



SUPPLIER QUALITY MANUAL

This document contains the general Quality Management System Requirements for Governors America Corp. suppliers. The requirements within this document apply to all Governors America Corp. purchases of product and services associated with the assembly of Governors America Corp. products. Requirements that cannot be applied due to the nature of an organization and its product(s) will be considered for exclusion, providing such exclusions do not affect the organization's ability or responsibility to provide products, materials, or services that meet Governors America Corp. and regulatory requirements. All requirements of this specification are generalized, and are intended to support part specific fabrication and packaging, and/or servicing requirements, as detailed in supplied technical drawings and specifications.

Revision History

Revision	Date	Author	Description of Change
A	01/04/16	P. Sargenski	Initial Release DCN#34384
B	12/12/2017	N. Wayand	Updated Section 3.6
C	7/19/2019	A. Mourad	Added information security policies and the non-disclosure agreement section. Added section 3.1.3.

KEYApplicable
Clause

GACDCP – Governors America Corp. Design Controlled Products

C/SSP – Catalogue / Standard Stock Products

TS/C – Test Services / Calibration

GACDCO	C/SSP	TS/C	Table of Contents	Page
			1.0 Introduction	3
			2.0 Quality Management System	4
			2.1 Accreditation and Evaluation	4
			2.1.1.1.1 ISO9001:(Latest Revision)	4
			2.1.1.1.2 AS9100:(Latest Revision)	4
			2.1.1.1.3 TS16949:(Latest Revision)	4
			2.1.1.1.4 ISO17025:(Latest Revision)	4
			2.1.1.1.5 A2LA Accreditation	4
			2.2 Approved Supplier Evaluations	4
			2.3 Documents and Records	5
			2.4 Notification of Change	5
			2.5 Supplier Facility Access	5
			2.6 NDA Verbiage	6
			3.0 Contract Review	6
			3.1 Supplier Terms and Conditions	6
			3.2 Language of Precedence	6
			3.3 Configuration Management	6
			3.4 Restriction of Substance Directives	6
			3.5 Production Approval	7
			3.6 Continuous Improvement	6
			4.0 Assembly and Part Traceability	8
			4.1 Supplier Control	8
			4.2 Part Identification and Traceability	8
			4.3 Part Cleanliness	9
			4.4 Inspection Operation	9
			4.5 Calibration	9
			4.6 Work Environment	9
			4.7 Governors America Corp. Purchased Tooling, Fixtures, and gages.	10
			5.0 Inspectors	10
			6.0 Packaging and Shipment	10
			6.5 Release Authorization, if specified on PO	10
			6.6 C-TPAT(Customs-Trade Partnership Against Terrorism), if specified on PO	11
			6.7 NIST (National Institute of Standards and Technology) Traceable	11
			7.0 Release Authorization	11
			8.0 Corrective Action requirements for Suppliers	11
			8.1 Overview	11
			8.2 Requirements	11
			8.3 Containment Before Shipping	12
			8.4 Potential Escape	12
			8.5 Non-conforming Product received at Governors America Corp.	12
			9.0 Default Inspection Specifications	13

1.0 Introduction



Over the last twenty-five plus years, Governors America Corp (GAC) has gained a sound reputation and is recognized as a worldwide leader in the industry by developing a broad, technically advanced line of electronic governing and fuel control systems.

In the true entrepreneurial spirit, Governors America Corp. was founded in 1986 in a small rented space (the size of their current shipping dock-1500 sq. ft.) that was rented in Springfield Massachusetts. Faced with growing sales and the need for more space, in 1991 the company moved to their current location in Agawam Massachusetts. However, they quickly outgrew the original 6,000 sq.ft. space, which prompted multiple expansions and additions to the physical plant over the years. The latest addition was completed in 2008, resulting in a total of 67,000 sq. ft and an increased work-force. In 2006, Governors America Corp. further diversified its product lines and tapped into the Genset and Fuel Ignition Management Systems in addition to the digital direction of the engine governing market.

