



SUPPLIER
QUALITY REQUIREMENTS
MANUAL

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REVISION RECORD

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B	All	All	All	D. Jackson	06/91
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C2	Delete Supplier survey Forms	E	24-42	L. McNitt	07/93
C3	Added "one or More of the Following" & ISO9000	B.1.	5	L. McNitt	07/93
C4	Added - Control Plan copy Requirement	B.2.	6	L. McNitt	07/93
C5	Gage R&R Error "Less than 10%"	B.2.	7	L. McNitt	07/93
C6	Deleted "Inspection Instructions"	C.2.e.	14	L. McNitt	07/93
C7	Was f. added words requiring at Least one capability study	C.2.e.	13	L. McNitt	07/93
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C11	Deleted Survey Questionnaire	--	--	L. McNitt	07/93
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C13	Attachment I. SPC data accept.	--	--	L. McNitt	07/93
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E1	Significant Re-write	--	--	D. Doenges	07/01
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G1	Various changes to include EHS information	--	--	D. Canter	06/07
H	Updated ISO/TS references; Removed forms	--	--	G. Reese	01/12
I	Updated premium freight monitoring and Reach/RoHS, Conflict Materials	E.2, E.8	16, 18	D. Canter, J. Fox	02/16

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A. SCOPE

1. Policy

The requirements of this manual apply to all suppliers providing parts, material, or services used in the manufacturing of product to all divisions of Nyloncraft.

Such parts, material, or services shall be provided in accordance with the terms of the purchase order, engineering drawings, specifications, processes and the requirements of this manual, and ISO/TS 16949.

If a supplier takes exception to the requirements of this manual or ISO/TS 16949, or to those specifically referenced on the request for quotation or purchasing document, it will be his/her responsibility to notify Nyloncraft Purchasing in writing, to create an audit trail. Otherwise, Nyloncraft will expect full compliance with these requirements. Agreements not specified as part of procurement documentation, including this manual, are not binding.

2. Purpose

The intent of this manual is to describe uniform requirements that Nyloncraft expects of its suppliers.

3. Application

The requirements of this manual are in addition to and do not replace any of the purchase order, engineering drawing, or specification requirements. They do not relieve the supplier of his/her responsibility to ensure that each part meets all of the requirements specified by Nyloncraft.

Activity for customer supplied/specified product will conform to customers' unique requirements.

Any questions or comments concerning this manual should be directed to the responsible Nyloncraft buyer.

4. Approval of Suppliers

Suppliers of production materials/parts shall require the approval of both the Nyloncraft Purchasing Department and the Quality Department. Approval of suppliers may be by acceptable documentation of the following:

4.1 Compliance to the current revision of ISO/TS 16949, ISO 9001 or development of a program to become compliant with the requirements of ISO/TS 16949 or ISO 9001. A description of the program or implementation plan with target dates shall be submitted to Nyloncraft Purchasing for review and acceptance. Suppliers not ISO/TS or ISO registered are subject to annual audits by Nyloncraft.

4.2 That the supplier agrees to accept the requirements of this Nyloncraft *Supplier Quality Requirements* document with deviations approved in writing by Nyloncraft Purchasing and Quality Personnel.

B. REQUIREMENTS

1. **Quality System**

Where applicable, the supplier shall be responsible for establishing and maintaining a quality system registered to or compliant with the current revision of either ISO/TS 16949 or ISO 9001. The system shall be adequately documented to ensure control and quality throughout all phases of contract performance and shall provide for the prevention of nonconforming parts and/or materials being supplied to Nyloncraft.

2. **Advance Quality Planning**

Where applicable, all programs or new product launches shall include consideration and incorporation of the following AIAG reference manuals:

- Advance Product Quality Planning and Control Plan Manual (APQP)
- Failure Mode and Effects Analysis (FMEA)
- Statistical Process Control (SPC)
- Measurement System Analysis (MSA)
- Production Part Approval Process (PPAP)

Any questions or comments concerning this manual should be directed to the responsible Nyloncraft buyer. For AIAG Publications, call 248-358-3003.

Upon request of Nyloncraft Engineering or Purchasing, the supplier shall participate in Nyloncraft's APQP meetings. The purpose of the meeting(s) is to make certain the supplier understands the design intent, specifications, and intended component applications. This review also provides the opportunity for the supplier to discuss feasibility of tolerancing, materials, design and the ability to manufacture the product as specified. Upon request of Nyloncraft, the supplier shall participate in a review of gauge design concepts to insure that all part details selected for controls are sufficiently addressed by the gauging. Also, it shall be determined whether a gauge concept and design approval, lot control plan and/or supplier launch visit shall be required.

