



嘉華盛科技股份有限公司
NFT Tech. Co., Ltd.

文件編號 Docu. No : NFT-S-139

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供應商手冊
Providers Manual

版次 Revision : 3

修訂紀要 Revised Note

項次 (Item)	修訂日期 (Revised Date)	版次 (Revision)	修訂說明 (Revision Record)	制、修訂 (Issue/Revise by)	審查 (Review by)	核准 (Approved by)
1	2017/07/31	1	因應 AS9100D 版標準變更，進行符合性之增修訂並統一以 1 版為鑑別。	般若涵	陳彥汎	陳彥汎
2	2020/10/22	2	將每季針對供應商之績效進行評分與分級，變更為每年兩次。 將名詞藍圖修正為公司通用用語圖面。	鐘郁芬	黃至伶	黃至伶
3	2020/12/07	3	修訂 2、3.3、13.1.1~13.1.4 (供應商評估標準)；新增英譯。	鄭維芝	黃至伶	陳彥瑞

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1 目的

本供應商手冊（以下簡稱本手冊）的目的，在於定義嘉華盛科技股份有限公司（以下簡稱本公司）與供應商開展商業活動時，要求供應商於商業道德、人權、健康與安全、環境及品質系統管理體系等各方面之行為應確實遵循本手冊要求，並且完全遵守經營所在國家/地區的法律和法規；供應商對本手冊的遵循程度將是本公司評估採購決策的考量之一，承諾遵守此手冊中描述的具體要求將不但可減少供應鏈的風險，亦確保產品與服務的符合性及產品安全，同時也能幫助本公司和供應商進一步提高市場競爭力。

2 範圍

本手冊的要求適用於所有成品供應商、材料製造供應商(原材料及零組件)以及其他適用的委外加工製程及儀器校驗供應商。

3 職責

- 3.1 供應商有責任對本手冊中的要求進行審查、理解並溝通到相關人員以滿足各項要求，同時還應滿足採購合約與訂單中的其它要求。供應商應設法獲得所有參考文件，確保完全符合所有的適用要求。
- 3.2 供應商應確保人員認知到產品與服務符合要求的重要與影響、他們對產品符合性與安全性的貢獻、以及道德行為的重要性。
- 3.3 本公司負責維護本手冊，並對手冊中的品質要求的變更進行記錄；供應商手冊的版本能在本公司的網站 <http://www.nft.com.tw> 查詢，或者透過本公司的採購人員獲得。
- 3.4 本公司、其客戶和管轄機構有可接觸任何層次的供應鏈適用的設施區域和文件與紀錄的權力。

1 Purpose

This Providers Manual (abbrev.as the Manual) shall define the business activities conducted between NFT Technology Co., Ltd (abbrev. as the Company) with its suppliers. The Company demands its suppliers to follow the requirements defined within this Manual in terms of business ethics, human rights, health and safety, environment and quality system management and the full compliance with the law and regulation of the region/country where the supplier operates. The supplier's compliance to this Manual will be one of the Company's consideration for purchase assessment. Supplier's commitment to the specific requirement described in the Manual will not only reduce supply chain risk, but also ensure the conformity and safety of product and services, while also increasing market competitiveness of both the Company and the suppliers.

2 Scope

The requirements of the Manual are applicable to all product suppliers, material manufacturers (raw material and assembly parts) and other outsourced suppliers for processing and equipment calibration.

3 Responsibility

- 3.1 The supplier is responsible for reviewing, understanding and communicating with relevant personnel to meet the requirements in this Manual while satisfying the other conditions stipulated in purchase contract and order. The supplier shall obtain necessary reference documents to ensure compliance to all requirements.
- 3.2 The supplier shall ensure its personnel are aware of the importance and impact of product and service, contribution to product safety and conformity, and the importance of ethical behavior.
- 3.3 The Company shall maintain the Manual and record changes to the Manual. The latest revision of the Manual is available at <http://www.nft.com.tw> or by contacting Purchasing personnel.
- 3.4 The Company, its customer and jurisdiction have the authority to access the facilities, documents and records of any level within the supply chain.

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4 道德規範和商業行為

4.1 遵守誠信行為

4.1.1 應禁止任何形式的賄賂、貪污、敲詐勒索和挪用公款；所有的業務來往應具透明度，並確實地記錄在相關採購文件上。

4.2 遵守無不正當收益

4.2.1 不得承諾、提供、批准、給予或收受賄賂或其他形式的不正當收益，以期獲得或保留業務、將業務轉讓他人或獲取不正當收益。

4.2.2 以直接或是透過第三方之間接方式，向本公司人員提供不正當收益（包括但不限於邀宴、招待、給予小費、支付餐費、機票、車票及船票等，或給予賄賂、回扣、佣金或其他名目之利益）。

4.2.3 不得誘騙、脅迫或利用其他任何方式使本公司人員接受或共同編造虛假議價資料、不當洩漏足以影響交易價格或交易達成之業務資訊，或其他違背職務或有損害本公司利益之行為。

4.2.4 同意抵制並主動向本公司揭露索賄和收賄人員的行徑，若發現本公司人員任何無理不當之要求或非誠信之行為，供應商承諾立即通知該人員部門主管或進行舉報；舉報得以匿名方式為之，惟匿名舉報者應提供具體事證，以利本公司調查。

4.3 遵守資訊公開

4.3.1 按照適用法規和一般的行業慣例，公開有關參與勞工、健康與安全、環保活動、商業活動、組織架構、財務狀況和業績的資料；不得偽造記錄或虛報供應鏈的狀況或慣例。

4 Ethical and Business Conduct

4.1 Integrity

4.1.1 Any form of bribery, corruption, extortion and misappropriation of public funds should be prohibited; all business dealings should be transparent and accurately recorded on relevant procurement documents.

4.2 No Improper Income

4.2.1 Do not promise, provide, approve, give or accept bribes or other forms of improper income in order to obtain or retain business, transfer business to others, or obtain improper income.

