

<p style="text-align: center;">GENERAL DYNAMICS Ordnance and Tactical Systems</p> <p style="text-align: center;">LINCOLN OPERATIONS</p>	NUMBER QSP-MAN-2
	REVISION A
	EFFECTIVE DATE 04/02/2026
Supplier Quality Manual	PROCEDURE OWNER – APPROVED Quality Management Representative

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1.0 Purpose

The purpose of this manual is to inform General Dynamics-OTS Lincoln Operations' employees and suppliers about resources and requirements of supplying material/services for the Lincoln Operations Site.

2.0 Scope

This manual applies to all employees of General Dynamics-OTS Lincoln Operations, as well as to any non-employees (consultants, subcontractors, suppliers, temporary employees) who provide material/services for the Lincoln Operations site.

This manual applies to all projects initiated after the effective date listed above. All projects underway prior to the effective date listed above will be executed using legacy procedures that existed at the time of project initiation.

3.0 Procedure

3.1 Quality Policy

Lincoln Operations Quality Policy:

Our policy is to deliver products and services that perform as designed, every time!

Our Quality Focus:

- *Meet our customers' needs and requirements.*
- *Create a culture that instills quality and continuous improvement in everything we do.*
- *Eliminate defects through prevention and robust corrective action.*

3.2 Communication

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Primary Contact: For all issues regarding supply chain and procurement activity the supplier shall contact the buyer listed on the purchase order.

Product/Part Quality: For all issues regarding product quality, contact GD-Lincoln Supplier Performance personnel at LincolnSupplierPerformance@gd-ots.com. If no response is received from Supplier Performance personnel, contact the buyer listed on the purchase order.

3.3 Purchased Products and Product Related Services

Purchase products and product related service shall comply with purchase order requirements including, but not limited to:

- General Dynamics Standard Terms and Conditions
- General Dynamics Material Specifications (GDMS)
- Drawings/Engineering Specifications
- Applicable Regulatory/Industry Standards

The supplier shall note the following order of precedence is to be followed regarding contract requirements:

1. Purchase Order (PO)
2. GDMS
3. Drawings/Other Specifications personnel

3.3.1 Suppliers are required to:

- Demonstrate and maintain compliance to all documented requirements, including design performance, reliability, process control, and capability.
- Train and qualify employees in all required job functions to ensure competence throughout the business.
- Ensure their employees are aware of their contribution to product/service conformity, contribution to product safety, and the importance of ethical behavior.
- Provide adequate resources to be involved in product quality planning.
- Have a change control system that can react to changes quickly and accurately. Any changes that affect fit, form, function, interchangeability or reliability must be approved through contractual direction prior to the use of any change.
- Have a quality management system addressing all stages of product/process development, manufacturing and delivery. Suppliers must agree to on-site quality system assessments and validation as requested. This allows right of access by GD-OTS, GD-OTS's customer, and regulatory authorities to the applicable areas of a supplier's facility and to applicable documented information, at any level of the supply chain at all reasonable times and places.
- Maintain process and product documentation.
- Flow down expectations and controls equivalent to those presented in this document to sub-tier supply chain.

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- Be accountable for quality of all sub-tier suppliers including “directed-buy” sources.
- Maintain the expertise and resources to perform effective root cause analysis and implement timely corrective and/or preventative action.
- Notify GD-Lincoln of any situation that may negatively impact the supplied material’s quality, reliability, safety, design, production, and/or any other matter described in this manual.
- Use statistical techniques for product acceptance when a sampling inspection plan is invoked by the GDMS.

3.4 Supplier Quality System Assessment

An assessment of a supplier’s Quality Management System (QMS) may be performed by GD-Lincoln Supplier Performance prior to the start of production using a Supplier Quality Requirements Review (SQRR), or a Quality System Assessment (QSA) at any time during production.

3.4.1 Supplier Quality Requirements Review (SQRR)

A SQRR may be used by Supplier Performance prior to the start of production to evaluate a supplier’s QMS. The SQRR is designed to ensure all quality requirements are understood and that necessary processes, procedures, instructions, drawings, materials, tooling, and inspection activities are understood and incorporated, as applicable, by the supplier. The goal is to ensure the supplier is successful at completing all contract requirements for quality and on-time delivery.

An SQRR applies to material deliverable to GD-OTS’s customers, customer or government owned property, tooling that impacts form, fit, or function of a deliverable part, or any other items identified by the program team.

3.4.2 Quality System Assessment (QSA)

A QSA may be used to assess a supplier’s QMS to ensure that the supplier is maintaining quality and ensuring compliance with GD-OTS quality requirements and/or customer requirements while also driving continuous improvement.