3. **Product Launch Participation**

At the request of the Nyloncraft Plant, the supplier shall participate in a launch of their product for the purpose of assisting plant personnel in identifying any special handling, application, storage, environmental or other significant considerations which will facilitate the new product launch process.

The supplier shall make available trained and knowledgeable personnel for this purpose.

4. Records, Print, and Specification Change Control

Written authorization must be obtained from Nyloncraft prior to making any product or manufacturing site changes. All such changes must be requested through the Nyloncraft Purchasing Department and none shall be incorporated into the supplier's production system until such authorization is received.

5. Equipment

The supplier must provide and maintain adequate gauges and other measuring and test equipment in sufficient quantities necessary to ensure continued accuracy. Gauges and other measurement equipment must be up-to-date to reflect engineering changes. The supplier must, to the extent necessary and practical, maintain and conform to a written schedule for maintenance and calibration of such equipment. Such calibration must be traceable to the National Institute of Standard and Technology (NIST) or the appropriate International Standards Organization requirements.

6. Subcontractor's Incoming Material Quality

The supplier is responsible for ensuring that all material obtained from outside sources for use in products supplied to Nyloncraft conform to all specified requirements.

In addition to quality assurance surveys at his/her supplier's production facilities, the supplier may use these methods to ensure receipt of conforming subcontracted materials:

- By his/her supplier furnishing satisfactory inspection and test results at adequate frequencies to ensure compliance to specifications.
- By performing incoming inspections and tests at adequate frequencies to ensure compliance to specifications.
- By utilizing the analytical services of qualified outside test laboratories.
- By his/her supplier furnishing statistical evidence of control and capability for significant characteristics.

7. Controlling the Manufacturing Process/Product Traceability

Lot traceability of the raw material, work in-process and finished materials used by a supplier furnishing goods and services to Nyloncraft must be identified from receipt at the supplier's facility through delivery to Nyloncraft.

All finished goods shipped either to Nyloncraft or to the end user (Nyloncraft's customer) must meet Nyloncraft's quality specifications. Labeling and packaging specifications, as required, must be met by our suppliers.

The supplier is required to document his/her quality system and quality performance. The supplier must maintain adequate records of all inspections and tests performed.

Quality system inspection and test records shall be retained for a minimum of one year after shipment to Nyloncraft.

All raw material used by the supplier in the fabrication of Nyloncraft products shall conform to the contractual Nyloncraft specifications and evidence of this conformance shall be maintained by the supplier. * MATERIAL CERTIFICATIONS FOR RESINS WILL BE SENT TO NYLONCRAFT WITH EACH SHIPMENT, unless this requirement is waived by the specific Nyloncraft location.

Special processes are those processes that can not be adequately evaluated for conformance to specifications through inspection and non-destructive testing alone. These include, but are not limited to: welding, plating, painting, heat treating, and chemical formulation and processing.

The supplier must demonstrate control over these special processes, consistent with providing assurance that compliance to the specifications is being accomplished. There shall be written procedures governing these controls and competent personnel implementing them.

8. Statistical Process Control

Unless waived, suppliers are required to use statistical methods for the control and continuing improvement of significant product/process characteristics. It is recommended that statistical training and implementation of statistical methods be supported by an action plan and an implementation schedule. After statistical process control has been effectively implemented to deal with assignable causes, the use of statistical problem solving methods, such as design of experiments, are encouraged for reduction of variation due to common causes.

Suppliers should utilize data from control charts and other statistical techniques to provide a product that meets all contractual specifications. In addition, these statistical techniques should be used to pursue opportunities for continually reducing variation in process output thus improving productivity. Suppliers are required to re-evaluate process capability on a regularly scheduled basis and whenever a major change in the manufacturing process occurs.

9. Inspection

The supplier shall provide and maintain written work, inspection and test instructions to supplement drawings and specifications. These instructions shall be kept current and be available at all locations where they will be used.

All parts and material supplied to Nyloncraft must be subjected to inspection and testing on a frequency which will be adequate to assure conformance to the engineering drawings, specifications, and standards. Nyloncraft reserves the right for itself or its customers to inspect the product or processes used for manufacture of product, at the supplier's manufacturing site.

10. Drawings and specifications

The supplier shall be responsible for maintaining an up-to-date file of the applicable drawings and specifications. Copies may be obtained from Nyloncraft Purchasing.

