



## Quality Notes- General TPG-QN-02 Rev. 9 05/22/2025

The requirements contained in this document shall be adhered to by the suppliers unless otherwise noted in TPG Purchase Orders. If a conflict exists between the provisions of this document and those of the PO, the PO shall take precedence.

The supplier is responsible for providing conforming product(s) and/or service(s) regardless of any outsourcing or involvement of sub-tier suppliers at any point in the supply chain.

### Terms and Definitions:

- CUI – Controlled Unclassified Information
- DPAS – Defense Priorities & Allocations System
- DPAS (DO) Rating - Critical to national defense
- DPAS (DX) Rating - Highest national defense urgency
- FOD: Foreign Object Damage
- PO: Purchase Order
- QMS: Quality Management System
- Shall: Mandatory requirement
- TPG: The Protective Group, A Point Blank Company

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## 1. QUALITY MANAGEMENT SYSTEM REQUIREMENTS

The supplier shall have a Quality Management System. Suppliers certified to ISO 9001, AS9100, and AS9120 are preferred.

The supplier'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

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

The supplier 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 supplier of responsibility for the end product or service.

Suppliers 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 Supplier must contact TPG's Purchasing department.

The supplier shall communicate all the requirements of this document to its sub-tier suppliers.

## 3. DPAS CONTRACT RATINGS

The Defense Priority Allocations System (DPAS) provides the President with the authority to require acceptance and priority performance on contracts and orders, and to allocate materials, services, and facilities to support national defense and emergency preparedness requirements.

DPAS Ratings shall be included in Purchase Orders for all rated orders. TPG shall issue priorities to suppliers based on contract ratings. Rated orders shall take precedence over unrated orders.

All DX rated orders have equal priority and take preference over DO and unrated orders, based on TPG delivery schedule.

All DO rated orders have equal priority and take preference over unrated orders, based on TPG delivery schedule. Contract Rating requirements shall be flowed down to sub-tier suppliers.

The supplier is responsible for contacting the TPG Materials department with purchase order prioritization questions or concerns related to contract ratings.



## **4. QUALITY RECORDS**

Supplier'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.

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

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

## **5. DOCUMENTATION- REVISION AND CONFIGURATION CONTROL**

The supplier 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 supplier.

The supplier 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.

## **6. QUALIFICATION OF PERSONNEL**

The supplier'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 are 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.



## **7. APPROVAL OF CHANGES**

The supplier 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.

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

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

## **8. 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.

Suppliers shall handle the products 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.

## **9. PARTS IDENTIFICATION AND LABELING REQUIREMENTS**

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

- Item Number.
- TPG Purchase Order Number.
- Shelf Life/Expiration Date (if applicable); and
- Lot # (if applicable).

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



## **10. 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 Supplier 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 Supplier.

Supplier shall notify TPG Purchasing department when is not capable of performing a special process, and request suggested TPG approved suppliers, 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 suppliers or sub-tier suppliers without TPG approval.

## **11. NONCONFORMING MATERIAL**

Supplier acceptance of a PO indicates that the supplier has the full capability and all elements necessary to provide conforming product(s) and/or service(s) to the contractor for all products and/or services described in a PO. Elements include, but are not limited to, tooling, equipment, capacity, and qualified personnel. Delivery of non-conforming products due to insufficient, or inadequate, resources for these elements may result in disqualification from the AVL.

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

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

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

Supplier 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.

Failure to meet quality and delivery expectations may result in the following notifications:

- Via telephone or email, to bring awareness of the issue.
- Issuing a Corrective Action Request, so that problem can be formally addressed to find a root cause; or
- Recurring or system failure may result in a change of status in TPG's Approved Suppliers List (AVL), from Approved to Disapproved, and no more POs will be released to this supplier.



Suppliers will be immediately notified of nonconforming/rejected parts so that they can credit or replace such parts.

Supplier shall provide instructions for returning nonconforming material within 15 calendar days upon notification by TPG. Failure to provide a response in a timely manner may result in Hold Pending Payment of Invoices equivalent to the cost of the rejected items.

The supplier shall notify TPG Purchasing department when raw material supplied by TPG is damaged or nonconforming to the specifications.

## **12. SOURCE INSPECTION AND AUDITS**

A source inspection is an inspection conducted by a TPG Quality Team representative at the supplier'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 Team representative. Specific inspection activities may be selected that include (but are not limited to) witnessing of special processes, test activities, 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 supplier's facility.

Upon notice, audits may be conducted to determine compliance with TPG Purchase Orders 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.

## **13. 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 may delay payment.

Suppliers shall provide documentation in support of product acceptance as listed on the Purchase Order; documentation may include:

- Certificate of Conformance.
- Certificate of Analysis.
- SDS.



- Packing List.
- Raw Material Certifications; and/or
- Ballistic Test Report.

