

# **LND, INC. – SUPPLIER MANUAL**

## **LND, Inc.** ***Supplier Manual***

3230 Lawson Blvd., Oceanside, New York 11572  
Telephone – (516) 678-6141 FAX – (516) 678-6704  
Website: [www.lndinc.com](http://www.lndinc.com)

**Approved by:**

**Date**

**Spencer B. Neyland, Vice President of Operations**

**26 August 2020**

# LND, INC. – SUPPLIER MANUAL

## INDEX

- 1.0 Introduction
- 1.1 Purpose
- 1.2 Scope
- 1.3 Concept
- 1.4 Quality Representative
- 2.0 Supplier Approval
- 2.1 Acceptance of the Supplier's Quality System
- 2.2 Ability to Provide Quality Products and Services
- 3.0 Product Quality Planning
- 3.1 Primary/Secondary/Tertiary Facility, Supplier and Sub-Supplier
- 3.2 Special Processes
- 4.0 First Article Approval Process (FAAP)
- 4.1 LND, Inc. FAAP Submission Requirements
- 4.2 FAAP Production Run
- 4.3 Master FAAP Sample
- 4.4 Traceability System
- 5.0 Restricted Material, **Prop 65** & Conflict Minerals Reporting
- 6.0 Request for Deviation
- 7.0 Supplier Quality System Requirements
- 7.1 Product Design
- 7.2 Documentation
- 7.3 Supplier Drawings Requiring Approval
- 7.4 LND, Inc. Supplier Product
- 7.5 Control of Processes
- 7.6 Accredited Laboratory Testing and Submission Requirements
- 7.7 Nonconforming Product
- 7.8 Physical Control of Product
- 7.9 Records of Quality Activities
- 7.10 Quality System Audits
- 7.11 Measurement System Evaluation
- 8.0 Supplier Performance
- 9.0 Right of Entry and Verification
- 10.0 Packaging and Handling of Parts
- 11.0 Glossary
- 12.0 Appendices

# LND, INC. – SUPPLIER MANUAL

## 1.0 INTRODUCTION

It is **LND, Inc.**'s expectation that our suppliers will continually demonstrate the ability to provide products, processes and services of exceptional quality while complying with all statutory and regulatory requirements.

**LND, Inc.** requires:

- Defect-Free Products and Services
- 100% On Time Delivery
- A Commitment to Continual Improvement
- Competitive Pricing
- Responsive Customer Service

### 1.1 Purpose

This manual is made available to all suppliers having business relations with **LND, Inc.** to stipulate the minimum quality requirements of products supplied to **LND** and to identify other practices, procedures and requirements for **LND** suppliers. This manual will provide suppliers with specific details and procedures that outline **LND's** requirements and expectations. The manual should not be construed to supersede ISO 9001 requirements or any higher degree of Federal or State law, where conflicts exist. Reference made to a specific number of days within this manual is to be interpreted as business days, unless otherwise specified.

This manual constitutes an integral part of **LND's** Purchase Order Terms and Conditions and is incorporated into any Purchase Order (PO) issued by **LND** on or after the effective date of this manual. This manual and any updates will be available on the **LND** website (**www.LNDINC.com**). It is the supplier's responsibility to maintain and comply with the latest version of this manual. This manual is subject to change by **LND, Inc.** The revision level of the manual will be clearly indicated.

In this manual, the word "shall" indicates a requirement. The word "should" indicates a recommendation. Paragraphs marked "Note" are for guidance in understanding or clarifying the associated information.

The term **Supplier** (external provider) refers to the business unit supplying products or services to **LND, Inc.**

The term **Sub-Supplier** refers to the business unit supplying direct products and services to an **LND** supplier.

# LND, INC. – SUPPLIER MANUAL

## 1.2 Scope

This Supplier Manual applies to suppliers for *LND, Inc.*

This Supplier Manual is applicable to all worldwide existing and potential suppliers that provide materials, components, or services that become a part of the finished product or contribute to the integrity of the quality system through calibration or testing at *LND*.

This manual excludes *LND* facility MRO (maintenance, repair and operation) suppliers, unless specifically indicated on the PO that compliance is required.

## 1.3 Concept

*LND* suppliers are fully responsible for the quality of their products and shall ensure that all products are produced in conformance to all required standards and specifications. Non-conforming products or services from suppliers will not be accepted unless a Deviation Request is submitted and approved by *LND* Engineering beforehand, or the product is conditionally accepted by *LND* Engineering. Refer to section 6.0, Request for Deviation.

## 1.4 Quality Representative

The supplier's quality representative shall interface with *LND* to resolve quality-related issues. To ensure effective communication between *LND* and suppliers, suppliers must complete a 'Supplier Quality System Survey' LND Form 1-911-0033 (see Appendix A), signed by the supplier's quality management personnel. The information provided in the survey shall be updated and resubmitted as personnel changes occur. The completed survey will become part of the supplier's history folder maintained on-file at the *LND* QA office.

# LND, INC. – SUPPLIER MANUAL

## 2.0 SUPPLIER APPROVAL

There are two main components to achieving Supplier Approval from **LND**: The supplier must have a quality system that is acceptable to **LND** and be able to provide quality products and services.

### 2.1 Acceptance of the Supplier's Quality System

There are several ways for a supplier to demonstrate the acceptability of their quality system.

- 2.1.1 The preferred method to demonstrate an acceptable quality system is through third party accreditation. Suppliers are encouraged to be certified to ISO 9001 (or similar quality management system) at a minimum, but this is not necessary. **LND** encourages suppliers to obtain a quality management system third party registration.

All certified suppliers shall provide an E-mail (addressed to sdavies@LNDINC.com) or faxed (561-678-6704) copy of their current ISO 9001 certificate (or any other quality system certifications) to **LND**. These certificates must be resubmitted to **LND** within ten (10) days every time these certificates are changed or updated. **LND** must receive the new certificate within 30 days of the certificate on file at **LND** expiring.

All suppliers are required to notify **LND** in writing within ten (10) days when any major non-conformance has been found during their third party audits and/or when, for any reason, their certification status is downgraded or revoked.

- 2.1.2 Alternate methods, with prior approval from **LND, Inc.**, to demonstrate quality system acceptability are:

- 2.1.2.1 Demonstrate compliance to element 2.1.1 through a second party assessment (e.g. if supplier was recently audited by another customer, **LND** could accept that audit as proof of compliance), or

- 2.1.2.2 A quality system assessment by **LND** personnel.  
Prior to the initiation of production, supplier shall complete the ‘**Supplier Quality System Survey**’ (Appendix A) and provide the required documents to **LND**. The supplier shall be required to maintain a current copy of their Quality Manual that will be available upon request. Based on the information provided by the supplier, **LND** may perform an on-site audit to corroborate that the supplier has rated its quality system appropriately.