4.2.2 Provide improper income to the Company's personnel directly or indirectly through a third party (including but not limited to invitations, entertainment, tipping, payment of meals, air tickets, bus tickets and ferry tickets, etc., or bribes, rebates, commissions or other benefits).

4.2.3 Do not entice, coerce or use any other means to allow the company's personnel to accept or jointly fabricate false bargaining information, improper disclosure of business information that can affect the transaction price or the conclusion of the transaction, or other actions that violate their duties or damage the interests of the Company.

4.2.4 Agree to boycott and proactively expose to the Company the acts of the people who demand and accept bribes. If any unreasonable and improper request or dishonest behavior is found with the Company personnel, the supplier promises to immediately report or notify the head the department. The report can be anonymous, but anonymous reports should provide specific evidence to facilitate investigation.

4.3 Information Disclosure

4.3.1 In compliance with applicable regulations and general industry practices, disclose information about participation in labor, health and safety, environmental protection activities, business activities, organizational structure, financial status and performance. Prohibits the forging of records or false reporting of supply chain status or practices.

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4.4 遵守智慧財產權

4.4.1 尊重智慧財產權，以保護智慧財產權的方法傳遞技術和生產知識，不允許侵犯他人的智慧財產權或其他財產權利，尤其是本公司或本公司客戶之相關產品技術資料。

4.4.2 只能將本公司所提供的資訊和財產（包括工具、圖面等）用於授權的用途，採取合適的措施保證專有資料的保密性，包括保密要求、特定安全工作領域要求；除獲得本公司書面許可，不得任意向協力廠商披露（包括其他顧客和外包廠等）。

4.5 遵守國際政策

4.5.1 當適用時，供應商應確保提供給本公司的產品中，所含之金（Au）、鉭（Ta）、鎢（W）、錫（Sn）等金屬原料，須來自於公認之組織（如 Conflict-Free Smelter Program）所認證之「非衝突礦產」的冶煉廠，不是透過無政府軍團或非法集團由剛果民主共和國衝突區域開採，或循非法走私途徑取得。

4.5.2 供應商應針對以上這些礦物的採購和供應鏈進行調查，遵守本公司「非衝突礦產」採購管理政策，並向本公司提交「非衝突礦產聲明」。

4.5.3 若供應之產品所含之原料屬「衝突礦產」，應同意立即將衝突礦產存在之事實通知本公司。

4.6 遵循進出口管制相關法規

4.6.1 當適用時，供應商應瞭解並遵循進出口管制法（如：ITAR/EAR），以及運送貨品予本公司或代本公司進出口及運送貨品所涉及的相關法令，包括原出口國的出口管制與海關法規、目的地國家的進口和海關法規、支付法令要求的關稅和其

4.4 Intellectual Property Rights

4.4.1 Respect intellectual property rights, transfer technology and production knowledge in a way that protects intellectual property rights, and do not infringe on the intellectual property rights or the property rights of others, especially related product technical information of the company or its customers.

4.4.2 Use only the information and property (including tools, drawings, etc.) provided by the company for authorized purposes, and take appropriate measures to ensure the confidentiality of proprietary information, including confidentiality requirements and specific security requirements. Unless the supplier has written permission from the Company, supplier shall not disclose any information to third party (including other customers and outsourcing suppliers, etc.).

4.5 International Policies

4.5.1 When applicable, the supplier shall ensure that the gold (Au), tantalum (Ta), tungsten (W), tin (Sn) and other metal raw materials contained in the products provided to the company must come from recognized sources. The smelters of "non-conflict minerals" certified by acknowledged organizations (such as the Conflict-Free Smelter Program) are not mined from conflict areas in the Democratic Republic of the Congo through anarchy or illegal groups or procured through illegal smuggling.

4.5.2 Suppliers shall investigate the procurement and supply chain of these minerals and comply with the Company's "non-conflict minerals" procurement management policy and submit a "non-conflict minerals declaration" to the Company.

4.5.3 If the raw materials in the supplied product contain "conflict minerals", supplier shall agree to immediately notify the Company of the existence of conflict minerals.

4.6 Laws and Regulations on Import and Export Control

4.6.1 When applicable, the supplier should understand and follow the import and export control laws (such as ITAR/EAR), and the relevant laws and regulations involved in the delivery of goods to or on behalf of the Company, including the export control of the

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他稅賦、以及當地運輸的相關法令。

4.6.2 向員工和外包商提供運作程序及教育訓練以確保他們對前述法規的遵循。

4.7 遵守保密義務

4.7.1 簽署「保密協定」承諾對於在交易洽談、合約締結和交易履行過程中所接觸、知悉、持有或取得所有與本公司之經營、生產、銷售、研發、財務、管理等相關之非公開資訊（包括本公司及客戶之資料）時，無論其形式或媒介為何，亦無論其係有形或無形，或是否載有「機密」、「限閱」或其他同義字，供應商承諾嚴守保密義務，絕不得對外公開、洩漏、散佈或揭露予任何第三者。

4.7.2 供應商及其員工出入本公司廠區時，須遵守本公司門禁與安全管理之規定，包括且不限於遵守入廠時間、路線、場所之要求、不錄音、拍照或攝影、不竊取或夾帶任何資料文件、不擅自延時、逗留或留宿，並接受本公司安全警衛及相關人員監督檢查。

4.8 遵守誠實守信原則

4.8.1 與本公司交易洽談、合作締結和交易履行過程中，保證所提供的文件資料，包括且不限於登記證明（含特許經營）、證照、企業或個人簡介資料、住所、產品名稱、規格、品質、服務標準、票據、權證、權利限制等均為真實，絕無虛假、欺瞞、偽造、變造行為；所提供的文件資料如有變更，供應商應在合理的時間盡快通知本公司，將誠信原則始終貫徹於交易合約履行的各階段。

original exporting country and related to customs regulations, import and customs regulations of the destination country, customs duties, and other taxes required by payment regulations, and local transportation regulations.

