

O&W Heat Treat, Inc.

SPECIALISTS IN AEROSPACE METALLURGICAL PROCESSES \$ ATMOSPHERE BRAZING \$ HEAT TREATING

1 BIDWELL ROAD, SOUTH WINDSOR, CONNECTICUT 06074 PHONE 860.528.9239 FAX 860.291.9939 E-MAIL info@owheattreat.com

New Customer Package

Welcome to O&W Heat Treat, Inc., and thank you for allowing us to serve you and your heat treating and brazing needs. We appreciate your trust in our services, and we will do our best not only to earn that trust, but to keep it 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.) Introduction, b.) Credit application, c.) ACH/EFT Authorization, d.) W-9 form, e.) our Specification Revision Protocol letter, f.) our Surface Contamination letter, g.) Hardness inspection Waiver, h.) our Default Hardness Sampling Plan.

Your first 1-3 orders will be COD. When your credit application has been completed and returned, a credit check will take place and if approved, an account with a credit limit will be established. Once established as a customer, you will receive a unique customer code and password which will allow you access to Customer Sections on our website - see below.

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.

About your Company:

If your company has Terms & Conditions of Purchase, please e-mail a copy to (info@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 extensions will make sure that your job is not delayed due to a minor question. Including the email of your primary contact on your PO will save a great deal of time!

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.

When submitting Requests for Quote (RFQs), please be sure that all pertinent information, including, but not limited to materials of all details; heat treating or brazing specification; blueprint; special requirements

such as fixturing, testing, etc.; form the product will be in when we receive it; other flow down documents required by Prime, etc. Make sure that when you submit an RFQ that you flow down all your customer's unique requirements as well. 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 sealed bags (for example) and want them back the same way, let us know - we will provide pricing for these special requirements, or recommend alternative methods if possible. We can only provide accurate pricing estimates if all relevant information has been provided.

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 an established 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.

Finally, we would like to 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 with key personnel can often set the right tone for a solid business partnership.

Purchase Orders:

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, fax number and email should a question arise. This is very important - P.O.'s missing this information frequently suffers delays as we struggle to contact the correct individual at your company.
- 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 - this must be clearly indicated on your P.O.
- 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, for example) 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, how we store the resulting quality records, etc. 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.) It is always best practice to separately bag your test material from your lot of production material/parts.
- Waivers - If the stated specification requires a type of testing (e.g., tensile testing) 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 provided, are run with the job.
- Blueprints & 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 must put on HOLD are because a P.O. references a B/P note that is not available because the B/P was not supplied with the order. We cannot store or pull previously supplied Op Sheets or B/P’s “to see what we did before and do the same thing”.

Unforeseen Events:

There are no good surprises in the aerospace industry. That may not always be true, but most surprises will add time or cost to a job.

To avoid surprises, we make every effort to let you know exactly what we are going to do. Our Terms and Conditions, our Quotes, and our Certifications spell out exactly what you should expect. If there is any aspect of this information that does not exactly match your needs, or 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 helping you fulfill your contractual and specification requirements and obligations to your customer.

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 P.O. for O&W is drop 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. Braze jobs must be given special consideration. Often, customers supply the details to be

brazed in adequate packaging, but that same packaging cannot safely fit or accommodate the finished brazed assembly. This must be considered, as we only return jobs in their original packaging.

Delivery Schedules and Turn Around Times:

We will always try to fulfill your scheduling requirements, but we cannot accept unilaterally imposed "Due Dates" on your P.O. as an implied commitment on our part. Furnace maintenance and testing, Prime Contractor priorities, DX/DO rated orders, special handling and scheduling requirements can all impact on our carefully considered production 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 understand - we cannot commit to a delivery schedule before we physically take receipt of the parts.

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



Brian Thurston
Quality Manager
O&W Heat treat, Inc.