

Specifications Quality of Supplies	TQV 0701
Custom Products	Rev. 00

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Date	Rev.	Description	Prepared	Verified	Approved
01/12/23	00	First Issue	Cerullo	Lanzoni	Dalla Torre

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1. PURPOSE

The purpose of these Specifications is to define the requirements relating to the supply (for Custom products) and the main operating methods for a correct exchange of information between NPE and Supplier.

2. APPLICABILITY

The content of these Specifications applies to all custom-made products supplied to the NPE group and supplements, for the aspects of competence, what is defined in the NPE General Terms and Conditions of Purchase.

3. REFERENCES

ISO 9001 Series Standards, in the latest applicable Revision.

General Terms and Conditions of Purchase, in the latest applicable Revision.

NPE Code of Ethics, in the latest applicable edition.

4. GENERAL OVERVIEW OF NPE

NPE is a company specialized in the production of electronic boards. The high technological level of the products requires us to meet particularly stringent requirements for Safety and Quality. The link with its suppliers has taken on a strategic nature for the company and therefore the quality level of supplies and the logistical efficiency of suppliers are essential prerogatives for the achievement of company objectives and for the satisfaction of the end customer.

For this reason, every product delivered to NPE must meet high standards of quality, safety and must reach NPE within the agreed timeframe. In order to meet the demands of the Customers, NPE must resort to a broad collaboration with strategic Suppliers, based on the sharing of Quality as a strategic lever for achieving competitiveness on the market.

Operationally, this is achieved by the Supplier, through the implementation of an effective Quality System capable of meeting the requirements of at least UNI EN ISO 9001 standards; the dissemination and commitment of all staff with regard to customer focus, the prevention of defects through documented processes, the pursuit of continuous Quality improvement, Productivity and Service by implementing the necessary actions to meet the customer's requirements and increase their satisfaction.

With this in mind, the Supplier will make itself available for any control and inspection requested by NPE, in order to verify how the product specifications, the testing specifications (if any) have been implemented and applied internally as an integral part of the order.

5. QUALITY ASSESSMENT OF SUPPLIES

NPE systematically evaluates the quality of the product received and the level of service offered by the supplier. If, as a result of the assessment, the Supplier should show a drop in performance, supported by objective evidence, and possibly agree on the related improvement actions to be taken.

NPE may carry out an audit at the Supplier's premises to assess the improvement activities adopted by the latter. The extent of this verification is in relation to the type of product/end customer and the presence or absence of a Quality System certified by an Accredited Body at the Supplier, or a joint meeting could be held with the end customer of NPE to evaluate together the management of the process/product problems reported by NPE.

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6. NPE SPECIFIC REQUIREMENTS

6.1 Quality Planning

The quality of a product can be seen at the end of the manufacturing process, but it must be planned in detail during all stages of process development. In this regard, NPE may ask the Supplier to provide evidence of the activities carried out, in the following cases:

- Development of new processes
- Modifying Existing Processes
- transfer of processes to a new Sub-Supplier or to another production location

6.2 Documentation

The NPE Purchasing Office provides the Supplier with the documentation necessary to meet the requirements of the product (Drawings, Standards, Specifications, Procedures, Instructions, etc.). Standards (ISO, EN, UNI, DIN, etc.) that may be an integral part of the NPE specifications must be acquired and kept up to date by the Supplier.

6.3 Identification and Traceability

One of the basic rules of a supply relationship is the adequate identification and traceability of the materials/products subject to the Supply itself. Depending on the type of product supplied, in particular the use for which the product is intended, NPE may require identification and traceability for individual components in order to trace all the Quality documents for any defective product; This type of identification must be indelibly marked (atmospheric agents-resistant) on all materials delivered. This type of identification must be agreed in advance with the Supplier.

6.4 Statistical Process Control

Statistical process control (SPC), if required, should be developed and used as an integral part of the production process. The use of statistical control in the production process is a fundamental factor for the prevention of defects and is used to communicate to operating personnel to eliminate the possibility of producing an out-of-specification part. The methods of application must ensure that the critical and important characteristics (identified in the technical reference drawings or agreed with the Technical Department) are obtained by production processes in conditions of CONTROL and CAPACITY. SPC may be required for the creation of PROTOTYPES and/or SAMPLES.

6.4.1 Capability Studies

If the study of the Capacities of the Production Process is required, the SAFETY and MAIN characteristics identified in the technical specification or equivalent documents must be the subject of this study. They must meet the pre-established requirements below, unless otherwise prescribed by NPE (previously agreed).

If the required capability value is not reached, a 100% feature check must be established.

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PROTOTYPES Features of SAFETY symbol (!)	SAMPLES Features of SAFETY symbol (!)
$C_m - C_{mk} \geq 1.66$	$C_p - C_{pk} \geq 1.33$

PROTOTYPES Features MAIN symbol (2)	SAMPLES Features MAIN symbol (2)
$C_m - C_{mk} \geq 1.33$	$C_p - C_{pk} \geq 1.33$

6.5 Quality Recording and Archiving

The Quality Registration documents certify that the products procured/manufactured meet the technical specifications imposed by the customer and must be kept for a period of 10 years for safety features and at least 1 year for all others.

All Quality Control records must be legible and kept in such a way as to facilitate traceability and in any case avoid irreparable damage or loss.

NPE may ask to see the documentation in question at any time.

6.6 NPE Code of Ethics

NPE has decided to adopt a policy to combat corruption, excessive gift giving, extortion and embezzlement, formalizing its own Code of Ethics.

The code of ethics is brought to the attention of internal stakeholders through a programme of specific communication activities; together with the signing of the GTC.

6.7 Homologation (Dimensional and Functional Approval)

The Homologation (Dimensional and Functional Approval) is the conformity judgment issued by NPE in the face of dimensional and functional checks, on components made with definitive technologies.

The homologation is issued by the NPE Technical Body at their sole discretion and communicated in writing to the Supplier.

It authorizes the standard supply and may be requested for the following reasons:

- Change of supplier
- New Products
- Modification of existing products/processes
- Change of place of manufacture
- Suspension of production for an extended period (more than one year)

Samples must be delivered separately from other deliveries, clearly identified and sent to the attention of the contact person (indicated by the PM).