**LND, Inc.** reserves the right to approve or disapprove the supplier based on the completed ‘**Supplier Quality System Survey**’ when a supplier on-site assessment is not feasible or if the product/service supplied does not have high impact on **LND** product, as determined by

# LND, INC. – SUPPLIER MANUAL

*LND* Engineering and Quality.

In addition to the ‘**Supplier Quality System Survey**’, *LND* may request that suppliers reassess their quality system, specifically in the case where their quality and delivery performance statistics do not meet *LND* requirements or if *LND* considers it necessary.

All major and minor non-conformities found during the assessment mentioned in 2.1.2.2 (above) must be addressed through a formal Corrective Action program within fourteen (14) business days from the finding. Based on the supplier’s ability to provide evidence of corrective action, at *LND*’s discretion, a follow up visit may be scheduled.

Independent of an ISO 9001 third party registration, suppliers may be audited, at *LND*’s discretion, based on their quality and delivery history.

## **2.2 Ability to provide quality products and services**

The supplier’s ability to provide acceptable products and services will be evaluated through a First Article Approval Process (FAAP) submission process, outlined in Section 4.0. Should a supplier be unable to meet *LND*’s requirements, it may have its approval revoked. Refer to Section 8.0 for additional information on supplier performance.

## **3.0 PRODUCT QUALITY PLANNING**

Suppliers shall establish cross-functional teams to develop and manage the product planning process and requirements.

Suppliers shall understand and abide by all *LND, Inc.* quality standards, specifications, and requirements from product concept through all phases of product production. *LND* requirements shall be communicated to and understood by the supplier on special control items, critical quality characteristics, prototype requirements, FAAP requirements, packaging requirements, and all other quality related matters. Suppliers shall manage their understanding of *LND* requirements for their products and document this activity using their own product quality planning process.

### **3.1 Primary/Secondary/Tertiary Facility, Supplier and Sub-Supplier**

Suppliers remain responsible for the quality of their sub-suppliers.

### **3.2 Special processes**

Special processes are defined by *LND* during the product quality planning process and communicated to the supplier via the PO or *LND* engineering drawing.

Independent of the characteristics specified by *LND*, the supplier should identify those characteristics that are key for their process or product functionality and consider them as special processes, applying the requirements stated below.

# LND, INC. – SUPPLIER MANUAL

All special processes defined by **LND** and identified by supplier shall be identified in the supplier's control plan and applicable documents.

## 4.0 **FIRST ARTICLE APPROVAL PROCESS (FAAP)**

If a first article submission has been requested, the supplier shall be responsible for submitting all materials for the FAAP package as an element of the verification process. The FAAP package shall establish that the products produced are in conformance with all applicable product specifications and requirements. A **FAAP Request Form**, LND Form 1-900-0022 (Appendix C) will be provided by **LND** Purchasing when a first article is required.

**LND** Engineering may waive the first article requirement. That waiver approval will appear on the **LND** Purchase Order sent to the supplier.

*If a FAAP submission has been requested, suppliers must obtain LND's written approval of the FAAP package prior to shipping production product. Suppliers are not approved or authorized to begin production or to ship products to LND without such prior written FAAP approval. FAAP paperwork and samples must be sent to the individual designated on the FAAP request.*

If a first article is not required, any specific requirements for approval will be communicated to the supplier on the **LND** purchase order (PO).

### 4.1 **LND, Inc. FAAP Submission Requirements**

Submissions shall be made in accordance with this manual. The required level (quantity) of submission will be defined by **LND** Purchasing on the Purchase Order.

FAAP submission shall be required for the following:

- 4.1.1 New product.
- 4.1.2 Design or specification changes to existing product and required by **LND** Engineering.
- 4.1.3 Parts/materials that have not been supplied for a period of one year.
- 4.1.4 Process changes, including but not limited to:
  - 4.1.4.1 changes to process conditions.
  - 4.1.4.2 changes to process sequence or location.
  - 4.1.4.3 changes to process equipment (new or re-built).
  - 4.1.4.4 changes to die and jig, including major repair.
  - 4.1.4.5 change of manufacturing facility.
  - 4.1.4.6 changes to material (different specification).
  - 4.1.4.7 changes to supplier or outsourced process.
  - 4.1.4.8 additional machine (capacity).

### 4.2 **FAAP Production Run**

The FAAP production run shall be a minimum of 30 pieces or 10 percent (whichever is the lesser quantity) unless a different quantity is agreed upon in writing by **LND** Purchasing.

Supplier shall establish and implement a detailed action plan for preliminary

# LND, INC. – SUPPLIER MANUAL

submission. This plan shall be detailed in the FAAP submission. The manufacturing process shall be performed using production intent machines, equipment, and tooling capable of maintaining the required quality requirements.

## 4.3 Master FAAP Sample

Suppliers shall retain a master FAAP sample for the greater of the life of the product plus one year or until a new master sample is requested for the same part number by **LND**.

The master sample shall be clearly identified and tagged, showing the customer approval date on the sample. Master samples shall be stored in a manner to protect the samples from degradation, including, but not limited to, dirt, dust, rust, oxidation, or physical damage. Suppliers shall retain a master sample for all cavities, dies, molds, tools, or production processes.

NOTE: When part volume creates a difficult storage condition, exceptions may be granted to a supplier by **LND** Purchasing. Requests for an exception must be in writing. If granted, **LND** will provide written approval.

## 4.4 Traceability System

Suppliers shall establish and maintain a system to provide full traceability and identification for their final product, as well as through all stages of their production and delivery. All materials must be capable of being traced to the original material from which the product was produced.

- 4.4.1 Materials used in the product shall be traceable to the source (material supplier).
- 4.4.2 Suppliers shall develop procedures to ensure that traceability is maintained.
- 4.4.3 Part of the product quality program and FAAP review conducted by **LND** will include tracking finished product through the supplier's traceability system.

## 5.0 RESTRICTED MATERIAL, **PROP 65** & CONFLICT MINERALS REPORTING

**LND, Inc.** is responsible for reporting all substances contained in **LND** supplied products when requested by our customers. In order to enable **LND** to do so, **LND** requires its suppliers to complete and submit a ‘**RoHS Survey Form**’ LND Form 1-901-0002 (Appendix D), and a ‘**REACH – Substances of Very High Concern (SVHC)**’ survey, LND Form 1-911-0074 (Appendix G). Suppliers must certify to the material content of supplied raw materials, parts, and/or surface coatings sold to **LND**. All compliance requests will be made by the **LND** Quality Manager. A current list of all SVHC candidate chemicals is accessible on-line at [www.echa.europa.eu/web/guest/candidate-list-table](http://www.echa.europa.eu/web/guest/candidate-list-table).