An audit schedule will typically be used for key suppliers. Key suppliers are determined annually by Supplier Performance and Supply Chain Management personnel based upon the cost of open PO’s, program team input, and nonconformance performance. Any necessary audits for other suppliers will be scheduled on an as needed basis.

3.5 Supplier Nonconformances

There are four main types of nonconformances (NC) that suppliers will see:

- Vendor Request for Material Review (VRMR): See para 3.5.1 for additional details. Dispositions typically require full program team approvals, excluding FAI submittals.
- Paperwork Issues (PW): NC type used to track supplier paperwork errors during receiving inspection, only needs quality approval.

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- Receiving Inspection (RI): NC type to document part defects found during receiving inspection. Typically requires full program team approval.
- Material – In Process (IP): Material that was deemed nonconforming during GD-Lincoln production, outside of receiving inspection. Typically requires full program team approval.

3.5.1 Vendor Request for Material Review

The VRMR form (QSP-FRM-50.4) can be used for a variety of supplier submittals including:

- Information only submittals
- CFM scrap notice
- Requested deviations
- Requested waiver
- Defects
- Engineering clarification/evaluation
- Process approvals
- Engineering change requests
- FAI approvals
- Source inspection requests
- Inspection plan approval

When the supplier has deemed the material to be nonconforming, complete the following steps:

1. The supplier is responsible for checking all processes prior to running an entire lot. This will ensure that any nonconformance(s) that may exist will be corrected prior to affecting all parts in the lot.
2. Defects found at the supplier’s facility before shipment are to be submitted on the VRMR form QSP-FRM-50.4 for review and approval prior to shipment of material.
3. The supplier shall not ship the material until the VRMR is fully approved.
4. The supplier shall identify each part submitted on VRMR by a nonpermanent method and segregate those parts from any conforming parts. Acceptable methods of segregation are bagging, tagging, and/or separate container.
5. Each shipment with VRMR material must confirm the number of parts on VRMR on the shipper/packing list and attach an approved copy of the VRMR to each part.

Instructions for completing the form are found at the end of QSP-FRM-50.4. Contact the buyer listed on the PO for access to the current revision of QSP-FRM-50.4.

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3.6 Supplier Corrective Actions

If an issue is found at receiving inspection or during Work In Progress (WIP), GD-Lincoln Supplier Performance may issue a supplier a Supplier Corrective Action Notification (SCAN) or a Supplier Corrective Action Request (SCAR).

3.6.1 Supplier Corrective Action Notification (SCAN)

If a minor issue with the material is found at receiving inspection or during WIP, a Supplier Corrective Action Notification (SCAN) can be issued to a supplier. Since a SCAN is just a formal notification, GD-Lincoln does not require a full Root Cause Corrective Action (RCCA) response. The only requirement is the supplier's acknowledgement of the defect within 30 days from receiving the SCAN. It is expected that an internal corrective action will be completed at the supplier.

Note: A SCAN will not affect a supplier's quality performance scorecard.

3.6.2 Supplier Corrective Action Request (SCAR)

If a major or reoccurring issue is found during receiving inspection or during WIP, a Supplier Corrective Action Request (SCAR) can be issued to a supplier. A SCAR will require a full RCCA response from the supplier within 30 days of issuance. Once a response is received, Supplier Performance and program team will review the response for both completeness and effectiveness. If a response is rejected, the supplier is expected to update the response as soon as possible, but not later than 30 days after notice of rejection. If accepted, the supplier will be notified, and the Supplier Quality Engineer (SQE)/Program QE will ensure the corrective action plan is completed by the specified dates on the response. Once all actions are completed and verified, the SCAR will be closed, and the supplier will be notified. Late SCAR responses or action items will significantly impact a supplier's quality performance scorecard. If response and actions are completed on time, there will be no impact to the supplier's quality performance scorecard.

Note: For AS9100/IA9100 certified suppliers, failure to respond in a timely manner may result in a complaint being filed in the IAQG OASIS database.

3.7 Supplier Quality Rating

GD-Lincoln Supplier Performance uses a Supplier Scorecard to determine a Supplier's Quality Rating. Supplier scorecards will be created periodically for key suppliers. Scorecards can be provided at the request of a supplier or if Supplier Performance observes poor performance from a supplier that is not on the key supplier list.

3.5.1 Supplier Scorecard

A Supplier's Quality Rating is initially equal to 100%. Deductions are applied for RI NCs, defect related VRMRs, PW NCs, WIP NCs, and late corrective action responses. Table 3.7.1 below displays each element and the associated weightings.

