ZOLTEK CORPORATION

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General Quality Requirements for Suppliers

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For prior revision history contact Quality Department

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- Signature of approval on file in Corporate Quality Department.

1.0 Purpose

This document defines the quality requirements of Zoltek, to which the supplier must adhere to, from the receipt of the purchasing order to the distribution of the product to Zoltek.

2.0 Application scope

This document is applicable for supplier, if it is referenced by Zoltek Purchase Order. With the acceptance of PO, supplier accepts the content of this specification.

3.0 Quality System

3.1 The quality system of supplier must be certified to ISO 9001:2015 per ISO requirements, or other standard accepted by Zoltek or completion of supplier survey as determine and accepted by Zoltek.

4.0 Supplier approval

4.1 Supplier shall be approved by Zoltek.
Criteria for approval are:

- Evaluation of quality system
- Review of first shipment's documentation
- Successful validation by trial production of supplied product.
- Competency (including required qualification of personnel) to produce and supply requested product.

Approval is executed for new suppliers, once qualified supplier is approved; Zoltek will notify supplier of approval for material validated. Zoltek then monitors delivery and quality requirements (on-time delivery, proper paperwork, required product data and certs) as applicable on a quarterly basis.

5.0 Supplied product approval

5.1 Supplied products shall be approved by Zoltek prior standard deliveries.
Criteria for approval are:

- Supplied product meets requirements (chemical composition, physical properties) defined in referenced product specification, technical data sheet or description identified in PO.
- Successful validation by trial production at Zoltek.

5.2 The supplier shall maintain:

- Design and development controls, as applicable,
- *Controls for critical items, or key product characteristics,*
- *test, inspection, and verification (including production process verification),*
- *statistical techniques for product acceptance, process performance and related instructions for acceptance by the organization.*

These items shall be provided if requested by Zoltek.

6.0 Supplied Environmental and Safety, Ethics and Social Charter

6.1 By acceptance of PO Supplier acknowledges product and processes meet all applicable safety, governmental and environmental regulations. Suppliers also agree to respect fundamental principles and rights at work in their own activities.

6.2 The supplier shall commit to maintaining the highest ethical standards and maintain data integrity as part of standard practices to ensure Zoltek receives reliable data for the products we purchase. Additionally, the supplier shall notify Zoltek of any issues with their product or use of their product which may affect product safety.

- *The supplier shall ensure that persons within their organization are aware of:*
  - *their contribution* to *product* or *service conformity;*
  - *their contribution to product safety;*
  - *the importance* of *ethical behavior.*

7.0 Foreign Object Debris or Damage (FOD)

Supplier shall establish and maintain standard practices and procedures (FOD / 5S methodologies, etc.) intended to prevent foreign object debris or damage (FOD) to Zoltek product being developed, procured, manufactured, inspected, tested, stored, and shipped. Ref only: Lean manufacturing tools define 5S, FOD program may use National Aerospace Standard (NAS) 412 for guidance.

8.0 Risk

The Supplier shall establish risk management throughout their process to minimized likelihood of providing non-conforming product to Zoltek. This process should provide for the assignment of responsibilities for risk management, the definition of risk criteria, the identification, assessment and communications of risks throughout production, the identification, implementation and management of actions to mitigate risks that exceed acceptable criteria.

9.0 Counterfeit Part

Supplier shall plan, implement, and control processes, appropriate to the organization and the product, for the prevention of counterfeit or suspect counterfeit part use and their inclusion in product(s) delivered to Zoltek. Examples of a counterfeit part can include, but are not limited to, the false identification of marking or labeling, grade, serial number, date code, documentation, or performance characteristics.

10.0 Product Serialization & Traceability

10.1 The supplier shall maintain a serialized record for each component manufactured. Suppliers shall not duplicate serial numbers on any given part number regardless of revision or configuration changes.

10.2 Identification and traceability are required for all material, where applicable.

11.0 Certification of Conformance

11.1 Suppliers have to provide certification of conformance for each shipment. The certification must state the material supplied conforms to all applicable specifications and purchase order requirements. The certification must be included with the required shipping documents (packing list, etc). The certification shall contain the following information:

- Supplier's name and address
- Product name and Part number
- Zoltek purchase order number
- Quantity of parts delivered
- Lot number (identification of how material is traceable within supplier's process)
- Actual chemical composition data if applicable
- Actual physical properties data if applicable
- Signature and title of the supplier's authorized representative that released the material / parts for delivery. An electronically transferred COA / COC without signature (responsible party identified) are acceptable.

11.2 Supplier's commitment: The supplier's certification to Zoltek requirements is critical to and contributes to the successful production of our products.

12.0 Shelf life data

12.1 Material with a limited shelf life shall reflect the date of expiring on each packaging unit. Bulk deliveries of product (chemicals/ commodity materials) shall be defined on paperwork at delivery/receipt.

13.0 Nonconforming product

13.1 Any deviation from drawings, specifications, or purchasing order requirements detected during the suppliers in process or final inspection, must be recorded and submitted to Zoltek prior to delivery of the products. Written approval from Zoltek is required prior to shipment. Supplier does not have authority to disposition this product.

13.2 Nonconforming product must be identified and segregated in a safe location in order to prevent the mixing with conforming products. Control and containment actions shall be maintained for all non-conforming products. If it is determined additional non-conforming

product exists based on the causes of the nonconformities; control and containment actions shall apply to supplier and sub-tiers supplier as required. If a supplier is responsible for the nonconformity, flow down applicable corrective action requirements to a supplier.

14.0 Acceptance of supplied product at Zoltek

14.1 Pertaining to the purchasing order, the acceptance of all products received is dependent upon product and/or documentation inspection by Zoltek. Acceptance by Zoltek does not absolve the supplier of the responsibility to provide acceptable product and does not preclude subsequent rejection.

15.0 Significant changes to the process

15.1 Prior to implementation of any significant changes in or to the process, (**including location of production, change in testing**) supplier shall notify Zoltek of this action. A significant change can affect the quality, durability or performance of product.

16.0 Right to Entry

16.1 Acceptance of an order allows Zoltek personnel, our customer representatives and regulatory agency representatives per a request in writing at a mutually agreed upon time (at least 2 week lead-time) the right of entry into supplier's facility to review /audit any product, process or records relative to Zoltek purchasing order.

17.0 Records retention

17.1 All manufacturing records which include material, special processing, testing, production control and inspection must be retained and available for a minimum period of twenty (20) years.

18.0 Corrective Action Requests

18.1 The supplier must respond to any Zoltek-issued Corrective Action Requests by the due date defined in corrective action. Extensions may be requested by due date if additional time is required.

19.0 Any exclusion / modification to these requirements shall be noted as an exception with reason and submitted to Zoltek when accepting terms. Zoltek Purchasing/ Quality departments may exclude / modify non-applicable sections if warranted (note on form QC-231). Example, record retention - How long does supplier retain production records; modification may be accepted if Zoltek holds receiving records for required retention period.