4.6.2 Provide operating procedures and education training to employees and outsourcers to ensure their compliance with the aforementioned laws and regulations.

4.7 Confidentiality Obligations

4.7.1 Upon signing “Confidentiality Agreement”, the supplier promises to contact, know, hold or obtain all non-public information related to the Company's operation, production, sales, research and development, finance, management, etc. during the process of business negotiation, contract conclusion and transaction performance (When including the information of the company and customers), regardless of its form or medium, whether it is tangible or intangible, or whether it contains "confidential", "restricted access" or other synonyms, the supplier promises to strictly observe the obligation of confidentiality and absolutely. Do not disclose, leak, distribute or expose to any third party.

4.7.2 Suppliers and their employees must comply with the Company's access control and safety management regulations when entering and exiting the Company's premises, including but not limited to complying with the requirements of entry time, route, and location, no recording, no photograph, no stealing or entraining any documents, and no delay, stop or overnight stay without authorization, and accept the supervision and inspection of the company's security and related personnel.

4.8 Honesty and Trustworthiness

4.8.1 In the process of negotiating, contracting and fulfilling business transaction with the Company, supplier must ensure the provision of documents are legitimate, including but not limited to business registration (including franchise), license, corporate or personal profile information, residence, product name, specification, quality, service standards, bills, warrants, rights restriction etc., and do not contain any false, deception, forgery, alteration behavior. If

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changes are made to the provided documents, supplier shall notify the Company within a reasonable period and implement the principle of good faith during all stages of the contract.

4.9 遵循假冒品防制

- 4.9.1 當適用時，供應商必須使用本公司或本公司客戶指定或認可的商源（包括原材料、特殊製程等）。
- 4.9.2 應確保向原廠、授權的製造商或經銷商採購原料、零件、或製程，應對採購、檢驗與相關人員進行「假冒品防治訓練」。
- 4.9.3 當供應商發現有疑似假冒品已交貨予本公司時，供應商應在 24 小時內立即通報，本公司有權滯留並管制該項產品，直至調查結果確認為「放行」或「報廢」。
- 4.9.4 可疑/欺詐或確認的假冒品應視為不合格品並進行管制，不得重新流入供應鏈、重新包裝儲存，也不允許在庫存輪換中退回給原製造商，或將其重新儲存到合格品庫存中。

5 社會責任

5.1 人權

- 5.1.1 不得在任何製造工序中僱用任何未滿16歲、或未達強迫教育年齡、或該國家/地區法定最低就業年齡的人士；符合任何法律/法規的合法職場學習計劃則不在此列。
- 5.1.2 未滿18歲的勞工不得從事可能會危及他們健康或安全的工作，包括夜間值勤或加班。
- 5.1.3 禁止使用強逼、擔保（包括抵債）或用契約束縛的勞工、非自願的監獄勞工、奴役或販賣的人口。這包括用恐嚇、強逼、威脅、綁架或詐騙手段運送、窩藏、招募、調配或接受人員用

4.9 Counterfeit Part Prevention

- 4.9.1 When applicable, supplier must use the designated or approved source by the Company or its customer (including raw material, special processes etc.)
- 4.9.2 Supplier shall make sure to purchase raw materials, parts or manufacturing processes from original factory, authorized manufacturers or distributors. Also, ensure the responsible personnel for procurement and inspection receive “counterfeit part prevention training”.
- 4.9.3 In case of suspected counterfeit parts delivered to the Company, supplier shall give immediate notice within 24hours. The company retain the rights to detain and control the products until the investigation results clear the product for “release” or “scrap” .
- 4.9.4 Suspicious/fraudulent or confirmed counterfeit parts shall be considered and control as non-conforming products and are not allowed to be reflow into the supply chain, re-packaged and stored. These non-conforming products are also not allowed to be returned to original manufacturers during inventory rotation or re-stored into the inventory of conforming parts.

5 Social Responsibilities

5.1 Human Rights

- 5.1.1 Anyone under the age of 16, or under the age of compulsory education, or the legal minimum age for employment in the country/region shall not be employed in any manufacturing process; legal workplace study programs that comply with any laws/regulations are excluded.
- 5.1.2 Employees under the age of 18 must not engage in work that may endanger their health or safety, including night duty or working overtime.
- 5.1.3 It is forbidden to use coercion, guarantee (including debt repayment) or bound labor, involuntary prison labor, slavery or human trafficking. This includes the use of intimidation, coercion, threats, kidnapping or

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作勞工或取得服務；作為招聘程序中的必要部份，必須在勞工離開原本的國家前，為他們提供用他們母語書寫的僱用協議，並且在協議中描述僱用條款及條件；所有工作應當是自願的，勞工擁有隨時自由離職或終止僱用關係的權利；供應商或仲介人不得扣留或以其他方式毀壞、隱藏、沒收或拒絕勞工取用他們的身份證或出入境證件(如政府頒發的身份證明、護照或工作許可證)，除非法律要求供應商持有該等證明。

fraud to transport, harbor, recruit, deploy or accept personnel for labor or to obtain services. As a necessary part of the recruitment process, workers must be provided with an employment agreement written in their native language before they leave their home country, and the terms and conditions of employment must be described in the agreement. All work should be voluntary, and workers have the right to freely leave or terminate the employment relationship at any time. Suppliers or intermediaries shall not detain or otherwise destroy, conceal, confiscate or deny workers access to their ID cards or entry and exit documents (such as government-issued identity certificates, passports or work permits), unless the law requires the supplier to hold such document.