California’s Proposition 65 (Prop 65), also known as the “Safe Drinking Water and Toxic Enforcement Act, became law in November 1986. The Act requires California to identify and publish a list (semi-annually) of potentially hazardous chemicals known to cause cancer, birth defects or other reproductive harm. Companies that do business directly in California, or supply products that will end up in California, are required to identify those products with “clear and reasonable” warnings of potentially hazardous chemicals in their products. In order for **LND** to properly identify those products for our customers we require our suppliers to fill out and submit to **LND** a ‘**Supplier Proposition 65 Declaration**’, LND Form 1-901-0023 (Appendix J). The



# LND, INC. – SUPPLIER MANUAL

supplier is required to review this list annually (when the list is revised) and, if changes are noted, submit a new ‘**Supplier Proposition 65 Declaration**’ form to **LND** updating your company’s chemical usage information. The current listing of 900+ chemicals can be found online at [www.oehha.ca.gov/proposition-65/proposition-65-list](http://www.oehha.ca.gov/proposition-65/proposition-65-list).

The Prop 65 “safe harbor” is a separate listing that identifies a level of exposure to a listed chemical that does not require a Prop 65 warning. A business (supplier) does not need to provide a warning if exposure to a chemical occurs at or below the published safe harbor level. The current Safe Harbor list contains approximately 300 chemicals and can be found online at <https://oehha.ca.gov/media/downloads/proposition-65/safeharborlist032519.pdf>.

**LND, Inc.** must report to our customers if any of the products we supply contain *conflict minerals* as defined in the Dodd-Frank Wall Street Reform and Consumer Protection Act passed by Congress in 2010. These minerals include cassiterite (tin), columbite-tantalite (tantalum), gold, wolframite (tungsten) or derivatives thereof, which have been imported from the Democratic Republic of the Congo (DRC) or any bordering countries. Our suppliers are responsible for capturing information on the presence of conflict minerals in the products provided to **LND**, and must be able to inform **LND** if those minerals are “necessary to the functionality or production” of the products manufactured and sold to **LND, Inc.** It is the supplier’s responsibility to perform their due diligence in obtaining the details on the use of conflict minerals. Go to the Securities and Exchange Commission website for additional information on the Conflict Minerals Final Rule (<http://www.sec.gov/rules/final.shtml>). **LND** requires its suppliers to complete and submit a ‘**Conflict Minerals Survey**’ LND Form 1-901-0016 (Appendix H).

## 6.0 **REQUEST FOR DEVIATION**

If a supplier’s product or process is identified by the supplier or **LND** as nonconforming to **LND** specifications, a deviation may be requested in writing to the **LND** Purchasing Manager using the **Engineering Change Request (ECR)**, LND Form 1-911-0006 (Appendix B) or supplier equivalent form. If approved by **LND**, the request will be returned to the supplier with specific instructions of “Conditions for Use” before product can be shipped to **LND**. If a supplier decides to rework or repair nonconforming product found at their facility, it must receive approval from the **LND** Purchasing Manager before proceeding. **LND** may request that the rework or repair instructions be submitted for review before approval is granted. **LND** will request the necessary authorization from the customer (if required).

## 7.0 **SUPPLIER QUALITY SYSTEM REQUIREMENTS**

Suppliers shall implement and maintain a structured and documented quality system which, as a minimum, is in compliance with ISO 9001 (or the alternative outlined in Section 2.1 of this manual) and **LND, Inc.** quality requirements. The requirements of this Supplier Manual shall also be included in the supplier’s quality system.

Supplier quality system conformance shall be demonstrated through a detailed assessment process utilizing formal audits for the standards being evaluated.

### 7.1 **Product Design**

When suppliers are designated as design responsible, they shall maintain records of appropriate measures to ensure adherence to the specifications and evidence that design

# LND, INC. – SUPPLIER MANUAL

reviews have been performed for one (1) year after **LND** notifies the supplier that the part is no longer active. Initial designs and design changes shall have **LND's** written approval prior to introduction into the manufacturing process. The supplier shall adhere to design requirements as defined in ISO 9001.

## 7.2 **Documentation**

Controls to ensure that documents and data pertaining to the quality requirements of supplied products are at the current release level shall be established and maintained. Suppliers must use the latest revisions of **LND, Inc.** documents, specifications and work instructions (as applicable).

## 7.3 **Supplier Drawings Requiring LND Approval**

Supplier created drawings of **LND** products, which are used in the manufacturing and/or inspection of those products, must be submitted to **LND, Inc.** for review and signed approval prior to use by the supplier. This includes supplier drawings that were created based off of the **LND** engineering drawings.

Submit drawings to the LND Purchasing Manager via E-mail (rsierz@LNDINC.com) or Fax (516-678-6704). Drawings will be routed, reviewed and, if approved, signed off by **LND** Engineering before being returned to the supplier. If, during the review process, the drawing requires corrections the drawing will be marked-up and returned to the supplier for corrections to be incorporated and resubmittal for approval.

Suppliers are encouraged to refer to Appendix I for a detailed breakdown of the **LND, Inc.** Drawing Numbering System.

## 7.4 **LND, Inc. Supplied Product**

When **LND** material is furnished to the supplier, supplier shall establish and maintain controls to ensure that material is inspected, properly maintained, uniquely identified, and that damage and/or discrepancies are reported to **LND** Purchasing Manager immediately upon receipt.

## 7.5 **Control of Processes**

Supplier shall control and document procedures, processes, work instructions and routings. In the case of special processes (i.e. welding, soldering, adhesive bonding, casting, forging, heat treating, etc.) in which results cannot be fully verified by subsequent non-destructive inspection, the employees performing these processes and the equipment used shall be approved by the supplier or certified in accordance with the supplier's quality system.

## 7.6 **Accredited Laboratory Testing and Submission Requirements**

All test results and data provided by a supplier shall be the result of inspection/testing performed by a party capable of performing the required inspection/test.

