SIG SAUER	Title: SSEO Supplier Quality Manual	Document Level: 2	Document ID: SIG2-8-4-3-1
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1.0 INTRODUCTION

1.1 QUALITY POLICY

SIG SAUER, Inc. employees are fully committed to meeting or exceeding customer expectations by delivering defect-free products and services on time, every time. We will measure our performance and strive for continuous improvement.

1.2 PURPOSE

The purpose of this Supplier Quality Manual is to assist our personnel and supply base in understanding the quality expectations of SIG SAUER Electro-Optics (SSEO) as well as provide a formal means of collaboration for our mutual benefit. This written guideline is to be used to supplement the requirements of engineered drawings, process specifications, purchase orders, terms and conditions, and other similarly controlled documents, which take precedence over this manual.

1.3 SCOPE

This procedure applies to all products or services to be bought for incorporation into SIG SAUER's sellable end products. This document establishes the minimum quality requirements for all suppliers, whether the products being furnished are provided directly by the supplier or are purchased from sub-tier suppliers for use in SSEO products.

1.4 ACRONYMS / DEFINITIONS

Ballooned (Engineering) Drawings: SIG drawings that have all dimensions and specifications identified with unique identifiers for correlation purposes.
C of C: Certificate of Conformance (Synonymous with Certificate of Compliance)
COTS: Commercial off the Shelf- “A product for commercial use bought exactly as found (use as is) in the civilian market and allowed to flow with the changes and updates the established specification provides to all commercial customers. A product designed for commercial applications which the government or other designated entity establishes and controls the design for performance, configuration, and reliability (including design, materials, processes, and testing) without additional requirements imposed by users or external organizations.” AFMC 1993
FA: First Article
FAI: First Article Inspection
FAIR: First Article Inspection Report

NMR: Non-Conforming Material Report
NVAR: New Vendor Approval Request
OSP: Outside Service Provider
PO: Purchase Order
QE: Quality Engineer
QMS: Quality Management System
RTS: Return to Supplier
SCAR: Supplier Corrective Action Report
Source Control: Items can be Source Control and not COTS if it is another supplier's proprietary design, not ruled by a standard specification. "Provides an engineering description, qualification requirements, and acceptance criteria for items procurable from a specialized segment of industry that provide the performance, installation, interchangeability, or other characteristics required for critical applications." SAE 2013. Design is proprietary to the sourced supplier, who owns the rights to the design.
SQE: Supplier Quality Engineer.
TDR: **True Defect Rate** (Warranty Returns minus (No Trouble Found + Customer Caused issues) / by units sold); calculated on a rolling 12-month period

1.5 RELATED DOCUMENTS & REFERENCES

ISO 9001:2015: Quality management systems — Requirements

SIG3-373-1: SSEO First Article Inspection
SIG3-376-1: SSEO Return to Supplier Process
SIG3-760-1: SSEO Request for Waiver/Deviation Process
SIG3-1008: New Vendor Approval Process
SIG3-1588: SSEO Product Serialization
SIG3-1774: SSEO Receiving Product – The Oracle Process

SIG4-073: Request for Waiver/Deviation Form
SIG4-073-1: SSEO Request for Waiver Deviation Form
SIG4-180: New Vendor Approval Form

2.0 SUPPLIER QUALITY – GENERAL

2.1 SUPPLIER QUALITY MANAGEMENT SYSTEM

Supplier and SSEO, when applicable, must have a signed NDA (non-disclosure agreement) on file. The Supplier should establish, document, and maintain a quality management system (QMS) as a means of ensuring that the product conforms to specified requirements. The QMS, if present, will be subject to review and periodic audit by SSEO in relation to products supplied as agreed upon by both parties.

2.2 SUPPLIER QUALIFICATION

Prior to producing production, the supplier must be approved through the SIG new vendor approval process as outlined in SIG3-1008, by means of a NVAR Form, SIG4-180. This may include completion of quality surveys, plant visits, production samples, and manufacturing process capability reviews as agreed upon by both parties.

2.3 SUPPLIER SITE AUDITS/EVALUATIONS

SSEO reserves the right to perform periodic on-site appraisals of the supplier's facility, quality systems, equipment, records, and product to ensure that the supplier has the capability, personnel, and equipment (including tooling and gauges) to meet the contract requirements. The supplier's personnel, gauging, tooling, and testing facilities shall be made available as requested. This applies to both new and current suppliers. SSEO reserves the right to request proof of record retention as requested, which must be presented within a mutually agreed-upon time frame.