## **Certificate of Conformance (CoC) requirements**

- 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.
  - 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 if not listed on product label).
  - Process/Product Specifications and revision level.
  - Expiration Date/Shelf Life (only applicable for limited life items if not listed on product label).
  - Special Storage Conditions (only applicable for limited life items if not listed on product label).
  - Date.
- CoC must be legible.
- If a CoC includes a signature line or field, it must be signed by an authorized agent or include typed or printed name and dated. A QC stamp is acceptable.
- Any process or material certs must be tied to the CoC by a minimum of one of the following: lot number, P.O. number, or item serial number.

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

## **Ballistic Material**

Ballistic acceptance testing must meet or exceed statistical ballistic performance as established during the initial qualification process

## **14. 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 **60%** of their shelf life remaining by the time that it arrives at TPG.





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

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

## **15. SUPPLIER PERFORMANCE EVALUATION**

Supplier Performance is evaluated by TPG monthly based on the following criteria:

- On-time delivery of product or service
- Quality of Product

Suppliers shall also be evaluated on an on-going basis for accuracy of support documentation and response times on corrective actions.

## **16. CALIBRATION CONTROL**

The supplier 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 ensure that they have the accuracy and resolution to measure the parameters being tested. The test equipment shall maintain repeatability within their allowable tolerances.

The supplier 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 at any time after delivery.

## **17. CONTROLLED UNCLASSIFIED INFORMATION (CUI)**

Suppliers acknowledge that information exchanged by TPG may include the use of, or access to, Controlled Unclassified Information (CUI).

Suppliers may be required to comply with the following regulations for the proper safeguarding of CUI:

- DFARS clauses 252.204-7008, Compliance with Safeguarding Covered Defense Information Controls.
- DFARS 252.204-7009, Limitations on the Use or Disclosure of Third-Party Contractor Reported Cyber Incident Information; and
- DFARS 252.204-7012, Safeguarding Covered Defense Information and Cyber Incident Reporting.





TPG shall notify the supplier of CUI safeguarding requirements, as applicable.

Suppliers are responsible for ensuring that CUI requirements cited herein are also conveyed to all sub-tier suppliers that may gain access to CUI in performance of TPG requirements.

## **18. EXPORT CONTROL COMPLIANCE**

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

Suppliers 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).

Suppliers 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.

Suppliers 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.

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

Suppliers 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 suppliers 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 Purchasing department.

During TPG's semi-annual physical inventory, 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.



## **20. FOREIGN OBJECT ELIMINATION**

The material supplied on each Purchase Order shall be manufactured in an environment that is free of foreign objects, and by the specifications outlined in TPG's drawings.

The supplier 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.

There shall be no foreign objects received in packaging material and shipping 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 unpackaging the product.

## **21. REGULATORY AND STATUTORY REQUIREMENTS**

Suppliers are responsible for adhering to supplemental regulatory and statutory requirements listed on Purchase Orders.

## **22. SUB TIER-SUPPLIERS**

The supplier is required to ensure that their sub-suppliers maintain an adequate inspection and quality system to assure product conformance. Suppliers must flow down all requirements on any associated PO or subcontract agreement, including key characteristics, to all sub-suppliers. The use of sub-suppliers does not release the supplier of responsibility for the end product or service to TPG.

## **23. ETHICS AND BUSINESS CONDUCT**

Our suppliers must, at a minimum:

- ✓ Perform all duties and expectations in compliance with all laws and regulations applicable to their business. Suppliers must comply with all flow down terms, conditions, and other provisions specified in the TPG purchase order.
- ✓ Treat people with respect and dignity, encourage diversity and diverse opinions, promote equal opportunity for all, and help create an inclusive and ethical culture.
- ✓ Ensure that their business practices are in accordance with all applicable laws and regulations governing the export and import of domestic and foreign origin parts and components and related technical data.
- ✓ Take proper care to protect information, including confidential, proprietary, and personal information. Information maintained on electronic systems should be protected against cyber



intrusions and other unauthorized use or access, through appropriate physical and electronic security procedures.

- ✓ Ensure that employees may perform their work in an environment free from physical, psychological and verbal harassment, or other abusive conduct.
- ✓ Maintain a workplace free from illegal drugs. Such a workplace includes illegal use, possession, sale or distribution of controlled substances or illegal substances.
- ✓ To flow down the principles of a code of conduct to the entities that furnish goods and services to the supplier.

## **24. SUPPLIER CORRECTIVE ACTION REQUEST (SCAR)**

A Supplier Corrective Action Request (SCAR) will be issued when a supplier fails to meet agreed-upon expectations and quality standards, resulting in critical issues, production delays, or a pattern of non-conformances.

SCARs will depend on the nature and severity of the issue but are not limited to product defects, delivery delays, documentation accuracy, and timely response to requests.

The SCAR response will include root cause investigation, containment action(s), and long-term corrective action(s) to prevent a recurrence of the root cause. The response must include verification and validation of all corrective actions and supporting documents.

Extensions may be granted if the circumstances warrant an extension. The extension must be requested in writing prior to the SCAR due date and shall include justification for the extension request.