# Quality Clause TQC-01

## General Quality Requirements



**NOTICE:** A printed copy of this document may not be the current version. The current version is always the version published at **https://www.tempocom.com/vendor-info/**

### A. Scope

TQC-01 applies to all Tempo Communications, Inc. Purchase Orders. By delivering goods or services to Tempo Communications, Inc. ("Buyer"), Seller certifies compliance with all requirements stated herein.

### B. Right of Access

Seller shall ensure the right of access by Tempo Communications, Inc., its customers, and applicable regulatory authorities to all areas of Seller's facility and to applicable documented information, at any level of the supply chain, relevant to this Purchase Order.

### C. Personnel Awareness

Seller shall ensure that all personnel involved in the performance of this Purchase Order are aware of:

- Their contribution to product or service conformity;
- Their contribution to product safety; and
- The importance of ethical behavior.

### D. Flow-Down of Requirements

Seller shall flow down all applicable requirements of this Purchase Order to sub-tier suppliers and subcontractors, including customer requirements where specified. Seller is responsible for the compliance of all sub-tier suppliers with applicable requirements.

### E. Nonconforming Product Notification

Seller shall promptly notify Tempo Communications, Inc. of any nonconforming processes, products, or services related to this Purchase Order. Seller shall obtain Buyer's disposition approval prior to shipment of any nonconforming product. Seller shall prevent the use of suspected unapproved, counterfeit, or nonconforming parts.

### F. Change Notification

Seller shall notify Tempo Communications, Inc. prior to implementing any changes to:

- Processes, products, or services covered by this Purchase Order;
- Sources or location of manufacture; or
- Suppliers providing materials or services for this Purchase Order.

Changes shall not be implemented without Buyer's written approval where required.

### G. Record Retention

Seller shall retain all records, documentation, and data related to this Purchase Order for a minimum of ten (10) years from the date of delivery, or as required by Buyer's customer requirements, whichever is longer. Records shall be made available to Buyer upon request and disposed of thereafter in a secure manner.