2.4 SUPPLIER TRUE DEFECT PERFORMANCE

For items selected by SSEO, the Supplier True Defect Performance will be assessed quarterly. It is designed to allow SSEO to accurately assess and communicate supplier performance while collaboratively working with suppliers to improve. Supplier defect rates are tracked over time and evaluated for consistency and/or improvement. In accordance with the SIG Quality Policy, we expect our suppliers to measure their own performance and strive for continuous improvement.

2.5 CORRECTIVE AND PREVENTIVE ACTION

The supplier should maintain a corrective and preventive action system. Because of an audit or the discovery of non-conforming material, SSEO may request corrective action to prevent the recurrence of a problem or preventive action to prevent a problem. This includes root cause, action to be taken, containment, expected completion dates, and agreed-upon objective evidence of SCAR effectiveness. SSEO should issue, at the discretion of Quality, a Supplier Corrective Action Request (SCAR) form. Default should be 30 calendar days after the date initiated, unless otherwise agreed between the issuer and the person accepting the finding. It should be noted that actions do not need to be completed by this date.

3.0 SUPPLIER QUALITY – SPECIFIC

3.1 DESIGN AND DOCUMENT CONTROL

It is the responsibility of the supplier to verify that all drawings and specifications are consistent with the purchase order. The supplier is required to adhere to any secondary specifications referenced in the primary specifications unless otherwise approved by a signed waiver or deviation from SSEO.

Supplier(s) shall maintain all design records for the product, including all components. Documents provided by SSEO are considered proprietary, and the supplier shall maintain control of these drawings at all times. Drawings kept on file by the supplier must be the current revision documented on the P.O., otherwise, it is the duty of the supplier to request clarification through the Buyer.

If the supplier is the design authority for the item being purchased (source control items), records and design documents shall be made available to SSEO upon request. If supplier design changes, it is the responsibility of the supplier to immediately notify the assigned SQE.

3.2 PRODUCT ENGINEERING SAMPLES

When required by the P.O., the supplier shall provide engineering samples in advance of verification and validation for review of compliance with drawings and specifications. Upon request, product engineering submissions shall be accompanied by test reports and be compliant with any other requirements provided by the SSEO QE, SQE, Product Manager, Design Engineer, or purchase order. At any point in the procurement process, SSEO reserves the right to ask for any data pertinent to the quality and reliability of the product.

3.3 FIRST ARTICLE & PRODUCTION

Product acceptance for manufacturing items shall be by means of a First Article (FA) approval per SIG document SSEO First Article Inspection, SIG3-373-1. The purpose of this approval is to verify that the product being produced complies with all requirements identified in the referenced SSEO specifications, inspection sheets, and other requirements as applicable, so that it can be continuously and sustainably manufactured. NOTE: COTS items by default do not have FA requirements, but if deemed necessary by an SSEO QE/SQE FA requirements may be requested.

FA submittals are required in the following instances:

- New production part or assembly.
- Change in production process or method (including, but not limited to, changes to OSP, mold modifications, change in facility location, or tool changes). Any such change is to be communicated to SSEO before its execution.
- Drawing Revision.
- Parts were not received by SSEO within the previous 24 months.

When approved in writing by SSEO, Delta FA submittals can be permitted. A Delta FA requires specified features to be inspected, as well as any dimensions, OSP, or features affected in the change or correction. If not specified as such, always provide a full FA submittal **or ask the QE or SQE for clarification,** per SIG3-373-1.

Component level First Article Submissions Entail:

- Either an internal supplier ballooned drawing or a SSEO provided ballooned drawing. To match the dimension numbers listed on the FAIR.
- Complete FAIR (First Article Inspection Report) on 5 parts (in the case of multiple cavities, 5 parts per cavity). Using the material, methods, and facilities that will be used for production.
- The inspected parts shall be non-destructively numbered 1 through 5 (with cavity # if there are multiple cavities) traceable to their inspection report and included with the FA shipment.
- Certificate of Conformance specifying all processes performed directly by supplier in conformance with the Sig Sauer C of C form.