5.1.4 免苛刻和非人道地對待員工，包括任何形式的性騷擾、性侵犯、體罰、精神或身體壓迫或是口頭辱罵；也不得威脅任何此類之行為。有關的紀律政策及程序必須有清晰的定義，並向員工清楚地傳達。

5.1.4 Avoid harsh and inhumane treatment of employees, including any form of sexual harassment, sexual assault, corporal punishment, mental or physical oppression, or verbal abuse; and must not threaten any such behavior. The relevant disciplinary policies and procedures must be clearly defined and clearly communicated to employees.

5.1.5 承諾員工免受騷擾以及非法歧視，不得因個人宗教、國籍、人種、膚色、年齡、性別、身心障礙、性別認同及表達信仰、政治立場、退伍軍人身份或婚姻狀況等，在招募任用及實際工作中受歧視，例如影響工資、晉升、獎勵和受訓機會等。

5.1.5 Promise that employees will be free from harassment and unlawful discrimination and shall not be called on the basis of personal religion, nationality, race, color, age, sex, disability, gender identity and expression of beliefs, political positions, veteran status, or marital status, etc., discrimination in recruitment and actual work, such as affecting wages, promotion, rewards, and training opportunities.

5.1.6 尊重所有員工組織和參與他們所選擇的工會、集體談判和參加和平集會的權利，同時也應尊重員工迴避這類活動的權利。員工及或他們的代表應當能夠在不用擔心受歧視、報復、威脅或騷擾的情況下，公開地就工作條件和管理方法與管理層溝通以及分享其想法和憂慮。

5.1.6 Respect the rights of all employees to organize and participate in the trade union of their choice, collective bargaining and participation in peaceful assemblies, and at the same time respect the rights of employees to avoid such activities. Employees and or their representatives should be able to communicate openly with management and share their thoughts and concerns on working conditions and management methods without fear of discrimination, retaliation, threats or harassment.

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5.2 健康與安全

5.2.1 透過適當的設計、管制、防護、保養、操作程序（包括上鎖掛牌程序）和持續性的安全知識培訓，來控制工作場所的安全隱患（如：感電、火災、墜落、跌倒、碰撞等危險或事故），若無法有效控制危險源，應為員工提供適當的個人防護裝備，以及有關這些危險事故和風險的教材，並鼓勵員工提出預防危險之改善建議。

5.2.2 確認和評估潛在的緊急情況和事件，並透過實施「緊急應變計畫」來將其影響降到最低，包括：緊急通報、人員疏散計劃、員工培訓和演習、適當的火警偵測和滅火設備、充足的疏散設施和恢復計劃。

5.2.3 制定適當的程序和體系，來預防、管理、追蹤和報告職業傷害和職業病。

5.2.4 識別、評估並控制化學品，並透過管制來防止員工因過度接觸化學品而造成身體傷害。當管制措施無法有效預防危害時，應提供員工適當的個人防護裝備。

5.2.5 識別、評估並控制從事重體力勞動工作給員工帶來的影響，包括以人力搬運物料或重複提舉重物、長時間站立和高度重複性或高強度的組裝工作。

5.2.6 評估生產設備或其他類型機器的安全隱憂，為預防機器對員工可能造成的傷害，提供適當的機械防護、連鎖裝置以及屏障。

5.2.7 為員工提供以他們的母語進行職業健康和安全的訓練，並在工作場所的顯眼處張貼健康與安全相關資訊。

5.2 Health and Safety

5.2.1 Control the potential safety hazards in workplace (such as electric shock, fire, falling, collision and other dangerous accidents) through appropriate design, control, protection, maintenance, operating procedures (including lockout and tagout procedures) and continuous safety training. If the source of hazard cannot be effectively controlled, employees should be provided with appropriate personal protective equipment, as well as teaching materials about these dangerous accidents and risks, and employees should be encouraged to propose improvements to prevent hazards.

5.2.2 Identify and evaluate potential emergencies and incidents and minimize their impact through the implementation of "Emergency Contingency Plans", including emergency notifications, evacuation plans, staff training and exercises, appropriate fire detection and fire extinguishing equipment, adequate evacuation facilities and recovery plan.

5.2.3 Develop appropriate procedures and systems to prevent, manage, track and report occupational injuries and diseases.

5.2.4 Identify, evaluate and control chemical. Through control, prevent employees from over-exposure to chemicals causing physical injury. When control measures cannot effectively prevent hazards, employees should be provided with appropriate personal protective equipment.

5.2.5 Identify, evaluate and control the impact of heavy physical labor on employees, including the use of physical labor to handle materials or repeated lifting of heavy objects, standing for long periods of time, and highly repetitive or intensive assembly work.

5.2.6 Assess the safety concerns of production equipment or other types of machines, and provide appropriate mechanical protection, interlocking devices and barriers to prevent possible injuries to employees caused by machines.

5.2.7 Provide employees with occupational health and safety training in their native language, and post health and safety-related information in conspicuous places in the workplace.

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5.3 環境保護

- 5.3.1 獲取所有必需的環境許可證（如排放監控）、批准和登記文件，亦要對之進行維護並時常更新，以及遵守許可證的操作和報告要求。
- 5.3.2 在源頭上或透過實踐（如改良生產、維修和設施程序、替換材料、節約自然資源、物料回收和再利用）減少和杜絕任何類型的資源耗費及廢物的產生，包括水和能源。
- 5.3.3 識別和管理釋放到四周環境中會造成危害的化學物質及其他物質，從而確保這些物質得以安全地處理、運送、儲存、使用、回收或再利用及棄置。
- 5.3.4 實施系統性的措施來識別、管理、減少和負責任地棄置或回收固體廢物（無害的）。在排放或棄置營運、工業程序以及衛生設施所產生的污水前，按照要求對其進行分類、監控、控制和處理。
- 5.3.5 在排放製造過程中所產生的揮發性有機化學物質、腐蝕性物質、微粒、耗蝕臭氧層化學物品以及燃燒副產品前，應當按照要求對其進行分類、例行監察、控制和處理。
- 5.3.6 遵守所有適用法律法規和客戶要求，禁止或限制在產品和製造過程中納入特定物質（包括回收和棄置標籤）。
- 5.3.7 實施系統性的措施來預防雨水徑流受到污染。

