



DOING BUSINESS WITH AMERICAN METAL TECHNOLOGIES, LLC



SUPPLIER QUALITY MANUAL

Preface

This document applies to all current and potential Suppliers to American Metal Technologies, LLC (“AMT”).

If the Supplier takes exception to any expectations covered in this manual or to those expectations specifically referenced on the request for quotation or purchasing documents, it will be the Supplier’s responsibility to obtain written permission for deviation from the Purchasing Manager for AMT, otherwise it is expected that Suppliers will comply fully and completely with the requirements set forth in this document. The preferred communication language is English.

Mandatory requirements are preceded by the words “shall”, “must”, or “will”. A preferred approach is indicated by the word “should”.

This document is controlled and issued by AMT. This original document, revisions, and notifications will be issued to Suppliers. Printed copies of this document, Supplier forms and various other reference documents that detail AMT’s requirements are considered uncontrolled.

This document is considered incomplete without the supplier’s knowledge of the core tools from AIAG standards, IAQG Oasis registration for aerospace suppliers and understanding of the ISO 14001 environmental standards.

- Quality System Assessment (QSA)
- Advanced Product Quality Planning and Control Plan (APQP)
- Fundamental Statistical Process Control (SPC)
- Potential Failure Mode and Effects Analysis (PFMEA)
- Production Part Approval Process (PPAP)
- Measurement Systems Analysis (MSA)
- Materials Management and Operations Guidelines (MMOG)
- Environmental Management Systems ISO 14001 (EMS)

**Supplier is responsible for obtaining the current revisions of these tools and is expected to adhere to the processes they provide.*

If this document is modified, AMT will post the updated revision via the AMT Website.

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Introduction

American Metal Technologies (“AMT”) prides itself with registration to the ISO 9001 and IATF quality management standards. AMT strongly recommends all Suppliers understand the automotive standard. The goal of Quality System Requirements is the development of a fundamental quality system that provides continuous improvement, emphasizing defect prevention and the reduction of variation or waste in the supply chain. To stay compliant to these standards, AMT is required to establish a Supplier development process.

This Doing Business With-Supplier Manual communicates the requirements and expectations of AMT’s Suppliers. The requirements described in this manual apply to all production Suppliers and Subcontractors. Where referenced, You and Your is describing the Supplier that is applying product or services for our customers.

To assure the long-term success of our mutual business interests, it is necessary that we work together to dedicate ourselves to continuous improvement of our products and processes. The results of these efforts will provide a competitive advantage through improved customer satisfaction for both parties.

This document is in accordance with the requirements of the Automotive Industry Standard (IATF) and should be added to your Customer Specific Requirements (CSR) within your formal quality plan.

Visitation to AMT may be conditional, as some locations may be prohibited. For further details, contact your SQE.

Quality Policy

The cornerstone of our Integrated Management System (IMS) includes securing a superior supply base that shares the same goals. All Suppliers are required to develop a quality management system. The system should define their goals for continuously improving customer satisfaction, quality, reliability, and productivity to reduce variation and waste; including but not limited to the following:

- Quality Management System
- Quality Policy and Objectives
- Quality Manual
- Documented Procedures and Records
- Control of Documents, Engineering Specifications, and Records
- Record Retention-When not defined, Minimum two years is required.

These are our Statements:

Policy:

“CONTINUAL IMPROVEMENT MEETING CUSTOMER REQUIREMENTS”

American Metal Technologies’ goal is to produce quality products that meet or exceed customer expectation, to deliver product on time, and to provide a competitive cost. AMT is committed to complying with all applicable requirements and continually improve the effectiveness of quality management system.

Objectives:

- ZERO DEFECTIVE PART TO CUSTOMER
- COMPETITIVE COST
- ON TIME DELIVERY

Environmental Statement:

American Metal Technologies regards environmental protection as one of its basic principles.

To preserve these principles, AMT is committed to these key points:

- Maintain compliance with environmental laws and company policy.
- Seek control, reduce & eliminate pollution.
- Continual Improvement

Goal:

- Customer satisfaction through continuous improvement.

Management Responsibility

Your top management shall provide evidence of its commitment to the development of the quality management system and continuous improvement with measured effectiveness. ISO 9001 will be referenced for compliance of your management responsibility. Your facility will be audited to the ISO 9001:2015 standards audit requirements. Frequency will be based on your score. It is also your team's responsibility to enforce the knowledge of the severity of the product and communicate with your employees the customer's expectation.