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Table 3.7.1, Supplier Quality Rating Calculations

ELEMENT	DESIGNATION	WEIGHTING
Receiving Inspection NCs	RI, VR, PW	35%
WIP NCs	IP	50%
Late Corrective Action	SCAR	15%
Rating Total		100%

The calculation used for supplier scorecards is:

$$\text{Quality Raing} = \left(\left(1 - \left(\frac{A}{B+C} \right) \right) \times 35 \right) + \left(\left(1 - \left(\frac{D}{E+F} \right) \right) \times 50 \right) + (15 - (3 \times G))$$

- A = Number of RI/VR/PW NCs
- B = Number of Pieces Accepted
- C = Number of Pieces Rejected
- D = Number of IP NCs
- E = Number of Pieces Accepted
- F = Number of Pieces Rejected
- G = Number of Late SCAR Responses

Note: The number of RI/VR/PW NCs and IP NCs are the total number of either receiving inspection nonconformances or WIP nonconformances within the reporting month for the supplier scorecard. The calculation for Late Corrective Action Responses is such that it is not affected by the number of total pieces accepted or rejected. The calculation is such that it results in a 3% drop in score for every late SCAR response.

Supplier Scorecards provide a one-month rating and 3-month, 6-month, and a rolling 12-month history. Supplier goals are defined on the scorecard. If the 12-month average rating falls below the specified goal, Supply Chain Management and Quality will review the specific supplier's performance data and decide on the appropriate action that may include but is not limited to issuance of a SCAR, a supplier visit, or disqualify the supplier.

3.8 General Dynamics Material Specifications

For the typical GD-Lincoln purchase order, the General Dynamics Material Specifications (GDMS) is used to flow material requirements and quality requirements in lieu of standard quality notes. The GDMS is broken down into eight (8) sections:

- Description (Section 1.0): This section introduces the specified item.
- Applicable Documents (Section 2.0): List of all required specifications to ensure all requirements in the specification are met. Contact the buyer listed on the PO for any document requests.

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- Requirements (Section 3.0): This section reflects the configuration, performance, physical, chemical, environmental, and documentation requirements for the material, component or service being specified.
- Quality Assurance Requirements (Section 4.0): This section lays out all applicable quality requirements for the material or service provided and any quality clauses (if applicable) assigned to the contract. The use of statistical techniques for product acceptance and related instructions for acceptance will be used in this section, if required.
- Shipping Instructions (Section 5.0): This section refers to required package sizes and methods, labeling and shipping methods.
- Notes (Section 6.0): This section is for information that might be helpful to GD-Lincoln personnel but is not critical for the Supplier to produce and deliver a purchased item.
- Approved Suppliers/Supplier Material Code (Section 7.0): This section lists suppliers and applicable product identifiers when a specific item is to be purchased.
- Receiving and Inspection Requirements (Section 8.0): This section provides suppliers with an idea of how GD-Lincoln will verify the material as it is received prior to being released to the manufacturing floor. This also directs GD personnel with a procedure of inspection, establishing shelf life/storage requirements, and retest requirements (if applicable). Note: These are not requirements to the supplier, this section is for GD use only. All supplier requirements will be found in Sections 3.0 through 5.0 of the GDMS.

Note: Sub-sections and corresponding verbiage can change part to part due to program needs. Therefore, it is important to verify requirements every time a product is quoted/revised. See paragraphs 3.8.1 through 3.8.9 for explanation of typical requirements used in Section 4.0 of the GDMS.

3.8.1 Quality Clauses

If listed on the GDMS, the supplier is to adhere to all applicable quality clauses. For a list of GD quality clauses and their definitions, see QSP-FRM-50.5, which can be found at:

<https://www.gdots.com/suppliers/supplier-resources/lincoln-operations-supplier-quality-clauses/>

3.8.2 Certificate of Conformance

The GDMS may specify special requirements for a supplier's Certificate of Conformance (C of C). The GDMS will also provide an example C of C that the supplier may use, or an equivalent form may be used. For additional details, see section 3.9.

3.8.3 GD Source Inspection

If required by the GDMS or purchase order, source inspection will typically be facilitated by the Program QE, SQE, or by using GD-Lincoln's third-party source inspection contractor.

3.8.4 Government Source Inspection

If required by the GDMS or purchase order, government source inspection will typically be facilitated by the Program QE or SQE using the designated DCMA representative.

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3.8.5 First Article Inspection (FAI)

When the FAI requirement is listed on the GDMS or purchase order, the supplier is required to provide a completed FAI in an AS9102 compliant format. A GDMS may specify when a FAI is required and the frequency the supplier is to perform a FAI. If it is not specified by the GDMS, the supplier is required to follow AS9102 requirements to determine when a full or partial FAI is required.

