendor's quality system shall include processes to ensure the ability to meet all TPG requirements contained in this document.

**2. QUALITY FLOW DOWN TO SUB-TIER SUPPLIERS**

Vendors shall ensure that all relevant TPG requirements are flowed down to their sub-tier suppliers. The vendor's sub-tier suppliers are responsible to comply with the same specifications and requirements specified on the Purchase Order.

The vendor is required to assure that their sub-tier suppliers maintain an adequate inspection and quality system to assure product conformance. The use of sub-tier suppliers does not release the vendor of responsibility for the end product or service.

Vendors are prohibited from providing TPG technical data, to include drawings, specifications, work instructions, or documented processes, unless an NDA has been put in place between TPG and the sub-tier supplier. If an NDA is not in place, the Vendor must contact TPG's Purchasing department.

The vendor shall communicate all requirements of this document to their sub-tier suppliers.

**3. QUALITY RECORDS**

Vendor's Quality Records for products and deliverables shall be maintained and at minimum, include product identification, inspection results, manufacturing and inspection procedures followed, quality representative name, date of inspection, and when applicable nonconformities found.

Vendor's quality records shall be sufficient to prove conformance to all applicable specifications and drawings and adequate to ascertain the quality level of production processes.

Records shall provide the degree of traceability required to enable subsequent verification of all aspects of material, manufacture, special processes, personnel certification, assembly and inspection of critical items and key characteristics.

Records shall include chemical and physical test results of raw material used in the manufacture of the item on the Purchase Order or Drawing.

The vendor's quality records shall be retained by the vendor for a minimum of five years from the acceptance of the last delivery, unless a longer retention period is specified in TPG Purchase Order. Upon request, these records shall be made available to TPG Purchasing department within two (2) business days.



**Quality Notes- Defense Items**  
**TPG-QN-01 Rev. 12 03/07/2017**

Records are to be disposed of in a controlled manner; hard copies shall be shredded and soft copies shall be permanently deleted.

**4. DOCUMENTATION- REVISION AND CONFIGURATION CONTROL**

The vendor shall ensure that the revision of the drawing received matches the revision noted on the Purchase Order.

If an item on this Purchase Order invokes by reference a military specification, military standard, or other revision controlled document, the revisions in effect as of the date of the Purchase Order are the revisions to be used by the vendor.

The vendor is responsible for notifying TPG Purchasing department of any discrepancies found in the Purchase Order documentation package submitted by TPG prior to making any delivery commitments.

**5. QUALIFICATION OF PERSONNEL**

The vendor's QMS shall ensure that all relevant Purchase Order requirements are met and all applicable processes affecting the final quality of the product in the Purchase Order were rendered by qualified personnel.

Personnel performing inspection, testing, assembly, manufacturing, and special processes shall be trained for the appropriate skill they are performing. When requested, records of such training shall be made available to TPG.

All persons shall be aware of their contribution to product conformity, their contribution to product safety, and the importance of ethical behavior.

**6. APPROVAL OF CHANGES**

The vendor is required to comply with the requirements listed on TPG Purchase Orders. No deviations, changes, and/or substitutions in materials, design, specifications, product configuration, or operating performance are permissible.

Vendor shall not proceed with any change without TPG Purchasing department approval. The vendor shall only accept changes by means of an executed Purchase Change Order. The vendor shall not accept verbal changes.

The vendor shall notify TPG Purchasing Department of any proposed changes including changes in design, materials, parts, equipment, external providers, fabrication methods or processes, major plant rearrangements, or plant relocation and changes that will impact form, fit and/or function.



**Quality Notes- Defense Items**  
**TPG-QN-01 Rev. 12 03/07/2017**

**7. HANDLING, STORAGE, PACKAGING AND DELIVERY**

Areas used for handling, storage, packaging, inspection, and test of products or services shall be clean, safe, and well organized to ensure that they do not adversely affect product or service conformity. Where applicable, the transporting of material shall be such as to avoid damage to the material.

Materials are to be shipped in containers in keeping with good commercial practices to preclude any damage, or loss being incurred during shipping and storage. Materials in boxes shall be shipped in boxes rated for the weight contained. Where the possibility of spoilage exists, items in storage shall be date stamped, coded, etc., and used on a first in - first out (FIFO) basis.

There shall be no foreign objects received in packaging and packaging containers. Foreign objects can include staples used for closure of unit packaging, foam peanuts used for cushioning and Styrofoam (can break down and particles cling to parts) used for cushioning. In general, no packaging material shall be used that will leave any residue from packaging or unpacking the product.