Resource Management

All Suppliers shall determine and provide resources needed to implement and maintain the Quality Management System and continually improve its effectiveness to enhance customer satisfaction. AMT recognizes the necessity of effective training and its importance to a successful organization. Suppliers are required to hold the necessary skill training records for not only the production aspect of their employees, but the records for employees involved in the management of the quality systems. Valid certificates for outsourced processes quoted for the completion of their products must be submitted. Suppliers must also follow regulatory and statutory laws and promote safe working conditions for their employees. The signing of this manual means the suppliers are aware of the controls and are adhering to their restrictions. Supplier agrees to humanity laws and abides by State and Federal controls.

Request for Quotes (RFQ)

Failure to submit feasibility or line-item details of the bid will result in rejection of quote.

Quoting Privileges

Potential new Suppliers or current Suppliers that are not in new business hold or removed from the Approved Supplier List (ASL) may quote for AMT. A defined process must be followed for quoting. AMT utilizes several forms that create a quoting package that must be adhered to for any quote submissions.

New Suppliers must complete a risk assessment and offer supplier contacts to the purchasing department. This Doing Business with AMT Manual should accompany RFQ's, and a signed acceptance letter must be kept on file. Please send applicable certifications along with your sign offs when submitting Quotes.

A major requirement is the Feasibility Assessment. Any issues that the Supplier may have, must be documented on the Assessment form. Details of tooling, with a breakdown of each general operation, (examples: die cast, trim, shake out and packaging) should be line itemized to clarify the different areas of costs involved. This is a requirement from our customers that AMT must adhere to.

Quoting Guidelines

AMT strives for a strong agreement between both parties. Good quoting practices are beneficial to a smooth process. AMT has a checklist in our RFQ package that must be completed. Any exceptions must be in writing on the quote. APQP/PPAP and packaging costs must also be included.

Confidentiality

The Supplier shall keep all confidential and proprietary information of the Buyer in strictest confidence and further agrees not to disclose or permit disclosure to others. A Non-Disclosure Agreement must be signed by all potential and current Suppliers to keep it on file. Proprietary information will not be used for any other purpose than the purpose of the Agreement. Supplier shall protect Buyer's confidential and proprietary information using the same degree of care with which it protects its own confidential information. By signing the Non-Disclosure Agreement (NDA), the Supplier acknowledges that the information remains confidential beyond the Agreement for ten years. Buyer retains ownership of all proprietary rights with technical data that is disclosed to any Supplier.

The Supplier shall not disclose such data to others. Exceptions, prior to disclosure by Buyer: (a) data already known to the public or (b) knowledge of such data. For this paragraph, "data" shall mean all design, engineering, technical information (whether patentable or not) and the like, concerning articles of manufacture, manufacturing methods, processes or treatments and chemical composition, software, plant layout and tooling.

Supplier waives all claims regarding Buyer's use of all data disclosed to Buyer regarding the goods or services covered by this order unless, prior to disclosure by Supplier to Buyer, such data is the subject of a written confidentiality agreement signed by Buyer. Supplier assigns to Buyer all rights, title, and interest in and to all data, inventions (whether patentable or not), trademarks, and copyrights in any items created by Supplier for Buyer under this order.

Product Realization

Advanced Product Quality Planning

AMT uses the AIAG Advance Product Quality Planning and Control Plan Manual and Potential Failure Mode and Effects Analysis Manual format for organizing a new product or process. The Supplier shall use the guidelines in these manuals for the development of product and process control plans. Evidence of Advanced Product Quality Planning (APQP) is documented and submitted to AMT in the Production Part Approval Process (PPAP) submission.

AMT requires quality planning meetings and will require regular attendance to address all issues related to design, manufacturing feasibility, production planning and management. It is mandatory that Suppliers participate in these activities as needed. Suppliers should include a cross-functional team from engineering, quality production, sales, material planning, logistics and purchasing. A checklist is available upon request.

Manufacturing Feasibility

The Supplier shall have a formal documented process for determining the feasibility of all production parts. This shall include a form requiring cross-functional team review and sign off from engineering, manufacturing, quality, and material planning and logistics. Forms should be in RFQ package.

PPAP Requirements

Failure to meet the PPAP requirements will delay tooling purchase payment.