In addition to the impressive manufacturing facility in Agawam, MA, Governors America Corp. opened its international business center in Yantai, Shandong province, China to better support the growing international market in Asia. By co-locating Governors America Corp. offices near some of its larger OEM customers, this will allow better service and enhance sales capabilities. This facility will meet all of Governors America Corp. quality standards and showcase the efficiency and talent that Governors America Corp. has to offer the worldwide market.



Give customers a reliable quality product.

Achieve advancements within the engine controls industry by providing an atmosphere that fosters creativity and innovation.

Comply with the GAC Quality Management System and continually improve its effectiveness.

All information provided by GAC is considered company confidential and shall not be disseminated without prior approval. A non-disclosure between supplier and GAC may be required. Supplier is required to have information security protocols to prevent incidents of industrial espionage.

2.0 Quality Management System

As a partner with Governors America Corp., approved suppliers are expected to deliver high quality service, maintain appropriate inventory, demonstrate technical knowledge, and make continuous improvements. Ideal suppliers are flexible, committed to growing the relationship, and focused on the end user. In return, Governors America Corp. provides the support and information needed to assist suppliers to meet expectations of jointly achieving the goal of total customer satisfaction.

2.1 Accreditation and Evaluation

2.1.1 All potential suppliers shall be evaluated through Governors America Corp. supplier assessment process. The depth of assessment will be based on 3rd Party Quality Management System accreditation and the complexity risk of product / services to be purchased.

2.1.1.1 Recognized accreditations include:

2.1.1.1.1 ISO9001:(latest revision)

2.1.1.1.2 AS9100: (latest revision)

2.1.1.1.3 TS16949:(latest revision)

2.1.1.1.4 ISO17025:(latest revision)

2.1.1.1.5 A2LA Accreditation

2.1.1.1.6 ISO 27001

2.1.1.2 If the supplier does not have 3rd Party accreditation, a risk assessment will be performed with alternate methods of supplier approval identified. See section 2.1.2.

2.1.2 Along with 3rd Party accreditation, suppliers may also be approved on a combination of the following:

2.1.2.1 Evaluation of first shipment – see Sections 7.0 and 6.5.

2.1.2.2 On-site audit.

2.1.2.3 Established reputation for the product / service to be purchased.

2.1.2.4 Alternate source availability.

2.2 Approved Supplier Evaluations

2.2.1 All approved suppliers are subject to on-going supplier surveillance. In events of nonconforming material or poor performance, a Quality Alert Notification will be issued to the supplier and the supplier is to follow the steps outlined in Section 8.0.

2.2.1.1 In instances of poor quality and high risk, Release Authorization samples (see Sections 7 and 6.5) will be required prior to shipment release until the supplier's corrective/preventive actions are proven effective.

2.2.2 Annual supplier reviews are also performed that take into consideration the purchase dates, quantities and dollar value, quality of product received, and timely delivery.

2.2.3 Suppliers who repeatedly fail to deliver satisfactory product or services may be disqualified from the Approved Vendor List. The decision to do this will be made by the Governors America Corp. Purchasing representative or Quality Engineering Manager.

2.3 Documents and Records

- 2.3.1 The supplier shall have in place procedure(s) defining document and record management. All information considered company confidential shall have information security protocols to protect all information.
- 2.3.2 Documents and records covered shall include and are not limited to:
 - 2.3.2.1 **Catalogue / Standard Stock Products.**
 - 2.3.2.1.1 Order Entry Record.
 - 2.3.2.1.2 Packaging / shipment documentation.
 - 2.3.2.2 **Governors America Corp. Design Controlled Products.**
 - 2.3.2.2.1 Contract review records and design documents.
 - 2.3.2.2.2 Incoming material records.
 - 2.3.2.2.3 Product work orders / travelers / set-up sheets / technical plans.
 - 2.3.2.2.4 Inspection reports.
 - 2.3.2.2.5 Non-conforming material dispositions.
 - 2.3.2.2.6 Packaging / shipment documentation.
 - 2.3.2.2.7 Ethical and environmental records.
 - 2.3.2.3 **Test Services / Calibration.**
 - 2.3.2.3.1 Order Entry Record.
 - 2.3.2.3.2 Service Record / Test Results.
- 2.3.3 Documents and records shall be managed in such a manner that 5 years archive can be accessed and presented **within 48 hours of request.**
- 2.3.4 All documents must be archived in a secure location.

