

O&W HEAT TREAT, INC.

SPECIALISTS IN AEROSPACE METALLURGICAL PROCESSES • ATMOSPHERE BRAZING & HEAT TREATING

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Dear

Subject: New Customer Package

Welcome to O&W Heat Treat, Inc. and thank you for allowing us to serve you and your heat treating needs. We appreciate your trust in our services and we will do our best to earn that trust every day.

Included in this New Customer Package are the following documents, which should be forwarded directly to your Quality Manager or Accounting Dept, as applicable: a.) a copy of our Nadcap cert, b.) our Terms and Conditions, c.) our Default Hardness Sampling Plan, d.) our Specification Revision Protocol letter, e.) our Surface Contamination letter, f.) a Customer Satisfaction Survey for your use down the road, and finally, g.) a credit application.

Once established as a customer, you will receive a unique customer code and password which will allow you access to these documents on our website - see below. Standard policy is for us to place your initial PO on hold until we have confirmation that you confirm that you have received this New Customer Package. All orders are processed on a COD basis until the credit application process is complete.

We believe the best way to make sure that your needs and requirements are properly addressed is to have a free flow of communication between all parties. There are things that we need to know about your company and how you want to operate, and about the jobs that you will be sending us. There are also things about O&W, and how we function, that you should know. So lets get started.

About your company:

If your company has Terms & Conditions of Purchase, please e-mail a copy to (qc@owheattreat.com) as soon as possible. This will allow us to review them, and if questions arise, address them before we start work.

If your quality system requirements are flowed down to your suppliers via Quality Codes or a Supplier Quality Manual, please e-mail a copy in PDF format to the above listed e-mail address. We prefer this method because it will allow us to link your requirements into our quality system for easy access. And please remember to list the revision letter or date of your quality documents on every P.O. In that way, we can make sure we are up to date with your requirements.

If your company has a web site that lists contact information, please let us know. Otherwise, it would be helpful to get a list of purchasing and quality personnel that we might have to contact. Their fax numbers, e-mail addresses, and phone extension #'s will make sure that your job is not delayed due to some minor question.

If you need to have a desktop audit or an on site quality audit completed prior to starting a job, please contact us as soon as possible so that we can make arrangements. We are Nadcap accredited for Heat Treating/Brazing as well as for our Quality System, which should answer most of your questions.

About O&W Heat Treat:

Our web site www.owheattreat.com should be your first stop in finding out what we can do for you. Once you are on the site, please hit the "Customer Help" button. It will show how to navigate around the site.

Virtually everything you need to know about us and our services is right there. You can find a copy of our Nadcap certification, our capabilities, how to find us and who to contact on the front page of our website.

Once you are a customer, we will provide you with a login code and password that will provide access to critical documents and important features. First and foremost, you will be able to access our Standard Terms and Conditions, our Specification Revision Protocol policy letter, our Default Hardness Sampling Plan, our Surface Contamination Testing standard release letter (if applicable) and finally, a Customer Satisfaction Survey for your use down the road - these documents are critical, and should be forwarded to your Quality Manager for review and approval prior to issuing any purchase orders to O&W. We will assume that any purchase order issued to O&W indicates full concurrence with these documents. In addition, you will be able to download our Quality Manual, print a list of specifications that we can perform and, most importantly, *you will be able to see if your job is ready to be picked up or is ready to be shipped by a parcel service*. If you don't have easy access to the internet, please call us and we will be happy to put a package together which will include all of the key documents found on the web site.

Finally, let me extend a personal invitation for you to come down and visit us at O&W Heat Treat. A quick tour of our facilities and a few introductions can often set the right tone for a solid business partnership.

