Supplier Quality Assurance Manual
1. Introduction

The purpose of the ETO MAGNETIC CORP Supplier Quality Assurance Manual is to straightforwardly communicate to our current and potential suppliers the requirements and assessment process as per the ETO Quality System. Supplier quality is of the highest importance due to purchased materials and services comprise a significant portion of ETO’s finished good assemblies.

2. Quality Assurance

ETO must have every assurance that our suppliers operate using effective quality systems and controls. This requirement must be supported by our suppliers having statistically capable processes resulting in quality materials, components, and services.

3. Supplier Selection

ETO is careful in selecting suppliers which demonstrate the full commitment and ability to comply with the requirements of the ETO quality system. Successful suppliers will meet the ETO approval criteria and continue to be monitored through the ETO Supplier Development and Performance Evaluation procedure. Suppliers must support ETO through practicing exemplarily quality, continuous improvement, and providing effective customer service.

4. Quality Requirements

The ETO supplier quality requirements are based on existing automotive quality system standards, in particular the TS 16949 and American Industry Automotive Group (AIAG). All ETO suppliers must have a valid accredited ISO 9001:2000 or ISO/TS 16949:2002 certificate. This manual is intended to compliment, not to replace, the most recent revision of the AIAG reference manuals and customer specific requirements. In addition, all suppliers are required to follow all applicable environmental and safety laws and regulations and are encouraged to meet the standards of ISO14001.

Michael Sciba  Ron Mathias

Michael Sciba  Ron Mathias
Purchasing Manager  Quality Manager
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Supplier Selection and Approval

The ETO Purchasing Department is responsible for organizing supplier selection, visits, and evaluations. Engineering, Manufacturing, Purchasing, or Quality Assurance personnel can visit a potential supplier’s facility. If a visit is not possible, selection can be determined utilizing one or more of the following criteria:

<table>
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<th>CRITERIA</th>
<th>DOCUMENTATION</th>
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<td>Customer specified</td>
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<td>Audit results</td>
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If it is determined an ETO attended Quality Supplier Assessment audit is the selection criteria the following will occur:

A. The Supplier Assessment will occur at the supplier location using a cross functional team which may include individuals from Quality, Engineering, Purchasing, and Manufacturing.

B. If time or distance does not allow for an ETO team audit to occur, then a supplier self audit can be performed using the approved ETO format and scoring system.

C. Supplier will be evaluated and approved according to the scoring system in the Supplier Assessment grading.

- Total Score >= 80
  - Min. 50% in each section
  - Positive rating for all the 5 key questions
- Total score >= 70
  - Min. 50% in each section
  - Positive rating for all the 5 key questions
- Total score < 70
  - Or Less than 50% in one section
  - Or Negative rating for one section
1. Once a supplier is approved they are added to the approved supplier list which is maintained and controlled by the ETO Purchasing Department. The Approved Supplier list is available for all ETO employees via the ETO intranet site.

2. Current suppliers are evaluated on historical performance.

3. Suppliers maintained on Approved Supplier list are based on Supplier Performance Procedure.

4. Suppliers are developed toward Quality System compliance based on the Supplier Development Procedure.

Commodity Sourcing

Non Disclosure Agreement:
This document is also known as a confidentiality agreement or confidential disclosure agreement. This legal contract outlines the suppliers’ agreement to not disclose any proprietary information as outlined in the contract.

Request for Quotation:
ETO purchasing or engineering communicates all request for quotation via ETO RFQ form. The RFQ package shall include, but is not limited to, the cover sheet outlining the commercial information, part drawing, performance specifications, packaging form and feasibility form. All the documents must be returned with the quotation response referencing drawing revision level quoted.

Purchase Orders, Material Releases and Drawing Revision Control:
Purchase orders are issued for all purchases including services. If a spot buy purchase order is less than $1,000 it will only be mailed or emailed to the supplier upon the supplier’s request. Internally, all purchases must have a requisition written before an invoice will be paid.

Purchase orders include the following information:
A. The number following “Reference No” and “Number” is the blanket purchase order number.
B. Shipping terms, delivery terms, and ETO’s preferred method of carrier
C. Ship to address
D. ETO part number and the purchasing terms and conditions.