2.4 Notification of Change

- 2.4.1 The supplier is responsible to notify Governors America Corp. of any Quality Management System, organizational, operational, and/or location changes **within 5 business days of the event.**
 - 2.4.1.1 This includes notification of:
 - 2.4.1.1.1 Staffing changes on Governors America Corp. focused projects.
 - 2.4.1.1.2 Staffing changes in the Quality Team supporting Governors America Corp. projects and products.

2.5 Supplier Facility Access

- 2.5.1 Governors America Corp. shall work with the supplier to identify mutually accommodating times to schedule supplier visits. However, in urgent situations the supplier shall accommodate visits **with a 24 hour notification.**
 - 2.5.1.1 The supplier shall provide resources to effectively support the visitation.
 - 2.5.1.2 The supplier shall provide full access to:
 - 2.5.1.2.1 All locations Governors America Corp. product is fabricated and stored.
 - 2.5.1.2.2 All Governors America Corp. tooling and storage locations.
 - 2.5.1.2.3 All Governors America Corp. related documents and records.
 - 2.5.1.2.4 All facility ethical and environmental records.
 - 2.5.1.3 Access shall be provided to all Governors America Corp. employees and delegates representing Governors America Corp.
 - 2.5.1.4 For Asian suppliers: ethical and environmental audits can be conducted without notice.

2.6 Nondisclosure Agreement

- 2.6.1 All information provided by GAC is considered company confidential and shall not be disseminated without prior approval. A non-disclosure between supplier and GAC may be required. Supplier is required to have information security protocols to prevent incidents of industrial espionage.

3.0 Contract Review

3.1 Supplier Terms and Conditions

- 3.1.1 The supplier agrees to the guidelines presented in this Supplier Quality Manual. Any exclusion to the content must be approved by Governors America Corp. prior to the supplier's acceptance of PO.
- 3.1.2 The supplier agrees to the content of the PO(s) received. Any exclusion to PO content must be approved by Governors America Corp. prior to the supplier's acceptance of PO.
- 3.1.3 CSR(Corporate Social Responsibility)
- Encouraging our business partners to implement CSR.
 - Continually improving our performance and meeting all applicable legislation.
 - Informing our staff to be mindful of the effect of their actions on non-renewable resources.
 - Introducing procedures to assist with implementing CSR
 - An action plan shall be executed to ensure continuous improvement is implemented in all areas: Environment, Human Rights, and Sustainability for procurement of services, Ethics and ethical trading.

3.2 Language of Precedence

- 3.2.1 English is the language of precedence in the event of translation conflict when reviewing any Governors America Corp. documentation or correspondence.

3.3 Configuration Management and Fixed Processes

3.3.1 Catalogue / Standard Stock Products.

- 3.3.1.1 It is the distributor's / supplier's responsibility to ensure products meet published dimensional, performance, and cosmetic specifications.

3.3.2 Governors America Corp. Design Controlled Products.

- 3.3.2.1 The supplier is responsible for developing a documented fixed process for fabrication (master traveler) that should include process flow, materials, equipment, machine set-up, specified fixtures and tooling, and defined in-process and final release inspection criteria.
- 3.3.2.2 When product is approved, the fabrication process is considered by Governors America Corp. as a Fixed Process. Any changes to the process require Governors America Corp. re-approval.
- 3.3.2.3 Reference Section 9 Default Inspection Specification for finish criteria if not specified in the print package.

3.3.3 Test Services / Calibration.

- 3.3.3.1 Not applicable.

3.4 Restriction of Substance Directives

- 3.4.1 Governors America Corp. is committed to supplying products worldwide that meet the requirements of a diverse customer base and complies with all applicable governmental regulations. The supplier agrees to comply to the applicable following requirements:

3.4.1.1 RoHS – Restriction of Hazardous Substances Directive(Current Revision)

3.4.1.1.1 This is a European Union (EU) directive that restricts usage of six hazardous materials in electrical and electronic equipment.