Part of the APQP process is the testing of the production parts. A Level III PPAP submission is required from all Suppliers that have been awarded a purchase order. Reference the AIAG PPAP Manual for expectations. Annual layouts are required after initial PPAP submission and a signed PSW has been received. If a new PPAP was submitted due to a change in the initial PPAP, the annual layout date will follow the latest PPAP and PSW submission. For assistance in creating a PPAP, a PPAP handbook is available from AMT.

Laser scanning to the customer's part model is a requirement. It is mandatory that the Supplier provide photos, identification and the location of the Supplier's and Customer owned tooling.

Pre-Production samples, prior to PPAP, must be protected against accidental use and must be properly identified before entering AMT.

Technical Reviews

All Suppliers are subject to Technical Reviews. Prior to the program being awarded to the Supplier, a visit to AMT for a technical review of all items is required. When AMT is subject to a technical review by a customer that involves the part manufactured by you, presence of personnel from your facility may be required.

Labeling Requirements

Labeling requirements are addressed in the APQP phases and must be adhered to per customer requirements. AMT will not accept products that do not meet the criteria.

Safe Launch

Controls for shipping products that are in the beginning stages of APQP is a requirement. Safe Launch is a form of control that validates a product before entering AMT. The Safe Launch approach should be listed in the Control Plan to protect AMT from the unintended receipt of suspect or unapproved product.

Purchasing Requirements

Requests for Quotations AMTRFQ@amermetals.com

Quotations must be returned to AMTRFQ@amermetals.com within the specified time on the RFQ. Unless otherwise requested, all information must be completed in full. Failure to complete all requested information may preclude the Supplier's quotation from being considered.

The Supplier must provide a quotation per the part drawing submitted. Any exceptions to the part drawing or RFQ requirements must be noted in the exception area of the Supplier's bid response. All applicable industry standards that apply to the quoted part must be disclosed regardless of inclusion on previous quotes. Suppliers are encouraged to provide suggestions regarding part design that would aid in the manufacturing of the part and thereby reduce costs but should also provide a price based on the part as designed with no changes.

The Supplier shall quote tooling and capacity based on manufacturing per standard week defined as no more than 100 manufacturing hours per week. Any capacity based on more than the standard workweek must be noted by the Supplier and accepted by AMT. The feasibility form must accompany all RFQ's. Your form may be used if agreed on by AMT personnel.

The Supplier shall provide a price based on the Estimated Annual Usage (EAU) shown on the RFQ. AMT will accept quotations referencing minimum lot requirements. Known lower volume RFQ's must focus on the ability to repeat smaller orders, commitments from supply chains and the costs for seeking newer suppliers when changes occur. EAU is a guideline only and in no way guaranties volumes from AMT.

The Supplier should consider and include in the quotation the cost of special packaging or handling for a part (layer packaging e-coated parts, stack packing parts with a tight flatness requirement, etc.). The Supplier should contact either purchasing or the program manager with any questions as to packaging requirements for a specific part. The Supplier should specify the type of packaging or special handling included in the quotation and the cost associated with such.

Failure to complete and return the quotation on time or provide all requested information may preclude the Supplier's quotation from being considered or receiving future RFQs.

During the quotation phase of any project, the Supplier is expected to hold the same price quoted on the initial quotation. Any price increase must be justified and may eliminate the Supplier from obtaining the production business.

For special service or specification whereas defined criteria is to be held for products and or services, the supplier must adhere to the purchase order statement for defined documentation that product or service is to print. This includes, but is not limited to, testing results, lot number associated with product and if required, unique identification of product. For further details contact your SQE.

Contract Review

Acceptance of a purchase order and/or contract to supply product to AMT constitutes acceptance of the requirements of this Supplier manual as well as the terms and conditions shown on the purchase order, unless otherwise agreed in writing by the Supplier and AMT.

Change Control

Written approval from AMT is required prior to all proposed implementations from the approved PPAP submission. Parts produced on a changed process must be sampled in the same manner as initial production. After approval of the process change and/or re-PPAP, the initial production shipment must be identified which will serve as the cutoff point and no parts should be manufactured in the older method, unless approved to absorb current inventory.

Advanced notice of shipment must be communicated and documented to the appropriate AMT Materials Manager, Program Manager, Manufacturing Engineering Manager, Supplier Quality Engineer, and Purchasing Manager.