Blanket Purchase Orders:
For all purchases that are for production components, a blanket purchase order will be issued. For any spot buys a separate purchase order will be issued. Material Certification requirements will be noted in the body of the purchase order that all raw material must be certified to. Shipping instructions will also be noted on the purchase order.
Acknowledgement of the purchase order is required. If acknowledgement is not returned, shipment of product against the purchase order will constitute acceptance of all terms and conditions on the purchase order. If the “Supplier Agreement” document has been signed, it will take precedence to the general terms and conditions sent with the purchase order.

Suppliers are NOT to perform service or ship product without a purchase order number from ETO. Any amendments to purchase orders will be handled with a (PCN) Purchase Change Notification.

Material Release Schedule:
Material release schedules are used in conjunction with blanket purchase orders. All components used in production will be issued a release using the ETO material release schedule. This schedule will give an 8 to 12-week-rolling forecast of material and fabrication numbers. ETO works with LEAN MFG and prefers to work with weekly shipments. If unable to work with weekly shipments please discuss with the purchasing department. The same information contained on the blanket PO will also be on the MRP generated release.

It is important to watch the Open quantity field weekly for any changes. It is also important to distinguish the “ship to” address from the “bill to” address. Changes will also be reflected on the material release schedule.

Drawing revision and release control:
All Prints that are sent out to suppliers for engineering changes, revisions, release for quote or production will be accompanied by a drawing acknowledgement sheet that must be returned to ETO Purchasing.

ETO Packaging and Shipping Requirements:
All containers must be identified with ETO part number, lot number, supplier name and ID, tare weight and revision level of material. All incoming product and material is subject to incoming inspection and can be rejected if container is not properly identified as requested. Shipping terms are stated in the purchase order.

Incoterm for purchased products are stated in the purchase order. In the instance of an “ex works” agreement, ETO is responsible for transport. Independent from the stated incoterm it is ETO’s expectation that the suppliers load purchased goods at their expense.

Supplier Performance Monitoring

Quarterly Supplier Quality, Delivery and Commercial Evaluations
Within the framework of ETO’s quality management system we generate quarterly reports to communicate your performance.
The QUALITY EVALUATION and On Time Delivery Evaluation are the specific deliveries that are included in this evaluation. These are distinct for each part number.
The QUALITY INDEX refers to the number of recorded instances of defect free parts delivered. A score of 100 is equivalent to 100% meaning that there were no deliveries of defective parts during the evaluation period above the grade of 1.
The DELIVERY INDEX is a summary of the deliveries that occurred on the scheduled delivery date. That number will be stated in parentheses directly to the right of the arrow. Deliveries on
time, based on the Grade 1 guideline will be show as a number times zero. The supplier’s objective is to have a zero Index.

<table>
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<th>Delivery Evaluation is as follow:</th>
<th>Quality Evaluation is as follow:</th>
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<td>(GRADE 1 is = to 100% on time)</td>
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<tr>
<td>Grade 1  = 2 days early and 2 days late of delivery date.</td>
<td>Grade 1 = Goods are not defective</td>
</tr>
<tr>
<td>Grade 2  = 5 days early and 5 days late of delivery date.</td>
<td>Grade 2 = Goods have insignificant defects</td>
</tr>
<tr>
<td>Grade 3  = 10 days early and 10 days late of delivery date.</td>
<td>Grade 3 = Goods have significant defects</td>
</tr>
<tr>
<td>Grade 4  = Beyond 10 days of due date.</td>
<td>Grade 4 = Goods have serious defects</td>
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During the evaluation period both Logistics and Purchasing will monitor each supplier’s delivery performance. It is the supplier’s responsibility to deliver product to a Grade 1. It will be the discretion of Logistics and Purchasing to decide if a CAR will be issued for shipments that are not a grade 1.

The total evaluation is calculated by subtracting the Index of delivery on time from the Index of Quality. ETO’s supplier class is shown to the right under the – class decline – heading. The Class of Supplier, or your individual evaluation class, corresponds to your company’s rating.

A class “A” supplier is one whose quality and delivery meet ETO’s requirements. These requirements are defined as defect free parts or services delivered having a total score of 96-100.

A class “B” supplier is one who has minor issues to be addressed. These can be addressed with ETO purchasing; logistics, or quality departments, and informal corrective actions can be initiated and monitored. B suppliers have a score of 91-95.