6 品質管理系統要求

- 6.1 供應商應符合行業認可的品質管理系統標準，如ISO9001、AS9100等，但如果供應商沒有取得第三方認證時，本公司會先採用書面評鑑進行初步評估，必要時，本公司會選擇性地在供應商現場做品質管理系統評鑑。

5.3 Environment Protection

- 5.3.1 Obtain all necessary environmental permits (e.g. emissions monitoring), approvals and registration documents, and have them maintained and updated frequently. Comply with permit operation and reporting requirements.
- 5.3.2 Reduce and eliminate any type of resource consumption and waste generation at the source or through practices (such as improved production, maintenance and facility procedures, replacement materials, conservation of natural resources, material recovery and reuse), including water and energy.
- 5.3.3 Identify and manage chemical substances and other substances that are harmful to the surrounding environment, so as to ensure that these substances can be safely handled, transported, stored, used, recycled or reused and disposed of.
- 5.3.4 Implement systematic measures to identify, manage, reduce and responsibly discard or recycle solid waste (non-hazardous) prior to dispose or discharge, sort, monitor, control and process the sewage generated by operations, industrial procedures, and sanitation facilities.
- 5.3.5 Before discharging volatile organic chemicals, corrosive substances, particulates, ozone-depleting chemicals, and combustion by-products produced in the manufacturing process, they should be classified, routinely monitored, controlled and treated as required.
- 5.3.6 Comply with all applicable laws, regulations and customer requirements, prohibit or restrict the inclusion of specific substances in products and manufacturing processes (including recycling and disposal labels).
- 5.3.7 Implement systematic measures to prevent rainwater runoff from being polluted.

6 Quality Management System Requirements

- 6.1 Suppliers should comply with industry-recognized quality management system standards, such as ISO9001, AS9100, etc., but if the supplier has not obtained third-party certification, the Company will employ a written assessment for preliminary evaluation. If necessary, the Company will selectively perform onsite QMS evaluation.

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6.2 如果品質系統認證的狀態發生了改變（如延期、撤銷等），或稽核缺失涉及本公司的產品時，供應商必須在5個工作日之內通知本公司。

6.3 除非另有規定，否則供應商必須保留所有的品質記錄至少10年，品質記錄包括製程、檢驗和其它可追溯性記錄。

6.4 當適用時，供應商應建立批號追溯系統，對從原材料批次到最終成品的批號進行追溯，包括產品的檢驗記錄。

7 選擇商源

7.1 本公司選擇供應商做為合格商源的條件如下：

- (1) 直接向客戶採購原料或服務且用於客戶產品之供應商。
- (2) 已由第三方驗證機構認可之品質管理系統、實驗室認證等有效性證明（例如 ISO9001、AS9100、ISO17025 等）。
- (3) 已被客戶核准之合格商源或指定商源。
- (4) 已取得航太及國防工業相關特殊製程（Nadcap）認證（例如：焊接、熱處理、非破壞檢測、表面處理等）。
- (5) 經本公司書面審查或至現場評鑑合格者。

7.2 在選擇供應商過程中，本公司會要求供應商提供：

- (1) 供應商基本資料表（表格由本公司提供）
- (2) 簽署保密協定（如適用時）
- (3) 簽署假冒品防制聲明（非原廠供貨時適用）
- (4) 第三方認證機構核發之品質管理系統有效性證書。
- (5) 特殊製程證書（如適用時）

6.2 In case of changes to the status of quality system certification (such as postponement, cancellation, etc.), or if the non-conformities found during audits involve the Company's products, the supplier must notify the Company within 5 working days.

6.3 Unless otherwise specified, the supplier must keep all quality records for at least 10 years, including manufacturing process, inspection and other traceability records.

6.4 When applicable, the supplier shall establish a batch number traceability system to trace the batch number from raw material batch to the final product, including the product inspection record.

7 Source Selection

7.1 The Company's conditions for the selection of qualified sources as follows:

- (1) Suppliers who purchase raw materials or services directly from customers and use them for customer products.
- (2) Suppliers with a valid QMS, laboratory certification certified by a third-party verification agency (such as ISO9001, AS9100, ISO17025, etc.)
- (3) Customer approved qualified or designated suppliers.
- (4) Suppliers who obtained special processes certification (NADCAP) related to aerospace and defense industry (such as welding, heat treatment, Non-destructive testing, surface treatment).
- (5) Suppliers who have passed the Company's written review or on-site evaluation.

7.2 In the process of source selection, the Company shall require the suppliers to provide:

- (1) Suppliers basic information sheet (document provided by the Company).
- (2) Non-disclosure Agreement (when applicable)
- (3) Counterfeit parts declaration (apply to suppliers who are not original manufacturers).
- (4) Valid Quality Management System certification issued by third party certification organization.
- (5) Special processes certification (when applicable).

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8 溝通

8.1 採購資訊

- 8.1.1 本公司以「採購單」做為主要與供應商溝通之文件，如果採購單字跡模糊、不清楚或者遺漏報價必須的關鍵資訊的話，供應商必須馬上與本公司聯繫。無論何種原因，供應商事後提出的修正和更改將不被接受。
- 8.1.2 本公司採購之產品規範要求會在採購單中表述，訂單中指定的產品圖面可以詳細說明了影響產品安裝、物理和功能的特性；每項訂單應由供應商確認個別零件號碼、版本、雙方同意的價格、數量、交期和其它訂單上註明的要求。
- 8.1.2.1 在沒有獲得本公司的書面同意之前，供應商不得將採購訂單的全部或部份內容轉包給其它分包商。
- 8.1.3 當本公司需要供應商代為設計核准、檢驗/驗證、調查或稽核提供測試樣品或試片時，將在採購單上述明相關要求。
- 8.1.4 當有特殊要求及關鍵項目（包括安全零件）時，本公司會於訂單或合約上註明。當涉及關鍵特性時，本公司會於圖面標示關鍵特性符號（KC），供應商應加強審查、確認製程風險，並擬定管制措施。
- 8.1.4.1 供應商應確保相關同仁了解特殊要求、關鍵項目與關鍵特性的標示與要求。
- 8.1.5 當本公司或本公司客戶擬在供應商處檢驗或驗證活動時，本公司將於訂單中註明。
- 8.1.6 本公司所提供的採購資料，包括設計、測試、檢驗、關鍵特性及本公司之客戶相關要求等，供應商都應視需要傳達給次級供應商。