3.4.1.1.2 The maximum RoHS concentration values are:

Restricted Material	PPM	By Weight
Lead (Pb)	1000ppm	0.1%
Mercury (Hg)	1000ppm	0.1%
Cadmium (Cd)	100ppm	0.01%
Hexavalent Chromium (Cr ⁶⁺)	1000ppm	0.1%
Polybrominated Biphenyls (PBB)	1000ppm	0.1%
Polybrominated Diphenyl Ether (PBDE)	1000ppm	0.1%

3.4.1.2 WEEE – Waste Electrical and Electronic Equipment(Current Revision)

3.4.1.2.1 This is a European Union (EU) directive focused on the prevention of waste electrical and electronic equipment.

3.4.1.2.2 This directive covers application of the WEEE symbol to products supplied to European Markets.

3.4.1.3 REACH – Registration, Evaluation, Authorization, and Restriction of Chemicals (Current Revision)

3.4.1.3.1 This is a European Union (EU) directive focused on making manufacturers and importers of chemicals responsible for producing data to define the hazards and risks.

3.4.1.3.2 Chemical status should be verified for REACH off the market chemical status or SIN (substitute it now) listing.

3.4.1.4 Dodd-Frank Wall Street Reform and Consumer Protection Act

3.4.1.4.1 This is a United States law requiring US Stock Exchange listed companies to provide disclosure if Conflict Minerals originating from the Democratic Republic of Congo region (DRC Zone) are used in their products.

3.4.1.4.2 The Conflict Minerals are:

Conflict Minerals
Tin
Tantalum
Tungsten
Gold

3.4.1.4.3 The cfsi Conflict Minerals Reporting Template (CMRT) is the standard format requested by Governors America Corp for annual disclosure.

3.4.1.4.4 California Proposition 65 requires businesses to arrange for a warning to the people in the state of California, in regards to certain hazardous chemicals that cause cancer or other reproductive harm.

3.5 Production Approval

3.5.1 Catalogue / Standard Stock Products.

3.5.1.1 Governors America Corp. will request samples and perform the qualification.

3.5.1.2 The distributor / supplier are responsible for providing resources for timely technical and application support.

3.5.2 ~~Governors America Corp. Design Controlled Products.~~

3.5.2.1 Governors America Corp. follows a 3 step qualification process that includes 1) Prototype, 2) Manufacturing/Pre-production, and 3) Production Release.

3.5.2.1.1 New Design - The supplier may be asked to participate in all 3 qualification steps and provide samples following the guidelines in Sections 7 and 6.5.

3.5.2.2 Legacy Designs – samples will be requested following the guidelines in Section 7 and 6.5 before shipments are released.

3.5.2.3 Based on part complexity risk, the Supplier may be required to provide Process Flow Diagram, Control Plan, Cpk Process Data, and/or Inspection guides as part of the Product Approval.

3.5.2.4 After approval, the supplier is responsible for maintaining the process as fixed.

3.5.3 Test Services / Calibration.

3.5.3.1 Not applicable.

3.6 Continuous Improvement

3.6.1 Governors America Corp. is a strong supporter of supplier continuous improvement, lean and six sigma initiatives that focus on:

3.6.1.1 Cost reduction through improved efficiency or scrap / rework reduction.

3.6.1.2 Reduced lead times.

3.6.1.3 Improved quality.

3.6.2 For projects with potential positive impact to Governors America Corp. products, Governors America Corp. welcomes an invitation for team participation.

3.6.3 Any material or process changes will require re-approval and Governors America Corp. will assist to expedite the re-approval.

3.6.4 Interactions for evaluation

3.6.4.1 Customer Surveys

3.6.4.2 First Article Inspections

3.6.4.3 Verbal Feedback

4.0 Assembly and Part Traceability

4.1 Supplier Control

4.1.1 The supplier shall maintain a supplier approval program for all raw materials, components, and services used for Governors America Corp. purchase orders.

4.1.2 Governors America Corp. Design Controlled Products.

4.1.2.1 The supplier is responsible for flow down of Governors America Corp. specifications to the sub-tier level through their PO agreements.

4.1.2.1.1 The supplier is responsible to ensure sub-tier supplied materials are purchased to and meet/exceed Governors America Corp. specification.