### 7.6.1 Internal Laboratory:

Supplier's internal laboratory shall have a defined scope that includes its capability to perform the required inspection, test or calibration services. Such

# LND, INC. – SUPPLIER MANUAL

scope shall be part of the quality management documentation. The laboratory shall specify and implement, as a minimum, technical requirements for:

- 7.6.1.1 Adequacy of the laboratory procedures
- 7.6.1.2 Competency of the laboratory personnel
- 7.6.1.3 Testing of the product
- 7.6.1.4 Capability to perform these services correctly, traceable to the relevant process standard (ASTM, EN, etc.)
- 7.6.1.5 Review of related records.

- 7.6.2 External/commercial/independent laboratory facilities used for inspection, test or calibration services by the supplier shall have a defined scope that includes the capability to perform the required inspection, test or calibration and accreditation to ISO/IEC 17025:2017 and ANSI/NCSL Z540.3-2006 (R2013) or national equivalent. Upon request, a copy of accreditation for laboratories shall be E-mailed or faxed to **LND**.

If the supplier desires to receive an exception from 7.5.2, written requests must be sent to **LND, Inc.** (Attn: Quality Manager) prior to use of the laboratory.

- 7.6.3 Accreditation of the testing facility providing data must be clearly demonstrated. For example, chemistry data must be provided on the certificate or letterhead of the facility indicating that the facility has accreditation for its chemical testing. In the case of wire or flat stock, this would mean the original rod or hot band mill certification.

## 7.7 **Nonconforming Product**

Supplier shall have written procedures to investigate nonconforming product detected after receipt at **LND**, ensure corrective action takes place, identify the root cause(s), and follow up on effectiveness of actions taken. In the event the nonconformance is discovered after shipment, **LND** shall be notified immediately in writing of the purchase order number, lot or batch number(s) in order to effectively segregate all defective products.

### 7.7.1 **Material Rejection Report (MRR)**

Nonconforming material conditions will be reported to Suppliers using a **Material Rejection Report (MRR)**, LND Form 1-911-0004 (Appendix F) issued by the **LND** QC inspector.

Initial response to the MRR and Supplier Corrective Action Request (SCAR) (if necessary) shall be issued by the supplier within 14 business days of notification by **LND** and, if necessary, include root cause and corrective actions (see 7.6.2) to ensure that defects are properly isolated from **LND**, including product in transit and at the supplier facility. Disposition of nonconforming material shall be defined by the supplier.

The supplier can make a written request for an extension of the 14 business day time. If **LND** does not receive either the disposition or the request for extending the material disposition time from the supplier within the allocated timeframe, a

# LND, INC. – SUPPLIER MANUAL

final notification of intent to reject the product will be made by **LND**. Failure to comply with this procedure will result in the product being rejected back to the supplier or product quarantined in a locked cabinet at **LND QC/Receiving**.

## 7.7.2 Corrective Action

Suppliers shall utilize a problem solving methodology (8-D, DMAIC or similar process) to identify the root cause and resolve the non-conformance. A ‘**Supplier Corrective Action Request (SCAR)**’ LND Form 1-911-0005 (Appendix E) may be provided with the MRR notification, but the supplier may use its own equivalent form for responding to **LND**.

Supplier shall provide the completed, written corrective action report to the **LND** Quality Manager within 14 business days from **LND**’s notification of the nonconformity. If a final corrective action report cannot be completed within the required timeframe, a completion plan shall be detailed in the preliminary SCAR response that is sent to the **LND** Quality Manager before the end of the 14 business days.

The supplier must then update the **LND** Quality Manager on the progress of corrective action plan and forward the final corrective action report once the actions are implemented.

The timeliness of supplier responses to corrective action requests is monitored by the **LND** Quality Manager and reported as a metrics in the supplier performance evaluation report presented during **LND**’s Management Review Meetings.

Within the scope of certain specific parameters and supplier capability, exceptions may be made for a full accounting of the nonconforming material on the SCAR. An MRR will still be generated, but specific corrective action will not be requested. Rather, the **LND** Quality Manager will request that the supplier address issues related to these parameters as opportunities for improvement. If you believe your nonconforming material should be in this category, please notify the **LND** Purchasing Manager.

## 7.8 Physical Control of Product

Suppliers shall have procedures in place to prevent damage, deterioration, and to insure proper identification of product throughout all handling, storage, and delivery functions. Methods of identification shall conform to **LND** specifications. Product shall be protected from friction, dust, dirt, rust, etc. Rust prevention and protection methods shall ensure that material remains free from rust no less than sixty days after received at **LND** unless an alternate procedure has been approved in writing by **LND, Inc.** Any preservation methods used to prevent surface contaminates must comply with the specific requirements of **LND, Inc.**

## 7.9 Records of Quality Activities

Suppliers shall maintain documented procedures for receiving, in-process, and final inspection and have controls in place to identify and/or segregate as to inspection or test

# LND, INC. – SUPPLIER MANUAL

status. Supplier shall make records of these activities available for **LND** review upon request. Suppliers shall also maintain records for general parts, critical parts, and special parts as instructed by the **LND** Purchasing Manager for a minimum of one (1) calendar year after the year in which they are generated, unless otherwise indicated by **LND**.

The supplier must send required certificates with every shipment to **LND**, as directed by the purchase order. The supplier shall report real data and/or test results for each characteristic reported on the certification and provide capability analysis for critical/key characteristics (where applicable). Certificates shall show clear reference to the production order, production date, quantity shipped and lot of material used to produce the products shipped to **LND**.

## **7.10 Quality System Audits**

Suppliers shall perform planned, documented audits covering their entire quality system. All areas shall be audited at least once every twelve (12) months. The audits' goal is to ensure that all processes of the quality system are effective and efficient. Audit procedures shall include reporting of results to responsible personnel, provisions for more frequent audits when required, and controls to ensure that corrective actions are taken in a timely manner. Product and process audits should be carried out by suppliers as a way to ensure the processes are running as planned and are still meeting **LND's** expectations.

Auditors' qualification shall include:

7.10.1 Formal lead auditor training if the supplier's quality system is certified to ISO 9001.

7.10.2 Understanding of related core tools (SPC, FMEA, etc.).

7.10.3 Understanding of this manual.

## **7.11 Measurement System Evaluation**

The supplier shall specify measurement devices and methods used to check the special characteristics as agreed to with **LND, Inc.** Supplier shall perform gage removal and replacement in accordance with ISO/IEC 17025 and ANSI/NCCL Z540.3 or similar calibration program.

## **8.0 SUPPLIER PERFORMANCE**

Suppliers who consistently have poor performance, as monitored by the **LND** Quality Assurance Manager, may be notified of **LND's** intention to reevaluate the supplier and potentially place the supplier on a "conditional" status until performance improvement is demonstrated. Suppliers may be required to provide a documented action plan for corrective action. Failure to improve performance within the time required by **LND** could lead to a supplier's ineligibility to quote new business and/or removal from **LND's** Approved Supplier Listing.

