



## **Zeus Materials Division**

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### **Confidential Information**

#### **External Service Provider Requirements**

**Purpose:**

This document summarizes the requirements of Zeus Industrial Products for its external service providers.

**Scope:**

These requirements apply to providers of key services to Zeus Industrial Products, including testing, calibration, and other services determined by Zeus Industrial Products to directly affect the quality of Zeus products.

**Definitions:**

- **Key Purchased Services** are services contracted from a supplier that are critical to the quality of product produced by Zeus Industrial Products such as calibration services, testing services, and precision machining of critical equipment, or purchased outsourced processes.
- **Special Processes** are manufacture or service processes, the results of which cannot be verified by subsequent monitoring or measurement. These include processes where deficiencies become apparent only after the product is in use or the service has been delivered

**Responsibilities:**

- **Zeus Corporate Quality** is responsible for maintenance of this document and Supplier Quality System Questionnaires.
- **Zeus Purchasing** assures that key services are purchased from the Approved Supplier List, manages the procurement process, and provides a point of contact with the suppliers.
- **Zeus Corporate Quality and Zeus Corporate Purchasing** jointly evaluate and review potential suppliers and maintain the Approve Supplier Lists.
- **The Key Service Provider** is responsible to comply with the requirements of this document and any requirements listed on the individual contract or purchase order.

**General Supplier Requirements:**

Unless exception to these requirements is specifically stated on the purchase order, suppliers of key services to Zeus Industrial Products shall comply with the following requirements:

1. The key contact for all suppliers is Zeus Purchasing:  
Zeus Corporate Purchasing, Orangeburg, SC      803-531-2174  
Zeus Purchasing, Branchburg, NJ                      908-292-6500  
Zeus Purchasing, Letterkenny, Ireland              353-74-9160050
2. The supplier must be included on the Approved Service Provider List. Depending upon the criticality of the service, one or more of the following will be required for supplier approval:

- a. Completion of the Zeus Supplier Quality System Questionnaire, QF7.4-002, QF7.4-014, or QF7.4-015. A supplier's internal self-assessment document may be accepted if all required information is provided.
  - b. QMS Quality accreditation through an accepted certifying body
  - c. Appropriate industry-specific accreditation
  - d. Acceptable performance history
3. The supplier shall be responsible for assuring that their sub-tier suppliers utilized to provide product or services affecting Zeus product quality have in place the appropriate quality assurance and traceability programs.
  4. The Supplier shall apply appropriate controls to their direct and sub-tier external providers to ensure that requirements are met.
  5. The supplier processes are documented, controlled, and monitored as appropriate for the product or service. Appropriate testing and inspection frequencies, procedures, and requirements are defined and followed. The development of custom products or services for Zeus Industrial Products will follow defined design and development processes. Any special processes that cannot be verified through testing or inspection will be validated.
  6. The supplier shall maintain appropriate quality, traceability, and calibration records for a minimum of 5 years. The supplier shall make this information available to Zeus Industrial Products upon request in a format that maintains appropriate confidentiality.
  7. The supplier shall guarantee that the personnel providing Zeus products and services are qualified to perform these tasks. This includes awareness of their contribution to conformity, product safety, and the importance of ethical behavior, including consideration of acceptance records as a warranty of conformity and compliance. Training records of those personnel shall be made available to Zeus upon request in a format that maintains appropriate confidentiality.
  8. The supplier shall notify Zeus Purchasing of any nonconforming product or service provided to Zeus Industrial Products, including any latent defects in products already delivered. In the case of calibration services, the provider will immediately notify Zeus Purchasing of any equipment received for calibration that is outside of calibration limits.
  9. Proposals for use of specific lots of non-conforming material or services must be discussed with Zeus Purchasing, who will coordinate decisions and arrangements for use with Zeus quality and manufacturing groups.
  10. The supplier shall notify Zeus Purchasing in advance of any changes in materials, processes, design, sub-tier suppliers, or manufacturing locations outside pre-approved locations that will affect fit, form, or function of services supplied.
  11. The supplier shall allow Zeus Industrial Products to inspect or audit applicable areas of facilities, documentation, and records for products and services purchased by Zeus Industrial Products upon request. Scope, boundaries, and confidentiality will be defined in advance with reasonable notice, dependent upon the urgency of the issue.
  12. The supplier shall cooperate with Zeus Industrial Products, our customer, and applicable regulatory authorities upon request, including as needed, access to applicable areas of facilities, documentation, and records. Scope, boundaries, and confidentiality will be defined in advance with reasonable notice, dependent upon the urgency of the issue.