- Material/Raw Material Certification from provider for all material present in shipped product.
- Outside Process Certification for all operations needed to produce the finished product that is handled outside of the direct control of the supplier (including but not limited to; heat treat, anodizing, and plating).
- Any Test or Compliance Certifications indicated on the drawing or PO.
- Any approved waiver or deviation from SSEO if applicable.

Assembly level First Article Submissions Entail:

- Either an internal supplier ballooned drawing, spec sheet, or inspection document; or a SSEO provided ballooned drawing, spec sheet, or inspection document. To match the dimension numbers listed on the FAIR.
- Complete FAIR (First Article Inspection Report) on 5 parts. Using the material, methods, and facilities that will be used for production.
- Certificate of Conformance specifying all processes performed directly by supplier in conformance with the Sig Sauer C of C form.
- Any Test or Compliance Certifications indicated on the drawing or PO.
- Any approved waiver or deviation from SSEO if applicable.

First Article shipments should be labeled as such on the exterior of the box. The size of the FA lot should be a minimum of 30 parts for component level items. The FAIR inspected parts are to be a subgroup of those 30 parts. The size of the FA lot for assemblies will be fully determined by the PO placed.

SSEO Quality or Supply Chain may request any and all certificates and inspection data as deemed necessary for the life of the record retention period. C of Cs for non-FA production shipments should also contain all OSP information with the OSP's PO or lot number for traceability.

Certificates should contain information sufficient to identify who the certificate is from, the designated affirming employee(s) signed or printed name, traceability of the lot via PO or lot number, information sufficient to identify what specifically the lot is conforming to (for example; anodizing process spec, plating process spec, material composition spec, etc) and, if applicable, the SSEO part number.

Any First Article submitted that is found to not fully meet the prescribed requirements, in part or in whole, will be left to the discretion of the pertinent SSEO QE/SQE for acceptability, based on risk, history, and any relevant information. Any aspect of the requirements not being fulfilled is sufficient for a rejection of the First Article.

Supplier's C of Cs, after the acceptance of a First Article, not only certify that the product conforms to all the prescribed specifications in all pertinent documents, but also that the process the supplier used to create the First Article product has been maintained (see "*FA submittals are required in the following instances*" section above).

Paperwork Delivery Methods

- **Option 1** - Website (secure portal)
  Paperwork to be uploaded at:
  https://share.sigsauer.com
  (The supplier may request a secure portal login from the assigned buyer or SQE.)

- **Option 2** - Email
  Paperwork to be emailed to:
  SSEO-Certs@sigsauer.com

Paperwork should be sent prior to every shipment, unless otherwise specified by a Quality representative (One email per part).

Files should be sent in PDF format (zip files are not allowed). The supplier's name, SSEO part number, P.O. number, and quantity must be in subject line. Hardcopies sent with the parts are not desired but may be accepted.

3.4 MEASURING, TESTING, AND CALIBRATION

The supplier should have a written procedure with a description for determining, calibrating, and controlling applicable measuring equipment, test gages, and other tools. The supplier should establish and maintain a system assuring that all gauges, measuring devices, and test equipment used for product acceptance are calibrated at specific intervals against certified standards that are traceable to nationally or internationally recognized standards.

The calibration system should include the process for handling and storing test equipment, which prevents abuse, misuse, and damage, and ensures that any defective measuring and test equipment is promptly identified and removed from service. All measuring, testing, or gaging equipment must be deemed suitable for use by SSEO if repairs or modifications are required. Records of this procedure and evidence of compliance must be kept on file and available to SSEO upon request.

3.5 IDENTIFICATION AND TRACEABILITY

A Supplier should have a written procedure outlining the requirements for controlling identification and traceability of items throughout all internal and external (OSP) phases of operations. Traceability for this workflow must be made available to SSEO upon request. **Source-controlled and COTS item suppliers should adhere to traceability requirements. Traceability with material conformance and verified compliance with the sustained FA-approved process must be available to SSEO upon request.**

3.6 REQUESTS FOR WAIVER OR DEVIATION

Any departure from drawing or specification requirements must be approved in writing and are to only be allowed by an approved SSEO Deviation / Waiver **prior** to shipment from the supplier's plant.

Deviation/Waivers for suppliers can be generated by either filling out a SIG4-073 form located at <https://www.sigsauer.com/supplier-resources> and submitting it to SSEO or directly requesting a Deviation/Waiver from SSEO. After receiving the request, SSEO will process it per SIG3-760-1 and return an approved SIG4-073-1 Deviation/Waiver to the supplier.