## **9.0 RIGHT OF ENTRY AND VERIFICATION**

**LND, Inc.** and/or **LND's** customers reserve the right of entry to verify supplier's conformance to all parts, processes, specifications and quality systems. **LND, Inc.** and/or **LND's** customers have the right to carry out verification of product, processes and systems at the supplier's

# **LND, INC. – SUPPLIER MANUAL**

facility. Such verification will not be used by the supplier as evidence of effective control of quality or acceptance of product. Verification activities performed by **LND, Inc.** and/or **LND's** customers at the supplier's facility shall not absolve the supplier of the responsibility of providing acceptable product or preclude subsequent rejection.

## **10.0 PACKAGING AND HANDLING OF PARTS**

The supplier is responsible for the development of fit-for-purpose packing systems which are in accordance with the requirements of the product, existing packaging specifications and all applicable regulations established by federal, state, and local governments, including those applicable to the location where the packaging materials will be discarded.

It is the responsibility of the supplier to ensure that all items being shipped to **LND** are properly and adequately protected and packed for safe arrival.

# LND, INC. – SUPPLIER MANUAL

## 11.0 GLOSSARY:

<b>8-D</b>	A step-by-step problem solving method. The eight disciplines of analyzing a nonconformance, determining a cause, implementing a corrective action, and verifying the results. The eight steps are: <b>D1</b> – Establish the Team <b>D2</b> – Describe the problem <b>D3</b> – Develop an Interim Containment Action <b>D4</b> – Define/Verify Root Cause <b>D5</b> – Choose/Verify Permanent Corrective Action <b>D6</b> – Implement/Validate Perm. Corr. Action <b>D7</b> – Prevent Recurrence <b>D8</b> – Recognize the Team
<b>DMAIC</b>	Define, Measure, Analyze, Improve and Control. The problem solving process used to improve manufacturing, quality and productivity. An integral part of the Six Sigma Quality Initiative methodology.
<b>ECR</b>	Engineering Change Request
<b>FAAP</b>	First Article Approval Process
<b>FMEA</b>	Failure Modes and Effects Analysis
<b>ISO</b>	International Organization for Standardization
<b>MRO</b>	Maintenance, Repair and Operation
<b>MRR</b>	Material Rejection Report
<b>MSA</b>	Measurement System Analysis
<b>RoHS</b>	Restrictions on Hazardous Substances
<b>SCAR</b>	Supplier Corrective Action Request
<b>Special Process</b>	Welding, soldering, adhesive bonding, casting, forging, heat treating, etc...

# LND, INC. – SUPPLIER MANUAL

## 12.0 **APPENDICES:**

Appendix A: **Supplier Quality System Survey**  
(LND Form # 1-911-0033)

Appendix B: **Engineering Change Request (ECR) Form**  
(LND Form # 1-911-0006)

Appendix C: **First Article Approval Process (FAAP) Form**  
(LND Form 1-900-0022)

Appendix D: **Supplier RoHS Survey Form**  
(LND Form # 1-901-0002)

Appendix E: **Supplier Corrective Action Report (SCAR) Form**  
(LND Form # 1-911-0005)

Appendix F: **Material Rejection Report (MRR) Form**  
(LND Form # 1-911-0004)

Appendix G: **REACH – Substances of Very High Concern Survey**  
(LND Form 1-911-0074)

Appendix H: **Suppliers Conflict Minerals Survey**  
(LND Form 1-901-0016)

Appendix I: **LND Drawing Numbering System**  
(Training Aide – LND Training Dept)

Appendix J: **Supplier Proposition 65 Declaration**  
(LND Form 1-901-0023)



# LND, INC. – SUPPLIER MANUAL

## SUPPLIER QUALITY SYSTEM SURVEY

Company Name: \_\_\_\_\_ Telephone #: \_\_\_\_\_  
Address: \_\_\_\_\_ Supplier #: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please answer the following questions:

1. Does the company have a Quality Manager?  
YES \_\_\_\_\_ NO \_\_\_\_\_ N/A \_\_\_\_\_  
If not, who is responsible for all matters concerning the Quality Program?  
Name: \_\_\_\_\_ Title: \_\_\_\_\_  
Reports To: \_\_\_\_\_  
(Please supply a copy of your company's Organizational Chart)
2. Does the company have a documented Quality Management System?  
YES \_\_\_\_\_ NO \_\_\_\_\_ N/A \_\_\_\_\_
3. What standard(s) is the Quality Management System in compliance with or conforming to? (ISO9001, AS9100, MIL-I, MIL-Q, ect.)  
\_\_\_\_\_  
\_\_\_\_\_  
(If the company is certified, please supply a copy of the accreditation or certification)
4. Does the company have documented work instructions/procedures covering all activities related to planning, purchasing, manufacturing, inspection, calibration and testing?  
YES \_\_\_\_\_ NO \_\_\_\_\_ N/A \_\_\_\_\_
5. Does the company have documented work instructions/procedures that describe the communication of specified requirements and the performance of work, purchasing, manufacturing, inspection, calibration and testing?  
YES \_\_\_\_\_ NO \_\_\_\_\_ N/A \_\_\_\_\_
6. Does the company have documented work instructions/procedures covering all aspects of scrap, rework and Corrective/Preventive Action?  
YES \_\_\_\_\_ NO \_\_\_\_\_ N/A \_\_\_\_\_
7. Does the company have documented work instructions/procedures for the control of nonconforming processes/material?  
YES \_\_\_\_\_ NO \_\_\_\_\_ N/A \_\_\_\_\_