A Word about P.O.s

Your Purchase Order is the key to getting your job to flow smoothly and quickly through our facility. The following is a list of things, in addition to the standard requirements, that should be on every P.O.:

- Name of a contact and their extension number and fax number should a question arise.
- Condition and Form of Material - Unfortunately, it is not enough to just list the common material name when specifying a desired heat treat. For example, 17-4 PH is insufficient. AMS 5643 or 17-4 PH Condition A does tell us what we need to know. Please be aware that the wrought form of a material may be processed differently than the casting version of the same material. Also, if the material is supplied in raw stock form, we cannot certify to a "number of parts heat treated" unless we know the number of parts made from each unit of raw stock.
- Prime Contractor or End User - Virtually all primes require this information to be flowed down to all sub-contractors. Any quality document references (ASQR-01, SPOC 002, etc) that are flowed to you by your customer must also be flowed down to us. Whether or not we can do the job, how we prepare it, how we test it, how we convert hardness readings, and how we store the resulting quality records, all depend upon that information.
- Frozen Process or Part Specific Process Approval Required - If your job requires special quality planning, prime contractor approval, frozen process approval or is an already established frozen or fixed process, this information must be explicitly called out on your P.O.
- Heat Treat Specification and Revision - please see the Specification Revision Protocol letter on our web site.
- Rated Orders - If your job is a military DX or DO rated order AND you have a valid contract number, please clearly indicate both on the P.O. We cannot honor rated orders without a contract number per "Defense Priorities and Allocations System" 15 CFR Part 700.
- Test Pieces - If you are including test pieces, please indicate that on the P.O. If the test pieces are semi-finished, make sure that they are clearly identifiable. A stainless steel wire loop and a "cut" on the part will make sure that the test piece is never treated as an actual part. (Red pen marks and small vibro-scribed marks are not adequate.)

- Waivers - If the stated specification requires a type of testing (i.e. tensile tests) that your customer does not require you to do, please indicate that on your P.O. We certainly don't want to hold up a job when there is no reason to. Although we do not perform tensile testing, we will make sure that your tensile bars, if any, are run with the job.
- Blue Prints & Operation Sheets - Referencing B/P and op sheets on your P.O. is a good way to communicate additional requirements for the job IF you attach the document to the P.O. At least 10% of the jobs we have to put on "hold" are because a P.O. references a B/P note that is not available. By the way, we cannot store or pull old op sheets "to see what we did before, and do the same thing".

Surprises

They say that there are no "good" surprises in the aerospace industry; that may not be true but most surprises **will** add time or cost to a job.

What we do, so there are no surprises.... We tell you exactly what we are going to do! Our Terms and Conditions, our Quotes, our Certifications spell out exactly what you should expect. If there is any aspect of this information that does not exactly match your customer's needs, please let us know and we will help you modify your P.O. so that all the bases are covered. We want to be a partner in fulfilling your contractual and specification requirements with your customer.

What you can do so there are no surprises.... Make sure that when you request a quote you flow down all of your customer's unique requirements. If you have special handling, racking, cleaning, testing, or marking requirements, let us know before we quote the job. If you are quoting 10,000 pieces that will be delivered in individually heat sealed bags and want them back the same way, let us know - we will provide pricing for this special requirements, or recommend alternative methods if possible. If you want to have parts dropped shipped from another vendor or from a material supplier, we are happy to accommodate, but make sure that a copy of your PO for O&W is dropped shipped with the material. If you need special wording on our Certification or need job numbers, work orders, and heat lot numbers listed, let us know on the P.O.

If you plan on sending your parts via UPS or FedEx, please make sure that the packaging is suitable for the return trip. We strongly suggest double boxing parts since some of the delivery services can be rough on packages.

Delivery Schedules and Turn Around Times

We will always try to fulfill your scheduling requirements but we cannot accept any "due dates" on your PO as an implied commitment on our part. Furnace maintenance, prime contractors priorities, DX/DO rated orders, special handling and scheduling requirements can all impact the best of plans. We will do our best to serve you and your needs in a timely fashion. If you need to expedite a run, we will do our best, but there is no guarantee. And please don't ask us to commit to a delivery schedule before we actually take receipt of the parts.

Thank you again for allowing to serve you. If you have any questions, please contact us at your convenience.

Donald White
QCM