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QUALITY REQUIREMENTS

The following are the contractual requirements agreed between Quality Plating Co. of Tulsa, Inc., hereinafter “The Company”, and the Supplier upon acceptance and/or performance of the Quality Plating Co. of Tulsa, Inc. Purchase Order (PO).

1) Quality Management System Requirement

Suppliers of materials, products or services (hereinafter referred to as “product”) which become part of The Company’s deliverable product should maintain a Quality Management System compliant to ISO9001 or AS9100, or equivalent.

If this Purchase Order (PO) is for Calibration Services, the Supplier shall be accredited by The American Association for Laboratory Accreditation to be compliant with NIST/ANSI/NCSL Z540-1.

Calibration Record shall include The Company gage serial number (as noted in body of PO) and, each Supplier master gage/instrument used in calibration of the gages on this PO, the Supplier’s gage/instrument serial number, associated NIST traceability number, procedure number (internal or external) used, the amount of uncertainty determined in the calibrated gage, and the “as received condition” measurement(s).

2) Certification of Product

Each shipment of product shall be accompanied with applicable certifications and/or test reports as required by specification to which the supplied product complies. At the minimum, Supplier shall certify compliance with the requirements noted on the PO. The certification and/or test report should:

- Identify the revision level of the engineering design/specification to which it certifies compliance. If the PO does not specify the engineering design/specification revision level, then the latest issued should be the revision level that applies to this Purchase Order.
- Be signed, stamped or provide some means of identifying the person(s) who make such certification, including the date of certification.


When required on the PO, Supplier shall provide test specimens for design approval, inspection/verification, investigation, or auditing.

If the product has limited shelf life, said certification shall have adequate information such that the remaining shelf life can be determined as required in the applicable specification(s). Shelf-life requirements will be defined on PO as applicable.

3) Nonconforming Product, Processes, or Services

Supplier should not deliver known nonconforming products, processes, or services unless specifically authorized by The Company.

Should Supplier discover that nonconforming product, processes, or services were delivered to The Company (without specific authorization), Supplier shall provide written notice of such delivery specific to The Company PO, the specific nonconforming product, processes, or service and each Packing List number and date of said Packing List with a complete description of the nonconformance.

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Should The Company discover nonconforming product, processes, or services were delivered from Supplier. The Company will notify supplier and, if required, request corrective action investigation by the supplier. ***Suppliers shall maintain a quality rating of at least 98%.***

4) Notification of Changes

Supplier shall notify The Company, in advance of shipment, of any changes in product, processes, services, including changes to external providers or location of manufacturing facility. If required by The Company or The Company's customer, Supplier should obtain written approval of said changes prior to shipment to The Company.

5) Flow Down of Requirements

Supplier shall flow down the requirements of this PO to Supplier's sub-tier suppliers. This includes appropriate controls to ensure compliance to customer requirements and specifications ***such as Boeing D1-4426 requirements as necessary.***

6) Record Retention Requirements

Supplier shall maintain records related to the product(s), processes, and or service(s), including disposition requirements, supplied under this PO for a period of not less than 10 years from the on-dock date of shipment to The Company. Supplier will provide copies upon request of The Company.

7) Right of Access

Supplier shall provide Right of Access by The Company, The Company's customer(s), and Regulatory Authorities (FAA, etc.) to the applicable areas of facilities and to applicable documented information, at any level of the supply chain.

8) OEM Defined Sources


If the OEM for the product being purchased by The Company identifies certain sources of supply for certain commodities or services, then Supplier must use such sources for the product being purchased under this PO. Such sources could be, but are not limited to, raw materials manufacturers and/or distributors, paint and chemical manufacturers and/or distributors, certain calibration services, and special process (aka surface treatments) sources. The Supplier remains fully responsible for the conformity of delivered product regardless of this requirement to use said OEM source(s) of supply. Supplier should contact The Company for guidance on these sources when needed. All items delivered to the Company must maintain job/lot traceability.

9) Prevention of Counterfeit Products and fraudulent activities

Section 3.1 of AS9100D defines Counterfeit Parts as "An unauthorized copy, imitation, substitute, or modified part (e.g., material, part, component), which is knowingly misrepresented as a specified genuine part of an original or authorized manufacturer.

