CRC Supplier Quality & Compliance Requirements

A reference guide for all suppliers providing materials, components, and services.

This page outlines the standard Purchase Order (PO) clauses that apply to suppliers doing business with our company. These requirements support product conformity, traceability, regulatory compliance, and the expectations of our ISO 9001:2015 Quality Management System.

1. General Requirements

1.1 Conformance to Purchase Order

Suppliers must deliver products and services that fully meet all specifications, drawings, part numbers, revisions, and referenced standards listed on the Purchase Order. No substitutions, deviations, or alternate materials may be supplied without prior written approval.

1.2 Approved Sources

Products must be sourced from approved and reputable manufacturers or distributors. Use of unauthorized or gray‑market sources is prohibited.

1.3 Sub‑Tier Supplier Control

Suppliers are responsible for ensuring that any subcontractors or sub‑tier suppliers used in the fulfillment of the PO comply with all applicable requirements.

2. Quality Documentation & Records

2.1 Certificate of Conformance (CoC)

A Certificate of Conformance must accompany each shipment unless otherwise specified. The CoC must include:
- PO number
- Part number and revision
- Quantity shipped
- Lot/batch identification
- Authorized signature

2.2 Material Certifications
When required, suppliers must provide material certifications showing polymer type, hardness, color, grade, and compliance with applicable standards (e.g., ASTM, ISO).

2.3 Inspection & Test Reports
For machined components or controlled items, dimensional inspection reports or test results may be required. These must reflect actual measurements taken from the delivered lot.

2.4 Record Retention
Suppliers must retain all quality records—including CoCs, inspection data, and traceability records—for a minimum of **7 years**, unless otherwise specified.

3. Product Identification & Traceability

3.1 Lot/Batch Traceability
All products must be traceable to their manufacturing lot or batch. Lot numbers must be clearly marked on packaging and referenced on documentation.

3.2 Shelf Life & Expiration
For elastomeric products (O-rings, seals, gaskets):
- Manufacturing date and expiration date must be provided.
- Shelf-life-limited items must have at least **75% remaining shelf life** at the time of delivery unless otherwise approved.

4. Process & Manufacturing Controls

4.1 Change Notification
Suppliers must notify us in advance of any changes that may affect product conformity, including:
- Manufacturing location
- Materials or formulations
- Production processes
- Equipment or tooling
- Ownership or organizational structure

Shipments incorporating unapproved changes may be rejected.

4.2 First Article / Initial Sample Approval
For new parts, revised drawings, or significant process changes, suppliers may be required to submit initial samples and inspection results for approval prior to production shipments.

4.3 Calibration of Measuring Equipment
All inspection and test equipment used to verify product conformity must be calibrated to national or international standards (e.g., NIST).

4.4 Special Processes
Processes such as heat treatment, plating, coating, or surface finishing must be performed by qualified personnel using approved methods. Subcontracting special processes may require prior approval.

5. Packaging, Handling & Delivery

5.1 Packaging Requirements
Products must be packaged to prevent damage, contamination, or deformation during transit.
For elastomeric items:
- O-rings must not be stretched, compressed, or exposed to UV light.
- Packaging must protect against dust, oils, and environmental exposure.

5.2 Labeling
Each package must be labeled with:
- Supplier name
- PO number
- Part number
- Quantity
- Lot/batch number

5.3 Delivery Accuracy
Shipments must match PO quantities and line items. Over-shipments or under-shipments require prior approval.

6. Nonconformance & Corrective Action

6.1 Notification of Nonconforming Product
Suppliers must immediately notify us if nonconforming product has been shipped or discovered post-delivery. Notification must include:
- Description of the nonconformance
- Affected lot numbers
- Proposed containment actions

6.2 Corrective Action Requests

Suppliers may be required to respond to corrective action requests within a defined timeframe. Responses must include root cause analysis and documented corrective actions.

7. Right of Access & Verification

7.1 Right of Access

Our company, our customers, and regulatory authorities reserve the right to access supplier facilities to verify product conformity, processes, and records.

7.2 Source Inspection

When specified, products may be subject to inspection or verification at the supplier's facility prior to shipment.

8. Regulatory & Ethical Compliance

8.1 Compliance with Laws and Regulations

Suppliers must comply with all applicable federal, state, and local regulations, including but not limited to:
- Environmental regulations (e.g., RoHS, REACH when applicable)
- Safety regulations
- Import/export controls

8.2 Counterfeit Prevention

Suppliers must maintain controls to prevent the introduction of counterfeit, fraudulent, or suspect items into the supply chain.

8.3 Confidentiality

Suppliers must protect all proprietary information, drawings, specifications, and data provided for the fulfillment of the PO.

9. Supplier Performance & Monitoring

9.1 Performance Evaluation

Suppliers may be periodically evaluated on:
- Product quality
- On-time delivery
- Responsiveness
- Corrective action effectiveness

9.2 Removal from Approved Supplier List

Suppliers failing to meet performance expectations may be subject to probation or removal from the Approved Supplier List.