Vendors shall handle product and component parts of a product in a manner to minimize and/or prevent any damage. This applies to identification, handling, packaging, storage, and protection of products.

**8. PARTS IDENTIFICATION AND LABELING REQUIREMENTS**

At minimum, labeling of shipment container(s) shall include the following information:

- TPG Item Number
- TPG Item Description
- TPG Purchase Order Number
- Quantity
- Shelf Life/Expiration Date (if applicable)
- Lot # (if applicable)

Items that are manufactured as per TPG drawings shall be labeled as follows:

- Item Number
- Revision Number
- Vendor Name (or initials)
- Date of Manufacture (DOM)
- PO #

CARC Painted brackets must be packed in individual plastic bags and each bag must be identified as per above labeling requirements. Label must be attached to each individual plastic bag and **not to the CARC painted parts.**

Any exceptions to the labeling requirement, due to the size or quantity of the items, must be approved by TPG Purchasing Department.



**Quality Notes- Defense Items**  
**TPG-QN-01 Rev. 12 03/07/2017**

Label specification:

It is preferred that vendors use the following printer and label:

Printer: BROTHER P/TOUCH or equivalent

Label: TZe-231 Black Print on White Tape – 12mm wide

## **9. SPECIAL PROCESS CONTROL**

A Special Manufacturing Process is a process where it is not possible to assure, by typical verification techniques, that product integrity is achieved by the process.

The Vendor shall certify that these processes, such as but not limited to: plating, passivation, painting, soldering, radiography, welding, heat-treating, pressing, cleaning, electroplating, anodizing, chemical films, and surface finishes, were performed in accordance with specification requirements. The certificate shall identify the Purchase Order number, the products processed, to include TPG item numbers, quantity of units, and the applicable specifications (including revision letters or numbers) to which the processes conform, and the date and the name of the agency that performed the process if other than the Vendor.

Vendor shall notify TPG Purchasing department when is not capable of performing a special process, and request suggested TPG approved vendors, or seek approval by TPG prior to outsourcing the special process. Documents related to TPG products, services, or processes shall not be provided to other vendors or sub-tier suppliers without TPG approval.

Vendor shall provide a Flat sample of powder coated or CARC painted part with each batch that is painted. The flat sample part (coupon) has to be made out of flat drops from the batch of metal used to make the parts, and should measure a minimum of 3"x 3".

- a. In the case that the part ordered measures less than 3"x3", then a coupon of 3"x1.5" will be acceptable. Any other deviation to the coupon size must be approved by TPG Purchasing department.
- b. If the vendor fails to provide a coupon with the shipment, a finished part will be sacrificed and used (as a coupon) for the adhesion destructive test, and returned to the vendor for recoating, then the order will be received short by one piece. In this case the replacement parts will be received late and will impact the vendor's On Time Delivery Performance.
- c. If vendor makes multiple shipments and parts are painted in different batches, the vendor must submit a sample part with each batch that is shipped.

Vendor must provide a Certificate of Conformance (CoC) from the coating company in addition to the Certificate of Conformance (CoC) that is to be provided from the vendor. The Vendor's Certificate of Conformance must refer to the painted batch so that traceability requirements are fulfilled.

Welding processes must be performed by vendors that are certified to the materials and processes reference in TPG drawings or purchase order.



## **10. NONCONFORMING MATERIAL**

The vendor shall not deliver nonconforming material unless prior authorization is received in writing from TPG Purchasing Department.

The vendor shall notify TPG Purchasing department in writing without undue delay of all non-conformance found at any time after delivery.

When authorization is received to deliver nonconforming material the parts shall be marked as nonconforming.

Vendor shall provide all nonconforming related supporting documentation. Nonconforming documentation shall include, but, not be limited to Purchase Order number(s) part number(s), quantity of affected parts, date of shipment, nonconformity description, packing list number, etc.

Vendor will be issued a Corrective Action for Nonconforming material rejected by TPG determined to be vendor responsibility. Nonconforming materials will not be received in TPG ERP system and will not be processed for payment. Vendors will be immediately notified of the nonconformance/rejected parts so that they can replace or rework such parts.

## **11. SOURCE INSPECTION AND AUDITS**

A source inspection is an inspection conducted by a TPG Quality Assurance representative at the vendor's location. When source inspection is specified by the PO, the supplier shall notify the TPG Purchasing Department no later than three (3) business days prior to final inspection or testing of the PO deliverables, to ensure the availability of a TPG Quality Assurance representative. Specific inspection activities may be selected that include (but are not limited to) witnessing of special processes, points of test, in-process or final inspection/test, and verification of conformance to the purchase order.

