

NUMBER: Q200	REV: C	TITLE: Software Quality Requirements	
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PREPARED BY: Will Distler	SIGNATURE: Will Distler	DATE: 04/11/2019	DEPT: Quality
APPROVED BY: Andrew Lawrence	SIGNATURE: Andrew Lawrence	DATE: 04/11/2019	DEPT: Quality

Software Quality Program - This attachment establishes the requirements for a Software Quality Program to be applied by the supplier during the acquisition, development, and support of software purchase items. The Software Quality Program, as a minimum, shall ensure that the following requirements are met by each item delivered against the affected purchase order.

1. All system requirements (e.g. memory requirements, CPU speed requirements, operating system requirements, etc.) for the operating platform and environment of the software shall be identified, documented, and included with each item or group of items shipped.
2. All software features, operations, and modes of use shall be documented and included with each item or group of items shipped.
3. All software installation procedures shall be documented and included with each item or group of items shipped.
4. All software to be delivered shall be tested against all features and operations as described in its accompanying documentation. Palomar Products, Inc. shall approve the test procedure prior to the start of any production testing. The software shall be tested on several different systems that satisfy the stated system requirements. Known deficiencies and deviations shall be documented and forwarded to the Palomar Products Buyer for acceptance prior to shipment of the affected software.
5. The vendor shall maintain a configuration control systems which ensures that delivered software is identical to the tested software.
6. The software delivery media shall be clearly labeled, identifying the software nomenclature, version and disk sequence number or file name (if appropriate). Delivery media shall be tested to ensure that they are usable for software installation.
7. The vendor shall notify Palomar Products, Inc., in writing within 5 working days of the discovery of any media or software problems that might affect delivered product.
8. The vendor shall provide technical support including workarounds, patches, revisions, and/or upgrades within 30 days of discovery of a problem whether found by the supplier or by Palomar Products, Inc. This includes problems or errors in the software that impede, limit, or reduce its capability as characterized by its accompanying documentation. The vendor shall provide both a technical support telephone number and electronic address for problem resolution.

Typed signatures constitute approval. Actual signatures on file at Palomar Products, Inc., Rancho Santa Margarita, CA