A class “C” supplier has major issues with either the quality of parts provided, the on-time delivery of these parts, or some combination of both. Formal requests for ETO Purchasing and / or ETO Quality Assurance will initiate corrective action. These formal corrective actions must be promptly acknowledged and filled out appropriately, and action plans for both long and short-term change must be provided. ETO will monitor these formal requests for corrective action (CARs), but it is the responsibility of the supplier to champion the completion of them. C suppliers have a score of 81-90.

A class “D” supplier will be issued formal corrective action request (CARs), and will be required to respond with positive systemic change within 30 days. Failure to address the issues on corrective action requests will result in a supplier being removed from ETO’s Approved Supplier List, which will remove a supplier from consideration for any new business and will make existing business subject to being placed with another supplier. D suppliers have a score of 0-80.

It will be the Purchasing departments discretion of issuing a CAR to a supplier for their overall performance based on the number of CARs issued during the quarter for on time shipments, quality of product and individual evaluation class.

**Quality System Requirements**

It is ETO’s policy to purchase from suppliers who consistently meet or exceed the company’s requirements for quality, reliability, value, service and on time delivery. Suppliers will be responsible for the quality and reliability of their products used by ETO for the manufacture of automotive and non-automotive components. Responsibility is inclusive of all costs incurred in replacement, rework, and/or repair of defective material attributable to
the supplier. ETO policy is to contract for zero defects, continuous improvement and 100% on time delivery!

Suppliers are expected to develop a Quality Assurance System committed to the conformance of quality and reliability of their products. Suppliers shall achieve registration to a recognized International Quality Management System such as ISO 9001:2000 or ISO/TS 16949:2002. Suppliers are expected to meet these requirements whether they are specifically listed in this Supplier Manual or not.

In the final analysis, each supplier must understand and set the quality standards for their organization so they are conducive with the requirements of ETO. The supplier's manufacturing department must assume the responsibility for producing their products at zero defects Quality Levels, with departmental support and with goals including continuous improvement methodology.

In order to achieve these goals, the suppliers and ETO must share quality goals and strategies. To have successful strategy we must understand each others needs and work cooperatively together. Communication is the key to collective cooperation and must start in the advanced planning stages of product development. This will allow us to work as partners and to attain our mutual success.

Production Part Approval Process (PPAP)

Control of Initial Materials
Prior to the delivery of newly-designed, or changed, material(s) and/or product, the supplier shall submit level 3 PPAP to requirements as specified in the most current Production Part Approval Process (PPAP) manual from AIAG, and/or to a specification detailed in writing by ETO Quality Assurance and shall obtain ETO approval of the PPAP. Based on the nature of the change, additional documentation may also be necessary.

Labeling of PPAP and Initial Parts
The PPAP and Initial Production Parts shall be identified, in addition to regular labeling requirements. The sample should be labeled to correspond with the dimensional data provided. There should be a minimum of 3 pieces. First shipments of product after change shall be identified as changed product on each container.

Use of Initial Production Parts Process
The Initial Production Parts Process shall be used whenever there is any change which affects the part/process in any way. Therefore, it is necessary to use this system whenever there is a:

A. Design Change - when the part's drawing changes, altering the physical structure of the part. A design change is only done by the supplier when a new part's drawing or manufacturing instruction is issued to the supplier.
B. New Supplier - when a supplier (first supplier) or sub-supplier (second, third, or fourth supplier) who has never produced this particular part, begins manufacturing this part to ETO.
C. Material Change - when any of the material(s) used to manufacture the part are changed or modified. This applies to all tiers or levels of suppliers or subcontractors!
D. Manufacturing Method Change - when any process used in the manufacturing of a part is changed or modified. This includes any change which affects the way the parts are produced. This applies to all tiers or levels of suppliers or subcontractors!
E. Manufacturing Process Order Change - any time the order of the manufacturing process is changed or deviates from the Process Quality Control Table. This applies to all tiers or levels of suppliers or subcontractors and includes changes in materials such as lubricants used in the manufacture of the product and movement of equipment or process to different location.

F. Jig/Tool Change - when any of the primary or secondary tooling or jigs are changed or modified thus affecting the quality, function, appearance, or reliability of the part. (Jigs and tools examples: welding or assembly and fixtures used in mfg. process, cooling fixtures, air tools, sonic or heat welding equipment, etc.). This applies to all tiers or levels of suppliers or subcontractors!

