



# Supplier Manual

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## **Preface**

RightHand Technologies, Inc. has developed this manual to give guidance and direction to all our suppliers. This manual is utilized by RightHand Technologies, Inc. personnel to promote equality in the way we work with suppliers. We believe it is important that all suppliers to RightHand Technologies, Inc. are treated equitably and that each supplier understands what is expected of them prior to supplying / producing products or contracting work with RightHand Technologies, Inc.

## **RightHand Technologies, Inc. Corporate Philosophy**

RightHand's team understands the importance of product quality and how project management techniques, change control and a robust test environment contribute to quality. Customer satisfaction is of paramount importance and RightHand prides themselves on keeping our commitments to the customer every time.

Blending past experiences, RightHand engineers have developed a philosophy that consists of a strong technological and quality foundation coupled with a product development focus that truly reflects customer requirements. To support this philosophy, RightHand has invested in an extensive development and test environment that includes a variety of servers, sophisticated monitoring equipment, many different types of networks, operating systems, specialized terminals, emulators and development tools.

RightHand continues growing and improving, leveraging expertise and expanding fields of specialty through continuous training. Providing its employees with a challenging and inclusive environment that encourages teamwork and creativity, enabling them to supply responsive deliverables within a highly defined development process.

Our goal is to exceed our customer's requirements. RightHand Technologies, Inc. believes this can best be achieved through communicating effectively. Our commitment to quality that is fueled by constant continuous improvement. Innovation is a RightHand Technologies, Inc. hallmark. Incremental improvements ensure that each development continues to enhance customer value over the life of the product.

RightHand Technologies, Inc. understands suppliers play an integral part in maximizing our customers' satisfaction. RightHand Technologies, Inc. believes that through open lines of communication with the entire supply chain, we can maximize the quality of the product, while maintaining excellent delivery, cost and unparalleled service and products to our final customer.

## **RightHand Technologies, Inc. Ethics**

RightHand Technologies, Inc. places a high priority on conducting its business in a manner that reflects our commitment to be morally responsible and ethical and comply with all legal requirements.

As our partner, it is important to us that you understand your role in helping us achieve this vision.

## **RightHand Technologies, Inc. Visitor Policy**

Due to the nature of the product manufactured at RightHand Technologies, Inc., all visitors must sign in if they enter any of the facilities beyond the main lobby or the shipping and receiving areas. Visitors are prohibited from using cameras, camera cell phones, or other photographic devices on the premises.

All visitors must be accompanied by a RightHand Technologies, Inc. employee while walking through any facility.

### **Supplier Relations**

RightHand Technologies, Inc. supports Best-in-Class supplier relations in meeting our needs and the needs of our customers. The focus of Best-in-Class is to work with leaders in the industry that are the most competitive in cost, quality, service and technology. Best-in-Class is characterized by objective cost targets, long-term commitments, and continual open communication between RightHand Technologies, Inc. and the supplier.

### **Supplier Responsibilities**

- Supplier will maintain RightHand Technologies, Inc. confidentiality and sign a Non-Disclosure Agreement, when deemed necessary by RightHand Technologies, Inc..
- Supplier will be third party registered to a Quality System Specification including, but not limited to:
  - ISO9001:2008
  - ISO/IEC 17025:2005
  - AS9100C

NOTE 1: If Supplier does not have any of the above certifications, a supplier questionnaire must be submitted and will be retained in Purchasing RightHand Technologies, Inc. reserves the right to conduct an onsite audit.

NOTE 2: If you are a Customer designated source, do not have either of the above certifications, or were Grandfathered prior to the implementation of this manual, RightHand Technologies, Inc. reserves the right to conduct an onsite audit.

- Supplier will inform Purchasing of all activities that may affect the total product quality, delivery and cost.
- Supplier will notify Quality and Purchasing of any issues that relate to the ability to produce acceptable quality material within the pre-determined delivery window. Examples to include: unqualified processes, capacity issues, process issues, raw material availability, etc.
- Supplier will notify Quality and Purchasing of any issues that relate to the ability to produce acceptable quality material which may have been sent to RightHand Technologies, Inc. or is in transit to RightHand Technologies, Inc.
- Supplier will negotiate purchasing agreements and all sales only with the Purchasing Department or other persons with delegated purchasing authority.
- Supplier will conduct negotiations ethically, without attempts to influence through offering valuable personal gifts or entertainment.
- Supplier will provide material certifications that demonstrate compliance with all performance specifications when requested on the purchase order.
- Supplier will package to protect the product during shipment and maintain the integrity of the product during storage.
- Supplier will label the product per RightHand Technologies, Inc. labeling instructions.
- Supplier is expected to maintain 100% on-time delivery.
- Supplier will provide proof of liability insurance to the RightHand Technologies, Inc. to COO before providing contractual work at a RightHand Technologies, Inc. facility.