8 Communication

8.1 Purchase Information

- 8.1.1 The Company utilizes “Purchase Order” as the main communication document with the suppliers. If the purchase order is illegible, unclear or missing key information necessary for quotation, the supplier must contact the Company immediately. Regardless of the reason, amendments and changes proposed by the supplier afterwards will not be accepted
- 8.1.2 Product specification and requirements of the Company will be stated in the purchase order. The product drawings specified in the PO provides detail description on the attributes that will affect product installation, physical and functional characteristics.
- 8.1.2.1 The supplier shall not subcontract all or part of the purchase order to other subcontractors without obtaining written consent from the Company.
- 8.1.3 When the company requires suppliers to provide test samples or test pieces for design approval, inspection/verification, investigation or audit, the relevant requirements will be stated in the purchase order.
- 8.1.4 When there are special requirements and key items (including safety parts), the Company will indicate on the order or contract. When key features are involved, the Company will mark the key feature symbol (KC) on the drawing, and the supplier should enhance the review process, identify process risk and formulate control measures.
- 8.1.4.1 The supplier shall ensure that relevant personnel understand the markings and requirements of special requirements, key items and key characteristics
- 8.1.5 The Company will indicate in the order if on-site inspection or verification will be conducted by the Company or its customers at the supplier’s facility,
- 8.1.6 The procurement information provided by the Company, including design, testing, inspection, key features and the Company’s customer-related requirements, etc., shall be communicated to the sub-suppliers as necessary.

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8.2 採購變更

- 8.2.1 任何新的產品圖面版本，將會透過本公司的採購單位或者通過採購訂單上的修改版本進行溝通，供應商應審查每一張採購訂單，以保證最新的產品要求用於生產。
- 8.2.2 不允許供應商交運變更之前版本的零組件，除非事先獲得本公司核准。
- 8.2.3 如果供應商交運至本公司的任何原材料進行更改，必須事先向本公司提出變更通知，並且經本公司品保部門同意始得供貨。

8.3 供應商手冊

- 8.3.1 本公司對供應商的一般要求都包含在此手冊中，供應商與本公司發展業務必須遵守本手冊要求；如有任何對手冊內容的適用性有疑問，請直接與本公司採購單位聯絡人諮詢解決。

9 測試、檢驗與驗證

9.1 首件驗證 (FAI)

- 9.1.1 本公司要求對新零件，及對變更後的新零件進行首件驗證。首件檢驗是典型的尺寸檢驗或與性能有關的檢驗，由本公司人員在大批量試生產和下訂單之前到生產現場測量的，以驗證首件是否符合我們的產品規範。
- 9.1.2 新產品通過首件驗證後，供應商需進行產品與製程標準化，隨後影響產品或製程的變更（包括材料、模治具、設備、生產地點、NC程式變更、製程變更）或超過2年未生產時，應重新執行首件驗證，並於事前通報本公司。

8.2 Procurement Changes

- 8.2.1 Any new version of product drawing will be communicated through the Company's purchasing unit or through the revised version on the purchase order. The supplier shall review each purchase order to ensure that the latest product requirements are used in production.
- 8.2.2 Suppliers are not allowed to deliver components of the previous version unless they have been approved by the Company in advance.
- 8.2.3 For changes to any of the raw materials, the supplier must notify the Company in advance and delivered the products with the approval from the Company's Q.A Dept.

8.3 Providers Manual

- 8.3.1 The Company's general requirements for suppliers are included in this manual. Suppliers and any business developments with the Company with must comply with the requirements of this manual; any questions regarding the applicability of the manual, please directly contact personnel from the procurement unit.

9 Testing, Inspection and Verification

9.1 First Article Inspection (FAI)

- 9.1.1 The Company requires first article verification for new parts and new parts after changes. The first article inspection is a typical size or functionality-related inspection, which is measured by the Company's staff at the production site to verify whether the first article meets our product specifications before mass production and placing orders
- 9.1.2 After the new product passes the first article verification, the supplier shall standardize the manufacturing process of the product. First article verification shall be reinitiated, and the Company shall be notified following the changes that affect the product and processes (including material, jigs and fixtures, equipment, production location, NC programming change, process change) or a discontinued production for over 2 years.

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9.2 符合性證明 (CoC)

- 9.2.1 適當時，本公司會要求供應商提供產品或材料的符合性證明 (Certificate of Conformity) 或 / 及材料成分分析報告，以驗證採購產品的原材料符合已知或特定的行業標準。
- 9.2.2 如果供應商內部沒有能力檢驗材料，供應商必須提供第三方機構出具之檢驗證明。
- 9.2.3 當供應商提供的產品具有時效性 (有效期限) 時，該交貨批的有效儲存期限不可低於80%，例如製造保存期限為24個月，則交貨批的最低保存期限為19個月。
- 9.2.4 當供應商提供之產品不具有時效性，但提供之材料測試報告之檢驗週期最高不得超過3年，當超過產品檢驗週期時，供應商應對該批材料重新進行化驗。