4.1.2.1.2 The supplier shall have in place a receiving program to effectively verify and document incoming materials meet Governors America Corp. specification.

4.1.2.1.3 The supplier shall maintain sub-tier agreements to permit Governors America Corp. visitation and auditing access as referenced in Section 2.5

4.1.2.2 When specified by Governors America Corp., the supplier is required to purchase from only Governors America Corp. approved source(s).

4.1.2.2.1 The supplier is required to meet the requirements of sections 4.1.2.1.1, 4.1.2.1.2, and 4.1.2.1.3.

4.2 Part Identification and Traceability

4.2.1 The supplier shall have in place procedure(s) defining the methods of part traceability from raw material/sub-component level through released finished product.

4.2.2 All Governors America Corp. part specific identification and traceability marking directives are to be followed by the supplier.

4.3 Part Cleanliness

4.3.1 The supplier shall incorporate processing steps to ensure machined surfaces and enclosed areas are clean and free of contaminants such as chips, burrs, and oil.

4.3.2 The supplier shall ensure electronic components are managed in appropriate ESD environment to prevent damage.

4.4 Inspection Operation

4.4.1 The in-process and final inspection are to be defined by the approved product fixed fabrication process.

4.4.2 The supplier can add interim inspection operations if beneficial to product reliability.

4.4.3 Inspection operations cannot be removed unless approved by Governors America Corp. and may require production re-approval.

4.4.4 Fixtures, static gages, and variable gages used for any inspection activity are to

4.4.5 be controlled through the supplier's calibration program.

4.4.6 Recommended lighting at inspection: 100 lux minimum.

4.5 Calibration

4.5.1 The supplier shall have in place procedure(s) defining their calibration program.

4.5.2 The supplier shall maintain records and results of calibration and verification activities.

4.5.3 All fixtures, static gages, and variable gages used for inspecting Governors America Corp. product shall be identified with calibration status.

4.5.4 Calibration shall be traceable to the national standard based on the supplier's

4.5.5 country of origin.

4.5.6 Recommended outside service calibration accreditation: ISO17025: (latest revision) or equivalent.

4.5.7 It is the responsibility of the supplier to maintain calibration for Governors America Corp. purchased inspection fixtures and gages.

4.5.8 If an inspection fixture or gage is found out of calibration and the gage was used to release Governors America Corp. product, Governors America Corp. is to be notified **within 48 hours of the event.**

4.6 Work Environment

4.6.1 The supplier shall maintain a work environment that is compliant to all government regulations covering, health and safety, ethical, and environmental regulations.

4.6.2 Product shall be handled and stored in a manner to prevent storage damage, in-process transportation damage, damage during assembly, and damage during finished product packaging.

4.6.2.1 For electronic components, a documented ESD control program shall be established. The supplier shall maintain employee training records to support implementation of this program.

4.6.3 The supplier shall maintain organized work stations so that before operation and after operation product cannot be mixed.

4.6.4 Work stations shall be well lit to accommodate operator visual inspection.

4.6.4.1 Recommended lighting: 100 lux minimum.

4.6.5 The supplier shall have a documented preventive maintenance program.

4.7 **Governors America Corp. Purchased Tooling, Fixtures, and Gauges**

4.7.1 All Governors America Corp. purchased tooling shall be identified with serialization and/or Governors America Corp.name identification affixed to the tooling.

4.7.2 When not in operation, Governors America Corp. shall be stored in an identified secure location that precludes physical and environmental damage.

4.7.3 If Governors America Corp. purchased tooling is damaged, Governors America Corp. is to be notified **within 48 hours of the event**.

4.7.4 It is the responsibility of the supplier to notify Governors America Corp. when tooling is approaching end of life. Upon notification, Governors America Corp. will provide tooling directives based on impact to product critical to quality characteristics.

5.0 **Inspectors**

5.1 The supplier shall maintain training records for all employees performing receiving inspection, first-piece, in-process, final inspection, and verification/compliance testing activities for all Governors America Corp. products.

