

Metro Optics Quality Terms and Conditions (QT&C)

This document describes Metro Optics of Austin, Inc. (METRO) expected requirements and/or Quality Terms and Conditions (QT&C) for purchased products and/or services that have a direct affect on the quality or timeliness of conformity of METRO product. The following communicates METRO QT&C to external providers:

- The METRO Purchase Order (PO) names and/or describes the processes, products and services the company (METRO) desires to be provided.
- The METRO PO for chemicals, plastic button blanks, calibration services, or measuring devices, or manufacturing equipment requires that the external provider give evidence of approved and accepted:
 - products and/or services;
 - methods, processes and production equipment; and,
 - the release of products and services to Metro; with or by an attached or accompanying signed certification (such as, when applicable, a materials test report (MTR); a certificate of conformance to specifications (C of C), or a certificate of Accuracy (C of A) or a certificate of Analysis (C of A).
- The METRO PO for services will, when applicable, specify what level of competence or qualification or certified training is required for the service, including any required qualification of service personnel.
- Products or services for METRO are considered “on-time” if they are delivered less than 1 week before the due date and/or no more than 3 business days after the due date on the PO, as long as Metro production schedules are not delayed.
- METRO controls and monitors receipt of providers’ product and/or service by inspecting the external providers’ product and or service and checking/verifying the provider’s timely and accurate delivery of what was ordered on the METRO PO (we call this monitoring supplier performance). METRO will communicate with the supplier when a supplier’s performance is not acceptable.
- All order fulfillment with process specifications shall be performed to the latest revision. Revision levels shall be listed on the certificate of conformance from the supplier.
- Inspection is to be performed and certified (approved and released) prior to release of (shipment of) product or service to METRO.
- Test methods used for calibration services shall meet national standards (NIST). Calibration suppliers shall include test method, name of device used for the test/calibration, the as-found condition of the submitted device, the supplier’s NIST traceable number(s), the final adjusted status, the level of accuracy of calibration (certainty), and planned frequency (next due date) and acceptance criteria on the certificate of conformance that is returned with submitted devices.
- If nonconforming product occurs as a result of supplier’s services, the supplier shall notify METRO in order to make applicable arrangements for the nonconforming product.
- If supplier makes any changes to its product or processes that would affect product purchased by METRO, then METRO shall be notified prior to the change. Supplier shall also notify METRO of any significant changes to management or facility.
- METRO, their customer and/or regulatory authorities shall have the right of entry to the supplier’s facility, at any level of the supply chain, involved in the order and to and to all applicable records.
- Subcontract work shall not be allowed unless prior approval is first obtained from/by METRO. If supplier (external provider) needs to subcontract any part of our order to another supplier, all required information shall be flowed down to the subcontractor, including any key characteristics.
- Suppliers shall retain production related records for a minimum of 4 years.
- Suppliers shall maintain an internal audit system and provide results to METRO if requested. The audits shall include assessing the risk of counterfeit product.
- Supplier shall have and practice a Foreign Object Debris (FOD) Awareness program.