



## **Terms and Conditions**

To insure compliancy with the quality requirements, all Defined PRO Vendors have to:

- implement a quality management system;
- use customer-designated or approved external providers, including process sources (e.g., special processes);
- notify the organization of nonconforming processes, products, or services and obtain approval for their disposition;
- prevent the use of counterfeit parts;
- notify the organization of changes to processes, products, or services, including changes of their external providers or location of manufacture, and obtain the organization's approval;
- flow down to external providers applicable requirements including customer requirements;
- provide test specimens for design approval, inspection/verification, investigation, or auditing;
- retain documented information, including retention periods and disposition requirements;

Vendors must provide the right of access by the Defined PRO representatives, their customers, and regulatory authorities to the applicable areas of facilities and to applicable documented information, at any level of the supply chain;

Per request of Defined PRO, vendors have to provide proof of the following:

- their contribution to product or service conformity;
- their contribution to product safety;
- the importance of ethical behavior.