6.0 **Packaging and Shipment**

6.1 Reference the PO for any special packaging requirements.

6.2 The Packing List shall be placed in pouch in visible location on shipment.

6.2.1 The Pack List must:

6.2.1.1 Cross reference to the PO.

6.2.1.2 List all part numbers and quantities in the shipment.

6.2.1.3 Identify if a line item is a partial shipment.

6.3 Part Packaging:

6.3.1 Packing shall hold parts secure to prevent functional and cosmetic damage.

6.3.2 For electronics, ESD shielding bags and/or ESD bubble shall be used. ESD labeling to be applied to the packaging.

6.3.3 All packaging shall be clean.

6.3.4 Product packaging / carton labeling shall legibly identify product held within.

6.4 For pallet shipments, only structurally sound pallets shall be used for shipping product to Governors America Corp.

- 6.4.1 Boxes shall be stacked within the profile of the pallet and secured with either banding or shrink wrap.
- 6.5 **Release Authorization, if specified on the PO:**
 - 6.5.1 Reference Section 7.0
 - 6.5.2 Include a copy of the completed final inspection report inside the box containing the parts.
 - 6.5.3 On the exterior of the carton identify final inspect report enclosed.
- 6.6 **C-TPAT (Customs-Trade Partnership Against Terrorism), if specified on the PO:**
 - 6.6.1 LTL (less than truckload) shipments - security tape and serialized labels to be applied to cartons to identify a pilfering/breach incident.
 - 6.6.2 For dedicated truckload/container shipments – seal(s) to be applied to the truck/container doors.
 - 6.6.3 All serialized label and seal numbers to be written on the Packing Slip. A copy of the Packing Slip to be faxed/emailed to Governors America Corp Purchasing Dept at time of departure for our verification at time of receipt.
 - 6.6.4 When the PO is ready to ship, Governors America Corp is to be notified to arrange carrier pickup.
 - 6.6.4.1 The Supplier is responsible for maintaining a record of the carrier, driver's name, and verifying the transportation is good condition and secure at departure.
- 6.7 **NIST (National Institute of Standards and Technology) Traceable**
 - 6.7.1 Certificates of work completed to include traceable to NIST standards.

7.0 Release Authorization

- 7.1 For new orders, design changes, process changes, and/or instances of non-conformance, Governors America Corp Purchasing or Engineering Dept, may request qualification samples with a copy of the completed final inspection report before approving release of a shipment.
- 7.2 The Governors America Corp. Purchasing or Engineering Dept will specify the sample size quantity and reporting requirements.
- 7.3 The supplier shall provide a samples representative of the production processes and production lot, including a first article inspection report.
- 7.4 The supplier shall number the samples to cross reference to the submitted inspection report(s).
- 7.5 Reference Section 6.5 for shipment requirements.

8.0 Corrective Action Requirements for Suppliers

- 8.1 Overview.
 - 8.1.1 Governors America Corp. will notify suppliers of problems regarding quality, delivery, packaging, and/or servicing in writing. The format used by Governors America Corp. is a **Quality Alert Notification**. Based on the risk associated with the finding, Governors America Corp. will identify if:
 - 8.1.1.1 the completion of a formal **Supplier Corrective Action Request (SCAR)** is required to address the finding