TPG, its customers, and regulatory authorities, shall have the right of access to quality management system documentation, all manufacturing records, and all facilities involved in this Purchase Order, at any level of the supply chain.

TPG reserves the right to inspect any or all of the deliverables associated with any order at the vendor's facility.

Upon notice, audits may be conducted to determine compliance with TPG purchase order requirements and the requirements of this document. Reviews of QMS and Inspection System documentation may be performed that cover (but are not limited to) calibration of equipment, inspection and test reports, inspection instructions, procedures, and configuration control.



## 12. PRODUCT ACCEPTANCE

Product acceptance will be dependent on source inspection and/or TPG incoming inspection results. Acceptance includes providing all required support documentation with delivery of product or service. Failure to provide required documentation will delay payment.

Required documentation may include:

- Certificate of Conformance
- Certificate of Analysis
- SDS
- Packing List
- Raw Material Certifications
- Product Labeling

Certificate of Conformance (CoC) shall be provided for all products and services, unless noted on the Purchase Order.

The Certificate of Conformance (CoC) shall include:

- Written statement that all parts, materials, processes, and finished items delivered for the order were inspected, tested, and found to comply with all applicable drawing, specification and purchase order requirements.
- Purchase Order Number:
- TPG Item #:
- Description:
- Quantity:
- Manufacturer Name and Address:
- Commodity or item level identification such as date codes, lot numbers, heat number, serial numbers, and batch number
- D.O.M (only applicable for limited life items)
- Process/Product Specifications and revision level
- Expiration Date/Shelf Life (only applicable for limited life items)
- Special Storage Conditions (if applicable on limited life items)
- Authorized Representative name and signature
- Authorized Representative title
- Date

**NOTE:** Certificate of Conformance is required for special processes in addition to the CoC provided for products and services listed in the Purchase Order.

Certificate of Analysis (CoA) shall be provided for all raw materials used in the fabrication of products delivered to TPG.

Certificate of Analysis (CoA) and/or Inspection Results shall be provided to TPG as support documentation if requested on the Purchase Order. The CoA shall include, but not limited to, actual





**THE PROTECTIVE GROUP, A POINT BLANK COMPANY**

**Quality Notes- Defense Items**  
**TPG-QN-01 Rev. 12 03/07/2017**

test data, (physical properties, chemical analysis, and other test results), lot numbers, batch and lot numbers of material suppliers, and item numbers. Test results shall be from samples representative of the material shipped under this PO.

Vendor shall provide a packing list with each shipment. Packing list shall include Purchase Order number, TPG item number, item description, and Quantity.

Vendor shall follow the following standard practices:

- a. Stencil Information (if applicable) shall be legible, and as indicated on drawing, including Stencil size, orientation, font type, spacing and location.
- b. Stencil shall have the proper adhesion to withstand usual handling.
- c. Scratches and missing paint on parts is not acceptable.
- d. Parts shall be free from sharp edges, burrs, cracks and tool marks.

**13. PREFERENCE FOR DOMESTIC END PRODUCTS – GENERAL**

The Buy American Act (41 U.S.C. 10a-10d) provides a preference for domestic end products for supplies acquired for use in the United States. In accordance with 41 U.S.C. 431, the component test of the Buy American Act is waived for an end product that is a COTS (Commercially available Off-The-Shelf) item.

**14. EQUAL OPPORTUNITY CLAUSE**

This contractor and subcontractor(s) 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, sexual orientation, gender identity 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, sexual orientation, gender identity, national origin, disability or veteran status.

**15. EXPORT CONTROL COMPLIANCE**

Vendors acknowledge that information exchanged by TPG to the vendor may include the use of, or access to, Export Controlled Technical Data.

Vendors will comply with all applicable U.S. Government export control laws and regulations under the International Traffic in Arms Regulations (ITAR) and will not disclose or provide export controlled technical data or defense articles to any person who is not a U.S. Citizen or Permanent Resident, or does not fall under the ITAR definition of a U.S. Person (125.10).

Vendors are responsible for ensuring that export control requirements cited herein are also conveyed to all sub-tier suppliers that may have access to export controlled technical data or defense articles.





**Quality Notes- Defense Items**  
**TPG-QN-01 Rev. 12 03/07/2017**

Vendors shall immediately notify TPG if its company is acquired by a foreign entity, or if the Company is owned or controlled by a foreign entity.

Export Controlled Technical Data will be marked with an ITAR Statement. Disclosure to foreign persons without U.S. Government approval is prohibited. Violations of these export laws and regulations are subject to severe civil and criminal fines and penalties.