LND Form 1-911-0033-01

25 March 2014

### **Appendix A (LND Form 1-911-0033, Page 1 of 2)**

# LND, INC. – SUPPLIER MANUAL

## SUPPLIER QUALITY SYSTEM SURVEY

8. Are records maintained for all activities related to the company's Quality Management System?
- YES \_\_\_\_\_ NO \_\_\_\_\_ N/A \_\_\_\_\_
9. Does the company have work instructions/procedures and checklists for the performance of internal audits covering the scope of the Quality Management System?
- YES \_\_\_\_\_ NO \_\_\_\_\_ N/A \_\_\_\_\_
- If yes, date of last internal audit: \_\_\_\_\_
10. Does the company have documented work instructions/procedures for the control of measuring, inspection and test equipment?
- YES \_\_\_\_\_ NO \_\_\_\_\_ N/A \_\_\_\_\_
11. Does the company have documented work instructions/procedures for the control of special processes and services?
- YES \_\_\_\_\_ NO \_\_\_\_\_ N/A \_\_\_\_\_
12. Number of Permanent Employees: \_\_\_\_\_  
Number of Inspection/Quality Staff: \_\_\_\_\_
13. Does the company have documented programs or policy statements for any of the following directives, regulations or acts?
- Directive 2011/65/EU (Regulation of Hazardous Substances - RoHS)  
YES \_\_\_\_\_ NO \_\_\_\_\_ N/A \_\_\_\_\_
- Directive 2012/19/EU (Waste Electronic and Electrical Equipment - WEEE)  
YES \_\_\_\_\_ NO \_\_\_\_\_ N/A \_\_\_\_\_
- Regulation 1907/2006 (Registration, Evaluation and Authorization of Chemicals - REACH)  
YES \_\_\_\_\_ NO \_\_\_\_\_ N/A \_\_\_\_\_
- Section 1502 of the Dodd-Frank Wall Street Reform and Consumer Protection Act – Conflict Minerals Reporting  
YES \_\_\_\_\_ NO \_\_\_\_\_ N/A \_\_\_\_\_

I understand that the information provided is subject to on-site verification by a member of the LND, Inc. Quality Assurance Department. By my signature, I attest that the above information is true and correct.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_ Title: \_\_\_\_\_

LND Form 1-911-0033-01

25 March 2014

### **Appendix A (LND Form 1-911-0033, Page 2 of 2)**

# LND, INC. – SUPPLIER MANUAL

## ENGINEERING CHANGE REQUEST (ECR)

Date: \_\_\_\_\_

ORIGIN OF REQUEST: ☐ ENGR. ☐ MFG. ☐ CUST. ☐ Q.A. ☐ QC/Rec. ☐ PUR.  
☐ SUPPLIER ☐ SALES ☐ ADMIN. ☐ TEST

Submitted By: \_\_\_\_\_ Authorized By: \_\_\_\_\_

Drawing Number: \_\_\_\_\_ Tube Type: \_\_\_\_\_

Procedure/Form Number and Title: \_\_\_\_\_

(e.g., 9-214-0313 or 1-960-0001. Number is located at the bottom right hand corner of every screen page)

Page Number: \_\_\_\_\_ Step Number: \_\_\_\_\_ Figure Number: \_\_\_\_\_

(Adobe Reader shows the page number at the menu bar of the document window)

The requested change impacts (check all that applies):

TEXT ☐ PHOTO ☐ TABLE ☐ GRAPHIC ☐ WEB SITE ☐ FORM ☐

Description of requested change:

Reason for change (required):

Forward Completed Forms to QA Office

\_\_\_\_\_ This Section for Review Use Only \_\_\_\_\_

Production Manager - Are current production jobs affected? YES \_\_\_\_\_ NO \_\_\_\_\_

Production job numbers effected: \_\_\_\_\_

Reviewed By:

Production Mgr: \_\_\_\_\_ Date: \_\_\_\_\_

QA Mgr: \_\_\_\_\_ Date: \_\_\_\_\_

Sales Mgr: \_\_\_\_\_ Date: \_\_\_\_\_

Operations Mgr: \_\_\_\_\_ Date: \_\_\_\_\_

Approved By:

Engineering: \_\_\_\_\_ Date: \_\_\_\_\_

QPL Products Only: Is a notification of change to DSCC-VQ required? YES \_\_\_\_\_ NO \_\_\_\_\_

Assigned ECO Number: \_\_\_\_\_

LND Form 1-911-0006-06

10 May 2017

### Appendix B (LND Form 1-911-0006)

# LND, INC. – SUPPLIER MANUAL

## FIRST ARTICLE APPROVAL PROCESS REQUEST

**Supplier:** Refer to the LND Supplier Manual, LND Form 1-901-0005, for information pertaining to the First Article Approval Process (FAAP).

Fill out the upper portion of this form and return the form, supporting documents and the first article submission to LND, Inc., Attn: Receiving/QC.

LND Drawing No.: \_\_\_\_\_

Part Description: \_\_\_\_\_

LND PO No.: \_\_\_\_\_ Supplier Name: \_\_\_\_\_

Promised Ship Date: \_\_\_\_\_ Actual Ship Date: \_\_\_\_\_

Total Number First Article Pieces Shipped: \_\_\_\_\_

Material Specification: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Certificate of Conformance Provided: \_\_\_\_\_ Yes \_\_\_\_\_ No \_\_\_\_\_ Not Required

Certificate of Analysis Provided: \_\_\_\_\_ Yes \_\_\_\_\_ No \_\_\_\_\_ Not Required

Sub-Supplier(s) Utilized: \_\_\_\_\_ Yes \_\_\_\_\_ No

If 'Yes', list sub-supplier(s): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### ----- LND USE ONLY -----

#### Receiving/QC:

- All required documentation received with parts: \_\_\_\_\_ Yes \_\_\_\_\_ No\*
- 100% visual/mechanical/leak check completed: \_\_\_\_\_ Yes \_\_\_\_\_ No\*
- LND drawing marked up showing recorded measurements: \_\_\_\_\_ Yes \_\_\_\_\_ No\*

\* Explain any 'No' answers or remarks below:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

QC Signature: \_\_\_\_\_ Date: \_\_\_\_\_

#### Engineering:

- Concur with QC inspection findings: \_\_\_\_\_ Yes \_\_\_\_\_ No\*
- Additional verification or validation required: \_\_\_\_\_ Yes \_\_\_\_\_ No
- Accept or Reject first article pieces: \_\_\_\_\_ Accept \_\_\_\_\_ Reject\*

\* Explain any 'No' answers or reasons for rejection below:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Engineering Signature: \_\_\_\_\_ Date: \_\_\_\_\_

LND Form 1-900-0022-02

17 January 2011

## Appendix C (LND Form 1-900-0022)



# LND, INC. – SUPPLIER MANUAL

## LND, INC. SUPPLIER RoHS SURVEY

Supplier Name: \_\_\_\_\_  
Supplier DUNS Number: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ E-Mail Address: \_\_\_\_\_  
Address 1: \_\_\_\_\_  
Address 2: \_\_\_\_\_  
Address 3: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_  
Country: \_\_\_\_\_ Postal Code: \_\_\_\_\_  
Phone Number: \_\_\_\_\_ Fax: \_\_\_\_\_

Please complete the following questions.