## **Supplier Records**

All supplier quality records concerning RHT product including material and processing certifications will be retained for a minimum of 10 years unless otherwise stated. Quality records are legible, readily identifiable, retrievable and stored and retained in such way that they are readily retrievable. Records may be in the form of any type of media, such as hard copy or electronic media.

## **Supplier Ratings**

Suppliers will be rated on various metrics defined in the Ratings Criteria section. If a section does not apply, it will not be used in calculating a Supplier's rating. The rating points will be based on a percent of the available total. It should be a goal of every Supplier to achieve and maintain a "Preferred" rating.

## **Rating Categories**

### **Preferred .....91 – 100 %**

Suppliers in this classification are RightHand Technologies, Inc. best Suppliers. Not only do they meet or exceed our quality and delivery goals, they also support RightHand Technologies, Inc., through flexible scheduling, aggressive lead times, and controlling costs for the benefit of both parties. A Preferred Supplier is our partner and growth with these Suppliers will be encouraged.

### **Approved .....75 – 90 %**

Suppliers in this classification meet RightHand Technologies, Inc. expectations. If issues arise with quality or delivery, they are resolved in a rapid manner. Growth with an Approved Supplier will not be restricted.

### **Conditional .....below 75 %**

Suppliers in this classification are either new to RightHand Technologies, Inc., (within the last 12 months) or on probation because of performance issues. RightHand Technologies, Inc., Purchasing may control the growth of business with Suppliers in this classification or disqualify and re-source business.

**New Suppliers** - RightHand Technologies, Inc., Purchasing expects that within 12 months, a new Supplier will consistently meet the expectations of the Approved category. If the Supplier does not perform at or above levels, RightHand Technologies, Inc., may begin re-sourcing the product or service.

**Existing Suppliers** – Any Supplier having significant and/or continuous performance problems will be placed in this classification with appropriate corrective action requested. This may result in re-sourcing the product or service. RightHand Technologies, Inc., Purchasing reserves the right to resource to an alternative Supplier at any time.

It is important that rejected product or services have prompt resolution communicated to RightHand Technologies, Inc through written corrective action. Below are the points for percent of effective corrective actions received on time. Full credit is given if no corrective actions are required.

**C/A Initial Response Points**

0 – 10 Days **10**

11 – 30 Days **5**

More than 30 Days **0**

It is the Supplier’s responsibility to keep RightHand Technologies, Inc. informed as to changes in their Quality system or replacing expired documents; this includes submitting copies of your self-survey and any 3<sup>rd</sup> party quality certifications. Failure to do so may result in not receiving credit for this portion of the rating.

**Status Points**

A valid ISO/TS cert. **and** self survey is on file **5**

Valid Certification or Self survey is not on file **0**

**Delivery.....25 points**

It is important that product arrive on time. RightHand Technologies, Inc. will review the supplier delivery performance on a regular basis through out the year. One point will be deducted from the delivery score for each incidence of a late shipment when the Supplier was given notice within their designated lead time.

**Quality: .....20 points**

Information supplied is accurate; quality in product supplied. One point will be deducted from the quality score for each nonconformance occurrence.

**SCORECARD**

A scorecard based on the scoring method outlined above will be sent to each Supplier at the beginning of each calendar year. The scorecard will reflect performance from the previous 12 months. Once the rating has been completed, it is the Supplier’s responsibility to follow up with RightHand Technologies, Inc Purchasing or Quality Department for any challenges in your scores.

**Non-Conformances**

RightHand Technologies, Inc. may create a documented **Corrective Action Request (“CAR”)** when supplier-provided material and components is suspect and need to be quarantined. RightHand Technologies, Inc. will determine if the product is defective. Material and components will be determined to be defective when:

- Material is determined to be out of specification.
- Material is packaged improperly.
- Material is labeled improperly.
- Material does not meet form, fit, function, and appearance intent.
- Material is damaged when it is received at RightHand Technologies, Inc..

When defective material is found, RightHand Technologies, Inc. reserves the right to apply financial ramifications.

The RightHand Technologies, Inc. Quality Assurance Department also requires an 8D corrective action for parts that do not meet specification, packaging requirements, and design intent. All corrective actions require a response within 10 business days for initial containment and short-term corrective action. Following the initial response, RightHand Technologies, Inc. requires all corrective actions to have a final response on root cause and permanent corrective action completed within 30 business days from the original CAR notification.

Supplier will flow down the corrective action requirement to a sub-tier supplier (including key characteristics where required), when it is determined that the sub-tier supplier is responsible for the root cause.

When necessary, suppliers may file for extensions to Corrective Action deadlines with the RightHand Technologies, Inc. Quality Manager.

When suppliers have issues or concerns with SCAR, please contact RightHand Technologies, Inc. Quality Manager.