



Manufacturing Company™

Innovative Producers of Quality Metal Products Since 1907

Res Manufacturing Supplier Quality Manual

Revision: 8

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1.0 Overview

1.1 Introduction

Res Manufacturing Company is a metal stamping company located in Milwaukee, Wisconsin. Res has experience in a wide variety of market segments including automotive, agriculture, lawn and garden, and cookware. Res specializes in high volume progressive die stampings, supported by secondary operations such as forming, finishing, welding, machining and assembly.

1.2 Quality Policy

Res embraces the requirements documented in the IATF 16949 and ISO 9001 Standard as activities that add value for our customers.

We are dedicated to continually improving customer satisfaction through enhanced product quality and the reduction of waste created by non-value added activities.

1.3 Purpose

Res Manufacturing Company's relationship with its suppliers is one of the most important aspects of its operations. This relationship must be mutually beneficial for the continued success and profitability of each party.

Understanding both parties' responsibility to quality conformance is necessary. This manual describes the quality involvement that Res Manufacturing Company expects of its suppliers and describes the general procedures used in assuring quality of purchased materials and components.

This manual is provided to aid suppliers in meeting Res Manufacturing's Standard Purchase Order Terms and Conditions, engineering specifications, engineering drawings, customer specific requirements, governmental and regulatory requirements and related standards, and any other terms governing the parties' contract(s). This manual does not alter or replace such documents and terms in any way. This manual is part of the purchase order contract issued by Res Manufacturing and may only be modified through a writing signed by an authorized officer of Res Manufacturing expressly referring to this manual and evincing an intent to modify the terms of this manual. No oral modification or modification by email correspondence will be binding on Res Manufacturing.

1.4 Scope

Our supplier quality manual applies to all current and future suppliers who provide Metals, Purchased Components, Purchased Parts, or Outside Services used by Res Manufacturing and incorporated into products or services supplied to our customer. The manual outlines minimum requirements and defines the quality performance required of each supplier's quality management system in providing products or services.

1.5 Maintenance of Document

This document and attachments will be available on Res Manufacturing's website, www.resmfg.com. Any revisions made to this document will generate a change in revision date. Suppliers are responsible for viewing and complying with this document.

2.0 General

2.1 Receiving Hours

Res Manufacturing Company's receiving times are Monday through Thursday starting at 7am, last trucks must arrive by 3pm. Any shipments that arrive outside of these timeframes without special approval from Res Manufacturing's Purchasing or Planning Department will be turned away at the supplier's expense.

2.2 Shipments and Deliveries

Shipments and deliveries shall be in accordance with Res Manufacturing's instructions and must be made to the specified ship-to location. Deliveries should not be made to individuals or departments. Seller's responsibility for all risks for loss or damage to the items or material to be delivered under the purchase order will be governed by Res Manufacturing's Standard Purchase Order Terms and Conditions.

2.3 Inspection

Res expects that all purchased material will be received defect-free. All metal, purchased components, purchased parts, or outside services received at Res Manufacturing shall be subject to inspection and certification review.

2.4 Packaging Requirements and Product Identification

Each individual package received at Res will be clearly marked with:

1. Res part number
2. Res Purchase Order number
3. Manufacturing lot number or heat number
4. Date of manufacture
5. Quantity
6. Barcode (when required)

3.0 Packaging and Invoices

3.1 Purchase Order Number

The purchase order number must be shown on each package, packing slip, and invoice of Seller. Res Manufacturing reserves the right to return to Seller any invoice that does not conform. Payment may not be rendered unless Res Manufacturing receives an invoice showing the purchase order number.

3.2 Packing Slips

Packing Slips must be included in all shipments and must state the Res purchase order along with the Res part number, quantity, or lot number.

4.0 Quality Expectations

4.1 Supplier Evaluation

Suppliers of components, material and outside services are evaluated and selected based on the quality, availability, and price of their product.

New suppliers will need to provide the following:

- Certificate of relevant quality, environmental, and calibration system registration.
- Copy of their quality assurance manual, quality policy, and organizational chart.
- Descriptions of relevant processes, equipment, tools, measurement devices and machines.
- Professional resumes (if engineering or consulting is required).
- Samples of similar products and/or workmanship (if applicable).

Purchasing and Quality will evaluate the submitted information and may request a visit to conduct a “Supplier System Audit” to evaluate the supplier’s quality system and/or production processes.

Suppliers are placed into one of the following categories in the Supplier Code Log based on evaluations and assessments. Supplier status may be changed after review by Purchasing and Quality with corrective actions completed as necessary.

- **APPROVED (A)** – Products or services may be ordered from this supplier.
- **PROVISIONAL (P)** – New suppliers or suppliers with poor quality history as determined by the Supplier Evaluation Process may be considered PROVISIONAL. New suppliers can be moved to APPROVED with an acceptable Supplier Systems Audit score and after an evaluation period established by Quality and Purchasing. Res can still order from existing suppliers in this status; however, these suppliers have been presented with corrective actions that must be implemented within 60 days. Res may impose special receiving inspection requirements for provisional suppliers.
- **NOT APPROVED (N)** – The supplier is not qualified due to unsatisfactory audit results or performance history. Products or services may not be purchased from this supplier. Supplier status may only be upgraded after corrective actions and audits are completed and reviewed by Quality and Purchasing.
- **EXEMPT (E)** – Companies in this classification do not supply materials incorporated into product sold to the customer. These companies are typically referred to as Vendors. If a supplier has been mandated by the customer, we do not independently use their services, and we have a written waiver from the customer they may be EXEMPT.