Some GDMS's require GD-Lincoln approval prior to shipment. In this case, the supplier is to use the VRMR form to submit the FAI to Supplier Performance. Once approved, a closed VRMR will be flowed back to the supplier through the buyer, and the parts can ship. Other GDMS's only require GD approval at receipt of material/cert package.

3.8.6 Sampling Inspection

If allowed by the GDMS, a sampling plan may be used by the supplier. The GDMS may specify a certain sampling specification allowed by GD or the customer, or it may allow the supplier to utilize their own internal sampling plan. If a sampling plan is used, the supplier shall be responsible that all parts conform to the drawing. A sampling plan does not alleviate the supplier from supplying fully compliant parts.

3.8.7 Special Processes

A typical GDMS will include requirements for special processes being performed on the specific product. If no customer requirements are flowed to GD-Lincoln, the standard process requires that any special processes must be completed by a GD-OTS Approved Processor. GD-OTS's Approved Special Processor List (ASPL) can be found at:

<https://www.gdots.com/suppliers/supplier-resources/lincoln-operations-supplier-quality-clauses/>

If a GD-Lincoln customer requires their special processors to be used, the requirement will be listed on the GDMS. Typically, if this applies, the GD-OTS requirement will not be used. In the case where a customer ASPL is not available, contact your buyer for the most up to date list for the required processes.

3.8.8 No Change Policy

When a no change policy clause is flowed, any changes to the current process, raw materials, supporting materials, or equipment must be submitted using the VRMR form (QSP-FRM-50.4). Product cannot be shipped until VRMR is dispositioned and approved.

3.8.9 Foreign Object Debris/Damage (FOD)

The GDMS may call out specific FOD prevention methods that the supplier must adhere to. Suppliers must have an established FOD prevention program available for review by GD-OTS representatives.

3.9 End Item Data Package (EIDP)

Suppliers shall compile an End Item Data Package (EIDP) consisting of a Certificate of Conformance (C of C), Material Certifications, Special Process Certifications, Inspection Data, and/or any other items required by the GDMS.

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3.9.1 Certificate of Conformance (C of C)

Most purchased material under a GDMS requires a Certificate of Conformance (C of C) to all requirements of the GDMS, including but not limited to the underlying specifications and drawings. If a C of C is required, the seller of the material, including distributors, must present a signed C of C meeting all requirements listed in the corresponding GDMS and revision with each shipment of material. The C of C provided in the GDMS, or equivalent, may be used.

3.9.2 Material Certifications

Material certifications for raw materials used in the manufacture of the purchased part shall be provided by the supplier as required by the GDMS. These certifications may require mechanical, chemical, and/or physical properties that are traceable to a specification listed on the GDMS. All material certifications must maintain traceability as described in Section 3.9.5.

3.9.3 Special Process Certifications

Certification of any special processes listed on the GDMS shall be provided as part of the EIDP. These certifications must show conformance to the specification listed on the GDMS by the special processor and maintain traceability as described in Section 3.9.5.

Note: Some programs require special processors to either be NADCAP certified or approved for the special process by the customer on their approved supplier list.

3.9.4 Inspection Data

Suppliers shall provide all inspection data in accordance with the GDMS Section 4.0.

3.9.4.1 Dimensional Inspection Data

Supplier shall provide dimensional inspection data per the requirements of the GDMS. These requirements may direct suppliers to provide 100% dimensional inspection data or report only specific key/critical dimensions as allowed by a GDMS inspection table.

If only specific key/critical dimensions are to be reported, the supplier is still responsible to ensure that all dimensions are in accordance with the drawing, regardless of inclusion. An inspection table does not alleviate supplier responsibility to supply fully compliant parts.

The GDMS may also allow the supplier to follow a sampling inspection plan for reporting dimensional inspection data. See Section 3.8.6 for more details.

3.9.4.2 Special Inspection Data

There may be applicable special inspection data requirements listed on the GDMS that may include primer/paint thickness inspections, primer/paint adhesion inspections, electrical conductivity testing, mechanical testing, special non-destructive test reporting requirements, etc.

3.9.5 Traceability

Suppliers shall maintain traceability between all levels of manufacturing and outside/sub-tier processing. Traceability within the certification package needs to have the proper connections between raw material, outside processing, and final part certifications. A proper linkage from one cert to another can be referencing the

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previous certification number, heat lot, job number, or creating a final traceability table connecting all material and processes. See Table 3.9.5 for an example.