11. Periodic Layout

Periodic layout inspection (including full dimensional layout, laboratory tests of physical and chemical properties, and process variables) must be performed at least once per year and the data should be retained by the supplier for Nyloncraft's review, if requested. Exceptions must be pre-approved.

12. Environmental

Supplier is required to comply with all Local, State, and Federal Statutes for Safety and Environmental Issues. Compliance with ISO 14001 is strongly recommended.

C. INITIAL PRODUCTION APPROVAL PROCESS

1. Definition

The supplier is required to submit initial samples produced from production tooling and processes. Initial sample approval is required prior to shipment of:

- All new parts
- A product or a process change affecting the part.
- A change of manufacturing location.
- Extraordinary circumstances resulting from a product or a process problem.

All samples must comply with all Nyloncraft Engineering, material, and purchase document specifications.

2. Requirements

The sample submission package to Nyloncraft is to include each of the following elements per the Supplier PPAP and Requirements Checklist:

a. Samples Required:

1. For Single Piece Tooling:

The supplier will provide at least 6 samples out of the 300 piece PPAP run that are representative of his/her production. All samples must be layout-inspected for all dimensional characteristics. The sample quantity can increase based on NCI customer requirements.

2. For Multiple Piece Tooling

In case of duplicate tooling, multiple cavities or patterns, a group of 300 parts and one sample from each cavity or pattern, but no less than 6 total pieces will be required (any deviation must be approved by Nyloncraft QE). The supplier will conduct a full dimensional layout on at least two samples from each cavity or pattern. The sample quantity can increase based on NCI customer requirements.

Samples shall be accompanied by an inspection and/or test report detailing the results of a complete inspection. The inspection results shall be recorded on an appropriate inspection report accompanied by a marked drawing of the part or the material. The inspection and test report will be included in the PPAP package.

b. Process Flow Chart

The supplier is required to submit flow charts of the proposed process that show the relationships between operations and control points.

c. Process FMEA

The supplier is required to submit a Process Failure Mode & Effects Analysis which identifies potential process concerns and the actions to eliminate them, unless exception is allowed by Nyloncraft Quality Assurance personnel. Any RPN number equal to or over 100 must have an RPN reduction plan.

d. Process Flows, Process FMEAs and Control Plans

These should follow the current AIAG PPAP guidelines.

e. Preliminary Process Capability

Preliminary process capability studies are conducted to obtain early information on the performance of a new or revised process relative to customer requirements. In many cases, preliminary process capability

studies will be conducted at several points in the evolution of a new process. (e.g., an initial study would be conducted in the plant of a tooling or equipment supplier prior to shipping the tooling or equipment to the producer. Another study would then be conducted in the producer's plant.)

These studies should be based on as many measurements as possible; at least 25 subgroups of data containing at least a total of 100 individual readings, a smaller number of samples may be allowed by the NCI Quality Engineer. The subgroups shall be taken from a "significant production run" which is defined as at least 300 completed parts unless otherwise approved (in writing) by the Nyloncraft Quality Department.

Preliminary process capability studies are required for each significant and critical characteristic for which ongoing process capability cannot be determined from an existing process. If the drawing/specification does not identify a characteristic(s) as significant or critical, the supplier shall select at least one (1) characteristic considered an indicator of process control and perform a capability study.

Data should be gathered in rational subgroups and used to develop preliminary control limits. These limits are used to evaluate the stability of the process. Once the process is shown to be stable (no unexplained points outside control limits or other evidence of non-random behavior), preliminary process potential (Pp) and preliminary process capability (Ppk) can be estimated.

The current AIAG MSA Manual should be used as a guideline when conducting capability studies.

The minimum acceptable outcome for preliminary capability studies, for normally distributed processes and bilateral specifications, is that the interval consisting of the process average, plus and minus five standard deviations should fall within the relevant minimum or maximum. These requirements are equivalent to a Ppk of 1.67. On an exception basis, preliminary capability levels between 1.33 and 1.67 may be approved by the NCI Quality Engineer.

Processes not meeting the minimum criterion of $Ppk \geq 1.67$ are normally considered unacceptable for production and should be reviewed by the cross-functional team. After process improvements have been made, preliminary studies should be repeated to verify the effectiveness of the improvements.

- f. **Material Certifications**
The supplier is required to provide lab analysis as to the physical and chemical properties as required by the blueprint and applicable material and engineering requirements.

