



**Manufacturing Company™**

Innovative Producers of Quality Metal Products Since 1907

# **Res Manufacturing Supplier Quality Manual**

Revision: 9  
Last Updated 06/30/2020

QOP-06-03 Supplier Quality Manual  
Issue Date: 05/22/2020  
Revision Date: 06/30/2020  
Rev. Approved by: MEPPS

# Table of Contents

## **1.0 Overview**

1. Introduction
2. Values and Beliefs
3. Mission Statement
4. Quality Policy
5. Purpose
6. Scope
7. Maintenance of Document

## **2.0 General Information**

1. Receiving Hours
2. Receiving Inspection
3. Statutory and Regulatory Requirements
4. Confidentiality / Non-Disclosure

## **3.0 Shipping Requirements**

1. Product Identification
2. Packing Slips
3. Packaging
4. Logistics
5. Supplier Invoices

## **4.0 Quality Expectations**

1. Supplier Evaluation
2. Supplier Certification Requirements
3. Supplier Performance
4. Rejected Materials
5. PPAP Requirements
6. IMDS Requirements
7. Annual Inspection & Audits
8. Change Management / Deviation
9. Contingency Plan
10. Scrap
11. Documentation Retention

## **5.0 Special Instructions**

1. RES Mfg. Supplier Bar Code Label Standard

## 1.0 Overview

---

### 1.1 Introduction

Res Manufacturing is a supplier of metallic parts, assemblies and related services to diversified industries that rewards our associates, suppliers and shareholders by providing superior value to our customers.

Founded in 1907, Res has been an innovative producer of metal stamped components and subassemblies. Locally, nationally and globally recognized for excellence, Res focuses on providing engineered solutions for metal forming challenges.

Res is a privately held organization. Our sister company, Kondex Corporation, is a product design and manufacturing partner for Agriculture, Lawn and Turf Care and other OEM partners, producing custom-designed metal components.

### 1.2 Values and Beliefs

As a leading supplier of metal stamped components, Res Manufacturing is committed to delivering high-quality engineered stamping solutions for a variety of industries. We take pride in our customer relationships and strive to exceed your expectations.

**Honesty and integrity** — there can be no compromise to these critical values.

**Reliability** — develop trust over a period of time by consistency and predictability of our everyday behavior.

**Respect and sensitivity for the individual** — everyone will be treated with Respect and dignity.

**Committed to winning** — overcoming challenges and competition to achieve agreed goals and objectives.

**Belief in teamwork** — teamwork Results in an amplification of an individual's contribution and effectiveness.

**Appreciation and recognition** — recognition of the contribution all associates make to the success of Res.

**Awareness of safety and wellness** — proactive approach to safety in the workplace and the well-being of all associates.

### 1.3 Mission Statement

“Res Manufacturing is a supplier of metallic parts, assemblies and related services to diversified industries that rewards our associates, suppliers and shareholders by providing superior value to our customers.”

## **1.4 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.

## **1.5 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.

## **1.6 Scope**

Our supplier quality manual applies to all suppliers who provide Raw Materials, Components, or Outside Services used by Res Manufacturing and are incorporated into products supplied to our customer. This manual outlines the minimum requirements and defines the quality expectations required of each supplier. This manual is provided as a supplement to, and does not replace or alter, any purchase agreement or requirements included in applicable engineering drawings, specifications and other contractual documents.

## **1.7 Maintenance of Document**

This document and attachments are available on Res Manufacturing's website, [www.resmfg.com/about/](http://www.resmfg.com/about/). Any changes made to this document will generate a change in revision. Suppliers are responsible for complying with the most recent revision of this document.

## **2.0 General Information**

---

### **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 this timeframe without prior approval from Res Manufacturing's Purchasing or Planning Department may not be unloaded until the dock re-opens during regularly scheduled hours.

### **2.2 Receiving Inspection**

Res Manufacturing Company 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.

### **2.3 Statutory and Regulatory Requirements**

Res expects its suppliers to comply with all applicable statutory and regulatory requirements including but not limited to Health, Safety, Environmental, Anti-Corruption, Bribery, Section 1502 of the Dodd-Frank Wall Street Reform and Consumer Protection Act (the "Dodd-Frank Act on Conflict Minerals" or "3TG"), The Restriction of Hazardous Substances Directive (RoHS), Fair Labor Standards Act (FLSA), North American Free Trade Agreement (NAFTA).

### **2.4 Confidentiality / Non-Disclosure**

Res Manufacturing Company may require a signed non-disclosure agreement to be on file.