Table 3.9.5, Example Traceability Table

Final Serial Number	Passivation Certification Number	Heat Treat Certification Number	Raw Material Heat Lot
S/N 001	20001	10001	W18000
S/N 002	20001	10001	W18000
S/N 003	20002	10002	W18001

3.10 Source Inspection

When Source Inspection is imposed by the GDMS, suppliers shall contact the SQE to request source inspection no later than 72 hours in advance of the time that goods or services will be available for Source Inspection. At this time, SQE will evaluate the supplier's current performance based on the following criteria and determine if Source Inspection should be performed or waived:

1. The supplier has an approved QMS in accordance with ISO 9001 or AS9100.
2. The supplier has at least a 98% Quality Rating for a period of 12 months.
3. No open "Major" Corrective Actions.
4. Quality Surveillance activity has occurred within the last 24 months.
5. Review nonconformance data for the supplier and evaluate for specific issues which may relate to product to be sourced.

Based on this review, SQE will notify program team of the request for source and SQE recommendation. If waiving source, a VRMR will be initiated by SQE.

Source inspection by a third-party representative may be used in lieu of one performed by a SQE at the discretion of GD-Lincoln Supplier Performance. See Section 3.10.2 for more detail.

If a supplier meets all requirements for Delegated Product Release Verification, they may be eligible to perform source inspection.

3.10.1 GD-Source Inspection

If performing a source inspection, the SQE will inform supplier of date and time that source inspection will be performed and will request that the supplier has the following ready for review:

1. Purchase Order (SQE will verify revision prior to going to supplier)
2. General Dynamics Material Specification (GDMS)
3. FAI Report (Reviewed or approved as required by the GDMS)
4. Supplier Work Instructions or Job/Shop Traveler
5. Material certifications and any special process certifications
6. Parts available for visual inspection of count and condition

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SQE will review the End Item Data Package (EIDP), consisting of Certificate of Conformance, Material Certifications, Inspection Data, and/or any other items required by the GDMS. When performing Source Inspection, the DPRV Checklist (Source Inspection Form) QSP-FRM-54.1 will be completed and included in the supplier's EIDP. The DPRV Checklist (QSP-FRM-54.1) will also be made available to third-party Source Inspection Representatives to document and communicate any discrepancies found at the supplier to GD-Lincoln Operations. The discrepancy portion of the form may be used at discretion of the Source Inspector. These discrepancy reports should be reviewed by the SQE for repetitive issues and SCARs issued as necessary.

3.10.2 Third-Party Source Inspection

A third-party representative may perform source inspection in lieu a GD SQE at the discretion of the supplier and GD Supplier Performance. Third-party source inspection is to be performed by a GD qualified provider and coordinated with GD Supplier Performance.

3.10.3 Delegated Source Inspection

Based on a program's need, some programs may elect to request suppliers to be approved for Delegated Product Release Verification (DPRV), also known as delegated source inspection. To be considered for delegated source inspection, suppliers shall meet the following minimum criteria:

- An approved QMS in accordance with AS9100 or ISO 9001.
- Open Lincoln Operations site purchase contract activity.
- 98% quality rating for a period of 12 months.
- No open "Major" findings pending corrective action response.
- Surveillance activity performed in past 24 months.

Any exception to the above requires documented justification and approval by the Senior Quality Management responsible for supplier performance activities.

Distributors are eligible for DPRV approval but are required to be AS9120 certified.

Supplier personnel maintaining a AS13001 certification or are delegated by another GD-OTS site can expedite the qualification process.

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4.0 Reference

4.1 Reference

The following documents present additional information that supports the procedure detailed in this document. Current revisions apply.

AS9100	Aerospace Quality Systems
AS9102	Aerospace First Article Inspection
AS9120	Aerospace Quality Management Systems – Distributor
AS13001	Supplier Self Release Training Requirements
ISO 9001	Quality Management Systems

4.2 Forms/Templates/Appendices

QSP-FRM-50.4	Vendor Request for Material Review (VRMR)
QSP-FRM-50.5	GDMS Quality Clauses

5.0 Records

Records Retention details are identified in QSP-LOG-1.1 Records Retention Summary.

6.0 Definitions/Acronyms

To avoid conflicts and redundant entries, all definitions have been collected in CDM-INS-1.13.5.

7.0 Change History

Revision	Amended By	Nature of Change
--	J. Franklin	Initial Release
A	B. Roth	Reformat and update terminology, contact information, GDMS information, and supplier scorecard formula. Revised EIDP requirements. Added SQRR, QSA, and source inspection information.

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