For those suppliers who certify their own material, a copy of their lab accreditation (A2LA or ISO 17025) must be kept on file at Nyloncraft and updated annually.

- g. **Outside laboratories**
Suppliers who are unable to perform the required inspections or tests within their own facilities are responsible for having these services performed by an ISO 17025 qualified outside laboratory. A lab certification shall be included with the PPAP submission.
- h. **Sample Identification and Shipping Instructions**
Samples and the appropriate reports are to be clearly marked with the Nyloncraft part number and latest engineering change level. They will be sent to the Nyloncraft Purchasing Representative or his/her designate.

3. Sample Approval

Sample approval is only achieved when the Part Submission Warrant has been signed by the Nyloncraft Quality Engineer. The supplier shall not ship without written acceptance of the PPAP documents by the Nyloncraft Quality Engineer.

4. Run @ Rate

Nyloncraft reserves the right to require a supplier to perform a Run @ Rate. Nyloncraft may choose to be present for all or part of the Run @ Rate. Otherwise, the supplier will provide documentation, if requested.

The purpose of a Run @ Rate is to verify:

- A. the supplier's actual manufacturing process is capable of producing components that meet Nyloncraft's on-going quality requirements, as stated in the Production Part Approval Process (PPAP), at quoted tooling capacity for a specified period of time; and
- B. the supplier's actual manufacturing process conforms to the manufacturing and quality plan documented by the supplier in PPAP, and other required documentation.

During a Run @ Rate, all production tooling is to be in place and running at full capacity, utilizing all regular production, direct and indirect, personnel and support systems.

Nyloncraft utilizes Run @ Rate methodology from General Motors GP-9.

D. NONCONFORMING MATERIALS

1. **Quarantine Control**

The supplier shall have an effective system to quarantine nonconforming materials. The system shall positively identify and divert from normal production channels, any material not conforming to specifications and prevent it from being inadvertently used in production or shipped to customer.

2. **Deviations**

In the event that nonconforming material has been shipped to Nyloncraft, the supplier shall immediately contact the Nyloncraft Purchasing Representative and describe the nature and extent of the problem of any material in stock at Nyloncraft, or in transit.

2.1 Supplier Requested Deviation

In the event that a discrepancy in the product is found, the supplier may elect to request a temporary deviation from Nyloncraft. This request must be submitted in writing.

The deviation shall be for a specific amount or period of time.

A corrective action plan should accompany the request.

Minor discrepancies which do not affect fit or function which appear to be permanent conditions, should be addressed via a change in the drawing.

If the deviation is authorized, the supplier shall identify the material manufactured and/or shipped under deviation with the deviation number on the shipping container exterior as directed by the Nyloncraft Quality Engineer.

If the deviation is not authorized, the material may not be shipped to any Nyloncraft plant.

3. **Rejected Material**

Nyloncraft's acceptance criteria is zero defects (C=0). If nonconforming material is found at Nyloncraft, the same deviation process will be required for use of the material.

- 3.1 The following actions, in order of preference, may also be necessary:
- a. The material may be returned to the supplier for inspection or correction.

- b. The material may be sorted and/or corrected at Nyloncraft, by the supplier, or the supplier's agents, under the direction and direct supervision of the supplier, unless waived.
- c. The material may be sorted and/or corrected at Nyloncraft, at supplier expense.

If material must be sorted or reworked at Nyloncraft, the cost of this work will be debited to the supplier @ \$50/hr., minimum with a \$250.00 administrative fee per incident. In most cases, if time allows, Nyloncraft will contact the supplier before such sorting/rework commences. Where necessary, the work may begin without the consent of the supplier. The cost of inbound transportation, if material is returned to the supplier, will be the supplier's responsibility, in addition to the freight cost for the return of the rejected material. Returned material will be shipped collect.

Individual parts which are found to be defective during processing at Nyloncraft will be subject to return to the supplier for credit. If mutually agreed, defects may be scrapped locally.

Rejected material must be dispositioned within 14 calendar days or the material will be scrapped at the supplier's expense.

- 3.2 Supplier's Immediate Responsibility in the Event of a Reject
 - a. The supplier must immediately contact the Nyloncraft Quality Engineer to discuss containment.
 - b. The supplier must prepare and submit, to the Nyloncraft Quality Engineer, an initial corrective action response. At minimum, the initial response shall include the problem description, team members and containment actions. This shall be submitted within 24 hours.

