	<b>SYSTEM PROCEDURE</b> <b>Customer Property</b>	
<b>REVISION: 09</b>	<b>PROCEDURE NO.: 16</b>	<b>DATE EFFECTIVE: 03/12/20</b>

## 1. PURPOSE

- 1.1. The purpose of this document is to establish and maintain documented procedures for the control of verification, storage and maintenance of customer material provided for incorporation into deliverable product. Customer supplied Samples for design development, Customer supplied Tools for manufacturing process and Customer Returns.

## 2. SCOPE

- 2.1. This procedure applies to the control of:
- 2.1.1. Customer supplied Product such as raw materials, hardware, sub-assembly and/or components
  - 2.1.2. Customer supplied Samples
  - 2.1.3. Customer supplied Tool
  - 2.1.4. Customer Returns

## 3. PROCEDURAL REQUIREMENTS and RESPONSIBILITIES

- 3.1. The Director of Engineering, Production Managers, Production Supervisors, Product Engineers, Sales and Quality Assurance have responsibility for ensuring compliance with this procedure and to ensure the necessary resources for successful implementation are provided.
- 3.2. Raw Materials, Hardware, and Sub-Assembly / Components
- 3.2.1. Customer-supplied raw materials and/or hardware shall be verified, stored, and maintained per the applicable System Procedures that establish these controls for Tempco Electric Heater Corporation owned product throughout the manufacturing process.
    - 3.2.1.1. Product shall be identified per Control of Production 14.
    - 3.2.1.2. Product shall be verified per the Monitoring and Measurement of Product Procedure 19 based on documents provided by the customer.
    - 3.2.1.3. Product found to be lost / short, damaged, or unsuitable for use during the verification activities identified above shall be identified, documented, and dispositioned in accordance with Control of Nonconforming Product System Procedure 20.



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- 3.2.2. Customer Supplied Product (CSP) is processed in the same manner as Tempco Electric Heater Corporation purchased material or components. The only difference is that all customer-supplied material is initially identified and documented with a CSP nomenclature and a Tempco part number. All Customer Supplied Material is identified in the item master and maintained in the inventory system.
- 3.2.3. Customer Returns (RMA) are authorized by the Sales/Customer Service through the Return Authorization and is subsequently identified and tagged in accordance with Control of Nonconforming Material System Procedure 20.
- 3.2.4. Customer Samples (CSA) are authorized by the Sales/Customer Service through the Customer Sample Program (CSA) and is subsequently identified and tagged under the Customer Sample Authorization.
- 3.2.5. Customer Supplied Tools (CSTL) are authorized by the Sales/Production Managers /Product Engineers and identified as CSTL-XX-XXX in Part Program.

**4. PROCESS FLOW**

Not Applicable.

**5. RECORDS**



- 5.1. Receiving/Packing Slip
- 5.2. Incoming QC form
- 5.3. Nonconforming Material Report
- 5.4. Customer Sample Authorization
- 5.5. Parts Program

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## 6. REVISION HISTORY

REVISION LEVEL	DATE OF REVISION	SECTIONS	DESCRIPTION OF CHANGE
00	06/20/08	All	Initial Release
01	05/26/10	All	Added 3.2.4 and 5.5 for customer sample program
02	06/06/12	3.1	Add Sales after Product Engineers
03	06/05/14	3.2.1.2	Added "based on documents provided by customer"
04	05/20/16	3.2.1.1	7.5.1 changed to 7.5.3
05	01/29/18	3.2	Was Procedure 7.5.4. Updated procedure numbers in section 3.2 (4 places)
06	06/28/18	All	Added Customer supplied Tool in Part Program
07	10/01/18	3.2.5	Changed CST-XXX-XXX to CSTL-XX-XXX
08	01/09/20	3.1 and Authorization	3.1 changed Vice Pres of Operations to Director of Engineering, and added Production Managers Changed Prepared by position to Director of Engineering Changed name of Prepared by and Management Rep name to Samir Patel.
09	3/12/20	3.1 and 5.3	Removed purchasing from 3.1 Removed 5.3 and re-numbered the sequence

## 7. AUTHORIZATION

POSITION	HELD BY	AUTHORIZATION SIGNATURE OR INITIALS
Prepared By: Director of Engineering	Samir Patel	
Senior Management Representative: Chief Financial Officer	Paul Wickland	
Management Representative:	Samir Patel	