



SUPPLIER QUALITY STATEMENT OF WORK

Entrust

Supplier Quality Statement of Work

Revision P



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1.0 Purpose:

This documM



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3.2 Competence Awareness and Training

Suppliers are responsible for determining the level of competence required for personnel performing work affecting product quality and ensuring they have the proper education, training, skills and experience to perform the work.

3.3 Process Control

Suppliers are to establish, maintain and follow controlled processes necessary to ensure product conformance. Where Statistical Process Control (SPC) requirements are identified on the print or Supplier Quality Requirements document (SQR), the supplier is required to collect and analyze data on the features specified.

3.4 Handling of Nonconforming Material

All nonconforming material must be identified and isolated, by the supplier, to prevent unintended use. Nonconforming material must not be shipped to Entrust unless the supplier has received approval per the deviation process described in section 3.5

3.5 Deviations

Entrust may accept nonconforming material from a supplier at the discretion of the SQE. The supplier must request and receive an approved deviation prior to shipping the product. In their initial communication, the supplier must indicate,

- Exact nature of the proposed deviation
- Quantity of units involved or the time period involved
- Purchase order
- Short and long term corrective action

Entrust reserves the right to reject an approved deviation if the deviated item is found to jeopardize the performance of the final assembly.

3.6 Corrective Action

Suppliers must have a documented corrective action process. At a minimum the process must provide for containment, root cause analysis and short and long term corrective action plans.

3.7 Repair/Rework

All repair / rework must be performed in accordance with documented instructions. Reworked product must pass all tests/inspections stated in the manufacturing process before it is returned to normal material flow.



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3.8 Machine Calibration and Maintenance

Suppliers must maintain calibration and maintenance records for equipment used to manufacture, measure and monitor product and processes.

3.9 Electrostatic Discharge (ESD) Program

Suppliers of products that are static sensitive and suppliers adding value to static sensitive products must maintain an ESD program covering all applicable areas of manufacturing. This includes training and records of training for all personal that handle static sensitive devices.

3.10 Lot Traceability

When required by Entrust and/or government agency, suppliers must maintain lot traceability records.

3.11 Packaging

The supplier is responsible for design and test of packaging to provide adequate protection during shipping. Ease of unpacking and minimization of waste material must be taken into consideration.

3.12 Record Retention

The supplier must retain data, agency and material certification records required by Entrust. The supplier is required to maintain the records for the period defined by Entrust and must make them available upon request.

3.13 Environmental/Agency Requirements

Request for Compliant parts: /P AMCD 11>DC q0.00000912 0 612 792 reW*nB/F3 12 Tf5(e)2



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3.14 Sub-tier suppliers and purchased services support

Suppliers are responsible for ensuring Entrust requirements flow down to sub-tier suppliers. Entrust suppliers are responsible for the quality of products and services received from their suppliers.

In instances where the sub-tier supplier is providing Entrust designed product, Entrust may assist with quality requirements.

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“Major” <M> - a product characteristic for which reasonably anticipated variation is likely to significantly affect customer satisfaction with a product, such as fit, function, performance,

1.00 is required.

“Minor” <m> - a product characteristic determined by Entrust and/or the supplier that requires