Supplier rejects that are not responded to and properly contained within the mandatory 24-hour period will be subject to an additional \$250 administrative charge. This charge is meant to cover the expenses associated with a problem that we found in our plant, which Nyloncraft had to resolve, due to the responsible party's failure to respond and contain in a timely and result-oriented manner.

4. Corrective Action

The supplier shall initiate corrective action for nonconforming material unless waived by the Nyloncraft Quality Engineer. The corrective action procedure may include utilization of the "8-Discipline Problem Solving" approach and a copy of the report shall be sent to the Nyloncraft Quality Engineer.

4.1 Problem Solving Format:

A common method of corrective action documentation is the 8-Discipline (8-D) approach to problem solving. The current AIAG PPAP guideline should be used.

5. Additional Containment Measures Imposed by Nyloncraft

The supplier may be required to perform additional containment activities as necessary. Possible reasons for these additional containment activities may include, but not be limited to such quality slippages as repeat quality issues, line stoppages created by quality concerns or single quality issues during a new product launch. Two types of containment may be administered:

5.1 CSL-1 Controlled Shipping Level 1

Placement under this status requires additional off-line, 100% inspection for criteria noted on the CSL-1 letter. This letter will be communicated to the supplier's General Manager or equivalent.

5.2 CSL-2 Controlled Shipping Level 2

Placement under this status requires 3rd party, segregated, 100% inspection for criteria noted on the CSL-2 letter. The supplier burdens the charges for this inspection. The supplier's General Manager receives this notification.

5.3 The supplier must confirm that they have received and understand the conditions of the CSL-1 and CSL-2 activities by returning the Nyloncraft Controlled Shipping Notification Confirmation Reply, provided by Nyloncraft Purchasing.

E. Commercial Requirements

1. Purchase Authorization to the Supplier

All purchases made by Nyloncraft are made through purchase orders or purchase releases issued under the terms of a blanket purchase order. No other communication is considered valid for the purpose of entering into a contract with a supplier for goods and services. Purchase orders and releases are issued by Nyloncraft's Purchasing Department. Any blanket order quantity is considered to be for reference only, and not an actual authorization. Release quantities are considered the supplier's authorization. This authorization is clarified on the blanket order. It is typically no more than 4 weeks of fabrication authorization, possibly with an additional 4 weeks of raw material authorization. Supplier commitments made beyond these levels of authorization are made at the risk of the supplier. Should these commitments be necessary to support Nyloncraft business, the supplier shall notify Nyloncraft of that necessity and obtain written authorization.

All purchase orders are released under the terms and conditions printed on the face and on the reverse side of the Purchase Order. Suppliers committing to the

delivery of goods and/or services per the descriptions and prices listed on the purchase order are doing so in accordance with the terms and conditions listed on the purchase order and contained within this manual.

Nyloncraft procedures, pertaining to raw materials or components, require that all communication regarding quotations, pricing, and ability to supply be made through the Purchasing Department.

2. On-time Delivery Requirements

All suppliers are required to maintain 100% on-time delivery, defined as 2 days early, 0 days late. Exceptions to this are only allowed with the Nyloncraft Buyer's consent. Should a supplier anticipate the possibility of shipping late, the supplier is responsible for proactively alerting the Nyloncraft Buyer to this possibility. If the Buyer is alerted and can accommodate the supplier's request for additional time, the Supplier shall not be considered late. The supplier shall be considered late if the revised commitment is not met.

Late deliveries requiring expedites/premium freight will be monitored. Excessive incidents will require corrective action. Excessive is defined as three or more successive incidents.

Suppliers shipping from regions outside of North America are evaluated on whether or not they ship on their agreed upon ship date.

Suppliers who are unable to meet their agreed upon lead-time or capacity/volume commitments are expected to support Nyloncraft's production requirements. Weekend work by the supplier, extra shifts of work at the supplier, expedited shipments, etc., are expected, should the supplier be unable to fulfill its commitments. Any and all excess cost, including charges for Nyloncraft downtime, excess or premium freight, customer downtime etc., may be billed back to the supplier in the event that the supplier falls short of their commitments.

3. Supplier Quality

3.1 Quality Expectations

Our expectation is that your goal is zero defects. Suppliers are encouraged to source with ISO/TS 16949 or ISO 9001 registered and/or compliant companies.

3.2 Scrap Allowance

No scrap allowance is authorized unless expressly shown on the supplier's quotation and expressly shown on the Nyloncraft Purchase Order.