For any SIG4-073-1 form received by a supplier to be valid it must have at least two signatures. One from an interested party (Design Engineer, Buyer, etc.), and the other from an appropriate Quality department member (QE, SQE, Manager, or Director).

Such product that arrives at SSEO without an approved deviation or waiver will be considered non-conforming and may be subject to fees and returned to the supplier.

3.7 SUPPLIER NON-CONFORMING PRODUCT

It is expected that the product supplied to SIG will conform to all requirements. If items supplied are determined to be non-conforming to requirements, a non-conforming material report (NMR) will be issued and subject to the following dispositions:

- **<u>RETURN TO Supplier</u> (RTS)** – Return of items for replacement or returned for credit are to follow SIG3-376-1.

- **<u>REWORK</u>** –Cases where return is not feasible due to production needs or other circumstances, items may be reworked and/or sorted at SSEO to meet requirements upon agreement with the supplier to accept the expense. If the supplier cannot rework/sort at the SSEO site, the supplier will be issued a quote for SSEO's cost of sort/rework, and the supplier will issue a PO for those costs. U.S. Military contracts may require Government input for this stage of vendor non-conforming product disposition.

- **<u>USE AS IS</u> (UAI)** – SSEO reserves the right to consider items to be used as is but does not absolve the supplier from correction for future shipments. These will still be documented on an NMR, may require a SCAR, effect quality rating, and may also incur a fee. US Government (USG) contracts may require USG approval for this stage of vendor non-conforming product disposition.

If non-conforming material is found at SSEO or the supplier. The supplier shall immediately notify the QE or Buyer if it is discovered that non-conforming material may have been shipped to SSEO. As applicable, SSEO will notify the supplier if non-conforming material is found via NMR, SCAR, or otherwise.

3.8 OUTSIDE SERVICE PROVIDERS (SPECIAL PROCESSES)

Coating, heat treat, reticle production, lens coating, and other services for SSEO product(s) are of special importance due to the impact on subsequent performance characteristics, appearance, and/or customer requirements.

All services require the supplier to have a purchase order, specification, and drawing requirements. Additional requirements may be required as stated on the PO or within specifications.

3.9 PACKAGING AND PRESERVATION

This section applies to all incoming receipts for FA parts, production runs, and government contracts as applicable. Each box or crate should be identified with the purchase order, part number, material, and/or job number as approved by SSEO.

3.9.1 EXTERIOR MARKING REQUIREMENTS:

A self-adhesive label of appropriate, legible size should be affixed to the top right side of the short side of the carton. The label should include the following information:

1. Total number of cartons within the shipment.
2. Carton number of individual packages
3. Quantity of units contained within the carton
4. SSEO Item number within the carton
5. Item Revision within the carton
6. Purchase Order Number
7. Weight of the package
8. Recipient Address

See blank example below; to be acceptable, all sections shown must be filled in.

Ship To: CARTON #: ____ of ____
SSI SPOKANE CT. BUILDING WAREHOUSE 10280 SPOKANE CT. TUALATIN, OREGON 97062
PO No: ______________ Production Lot #: _________ SIG P/N: ____________ Rev. No: _____ Enclosed Qty: ______ Net Weight:______ Total Shipment Qty: _____ Gross Weight:______
Shipped From:

Example

3.9.2 PACKAGE IDENTIFICATION LABEL(S):

An identification label with the above information should be on each carton and/or pallet in the shipment for traceability. Supplier must maintain sufficient records with proof of delivery for every shipment, to be provided to SSEO upon request. Sufficient records include the tracking number, email confirming receipt of parts, or a signed delivery slip.

3.9.3 PACKING SLIP(S):

Packing slip identifying contents and packing list should follow the guidelines detailed in SSEO Receiving Product – The Oracle Process, SIG3-1774.

3.9.4 PACKAGING OF PRODUCT:

In addition to the requirements of the specific P.O., shipments to SSEO must be adequately segregated, preserved, and packaged to prevent damage (including corrosion, rusting, bending, surface damage, spoilage, and contamination) during transport and handling.

Each box, pallet, or crate should be clearly identified as per the marking label requirements listed.

Parts and raw materials with surface areas susceptible to scratches, dings, and/or other harm must be packaged with sufficient protective materials layered in between and around the edges of each individual part to ensure parts remain blemish-free.