Supplier Change - Deviation Request Forms must be completed/updated and submitted with proposed changes. Your form may be used if agreed on by AMT. If you do not have a form, you can request one from AMT.

Invoice Requirements

Supplier Invoices

A Supplier's invoice must contain the following information:

Part Number, Description, Quantity, Unit Price and Extension, Freight Carrier, and Purchase Order Number.

An invoice must be submitted per the purchase order requirements. Suppliers will be paid the approved price on the purchase order. Absolutely no verbal authorization to differ from that price allowed. Payment terms will be calculated once the invoice has been received. Invoices for tooling must include a copy of the approved warrant for timely processing of payment. A Supplier's tooling invoice can be held until the tool design has been submitted and your PPAP submission has been approved. Quote should state standard payment terms of net-60 days.

AMT Invoices

A Supplier must abide by the terms and conditions referenced on all purchase orders. It is imperative that a Supplier understands and adheres to the requirements and conditions. A purchase order will be issued for a Supplier's quoted price. Any requested pricing changes must be submitted to purchasing for approval and must be justified.

Tooling Requirements

A Supplier must produce all tooling as documented on the original Supplier quotation. Deviations must be noted and approved by AMT. A Supplier is expected to quote estimated tool life, provide tool life status monthly and maintain all tooling for the life of the program. All general repairs and maintenance are the responsibility of the Supplier. Failure to maintain tooling in a proper manner or negligence by the supplier may result in the Supplier being charged for any required tooling repairs or replacement. Any agreements made outside of this statement must be in writing in the agreement between AMT and Supplier.

- A Supplier is required to provide a timing plan with updates as required (initial and revised tooling) until full PPAP approval is given.
- Suppliers should not ship any parts without PPAP approval or written authorization from AMT. This requirement excludes samples submitted with the PPAP package.
- Tooling shall be marked per requirements as specified in the APQP review meetings.
- Tool life monitoring (shot count) is required for all active part numbers shipped to AMT. Tool monitoring spreadsheet needs to be filled out monthly (see below) and sent to the designated AMT Supplier Quality Engineer (SQE).

Customer Property

All tooling is to be permanently tagged with the proper customer owned tooling description. Photos of tool and tag placement must be provided before tooling purchase order payment can be approved.

Electronic Data Interchange (“EDI”)

All Suppliers are required to be EDI capable. AMT will provide Supplier EDI weekly releases which will contain the confirmed, planned and forecasted amounts required. Suppliers are expected to confirm and ship to the weekly schedule. Suppliers are required to send 856 automatic ship notices through EDI, when shipments are made to AMT. Shipping logistics are documented on the AMT Purchase Order.

- AMT will provide shipping schedules that must be adhered to. In some cases, dedicated-combined pick-ups are established to reduce freight costs. Additional costs incurred by AMT due to Supplier inability to meet these requirements will be debited to the Supplier.
- AMT will be allowed a 10% +/- variance on release quantities.
- All Suppliers are required to immediately communicate any potential problems that may impact AMT's operations to AMT's Material Manager; e-mail is the preferred method of communication. A proposed corrective action and contingency plan is required.

Shipping Documentation

Suppliers are required to provide a packing slip which must include the part number, quantity, revision level, purchase order number, and bill of lading number. When shipping directly to AMT, the packing slip must be enclosed in a packing list envelope and adhered to the shipping container. If shipping direct to a Sub-supplier for AMT, a copy of the packing slip must be e-mailed directly to AMT's Materials Manager or shipping clerk and your SQE.

Packaging

All Suppliers are required to implement a packaging plan that follows environmental guidelines in ISO 14001. Suppliers may be required to complete packaging forms from AMT or the customer. The Supplier is required to obtain necessary approvals prior to initial shipment of material to AMT. Standard pack quantities are to be established and returnable container use is highly encouraged. Alternate or expendable pack must be planned and should have standard pack instructions with quantities as well.

- Supplier returnable containers to be identified with "return to" placard with supplier name, city, and state
- Bar code labels are required on all four sides of a container.
- Labels must include part number, quantity, manufactured date, and Supplier name and/or code.
Additional information may be required.
- A sample of labels and placards to be provided and approved by AMT prior to initial shipment.
- Packaging must be a line item on all bids.