**16. LIMITED LIFE ITEMS AND HAZARDOUS MATERIALS**

For all limited life items, the date of manufacture or shelf life must be supplied with each limited life item.

Limited life items must have a minimum of 50% of their shelf life remaining by the time that it arrives at TPG.

Vendors shall provide SDS for all hazardous materials and chemicals supplied to TPG, to include, but not limited to, resins, paint, adhesives, cleaners, etc.

All vendor activities shall be in compliance with applicable federal, state, and local environmental laws and regulations.

**17. CONTROL OF WORK TRANSFERS**

Vendors shall notify TPG's Purchasing Department of any processes that shall be outsourced.

Vendors shall provide TPG with a CoC from the outsourced vendor.

**18. CONTROL OF US GOVERNMENT (USG) PROPERTY and NON-USG CUSTOMER PROPERTY**

Vendors shall control, protect, preserve and maintain all U.S. Government (USG) Property and Non-USG Customer Property within its possession as specified under the terms of existing contracts, purchase orders, and the Federal Acquisition Regulation (FAR) Part 45. This type of Property may only be used as authorized by The Protective Group (TPG).

All vendors who have custody of TPG USG Property or Non-USG Customer Property will report any instance of loss, damage, theft, or destruction of such Property within 24 hours to the Contract Administration department

During TPG's semi-annual physical inventories, subcontractors shall be required to provide a copy of such Property in their custody upon request.

Subcontractors shall be subject to audits related to USG Property.



### **19. FIRST ARTICLE INSPECTION REQUIREMENT**

When specified by the PO, the supplier shall submit a sample first item for dimensional and functional approval prior to making production item(s).

A First Article Inspection (FAI) requires a complete, independent, and documented physical and functional inspection process to verify that prescribed production methods have produced an acceptable item as specified by engineering drawings, planning, purchase order, engineering specifications, and/or other applicable design documents.

Vendor shall not use prototype parts, or parts manufactured using methods different from those intended for the normal production process, for the FAI.

All inspection results shall be recorded in QR-QC-AS9102B First Article Inspection Forms 1, 2, and 3 in order to verify that every design characteristic is in compliance with the corresponding drawing(s), work instruction(s) and/or Purchase Order requirements.

The vendor is responsible for ensuring that all documentation provided as FAI is accurate and complete. FAI forms shall be completed in accordance with REF-FAI-01.

After approval of a FAI, any changes to the location of manufacturing, including sub-tier suppliers and outsourced processes, may require a new FAI. The supplier should contact TPG Purchasing department in order to confirm that they are excluded from this requirement.

### **20. VENDOR PERFORMANCE EVALUATION**

Vendor Performance is evaluated by TPG on a monthly basis based on the following criteria:

- On-time delivery of product or service
- On-time delivery and accuracy of required support documentation
- Quality of Product
- Response Time to Corrective Actions

### **21. COUNTERFEIT AVOIDANCE**

The vendor shall have a plan, where applicable, to control, detect and avoid supplying counterfeit ferrous and non-ferrous raw materials, as well as paint, primers and composite materials to TPG.

The vendor shall maintain a method of commodity and item level traceability that ensures tracking of the supply chain back to the manufacturer of all materials being delivered per this order. This traceability method shall clearly identify the name and location of all of the supply chain intermediaries from the manufacturer to the direct source of the materiel for the vendor and shall include the manufacturer's commodity or item level identification for the item(s) such as date codes, lot codes, heat codes, serializations, unique item identifiers, or batch identifications.



**THE PROTECTIVE GROUP, A POINT BLANK COMPANY**

**Quality Notes- Defense Items**  
**TPG-QN-01 Rev. 12 03/07/2017**

The vendor shall provide an unbroken chain of documentation (certifications, packing slips, etc.) tracing the movement of the material back through the supply chain to origin, and certification that the material has not been salvaged, reclaimed, otherwise used, or previously rejected for any reason.

Any Certificates of Conformance or other documentation should be examined for authenticity and applicability to the delivered materiel, including:

- a. Lot and/or date codes on the packaging do not match the lot and/or date codes on the parts.
- b. Review of logos, trademarks and other identifying marks to ensure they match manufacturers' marks as applicable.
- c. Changes to or irregularities in the documentation and/or paper trail.
- d. Part number marked on the material does not match the part number on the Purchase Order and the certifications.
- e. Materials are inconsistent with the description on the supplied documentation.
- f. Serial number issues or duplication of UII (Unique Item Identifier).