Do you sell LND, Inc. any products for resale; finished parts; or raw materials that contain in their individual components;

	Yes	No
Mercury (Hg): < 100 ppm	___	___
Hexavalent Chromium (CrVI): < 1000 ppm	___	___
PBB (polybrominated biphenyls): 1000 ppm	___	___
PBDE (polybrominated diphenyl ether): < 1000 ppm	___	___
Cadmium (Cd): < 100 ppm NOTE: Cadmium plating on metals is OK	___	___
Lead (Pb): <1000 ppm	___	___
Bis (2-Ethylhexyl) phthalate (DEHP): < 1000 ppm NOTE: Used to soften PVC and vinyl insulation on electrical wires	___	___
Benzyl butyl phthalate (BBP): < 1000 ppm NOTE: Used to soften PVC and vinyl insulation on electrical wires	___	___
Dibutyl phthalate (DBP): < 1000 ppm NOTE: Used to soften PVC and vinyl insulation on electrical wires	___	___
Diisobutyl phthalate (DIBP): < 1000 ppm NOTE: Used to soften PVC and vinyl insulation on electrical wires	___	___

LND Form 1-901-0002-01

14 June 2016

### Appendix D (LND Form 1-901-0002)

# LND, INC. – SUPPLIER MANUAL

**LND, INC.**  
3230 LAWSON BLVD.  
OCEANSIDE, NY 11572

PHONE: 516-678-6141  
FAX: 516-678-6704  
E-mail: info@lndinc.com

## SUPPLIER CORRECTIVE ACTION REQUEST

\_\_\_\_ REQUEST# \_\_\_\_\_ DATE \_\_\_\_\_  
\_\_\_\_ PO# \_\_\_\_\_ REC'D \_\_\_\_\_  
\_\_\_\_ QUANTITY RECEIVED \_\_\_\_\_  
\_\_\_\_ QUANTITY REJECTED \_\_\_\_\_  
\_\_\_\_ PART# \_\_\_\_\_

PLEASE REVIEW THE DISCREPANCIES LISTED. YOU ARE REQUESTED  
TO FURNISH CAUSE AND CORRECTIVE ACTION IN THE SPACE PROVIDED.  
RETURN THIS COPY TO LND, INC. ATTN: QUALITY CONTROL MANAGER

### DESCRIPTION OF DISCREPANCY

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Q.C. MANAGER: \_\_\_\_\_ PURCHASING: \_\_\_\_\_  
Q.A. MANAGER: \_\_\_\_\_

### TO BE COMPLETED BY THE SUPPLIER

ROOT CAUSE: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

CORRECTIVE ACTION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_ EFFECTIVE DATE: \_\_\_\_\_  
SUPPLIER \_\_\_\_\_ DATE: \_\_\_\_\_

LND Form 1-911-0005-02

### Appendix E (LND Form 1-911-0005)

# LND, INC. – SUPPLIER MANUAL

[illegible]

LND Form 1-911-0004-00

## Appendix F (LND Form 1-911-0004)

# LND, INC. – SUPPLIER MANUAL



3230 Lawson Boulevard, Oceanside, New York 11572

Tel 516 678 6141 • Fax 516 678 6704  
info@LNDinc.com • www.LNDinc.com

To All LND Suppliers;

Please fill in the following information and return the forms to LND, Inc., Attention QA Manager:

Your Company name and address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Contact details for person filling in these forms: \_\_\_\_\_  
Name / Position

Under the European REACH Directive, LND Inc. is legally obliged to pass onto our European customers and domestic customers that market to Europe, information on the presence of any substances of very high concern (SVHC) contained within the products that we are supplying to them. In order to do this we need to know if any of the products that your company supplies to LND Inc. contain any substances of very high concern and, if so, the location and percentage (by weight) of SVHC present.

For additional information about the REACH program refer to European Directive 1907/2006 . The directive deals with the **Registration, Evaluation, Authorization and Restriction of Chemical** substances. Go to [http://ec.europa/environment/chemicals/reach/reach\\_intro.htm](http://ec.europa/environment/chemicals/reach/reach_intro.htm) for access to the Directive. Refer to [www.echa.europa.eu/web/guest/candidate-list-table](http://www.echa.europa.eu/web/guest/candidate-list-table) for the current list of all SVHC candidate chemicals.

Review the listing of substances and indicate whether any of the substances are used in any products manufactured for LND, Inc. If a "yes" answer is indicated, record the LND part number and the % (by weight) that the substance makes up the entire LND part. Please return the completed survey to LND, Inc., Attention: QA Manager.

## CERTIFICATION

With the exception of any items identified in the substance listing contained herein, I declare that all parts supplied to LND, Inc. currently (and in the future) do (will) conform to the requirements of the REACH Directive 1907/2006.

Name (Print): \_\_\_\_\_

Signature: \_\_\_\_\_

Position: \_\_\_\_\_

LND Form 1-911-0074-01

19 October 2015

## Appendix G (LND Form 1-911-0074)



# LND, INC. – SUPPLIER MANUAL

## SUPPLIER CONFLICT MINERALS SURVEY

SUPPLIER: \_\_\_\_\_ DATE: \_\_\_\_\_

CONTACT/SURVEY SUBMITTED BY: \_\_\_\_\_

TITLE/DEPARTMENT: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ CITY/STATE/ZIP: \_\_\_\_\_

TELEPHONE/FAX: \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_

To Our Suppliers:

Mandatory by our customers and the Dodd-Frank Wall Street Reform and Consumer Protection Act, **LND, Inc.** is required to have all of our suppliers complete this survey. The reason for this is based on the U.S. Federal Legislation that has an impact on the electronics and manufacturing industries. On August 22, 2012 the U.S. Securities and Exchange Commission (SEC) adopted a rule mandated by the Dodd-Frank Wall Street Reform and Consumer Protection Act requiring U.S. publically traded companies to file disclosures and reports on their use of conflict minerals that originated in the Democratic Republic of the Congo (DRC) or adjoining countries. Our customers request this information from **LND, Inc.** and we must obtain this information from you, our suppliers.

Please answer each of the following questions:

- 1) Are tin, tantalum, tungsten and gold used in items, components or products supplied to LND, Inc. coming from DRC or an adjoining country? ☐ YES ☐ NO ☐ Undetermined.
- 2) Are any of the minerals (above) necessary to the functionality or production of the items, components or products supplied to LND, Inc. coming from DRC or an adjoining country? ☐ YES ☐ NO ☐ Undetermined.
- 3) Are any of the minerals (above), which are contained in items, components or products supplied to LND, Inc. coming from DRC or an adjoining country? ☐ YES ☐ NO ☐ Undetermined.
- 4) Do any of the materials necessary to the functionality or production of the items, components or products supplied to LND, Inc. originate from the DRC or an adjoining country? ☐ YES ☐ NO ☐ Undetermined.