Validation of Processes

Supplier must document and retain the dimensional results and product integrity as stated in the Control Plan. These records must be readily available to AMT upon request. Casting Suppliers are required to document and retain the material composition of parts produced and provide AMT the certification for each production cast date when requested. Equipment calibrations or Providers for certification must be valid with scope and certificates.

Control of Non-Conforming

Product at your facility

The Supplier shall have a system to identify non-conforming product. A color-coded tagging system is the preferred method. Quarantine methods must be used to avoid shipment of non-conforming material. In the event a non-conformance is discovered, and shipment has been made, you must contact AMTQuality@amermetals.com with the last known clean point. Parts not PPAP approved will be considered counterfeit and unacceptable to AMT.

Sample parts may be supplied at no cost to AMT to check casting quality/integrity at any time with prior notice to AMT. Placards must accompany all parts.

Product at AMT

If a non-conforming product is detected at AMT, our expectation is for a Supplier Representative to be present at AMT to witness the shortcoming and understand the consequence of the defect. On high volume or high scrap percentage parts, AMT may assist the Supplier with defect/scrap data to help improve the process to prevent non-conforming material from entering our premises.

It is the responsibility of the Supplier to incur the costs for returning rejected material, sorting, and/or reworking nonconforming material received at AMT. These costs can include material, return shipping, handling, AMT labor, and contracted services.

If conforming material cannot be provided in time to support production needs, AMT may work with the Supplier to rework materials. This will be at the Supplier's expense. This will include any costs that may have been incurred at AMT's customer.

AMT is to be protected from additional or excess costs when the costs are directly attributable to a Supplier's quality or delivery problems or their failure to comply with specified requirements. When a non-conformity is found internally at AMT, a representative should be available to meet at AMT to analyze the issue and offer sorting solutions. AMT will not be responsible for inspections, sorting or rework due to a defect created by a Supplier. A nearby offsite service may be used at the Supplier's expense. Agreements will need to be made prior to any outsourcing of inspection. AMT will not be liable to monitor the service. Exceptions to this may be discussed with the Quality Manager at AMT.

AMT prefers Suppliers with a scrap rate under two percent. Scrap rates over five percent may ask AMT to track defect locations to support process improvements. Some suppliers may be required to enter a scrap agreement for fallout. This should be determined at the tech review or kick off. Sudden changes in processes that create higher fallout than projected during PPAP testing resulting in over five percent scrap may prompt this agreement.

Warranty

In the event a Supplier defect has been detected in the warranty phase, the Supplier will be asked to treat the warranty request the same as a corrective action request. Evidence to support the activities of the corrective action is required.

Corrective Action

AMT follows the 8D Problem Solving Methods that are detailed in the CQI-20 Practitioner Guide.

If AMT or its customer receives suspect material that is created at your facility, AMT will issue a Corrective Action. This form must be completed in its entirety and returned to AMT Supplier Quality Engineer by the requested date. If requested, the Supplier shall attend any necessary meetings until an effective resolution is implemented and verified.

Any line stoppages or expedited charges that occur due to the quality of a Supplier will be charged to the Supplier. AMT will not absorb the cost of poor quality due to non-conforming product.

Communication and containment are vital when issues of non-conforming material are noticed. If response timing is not met, points will be taken from a supplier score. If an issue is found that does not represent a threat to AMT or its customer, AMT may request acknowledgment from the supplier with a concern notice.

Auditing

An onsite audit will be requested prior to any business with a new Supplier. AMT must confirm that a new Supplier has a quality system that supports the requirements of this manual. Continual auditing will be performed based on your performance. You may be requested to self-audit prior to AMT's onsite.

AMT may send you a Supplier Audit form that helps prepare for an onsite audit. If sent, you are required to complete the audit and return to AMT three days before your scheduled audit. List your supporting evidence in the comment column for a reference to use during our onsite audit at your facility.

During the audit, we may ask for additional evidence to support compliance. All required CQI certifications must be valid and be maintained. All certificates claimed by the supplier must remain valid, including their suppliers of materials and services. In the event that your facility is overseas, you may be asked to do a web-based audit. Special arrangements may be requested.

Scores that average above 90 for a rolling six month period may be audited every three years onsite.

Scores between 80-90 for a rolling six month period may be audited every two years onsite.

Scores below 80 for a rolling six months may be audited annually onsite.

Scores that fall below 80 for two consecutive months may be placed on Top Focus.

Scores that remain at or below 80 for six months (does not need to be consecutive) may be placed on new business hold and it will allow AMT to investigate a replacement Supplier.