4. Supplier Vision and Expectations

The following items are included in the vision for our supply base:

- a. Suppliers' capabilities will continue to improve in the areas of design, testing, process development, product development, etc.
- b. Suppliers achieve performance of 100% on-time delivery, 0 RPPM (rejected parts per million).
- c. Suppliers are certified as "dock to stock".
- d. Suppliers are ISO/TS 16949 or ISO 9001 certified.
- e. Suppliers participate in Long Term Agreements, which contain continuous improvement provisions with regard to improvements in quality, delivery, lead-time reduction and cost reduction.
- f. Suppliers actively participate in VE/VA activities.
- g. Suppliers participate in JIT/Pull Delivery Programs and/or Consignment/Vendor-Managed-Inventory programs.
- h. Suppliers are EDI/Barcode capable.

5. Supplier Request for Quotation

- a. Suppliers providing quotations for the sale of parts or materials are to do so in accordance with ISO/TS 16949 or ISO 9001 and the requirements set forth in this manual.
- b. Additionally, suppliers or potential suppliers may be required to complete the Cost Breakdown Work Sheet provided by Nyloncraft Purchasing.

6. Labeling and Packaging Requirements

EDI and Barcode Labeling specifications can be found at:

<http://www.nyloncraft.com/suppliers.asp>

- a. Goods are to be labeled on at least 2 sides of the container (fork lift entry sides) with the following information:
 - 1. Supplier Name.
 - 2. Nyloncraft Part Number (when required).
 - 3. Description.
 - 4. Lot number or manufactured date.
 - 5. Quantity
- b. Hand-carried carton weights are preferred to be ≤ 30 lbs. Hand carried carton weights >40 lb. must be approved in writing by the Nyloncraft Buyer.
- c. Mixed parts on pallets are not allowed unless approved by the Nyloncraft Purchasing Department.

7. Supplier Profile

Suppliers are requested to complete this form found on the Nyloncraft website which provides contact information and other background information pertinent to the supplier's operations. Suppliers are requested to update this form annually.

8. Restricted Substances

We use IMDS as the standard for restricted or prohibited substances. Any materials supplied to Nyloncraft, Inc. must comply with IMDS VDA 232-101 standard. Any material that will become part of a vehicle must be submitted in the IMDS system to Nyloncraft. The Mishawaka location is company number 1437, the Jonesville location is company number 6817. After the supplier receives an accepted IMDS number, the supplier must document the accepted number on the PPAP PSW (Part Submission Warrant).

Materials/components must also be Reach/RoHS compliant and verification included in PPAP documentation.

Conflict Materials reporting is required on an annual basis.

9. NAFTA

Completed NAFTA reporting forms are required to be submitted annually.

10. EDI (Electronic Data Interchange)

It is our intent to communicate releases and receive ASN's electronically. The Nyloncraft Buyer will refer the supplier to the I.T. EDI Specialist. Please complete and return the EDI capability questionnaire. EDI specifications and questionnaire can be found at: <http://www.nyloncraft.com/suppliers.asp>.

11. Motor Carrier Routing and Freight Terms

- a. Freight terms and FOB point are noted on the Purchase Order.
- b. Routings are handled jointly between the Nyloncraft Buyer and our Third Part Logistics partner. If you have any question about shipping frequency and routing, contact your Buyer. Non-conformance to the specified routing will result in a charge-back, including an administrative fee.

12. Cost of Non-conforming Quality

- a. The supplier may be charged \$250, per quality incident, in addition to any incremental costs incurred by Nyloncraft, as the result of the receipt of non-confirming material, unless a greater cost is specified in a supplier agreement.
- b. The supplier is responsible for providing the labor and supervision to sort, should that be required. If this is not coordinated or accomplished within 24 hours then Nyloncraft will take action to assure the product is sorted and acceptable to use up to and including 3rd party certification.
- c. The supplier will be responsible for any excess freight costs, including the freight cost for the return of the non-conforming material.
- d. The supplier may also be responsible for the cost of lost production due to down-time, and any premium costs incurred by Nyloncraft, if Nyloncraft shuts down Nyloncraft's customer.

13. Supplier Ratings

Nyloncraft will issue supplier performance feedback in the form of delivery and quality measurements via the Nyloncraft website. Contact Nyloncraft Purchasing for your user name and password. This information will be conveyed to the supplier on a monthly basis, to be considered a tool for supplier development, and to guide sourcing decisions. This information is shared with our suppliers to help them improve their performance, to reach our goals of zero defects and 100% on-time delivery. We encourage our suppliers to bring any concerns to us, which they may have, regarding the accuracy of our data.