



# Supplier Quality Manual

**Great Lakes Trim**

**6183 South Railway Commons**

**Williamsburg, MI 49690**

**Phone 231-267-3000**

## **Introduction**

The purpose of this Supplier Quality Manual is to define the requirements of Great Lakes Trim's (GLT's) suppliers and to outline the quality expectations for all purchased commodities and services.

Suppliers must provide excellent quality and service and also strive to achieve continuous improvements.

Suppliers are expected to work collectively with Great Lakes Trim to solve problems and support improvement initiatives.

## **Supplier Approval Process**

GLT's goal is to partner with suppliers that maintain ISO 9001 and/or TS 16949 3<sup>rd</sup> party certified quality systems.

In some cases suppliers with clear and defined plans to become ISO or TS certified may be considered.

The purchasing department together with the management team at GLT determines which suppliers are preferred and approved.

Decisions are made based on supplier accreditation, price, quality, delivery, service and responsiveness.

A Supplier may also be considered if directed by GLT's customer.

## **Ongoing Evaluation**

Supplier performance is assessed quarterly with input provided by GLT's management team.

Based on the assessment results, suppliers may be requested to provide action plans to correct problems.

Continual problems, lack of corrective actions and repeat issues may result in a change to the supplier's status and could result in de-sourcing.

Suppliers are expected to provide and maintain excellent quality, delivery and service.

### **Supplier Contact Information**

Suppliers are required to complete a 24-Hour Contact Information form and provide updates annually.

GLT requires cell phone numbers and discretion and confidentiality will be maintained with respect to this information.

### **Material Release**

It is the responsibility of the supplier to notify GLT if they do not receive their release or if their release is incorrect.

Suppliers are responsible to support up to a 15% increase in release quantities from week to week.

Suppliers unable to support the 15% increase will be responsible for expedited freight costs.

Suppliers are authorized to purchase raw material to cover quantities released only.

Forecasts may be provided to suppliers from time to time and may be noted as such. Forecasts are not firm and may only be used for planning purposes.

GLT cannot authorize raw material for sub-suppliers with long lead times. If a sub-supplier has a long time, it is the Supplier's responsibility to negotiate and manage that lead time.

GLT is not responsible for material that is purchased over and above the authorized quantity on release.

Suppliers will be required to make service parts at production piece price with no set up charge for up to 10 years.

## **Delivery**

GLT requires 100% on time delivery performance from suppliers.

Suppliers must ship to the quantity on release and not over-ship or under-ship.

If the Supplier is not able to meet the material requirements on release the supplier must contact GLT immediately and provide a catch up plan.

Suppliers must notify GLT immediately if releases exceed their production capacity.

GLT's receiving hours are Monday-Friday from 8:00 – 4:00 unless otherwise agreed upon.

A Quality Notice (QN) will be issued to the Supplier for shipping discrepancies and a corrective action will be required.

## **Label Requirements**

Suppliers are required to label material per AIAG label standards and use GLT's specified format (see attached).

Each shipping container requires two labels. All old labels must be removed prior to shipping.

Sample parts are to be identified with two placards and labeled as 'SAMPLE PARTS'.

New parts, engineering changes or revision level changes are to be identified with two placards and labeled as “NEW PARTS”.

### **Packaging Requirements**

The supplier is responsible for ensuring parts are protected from damage that may occur from transit or handling.

Specific container type, dimension and quantity contained are to be determined with GLT Quality Department.

Once packaging is specified, it cannot be changed without GLT’s approval.

Test packaging is to be identified with two placards and labeled as “TEST PACKAGING”.

Suppliers are required to have alternative packaging readily available to prevent missed shipments.

GLT may request the Supplier ship in returnable containers. If returnable containers are provided the supplier may be required to manage the container inventory and notify GLT if there is a shortage or overage.

All shipments must have a packing list affixed to the freight.

### **Inventory Control**

Suppliers must provide parts to GLT implementing the First In First Out (FIFO) system.

Suppliers must maintain inventory traceability by part.