If there is an elevated concern for product integrity, it may be possible to verify with the manufacturer that date, lot codes, serial numbers, and quantities listed on the documentation are valid.

For material with product identification and/or other identifying/traceability markings, a representative sample based on a determination of product risk should be examined from each lot (date code or other identification code) for evidence of remarking and/or salvaged, reclaimed, or other indications of re-use.

Examples of suspect counterfeiting include, but are not limited to:

- Altered or unexplained markings, stampings, moldings, and engravings;
- Improper surface treatment or signs of refurbishment without being identified as refurbished material;
- Re-marked, smeared or illegible bar codes;
- Faceplates and nameplates showing signs of removal and re-installation;
- Altered labels and tags;
- Signs of re-painting or re-coating; and/or
- Other signs of re-used materiel such as oil stains, overheated areas, signs of disassembly and reassembly, erosion, wear, dents and scrapes, etc.

The vendor shall establish and implement test and inspection activities necessary to assure the authenticity and conformance of purchased material, including:

- Traceability and documentation verification;
- Visual examination;
- Tests and inspections

Tests and inspections should be performed by persons that have been trained and qualified concerning detection of the types and means of counterfeiting and how to conduct effective product authentication.



THE PROTECTIVE GROUP, A POINT BLANK COMPANY

**Quality Notes- Defense Items**  
**TPG-QN-01 Rev. 12 03/07/2017**

If suspect/counterfeit material is furnished under this purchase agreement, such items shall be impounded. The vendor shall promptly replace such items and may be liable for all costs relating to impoundment, removal, and replacement. TPG may turn such items over to Authority Having Jurisdiction for investigation and reserves the right to withhold payment for the suspect items pending the results of the investigation.

The law requires that a contractor or subcontractor who becomes aware or has reason to suspect that any end item, component, part, or materials contained in supplies purchased by the Department of Defense, or subcontractor contains counterfeit parts must report the purchase in writing to the appropriate government authorities within 60 days.

Any knowing and willful act to falsify, conceal or alter a material fact, or any false, fraudulent or fictitious statement or representation in connection with the performance of work under this purchase order may be punishable in accordance with applicable legal statutes.

In the event that product assurance actions, in-process inspections/tests, or product failure experiences indicate that material may be counterfeit, the following steps should be implemented:

- a. Physically identify the material as suspect/counterfeit material (e.g., tag, label, permanent mark).
- b. Physically segregate the material from acceptable non-suspect material and place in quarantine. Quarantine should consist of physical barriers and controlled access.
- c. Do not return the material to the supplier for refund, replacement, etc., except under controlled conditions which would preclude resale of the suspect counterfeit material into the supply chain, and to allow the supplier to conduct internal investigation.
- d. Confirm conclusively the authenticity of the material. This may include further tests, communications with the material's supposed manufacturer, third-party analysis, etc.
- e. Upon confirmation that material is counterfeit, identify and place on "Hold" all potential additional counterfeit material in storage and installed in product pending disposition by appropriate authorities.
- f. Report counterfeit material to other potential users, appropriate Authority Having Jurisdiction and to TPG Purchasing Department.

Effective immediately, do not purchase any fasteners from McMaster-Carr (unless they are still specifically called out in a drawing).

In addition to the vendor's effort to monitor its vendor's supply chain, TPG will randomly be sending materials (hardware, fasteners, etc.) to an independent laboratory for testing, to ensure that those items meet all requirement specifications, and that C of C's are in accordance with the products.

## **22. FOREIGN OBJECT ELIMINATION**

The material supplied on this purchase order shall be manufactured in an environment that is free of foreign objects, and material supplied shall be free of foreign objects.



**Quality Notes- Defense Items**  
**TPG-QN-01 Rev. 12 03/07/2017**

The vendor shall have provisions for the prevention of foreign object damage (FOD) and have a course of action to implement in the event it does occur. The supplier will ensure personnel are trained and evaluated on knowledge, awareness, and responsibilities associated with FOD control, prevention, and reporting procedures.

**23. CALIBRATION CONTROL**

The vendor quality organization shall audit records and equipment to ensure that no “out-of-calibration” equipment is being used during testing and inspections of TPG parts. The supplier shall control the calibration of all measuring devices against certified standards traceable to the National Institute of Standards and Technology.

All test equipment shall be validated to assure that they have the accuracy and resolution to measure the parameters being tested. The test equipment shall maintain repeatability within their allowable tolerances.

The vendor shall notify TPG Purchasing department of any measuring device found to be out of calibration that could affect any product delivered to TPG as soon as it is discovered and any time after delivery.