Any audit findings will need to be closed in a reasonable, timely manner that must be communicated to the auditor. All corrections must be documented and validated.

NEW SCORING MATRIX FOR AMERICAN METAL TECHNOLOGIES	
Warranty	APQP
5 No Field Failures	15 On time w/ 0 issues
3 Field Failures	10 Late APQP/PPAP targets
0 No Return Communication	0 No Communications
Audit	8D Problem Solving
15 Audit complete 0 issues	15 No Issues
10 Audit Action Items in Progress	10 Sorting w/ On time response to 8D
5 Audit Action Items late	5 Sorting w/ Late Response to 8D
0 No Communications	0 No Return Communication
Delivery	Production Parts
20 On time Delivery	30 Scrap Rate under 5%
19 On time after receiving hours	25 Scrap Rate under 10%
15 3 days late	20 Scrap Rate under 20%
12 7 days late	15 Scrap rate under 30% w/ 8D Progress
5 14 days late	10 Scrap Rate under 40% w/ 8D or Top Focus
0 15 days or more	0 No Communications
LINE DOWN- GOAL 0	
1 PT/DAY for supplier-related missed shipments to AMT's Customer	

Customer Satisfaction

All Suppliers are required to submit Contact Information to be put into AMT's ERP System. The Supplier is required to update contact information annually or when changes are made within their key contact group. Reach out to your SQE or Purchasing contact to assist you with your updates. High-impact suppliers may be given a login to our ERP system. When requested, OEE reports can be emailed to key personnel to stay up to date of current production.

AMT will generate a scorecard for approved suppliers to document the Supplier's performance when supplying production material or services to AMT. Copies may be emailed upon request. Scores are calculated with the metrics listed in the chart above. Points will be deducted from the overall score if the supplier's delivery causes AMT to miss shipments, creating a line down issue for our customers.

Quality Record Control

Per our standards, records must be retained at a minimum of two years. There may be requirements that require longer periods of time, or stronger methods of retention. Please contact your SQE for customer requirements regarding the storage method and retention.

Customer Waiver

AMT must be informed whenever the product or manufacturing process is different from that which is currently PPAP approved. If a product does not meet the approved PPAP specifications, parts cannot be shipped to AMT without prior written approval.

Top Focus

Top Focus is an AMT event that is designed to alert the Supplier that the expectations that were agreed upon at APQP/PPAP are not being met. This is a program that combines the efforts of personnel at your plant with engineers at AMT to remove the variation in your system that is preventing you from achieving your top score. This includes multiple web meetings, onsite and additional process monitoring to eliminate the possible downfalls that are hindering your score.

In the event the Supplier does not participate in the Top Focus event, AMT will reflect this on the scorecard and place Supplier on new business hold. At this time, you will not be allowed to bid on new or replacement business.

ISO Requirements

All remaining elements of the ISO requirements will be audited as per the standard. It is the Supplier's responsibility to ensure the standard is followed.

ISO 9001:2015 certification is a requirement. In the event your company is not certified, a plan must be submitted in writing with your company's actions to achieve your certificate. This must be verified by AMT's SQE.



DOCUMENT CHANGE HISTORY

Rev	Date	Nature of Change	Approval
Rev 1	6/18/2014	Updated to include procedure reference	San S
Rev 2	11-14-14	Reviewed for changes in current conditions	Dave P
Rev 3	1/30/2015	Updated to current conditions	Dave P
Rev 4	2-2-15	Updated to include CQI-9 reference	Jim S.
Rev 5	3/6/2015	Update change form to #164	Dave P
Rev 6	1/17/18	Update to the New ISO 2015 Standards	Shelley M
Rev 7	8/23/18	Updated Tooling Requirements for clarification	Shelley M
Rev 8	7/30/19	Updated Signing Sheet-Removed Emp. Names	Shelley M
Rev 9	11/9/21	Updated Forms and Quoting Details	Shelley M
Rev 10	3/14/22	Updated Scores, Record Retention and Visitation Limits, Removed Sign Off due to loading on AMT website	Shelley M
Rev 11	3/20/23	Removal of AS9100D references	Shelley M
Rev 12	3/19/24	Score Card Image Restoration	Shelley M
Rev 13	6/6/25	Section: Customer Satisfaction (Line Down Metric added)	Shelley M