G. Die/Mold Change - when any dies or molds which are utilized in the manufacturing process are new, changed or modified. This applies to all tiers or levels of suppliers or subcontractors!

H. Inspection Method Change - when the inspection method of the part is changed or deviates from the Process Quality Control Table thus resulting in either an improvement or change in the parts quality performance. This includes first through fourth suppliers. This would include 100% sorts by the supplier for defects as requested by ETO that result in a permanent inspection change.

I. Transportation Method/Packaging Change - when the method of transporting the part to ETO or the packaging of the part deviates from the approved method which could adversely affect the quality of the part. This applies to all tiers or levels of suppliers or subcontractors!

Sample Requirements
The supplier must demonstrate to ETO Quality Department the acceptability of production samples before the initial sample approval is authorized. These samples must demonstrate:

A. Production Materials
B. Production Tooling
C. Production Processes
D. Production Gages
E. Certified Sources of supply

PPAP Sample Approval
Samples are to be dimensionally inspected by the supplier, and all material or laboratory specifications are to be performed by the supplier as required. The inability of a supplier to perform on-site laboratory or other specified testing does not relieve the supplier of the responsibility of those tests being performed. Upon successful completion of all specified requirements and testing documentation as defined by print requirements, the supplier should notify ETO of the availability of samples. The supplier's notification must include the following information:

A. Name of supplier and address.
B. Part number and revision.
C. Quantity of samples available; population size from which the samples were drawn.
D. Part description.
E. Drawing number and design engineering level.
Upon notification, ETO Quality Department will arrange with the supplier to conduct the necessary initial sample assessment. Sample submission must be reviewed and approved by ETO Quality Department.

**Sample evaluation**

The supplier is responsible for all specified requirements of initial samples. Evaluation of initial samples will include the following:

A. The supplier must verify that the gauging used for ETO product has been certified and approved with the initial PPAP.
B. ETO Quality Department will review the supplier’s quality documents for adequacy.
C. The supplier is responsible for reporting of test results and dimensional checks. If there are test results or dimensional checks that do not meet the requirements, the supplier shall notify the Quality Department and Purchasing representative and indicate any issues on the PPAP warrant.
D. The Quality representative will review and approve acceptance standards.

**Sample Masters**

ETO Quality Department may require that special samples be prepared to reflect the specification tolerance limits (i.e. MIN., MAX Visual variation, etc…). These special samples (MASTERS) may be used as manufacturing assembly aids at the supplier's facility and will be signed and dated by ETO Quality Representative. Note: Masters/Master PPAP samples shall be retained per TS-16949 current requirements.

**Capacity**

Suppliers will be expected to submit a “run-at-rate” that shows that they have the ability to meet ETO production demands. Calculations shall be based on a five day work week. ETO reserves the right to verify the “run-at-rate” data on side.

**Capability**

In addition to the expectation for “zero defects”, some characteristics will require evidence of process capability. These will be marked accordingly and will reference ETN002 on the drawing. It is the supplier’s responsibility to ensure that they have the most recent versions of all documents referenced on the drawing. Should a supplier have difficulty obtaining a document, they should contact Purchasing or Quality.

**Change Control - (Deviations and Engineering Changes)**

All changes shall require an ETO approved Deviation or supplier change request form (SCR) prior to implementation. Contact ETO Purchasing / Engineering with change requests to obtain direction / approval for all changes.

**Drawing Control**

When changes occur to ETO drawings (including directions equivalent to drawings) or supplier drawings approved by ETO, suppliers shall submit a revised level 3 PPAP. Unless otherwise approved prior to PPAP Submission in writing by ETO all PPAP submissions shall meet level 3 requirements. Based on the nature of the change, additional documentation may also be necessary.
Process Change Control
During the manufacturing process, (ANY CHANGE) whether because of a design change or otherwise, if a need for change to any material, component, equipment, die, tool mold or jig, or to any production sequence, method or condition should develop, or a change in source of supply or subcontractor’s process, the supplier shall submit a level 3 PPAP per the PPAP manual or to the level specified in writing by ETO Quality and/or obtain an ETO approved deviation prior to shipment.

Deviations
The supplier shall use an approved ETO form and shall have written authorization prior to shipment.

Engineering Change
The supplier shall use an approved ETO form and shall have written approval prior to shipment.