- 8.1.1.2 or, the supplier in their own accord appropriately update their internal quality plans to address the finding.
- 8.1.2 Initial Supplier **acknowledgement is required with 24 hours.**
- 8.1.3 Corrective Actions may be issued for reasons including, but not limited to:
 - 8.1.3.1 Non-conforming Material
 - 8.1.3.2 Delivery
 - 8.1.3.3 Packaging
 - 8.1.3.4 Slow Responsiveness
 - 8.1.3.5 Quality Management System Non-compliance.
- 8.2 Requirements.
 - 8.2.1 The supplier shall have in place procedure(s) defining the management of non-conforming product. The procedure(s) shall include the processes for containment, segregation, identification, and disposition.
 - 8.2.2 The supplier shall have a procedure to clearly identify suspect and/or non-conforming product.
 - 8.2.3 The supplier shall have a secure location to isolate suspect and/or non-conforming product awaiting disposition.
 - 8.2.4 The usage of Cause and Effect (Ishikawa) Analysis, or 8D methodology is encouraged by Governors America Corp. for root cause, corrective action, and to prevent re-occurrence.
 - 8.2.4.1 Governors America Corp. will provide a **Supplier Corrective Action Request (SCAR)** template if reporting back is required.
- 8.3 Containment Before Shipping.
 - 8.3.1 If non-conforming product is identified before shipment, the supplier may submit for Governors America Corp. approval, a Deviation Request to propose rework/repair or request use as is.
 - 8.3.1.1 The Deviation Request shall include the following:
 - 8.3.1.1.1 Part Number and Revision.
 - 8.3.1.1.2 Total Quantity affected.
 - 8.3.1.1.3 Reason for deviation (with data) cross referenced to the print dimension or note not meeting specification.
 - 8.3.1.1.4 Any applicable lot marking on the product.
 - 8.3.1.1.5 Proposed plan to verify rework/repair meets design requirements.
 - 8.3.1.1.6 Preliminary actions being taken to prevent re-occurrence.
 - 8.3.1.2 If approved, Governors America Corp. will provide required methods for product shipment traceability.
- 8.4 Potential Escape.
 - 8.4.1 In the event non-conforming product is suspect of leaving the supplier's facility, Governor's America Corp. is to be notified **within 48 hours of the event.**
 - 8.4.2 The supplier shall present to Governors America Corp. their Corrective Action proposal **within 24 hours of notification.**
 - 8.4.3 The supplier shall complete Corrective Actions(s) and actions to Prevent Re-occurrence **within 10 days of the notification.** The usage of Cause and Effect

(Ishikawa) Analysis, or 8D methodology is encouraged by Governors America Corp. for root cause, corrective action, and to prevent re-occurrence.

8.4.3.1 Templates are available from Governors America Corp. if needed.

8.5 Non-conforming product received at Governors America Corp.

8.5.1 In the event non-conforming product is identified at Governors America Corp. facility or identified/returned from the field, reference sections 8.1.1, 8.1.2, 8.2.4.1.

9.0 Default Inspection Specifications

9.1 The following specifications and critical inspection criteria are considered as default if criteria is not specified in the print package.

9.2 If process capabilities cannot meet the print package requirements or the default inspection specifications, Governor's America Corp. is to be notified via submitted deviation request.

Specifications

Commodity	Specification	Title
Printed Circuit Boards	IPC-A-600(latest revision) – Class2	Acceptability of Printed Circuit Boards
Plastic Molded Parts	ES1038 Rev A	Acceptance Criteria for Plastic Molded Parts and Other Surface Finishes
Castings and Machined Surfaces	ES1035A	Actuator Component(s) Finish Specifications

Critical Inspection Criteria

Dimensional	Three Places	.XXX = +/- 0.005in (+/-0.13MM)
	Two Places	.XX = +/- 0.010in (+/-0.25MM)
	Angles	+/- 1 Degree
	Break Edges	0.005 - 0.015
	Surface texture	Ra 125µIN (3.2µm) uniform finish
Finish	General***	Clean, no debris, no spotting or rust on finish. Uniform finish. Cosmetic blemishes visible at ½ arm's length in 100 lux are subject to rejection.
	Electronic Displays***	Uniform and complete character segments.
		Backlight fully functional.
		No cosmetic blemishes visible when display is powered.
	Wire Harnesses	Harness colors and print match specification.
		No damage to insulation.
		Connections exhibit no damage, discoloration, or rust.
	Edges – External and Internal	No Burrs Permitted.
	Threaded Holes	Pass Go / No-Go Thread Gauge Inspection.
		Uniform Thread Finish with no chipped edges or machining debris in threads.
	Machined Diameters	Any variation cannot exceed assigned tolerance.

	Tumble Debur	Uniform finish across all surfaces.
	Anodize / Plated Finish	Uniform finish and color on all surfaces.
		Adhesion – pass tape test.
	Silkscreen	Uniform print with no smears.
		No double print, no heavy print with fill ins.
		No incomplete or missing print.
		Print registration and alignment to surface features.
		Adhesion – pass tape test.

***** Governors America Corp strives to provide a product final finish that complements a reliable product that always performs to the standard, therefore cosmetic defects are treated equally as physical non-conformances.**