NOTE: Examples of a Counterfeit Part can include, but are not limited to, the false identification of marking or labeling, grade, serial number, date code, documentation, or performance characteristics."

Fraudulent activity is defined in OP 1103 as deceit, trickery, dishonest practice, or breach of confidence, intentionally perpetrated for profit or to gain some unfair or dishonest advantage. This includes but is not limited to falsification of information, intentional omission, false pretenses, and deliberate misuse of qualified resources or certification/qualification/authorization.

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Supplier should plan, implement, and control processes, appropriate to the Supplier and the product, for the prevention of Counterfeit or suspect Counterfeit Part use and their inclusion in product(s) delivered to The Company.

NOTE: Counterfeit Parts or fraudulent activity prevention processes should consider:

- training of appropriate persons who are in physical contact with parts in the awareness and prevention of Counterfeit Parts and fraudulent activities.
- application of a parts obsolescence monitoring program; controls for acquiring externally provided product from original or authorized manufacturers, authorized distributors, or other approved sources.
- requirements for assuring traceability of parts and components to their original or authorized manufacturers.
- verification and test methodologies to detect Counterfeit Parts.
- monitoring of Counterfeit Parts reporting from external sources.
- quarantine and reporting of suspect or detected Counterfeit Parts.

AS9100D Section 8.7.1 says “Counterfeit, or suspect Counterfeit, Parts should be controlled to prevent reentry into the supply chain.” As such, should The Company suspect Counterfeit Part(s) were delivered, The Company will manage said Counterfeit Parts per its Nonconformance Process and hold said parts while The Company works with the Supplier and The Company’s customer to make a determination as to whether the suspect Counterfeit Parts are really Counterfeit.

If, upon resolution with The Company’s customer and Supplier, it is determined Counterfeit Part(s) were delivered to The Company said parts will not be returned and the Supplier should not be paid for said parts. The Company will dispose of the parts as directed by The Company’s customer. In absence of specific direction from The Company’s customer, said Counterfeit Parts will be scraped and disposed at The Company.

10) On-Time Delivery

Time is of the essence in the performance of the PO. The due date on the PO is the expected on-dock date for the product with required documentation (e.g., packing list, certifications, test reports, FAIs, etc.) ***Supplier on-time delivery rating shall be at least 95%.*** Supplier on-time delivery performance will be measured based on the date the product is delivered on-dock at The Company. Should The Company identify a negative trend in performance, The Company may request corrective Action of the supplier.


11) Packaging and Preservation – Prevention of Foreign Object Damage/Debris (FOD)

The Supplier should establish a program, as applicable, to prevent, detect, and remove foreign objects/debris of any product provided to The Company.

The Supplier should package products in such a manner suitable for preservation and to prevent damage to the product from each other (in the same box, container, etc.) or from normal handling and transport. By delivering items to The Company, Supplier shall be deemed to have certified that such items are free from FOD.

12) Responsibility of Conformance – Rejections

Regardless of any inspection acceptance of delivered product or service by The Company, The Company’s customer (or higher tier customer), the Supplier remains responsible to assure delivered product and or services complies with the designs and specifications to which the product or service was ordered.

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Should The Company reject any item from Supplier a Nonconformance Report will be created. The Nonconformance Report will be sent to the Supplier for correction/rework/replacement of the rejected condition (if needed), as well as Root Cause and Corrective Action Investigation.

13) Personnel Awareness

Supplier will have a program and/or training in place to assure supplier personnel are aware of:

- Their contribution to product, process, or service conformity.
- Their contribution to product safety (ref AS9100D ¶3.4 for definition).
- The importance of ethical behavior.

14) Indemnification

Supplier, its agents, contractors and employees waive any and all claims against The Company for personal injuries or property damage arising out of or related to providing the products or services under this purchase order.

15) Insurance

Supplier agrees to obtain and maintain policies of insurance including but not limited to policies providing public liability, product liability, auto liability, employer liability and workmen's compensation coverage as required.