Non Conforming Product

Defects Discovered by Supplier
When any defect is discovered by the supplier, the supplier shall ensure that proper containment is made so that nonconforming product does not escape to ETO. When a defect in goods is discovered, or is suspected to be present in goods delivered by the supplier, or in transit to ETO, ETO Quality Department will be so notified immediately and the supplier must comply with such remedial actions as instructed by ETO.

Defect Discovered at ETO Plant
Defective goods discovered at ETO plant will be dispositioned by ETO. The supplier will comply with ETO disposition instructions without delay.

If ETO associates are required to sort any supplier's goods, the supplier shall incur a standard time charge as established bi-yearly by ETO Finance Department. The current charge is $45.00 per hour, per associate for any hour or portion of an hour of associate’s time. In all cases the supplier shall incur all related costs including but not limited to downtime in which ETO cannot produce products for themselves or their customer. Non-conforming product discovered at ETO that is confirmed supplier fault shall potentially be subject to an initial charge of $350 charge back to the supplier, which covers the Engineering and Impact Analysis and Preparation, Operator Instructions, Material Handling, Receiving Inspection, and preparation of Non-conformance paperwork. This does not include the standard charge for ETO associate’s time as stated above. Additional ETO internal costs may be required depending on the extent of containment and sort. In the event that the supplier is placed on containment, the supplier shall be responsible for the transportation cost of ETO associates to the suppliers for review/audit of the condition for release from containment.

In the event it becomes necessary for a supplier to sort product/material at ETO facility, the supplier shall provide their personnel with required supervision, instruction, personal protective equipment which shall include safety glasses with side shields and in some areas steel toe shoes or strap on toe guards, and any miscellaneous supplies they may require. In the event that additional third party assistance is required by the supplier to expedite containment of non-conforming product, onsite supplier management shall be required. Individual identification of conforming product resulting from containment will be required and
must be approved by ETO Quality Assurance. Failure of supplier personnel to follow ETO health, safety, and environmental procedures shall necessitate the supplier to provide 3rd party sorting and/or changes as noted under section II clause 2.

**Defects Discovered at ETO Customer’s Plant**

When supplier defects are identified at an ETO customer's facility, the supplier shall provide any and all assistance requested. If such assistance is requested and not provided, the supplier shall incur all related costs including travel, hotel bills, as well as the $45/hr/associate charge for associate time portal to portal.

In all cases the supplier shall assume responsibility for all costs that ETO incurs as a result of non-conforming material.

**Corrective and Preventative Actions**

As part of an effort to promote continuous improvement, ETO will request a supplier of defective material/product or services to prepare and submit a corrective action report (CAR). CAR’s may be requested verbally or formally. When a corrective action report is requested, a preliminary response shall be prepared by the supplier and submitted to ETO in writing within 24 hours following notification. Any corrective action plans requiring an extended time period for hard fix installation will require submission of documented updates weekly. An update to the CAR with actions planned will be submitted at the first week following initial request for corrective action, at the latest. A final CAR shall be prepared by the supplier and submitted to ETO within 15 working days following initial notification. All corrective actions must be complete with as much detail as possible. Where technology allows only hard fixes that produce zero defects are allowed. Operator dependent corrective actions are not acceptable. When applicable you should provide pictures, documents, or video to support what is being reported. All control plans, FMEAs, and any other documents shall be revised as changes are made!

ETO reserves the right to reject any CAR and request additional information. Any such request shall be in writing. Continued poor performance, ETO customer reject issues, and repeat issues will require presentation of corrective actions at ETO.

Should the supplier fail to respond within 2 days (initial) and/or submit the final CAR within the 15 working days as stated above, they may be subject to the escalation process, which may include the following:

- Acquisition of contract labor (consulting) to complete the required work on the supplier’s behalf and the resulting expenses charged back to the supplier.
- Any supplier listed as past due corrective actions, may be placed on New Business Hold.

**Containment**

Occurrences of non-conforming issues that have been addressed to the supplier shall result in the need for the supplier to perform the following activities:

A. The supplier shall provide certified stock to ETO, this stock shall be 100% sorted and designated with a special label and (if practical) an individual identification mark, prior to shipment to ETO for verification that no Non-conforming parts are shipped. All
marking must be approved by ETO Quality Assurance for color, type and location. ETO and our Customer vision systems can be affected by markings on the products. 