10 包裝與標示

- 10.1 必要時，供應商必須滿足本公司在運輸、包裝和標示方面的特殊要求，例如根據本公司提供之有關運輸、過境和接收國程序和法律要求。
- 10.2 供應商若因未遵守相關法律要求，而發生客戶拒收、爭議或訴訟時，供應商將自行承擔所有拒收的運輸費用以及相應的扣款罰金。
- 10.3 適用時，產品外包裝或文貨文件應註明原產地或來源國。

11 變更管制

- 11.1 本公司要求所有供應商有任何相關的變更 (包括製程、產品、供應商源、生產地點等)，必須在變更前90天前提出變更通知，供應商若有未被認可的變更而造成本公司產品損壞或危及

9.2 Certificate of Conformity (CoC)

- 9.2.1 When applicable, the Company shall require the supplier to provide Certificate of Conformance of the supplied product or material or/and material composition analysis report in order to verify that the raw materials of the purchased products meet known or specific industry standards.
- 9.2.2 If the supplier does not have the ability to inspect materials internally, the supplier must provide an inspection certificate issued by a third-party organization.
- 9.2.3 When the product provided by the supplier is time-sensitive (expiration date), the effective storage period of the delivery lot shall not be less than 80%. For example, if the manufacturing shelf life is 24 months, the minimum shelf life of the delivery lot is 19 months.
- 9.2.4 When the product provided by the supplier is not time-sensitive, but the inspection period of the material test report provided shall not exceed 3 years. If the product exceeds inspection period, the supplier shall perform a re-test on the batch.

10 Packaging and Labeling

- 10.1 When necessary, supplier must satisfy the Company special requirements in terms of delivery, packaging and labelling, for instance, comply to the relevant transportation, transit and receiving country procedures and legal requirements provided by the Company.
- 10.2 If the supplier fails to comply with the relevant legal requirements which causes the customers to reject, dispute or litigate, the supplier will bear all the rejected transportation costs and the corresponding deduction fines.
- 10.3 Where applicable, the product packaging or shipping documents should indicate the manufacturing location or country of origin.

11 Change Control

- 11.1 The company requires all suppliers to submit a 90-day notice before making any changes (including manufacturing process, products, supplier source, production location, etc.). If the supplier has an

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已交運至客戶之零件失效，供應商將承擔因未通知變更，而造成的一切損失及罰則。

unapproved change that causes damage to the Company's product or causes part failure to the delivered products to the Company's customer, the suppliers shall bear all losses and penalties due to change without notice.

12 矯正措施

12 Corrective Actions

12.1 供應商應維持有效的矯正與預防措施系統，該系統應用於已發生或可能發生的過程或產品的不符合現象。

12.1 The supplier shall maintain an effective corrective and preventive action system, which shall be applied to non-conformities of processes or products that have occurred or may occur.

12.2 當確定了供應商的不符合現象後，本公司會發出「品質異常通知單 (QDN)」通知供應商，並限定改善期限，供應商應在期限內回饋品質異常通知單，並提供相關執行矯正措施後之客觀證據，以供本公司品質部門審查。

12.2 After determining the supplier's non-conformity, the Company will issue a "Quality Deviation Notice (QDN)" to notify the supplier, and limit the improvement period. The supplier shall return the quality deviation notice within the time limit and provide relevant objective implementation evidence after corrective measures for review by the Company's quality department

12.3 未完成矯正措施前，供應商已交付的產品將視為不合格品，未交付的產品本公司有權利拒收，直至矯正行動已被本公司品保經理認可。

12.3 Products delivered by the supplier will be treated as non-conforming products before the corrective actions are completed. The company has the right to reject undelivered products until the corrective action has been approved by the Company's QA manager.

13 監督與改善

13 Monitoring and Improvement

13.1 績效評估

13.1 Performance Review

13.1.1 為確保供應商持續符合本公司之要求，採購人員應對存在合約且持續交貨之供應商的履約績效，使用「NFT-P-011-08 供應商表現評估表」進行一年2次績效評估；每五年以「NFT-P-011-07 供應商調查評估表」重新評估供應商，以作為供應商管制水準之基礎。

13.1.1 To ensure continuous effort from the supplier to meet NFT requirements, procurement personnel shall perform supplier performance review with 「NFT-P-011-08 Supplier Performance Evaluation Questionnaire」 on suppliers with existing contractual collaborations. The review shall be executed twice a year to monitor supplier performances are above basic requirements.

13.1.2 考核項目分別依供應商之品質 (50%)、交期 (30%)、服務 (20%) 來考核。

13.1.2 Supplier performance are evaluated based on the following criteria: Quality (50%), Delivery (30%), and Service (20%).

13.1.2.1 評分方式：

13.1.2.1 Scoring Criteria

(1) 品質分數：

(1) Quality

- a 良率 (20分)：以不良率評估，每季加總平均，不良 (每批不合格數/入檢數) × 100%，不良率愈低，良率得分愈高。

- a. Yield Rate 20pts: The total average of defect rate within 6 months. The lower the defect rate, the higher the score.
 Defective Rate=(Unqualified items per lot/ Number of items inspected)*100%】

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原物料供應廠商	委外供應廠商
0% → 20	0% → 20
0%~10% → 16	0%~20% → 16
11%~20% → 12	21%~40% → 12
21%~30% → 8	41%~60% → 8
31%~40% → 4	61%以上 → 4

Material supplier	Outsourcing supplier
0% → 20	0% → 20
0%~10% → 16	0%~20% → 16
11%~20% → 12	21%~40% → 12
21%~30% → 8	41%~60% → 8
31%~40% → 4	above 61% → 4

- b. 退貨比率 (20分) : 退貨比率 (退貨次數 / 採購次數) x 100% , 退貨比率愈低, 得分愈高。

- b. Return Rate 20 pts: The lower the return rate is, the higher the score. 【Return Rate=(Number of returns/Number of purchases) x 100%】

原物料供應廠商	委外供應廠商
0% → 20	0% → 20
0%~10% → 16	0%~20% → 16
11%~20% → 12	21%~40% → 12
21%~30% → 8	41%~60% → 8
31%~40% → 4	61%以上 → 4

Material supplier	Outsourcing supplier
0% → 20	0% → 20
0%~10% → 16	0%~20% → 16
11%~20% → 12	21%~40% → 12
21%~30% → 8	41%~60% → 8
31%~40% → 4	above 61% → 4

- c. 客訴比率(10分): 凡接獲客訴之異常者, 每一批扣2分, 每季加總平均。

- c. Customer Complaint 10pts: For each customer complaint, 2pts will be deducted from the total of 100%.