If parts are not shipped/contained in a box to protect the outer edges of the part from damage, a suitable substitution must be implemented. Corners, tops, and bottoms of parts stacked on pallets are the most susceptible to damage and must be protected by heavy cardboard, wood, or similar dunnage-type material.

3.10 SPECIFIC TO SERIALIZED ITEM(S):

SSEO serialization will follow the SSEO product serialization document SIG3-1588.

3.11 QUALITY DOCUMENTATION FOR PRODUCTION SHIPMENTS (Std Receipts)

Please note that Production shipments are not to be shipped to SIG without permission as defined in SIG3-373-1.

3.12 REWORKED OR SORTED MATERIAL

For parts rejected per NMR and following rework/sort at the supplier, documents should reference the rejection NMR number and clearly identify which feature(s) were reworked/sorted. Receiving Inspection will be performed on reworked features to determine if parts are acceptable.

3.13 SIG SAUER SUPPLIED GAGES

If it is agreed upon that SSEO will provide gages for specified features or parts, it may be the responsibility of the supplier to calibrate yearly at a minimum, maintain, and replace gaging as required, unless otherwise specified in writing.

In these cases, SSEO will verify initial calibration prior to shipment and will provide gage design drawings to supplier for use in annual calibration. SSEO will not be responsible for non-conforming material resulting from the use of these gage(s).

After the revision change, the supplier is to review if gage(s) need modification and discuss with SSEO before use.

3.14 SIG SAUER OWNED PRODUCT

The supplier shall exercise care with SSEO property while it is under the supplier's control. The supplier shall identify, verify, protect, and safeguard SSEO property as provided for use, verification, or incorporation into the product. SIG-owned product is defined as: items sent by SSEO to the supplier <u>or</u> items SSEO purchased but sourced through the supplier to aid in manufacturing and/or inspection.

Should any SSEO property be lost, damaged, or found unsuitable for use, the supplier shall immediately report this to SSEO.

3.15 TOOLING

Purchased equipment and/or tooling is the property of SSEO and can be removed or transferred only at SSEO's discretion and/or written approval. Tooling will be maintained and repaired at no charge to SSEO by the supplier for the life of the tool.

3.16 RECORDS RETENTION

The supplier shall maintain records related to callouts in this document for a minimum of 7 years (unless otherwise specified) in a readily retrievable form for review upon request. Records shall include material certifications, work order/traveler/router or similar, test and inspection reports, calibration records, FA submissions, and other documents.

4.0 AMENDMENT RECORD

The management representative will process authorized changes and keep document current.

Date	Rev	Details	Initials
07/15/19	00	Initial Release	Steve Chen
8/09/19	01	Updated entire document to reflect SSEO process per Product Management and Supply Chain input.	Robert Levy
10/18/2019	02	Updated section 3.13 so it is clearly understood when certificates are required for production (standard receipt) shipments	Robert Levy
01/13/2020	03	Section 3.11 added “as applicable” because this may or may not pertain to SSEO suppliers.	Robert Levy
03/30/2020	04	Updated section 3.4, Certificates section, added requirement of Part Number, P.O. Number and Quantity in all certificates.	Rodrigo Hernandez
04/01/2020	05	Removed requirement of Quantity in all certificates.	Rodrigo Hernandez
5-14-2020	06	Section 3.4, updated first article clarification for design documents.	Robert Levy
6-24-2020	07	Section 3.4 added Berry Amendment Certification requirements	Rodrigo Hernandez
5/13/2021	08	Updated page 9 cert content requirements, signature OR printed name acceptable in all certs	Rodrigo Hernandez
10/21/2021	09	Updated certificate of conformance section, deleted old Berry cert process, updated to secure portal option. Updated references section.	Rodrigo Hernandez
09/30/2024	10	Updated all sections as a response to CAR2246	Stuart Billette Rob Donatz Michael Madsen Steve Chen Sunny Teo
01/14/2026	11	Updated Supplier Quality Manual, Removed Unused Acronyms, Removed unused documents, Added SQE to definitions, Removed former product qualification, Moved Tooling section to 3.15	Stuart Billette Michael Madsen Hamilton Hansma
5/4/2026	12	Clarify language in sections 3.3 and 3.6. Add scope of what supplier’s CofC covers in section 3.3.	Hamilton Hansma