B. If non-conforming parts are found out of material that the supplier has certified as 100% good product, it will be treated as non-conforming product found by ETO and the subsequent containment requirements and charges listed above will apply. ETO will be the ultimate authority on when containment activities can be discontinued, but they will, at a minimum, continue until permanent corrective action has been implemented and evidence submitted to ETO.

Corrective Action Report
The supplier may use their discretion on the format of their CAR, provided it contains the information listed below:

A. Contact information
B. Problem statement
C. Problem definition
D. Containment measures
E. Root cause for both occurrence and detection
F. Corrective action for both occurrence and detection, with champions and timing
G. Preventive action, including updated documentation (FMEA, Control plans, etc)

5 phase corrective action report (CAR)

While ETO will assist in any way possible to help in the investigation and correction of issues, it is ultimately the supplier’s responsibility to obtain the expertise necessary to provide conforming product.

Supplier New Business Hold (NBH)
It is the ETO policy to purchase from suppliers who consistently meet or exceed the company requirements for quality, reliability, value, and service. When these requirements deteriorate, regrettfully, it may become necessary to place an approved supplier on NBH. A supplier on NBH shall not be allowed to bid on any new business. Upon notification the supplier shall submit a written action plan for correcting the situation / problem(s) involved within the (90) day probation period. The plan should be submitted within (5) business days. Restoration from NBH and reinstatement to ETO approved supplier status will begin when the supplier has instituted corrective actions for which measurable evidence supports their effectiveness. Verification of corrective actions may include ETO on site review. The supplier’s top management at a time, location, and date selected by ETO shall present all evidence to ETO management. In the event that the supplier performance is not restored to acceptable quality performance levels within the probation period, a written notification of revocation will be sent. Restoration from revocation and reinstatement to ETO approved supplier status will begin only after re-validation to the full ETO Supplier Systems Survey and any other ETO requirements.

Supplier Responsibilities

Subcontractor Control
Supplier shall be completely responsible that the goods, or any portion thereof ("components /material"), purchased under subcontract, conform to the drawings, specifications and other
requirements of ETO and the customers of ETO. On an annual basis the supplier must submit to ETO a Level II PPAP for each active part confirming that all approved PPAP conditions and dimensions have not deteriorated.

Control of the Manufacturing Process
The supplier shall, for the purpose of ensuring stable production, establish and maintain the condition of production machinery, equipment, tools, dies, fixtures, gauges, mistake proofs and any customer supplied items through documented preventive maintenance program(s). Both preventative and predictive maintenance will be practiced and documented. The supplier shall, periodically record the condition of all ETO supplied product and items, and report as necessary or upon request. Any loss, damage, or deterioration of ETO property shall be reported to ETO Quality in a timely manner. Advance notice of tooling deterioration that would necessitate replacement shall be reported in advance to allow adequate time to refurbish or replace said tooling. On new projects quotation of perpetual tooling is encouraged and may be required.
ETO expects 100% conforming parts and 100% on time delivery. It is the responsibility of the supplier and their subcontractors to ensure the continuous flow of conforming product, material, or services. A supplier and their subcontractors shall not be absolved or otherwise released from fulfilling established delivery schedules due to identification of defective product, material, or services. In the event circumstances arise that may result in an inability to fulfill established delivery schedules, the supplier and their subcontractor must immediately contact the appropriate ETO release agent and submit a recovery plan in writing signed by the supplier representative or authorized manager and approved by ETO. Costs incurred by ETO due to late shipments shall be the responsibility of the supplier including any charges to ETO due to missed shipments to ETO customers

Customer Specific Requirements
The supplier shall be in compliance of all “OEM Customer Specific Requirements” as listed on the “International Automotive Oversight Bureau” web site, an example of such would be the Ford Engineering requirement for heat treating.
Addendum 1

Related documents & forms at the date of release.
It is the suppliers’ responsibility to confirm you are using the latest version. The latest versions are available through your ETO quality and purchasing contacts.

- Microsoft Office Drawing Revision
- Word 97 - 2003 DocuTemplate 11July2011 Template_01J un11.xlsx
- RFQ Supply Agreement 07July2011.doc
- General Terms of Purchase RevApr2011
- ETO NDA_07MAR11.pdf