4.2 Supplier Certification Requirements

Res embraces the requirements documented in the IATF 16949 Technical Specifications as value added for our customers. For us to meet these requirements, our suppliers are required to be certified to the current ISO 9001 standard, with the ultimate goal of certification IATF 16949 for suppliers of who provide products or services for automotive customers. If a supplier has already achieved the appropriate certification a current copy the certificate from an accredited registrar must be provided to Res Manufacturing. If a supplier is not certified to the appropriate standard, they may only be used after an approved 2nd party audit and written waiver from Res Manufacturing's customer. Certification or waiver does not excuse the supplier from any requirements of Res or our customer.

4.3 Supplier Performance

On-time delivery, part quality, corrective actions, engineering support and customer service is monitored by Purchasing and Quality. The "Supplier Performance Workbook" is used to record a supplier's performance rating. Criteria for these ratings are detailed in the workbook. If the final score is unacceptable, corrective actions or audits may be required. A supplier can request an individual scorecard; this will be sent using the "Supplier Performance Report" form.

4.4 Rejected Materials

The supplier must issue a corrective action report in 8D format with respect to any rejected material provided to Res Manufacturing.

The supplier is expected to quarantine (D3), and disposition rejected material within 2 days after notification by Res Manufacturing. Root cause analysis (D4) and final corrective action (D5) should occur within 2 weeks after initial notification. Res Manufacturing may grant extensions to this timeline at its full discretion.

4.5 PPAP Requirements

Suppliers are expected to adhere to the current AIAG APQP PPAP guidelines & methods. Level 3 submission will be required for all products and services. Deviation from these methods must be pre-approved by Res Manufacturing Quality Department in writing. PPAPs should be submitted in an electronic format. A PPAP template will be made available if needed.

Pass Through (PTC), Critical and Safety characteristics must be identified on the Control Plan, PFMEA and Operator/ Work Instructions, Inspection Report. Capability Studies and other validation testing might be required and must be

Based on Res customer requirements a Capacity Study may be required during PPAP. Res will provide a template if needed.

Suppliers whose products or services are used in automotive applications, or by customer requirement, are required to submit IMDS information to the database under Res ID # 12978. If a supplier is not familiar with the MDS Portal (www.mdsystem.com), Res can provide some assistance, but the supplier is encouraged to find formal training, as this submission is important to the PPAP process and proving compliance to statutory and regulatory requirements.

4.6 Annual Inspection & Audits

Per our Customer Specific Requirements suppliers may have to provide annual inspection of the product or service they provide. This includes, but is not limited to:

AIAG CQI-9 Special Process Heat Treat System Assessment
AIAG CQI-11 Special Process Plating System Assessment
AIAG CQI-12 Special Process Coating System Assessment
AIAG CQI-15 Special Process Welding System Assessment
AIAG CQI-23 Special Process Molding System Assessment
GM 1927-16b Control of Non-Conforming Product

4.7 Change Point Management / Deviation

No change in process (including rework and repair), inspection, packaging, sub-suppliers, or any other term of the purchase order can be made to the products and services provided without written approval from Res Manufacturing before the change is made.

Shipments of parts or services approved for change or deviation by Res Manufacturing need to be clearly identified when received at Res Manufacturing. For permanent approvals the first shipment of boxes or skids must have a separate label briefly describing the reason; parts or services under temporary approval must have these labels on every shipment until the situation is returned to its normal state.

4.8 Contingency Plans

The supplier must prepare a contingency plan for continuity of supply in the event of major disruption; such as natural disaster, fire, utility interruption, labor shortage or infrastructure disruption.

4.9 Scrap

For product not meeting requirements the supplier shall verify that the product to be scrapped is rendered unusable.

5.0 Logistics Guide

5.1 Carriers

All suppliers are required to route inbound collect shipments to our facility per the following matrix. Failure to follow this routing can result in excess freight charges that will be billed-back against your company.

Small Packages (Under 60 lb. per package and under 150 lb. total weight of shipment)
UPS Package Delivery Service Ground, unless otherwise approved by Res Purchasing

Less-than-truckload (LTL) (Greater than 150 lb. and less than 10,000 lb. of shipment)
CH Robinson Worldwide (ph.: 888.683.4356)

Truckload (TL)
Contact Res Mfg. Purchasing for best carrier, or CH Robinson Worldwide

Expedite Shipments

Contact Res Mfg. Purchasing for best carrier

Milwaukee-Area Local Pick-ups

Goede Trucking (ph.: 414- 762-0239)

If you should have any questions concerning this routing request contact Res Manufacturing Purchasing.