(2) 交期分數:

- a. 交期準確率 (30分) : 每季加總平均, 每批交期得分, 100% - (交1日扣1%計) = 交期準確率, 交期準確率愈高, 得分愈高。

(2) Delivery

- a. On Time Delivery 30pts: Total average of each lot OTD is 100% (1pts will be deducted per day for every late delivery).

原物料供應廠商	委外供應廠商
100% → 30	100% → 30
95%~99% → 24	95%~99% → 24
90%~94% → 18	90%~94% → 18
85%~89% → 12	85%~89% → 12
80%~84% → 6	80%~84% → 6

Material supplier	Outsourcing supplier
100% → 30	100% → 30
95%~99% → 24	95%~99% → 24
90%~94% → 18	90%~94% → 18
85%~89% → 12	85%~89% → 12
80%~84% → 6	80%~84% → 6

(3) 服務分數:

- a. 人員配合度、交貨前置時間競爭力 (5分): (優)→1(劣)。
b. 客訴處理能力 (5分): (優)→1(劣)。
c. 相關資料提供速度、訂單回覆速度 (5分): (優)→1(劣)。
d. 職安配合度 (5分): 5(優)→1(劣)。

(3) Service:

- a. Supplier Support, Delivery Lead Time 5pts: 5 (excellent)→1 (poor)
b. Customer Complaint Response 5pts: 5 (excellent) → 1 (poor)
c. Data Provision and PO Review 5pts: 5 (excellent) → 1 (poor)
d. Support on Occupational Safety 5pts: 5 (excellent) → 1 (poor)

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13.1.3 評分後的分級包括A、B、C三個等級：

A級：總分數 91 以上。

B級：總分數 80~90。

C級：總分數 79 以下。

13.1.4 (1) 考核等級為A級係為優良之供應商，可優先考量下放訂單。

(2) 考核等級為 B 級供應商，仍持續列為合格廠商。

(3) 考核為 C 級之供應商，應由採購單位協同品保單位檢討，如為供應商之責任，必須依「NFT-P-022 矯正與預防措施作業程序」之規定填寫「NFT-P-022-01 品質異常單」要求供應商採取必要之矯正行動。

13.1.5 以上評分結果將在資料彙整審核後，由本公司利用電子信箱、本公司網站、傳真或郵寄等方式逕行通知供應商。

13.1.6 被評分列為C級之供應商，且所要求供應商之矯正改善措施未見具體成效，本公司得不經預告，將其自合格供應商名冊中除名。

13.2 持續改善

13.2.1 本公司期望供應商可以在品質提升、交期、成本和服務表現方面建立和維護持續改善計畫。供應商可制定審查計畫來定期審查改善情況和改善結果。

13.2.2 持續改善將有助於提升供應商績效，持續改善計畫可包括以下內容，但不限於：

- (1) 品質管理系統
- (2) 產品品質
- (3) 交期
- (4) 降低成本
- (5) 改善供應鏈效率
- (6) 降低生產週期
- (7) 提高產能和人員訓練

13.1.3 There are three categories for the assessment grades:

Grade A: Total score over 91

Grade B: Total score 80 to 90

Grade C: Total score under 79

13.1.4 (1) Grade A suppliers are prioritized for placing orders.

(2) Grade B Suppliers are listed as qualified suppliers.

(3) Suppliers Grade C suppliers should be reviewed by Administration and QA Dept. If the supplier is responsible for the low score, 「NFT-P-022-01 Quality Deviation Notice」 shall be issued to the supplier per 「NFT-P-022 Corrective and Preventive Actions」 to demand the implementation of necessary corrective measures.

13.1.5 The assessment result above shall be notified to the supplier after review through email, company website, fax or mail etc.

13.1.6 Grade C suppliers who show no visible improvement despite implementing the required corrective actions shall be removed from approved supplier list without prior notice.

13.2 Continuous Improvement

13.2.1 The Company expects suppliers to establish and maintain continuous improvement plans in terms of quality improvement, delivery time, cost and service performance. Suppliers can develop a review plan to periodically review the improvement situation and improvement the results.

13.2.2 Continuous improvement will help improve supplier performance. The continuous improvement plan can include the following, but not limited to:

- (1) Quality management system
- (2) Product quality
- (3) Delivery
- (4) Reduce cost
- (5) Improve supply chain efficiency
- (6) Reduce production cycle
- (7) Improve productivity and personnel training

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14 不合格品管制

- 14.1** 供應商必須通報本公司任何超出圖面規格、特殊／關鍵製程的異常、發現假冒品等事件，包括對不合格品預計採取的措施（特採、重修），均應取得本公司的書面同意後方可執行。
- 14.2** 供應商必須隔離及標示不合格品，以避免不合格品被誤用或出貨。
- 14.3** 對報廢的不合格品必須進行破壞及管制，以避免再次流入供應鏈。

14 Non-conforming Product Control

- 14.1** The supplier must notify the Company of any incidents that exceed the drawing specifications, special/critical process abnormalities, and counterfeit products. The corrective measures (concession, re-repair) intended for non-conforming products must obtain written consent from the Company prior to execution.
- 14.2** Suppliers must isolate and label non-conforming products to prevent them from being misused or shipped.
- 14.3** Suppliers must isolate and label non-conforming products to prevent them from being misused or shipped.