If you answered "Yes" (or "Undetermined") to any question, please attach a list or report of the items, components or products that have been supplied to **LND, Inc.**, including the ore mines and organizations that produced the minerals for the year they represent.

If you answered "No" to all four questions, please read and sign.

I hereby certify that any tin, gold, tungsten, or tantalum that is used in the manufacturing of our products is obtained from sources other than the Democratic Republic of the Congo (DRC) or any country that shares an internationally recognized border with the DRC.

Supplier Signature: \_\_\_\_\_ Title: \_\_\_\_\_ Date: \_\_\_\_\_

Please FAX/Email this form to **LND, Inc.**, Attn: QA Manager at 516-678-6704 or sdavies@lndinc.com

**LND USE ONLY** – Date Received: \_\_\_\_\_ Action Required: \_\_\_\_\_

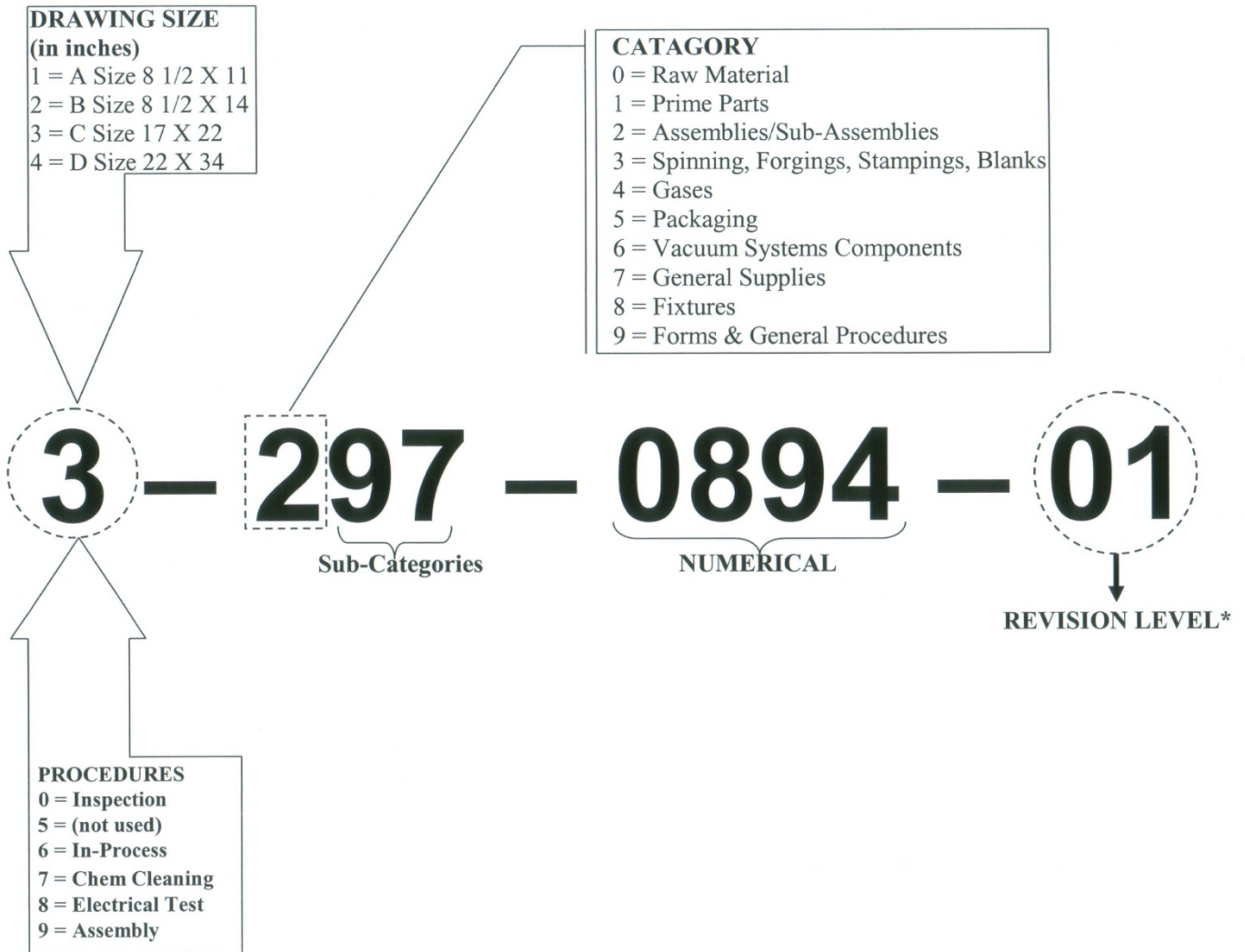
LND Form 1-901-0016-00

20 October 2015

## Appendix H (LND Form 1-901-0016)

# LND, INC. – SUPPLIER MANUAL

## LND NUMBERING SYSTEM



### Appendix I (LND Training Aid)

# LND, INC. – SUPPLIER MANUAL

## Supplier Proposition 65 Declaration

Proposition 65 (Prop 65), “The Safe Drinking Water and Toxic Enforcement Act of 1986”, is California legislation that requires businesses to provide a clear and reasonable warning about significant exposures to chemicals that cause cancer, birth defects, or other reproductive harm. LND, Inc. is committed to ensuring that the products it manufactures and sells meet or exceed applicable safety and regulatory standards, including the recently amended Proposition 65 requirements. Please refer to the website shown below for the current listing of Prop 65 chemicals:

[www.oehha.ca.gov/proposition-65/proposition-65-list](http://www.oehha.ca.gov/proposition-65/proposition-65-list)

LND, Inc. encourages our suppliers to notify us of any Prop 65 chemicals sold to or used in the manufacturing of parts/sub-assemblies that will be incorporated into LND products. Complete the form and return it to LND, Inc., Attention: QA Manager (sdavies@LNDINC.com).

Your Company Name: \_\_\_\_\_

Company Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Work Phone Number: \_\_\_\_\_

**PRODUCT INFORMATION** (Part number, description of part or substances, percent (%) of Prop 65 chemical(s) in parts or substances, and does chemical meet “Safe Harbor” limits):

The information you provide will ensure that LND, Inc. can pass along to our customers any warnings regarding any CA Prop 65 substances in our products that exceed the limits shown in the Prop 65 list, or contain Prop 65 substances but satisfy the “Safe Harbor” requirements.

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_

LND Form 1-901-0023-00

August 19, 2020

## Appendix J (LND Form 1-901-0023)