### **Production Part Approval Process (PPAP)**

GLT's Quality Department must approve the Supplier's PPAP submission for new or change parts.

Level 3, Level C or equivalent PPAP submission will be required

PPAPs must be submitted on time and according to the timeline provided by GLT's Program Management department.

The items below are required to be submitted as part of the PPAP package unless otherwise agreed to by GLT:

- Part Submission Warrant (PSW) for each part number
- Appearance Approval Report for A surface parts
- Two sample parts (from each cavity if applicable)
- Part drawings and material specifications
- Authorized Deviations
- Dimensional results referenced to the part drawing
- Material test results if applicable
- PFMEA
- DFMEA (when supplier is design responsible)
- Control Plan
- Process Capability Study for parts with special characteristics
- 300 piece sample from production run unless waived by GLT
- IMDS submission
- Run at Rate approval unless waived by GLT

Other situations that may require re-PPAP submission are approved tool moves, approved material changes, approved process changes, approved production re-location.

Authorization for the supplier to ship production intent parts will come from a signed PSW, after PPAP package is approved.

## **Annual Layout**

Suppliers may be required to complete an annual layout and re-PPAP.

GLT's Quality Department will notify Suppliers of this requirement individually.

Such parts will have a PPAP expiration date and may be rejected if shipped after PPAP expired.

## **Deviations**

Deviations are required in order to ship parts or materials that are processed with alternative materials or processes other than what was approved under the original PPAP submission.

Suppliers must submit a request for deviation to GLT and this deviation must be approved prior to shipping.

Parts shipped with approved deviation are to be identified with two placards and labeled as "DEVIATION"

## **Quality Notices**

A Quality Notice (QN) may be issued by GLT's Quality Department for non-conformances related to product, delivery or service.

GLT will request a Return Material Authorization (RMA) for non-conforming parts.

Suppliers must immediately implement containment activities including sort and certify work in process and finished goods at their facility.

Suppliers must identify a clean point for certified parts to GLT.

Certified parts are to be identified with two placards and labeled as "CERTIFIED MATERIAL".

Finished goods in transit to GLT and in GLT's possession must also be sorted and certified at the Supplier's expense.

If a QN is issued, Suppliers are required to investigate the issue and provide an initial response within 24 hours.

If a QN is issued, Suppliers are required to complete an Eight Discipline (8D) Root Cause Analysis and implement effective Corrective Actions.

8Ds are due within 10 days of QN issuance unless otherwise agreed to by GLT.

Suppliers will be debited accordingly for defective parts, administration, sort, inspection, loss of production, downtime, scrap, additional labor, expedites, storage, etc.

Disposition of defective material is required within 3 business days or fees will be assessed.

A QN may be issued to suppliers for non-responsiveness.

### **Supplier Quality Audit**

GLT may conduct a Quality Audit on potential suppliers or existing suppliers.

Quality Audits will focus on the Supplier's ISO 19001 Quality System and/or production process and capability.

Customer owned tooling will require designated tool tags and tooling audits may be conducted by GLT and/or GLT's customer.

### **Conflict Minerals**

GLT requires that suppliers who provide components, parts or materials containing tantalum, tin, tungsten and or gold must work to achieve



conflict free sourcing. Suppliers must communicate to their sub-suppliers the importance of achieving the elimination of illegal extraction and trade of conflict materials.

Suppliers must work in attempt to ensure traceability of these minerals to the refinery level if used. Traceability data must be recorded, maintained and reported to Great Lakes Trim upon request.

Suppliers are encouraged to support industry efforts to enhance traceability and responsible practices in global mineral supply chains.

GLT will comply with requirements to disclose our conflict material due diligence process and our conclusion regarding our mineral supply chain. Our suppliers are encouraged to report concerns or any known violations.

## **Records**

F520 GLT Master Label

## **Revisions**

Date	Rev. Level	Description of Change	Training Required / Completed		Updated by
			Required	Completed	
8/4/17	A	New Release	Yes	Yes	D. DeSantis
10/2/17	B	Added Conflict Minerals	No	No	D. DeSantis