## **3.0 Shipping Requirements**

---

### **3.1 Product Identification**

Each individual carton / package received at Res should be clearly marked with the following:

1. Res part number
2. Res Purchase Order number
3. Manufacturing lot number or Heat number (If applicable)
4. Date of manufacture
5. Quantity
6. Barcode Label (see RES Mfg. Supplier Bar Code Label Standard)

Some outside service items will come to RES in cartons without labels for one of two reasons – 1) There are subsequent manufacturing operations required or 2) The label information was not provided to or agreed upon with the supplier. In these instances, the individual pallet should be labeled with a Master Label that identifies the product on that skid.

Any instructions stated on the purchase order or a part specific packaging instruction supersede the supplier quality manual.

## **3.2 Packing Slips**

Packing Slips must be included with all incoming shipments. Packing Slips should state the Res Purchase Order Number, the Res Part Number, Product Description, and Quantity Shipped. Items received at RES Mfg. without a Packing Slip may be placed on hold until a replacement packing is provided by the supplier.

## **3.3 Packaging**

If specific packaging instructions are not provided to you – All product must be packed and protected in such a way to prevent damage during transit. (With added protection for any UPS or FEDEX shipments)

## **3.4 Logistics**

Please see purchase order for all shipping instructions and carrier information.

If there are any specific questions, please contact Res Purchasing.

## **3.5 Supplier Invoices**

To avoid delays in payment the Res purchase order number should be shown on both the packing slip and invoice.

Electronic invoices are preferred. Please e-mail directly to: [accounting@resmfg.com](mailto:accounting@resmfg.com)

## **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 may 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/or 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 may 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 to 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 of the certificate from an accredited registrar must be provided to Res Manufacturing or available on the supplier's website. If a supplier is not certified to the appropriate standard, they may only be used after an approved 2<sup>nd</sup> 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.

## 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 when requested to do so.

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. Typically, a Level 3 submission will be required for all products and services (unless directed differently). 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 Mfg.'s customer requirements. A Capacity Study may be required during PPAP. Res will provide a template if needed.

## **4.6 IMDS**

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](http://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.

## **4.7 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

## **4.8 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 action; parts or services under temporary approval must have these labels on every shipment until the situation is returned to its normal state.

## **4.9 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.



## 4.10 Scrap

For product that does not meet requirements, the supplier shall ensure that the product to be scrapped is rendered unusable.

## 4.11 Documentation Retention

The supplier shall retain all information related to the quality and manufacture of the supplied part or service for a minimum of the life of the part/ service plus 1 year unless a different time is approved in writing by Res Manufacturing.

## 5.0 Special Instructions

---

### 5.1 RES Mfg. Supplier Bar Code Label Standard

In recent years, the push for uniformity and cooperation in the North American Automotive Industry has resulted in many different changes in the way business is conducted. The Automotive Industry Action Group (AIAG) in conjunction with many managers, executives, and volunteers representing a wide range of companies in the industry have been instrumental in developing standards to improve the entire business process. Examples relative to bar coding are the "Trading Partner Implementation Label Standard (AIAG B-10)" and the "Bar Code Symbology Standard (AIAG B-1)". This document has been issued to illustrate the steps involved in standardizing the supplier-furnished bar code labels in order to meet the AIAG's bar code labeling standards. This document is to serve as a culmination of the standards between RES Mfg. and the AIAG. Our intention is to have your company follow the standards outlined in this document to produce your own labels for all material shipped to our plant. However, this document was written with flexibility in order to outsource the production of labels if you do not possess the technology to do so.

If you have any questions concerning the label and/or its contents, please call RES Mfg. Purchasing. You may also secure a copy of the AIAG Standards referenced in this document by contacting the sources listed in Appendix A.

**RES MFG SUPPLIER BAR CODE LABEL STANDARD:** This Standard was developed in conjunction with the "Trading Partner Implementation Label Standard (AIAG B-10)" developed by the Automotive Industry Action Group (AIAG). The Supplier will be required to adhere to the coding, symbology and display requirements in their labels as defined in this document. In addition, the following specifications must be adhered to unless superseded by RES Mfg. guidelines: • The label SHALL employ the Code 3-of-9 or Code 128 bar code symbology as established in the "AIAG Bar Code Symbology Standard (AIAG B-1)". • The data identifiers and units of measure where applicable, must be in accordance to the ANSI MH 10.8.2 Data Identifiers Standard. The following is a listing of the variations and/or additions to the actual table of contents found in the "Trading Partner Implementation Label Standard AIAG B-10" publication. The minimum label size SHALL be 4.0 inches high by 6.0 inches wide. The label must be secured to the container and/or load to prevent loss AND present the label in a reasonably clean, flat, and uprightly oriented manner so that either contact or non-contact devices can scan it.

#### Data Area Characteristics:

- The label should display the RES Mfg. part number, quantity in the container the label is being applied to, the RES Mfg. Supplier code number, the serial number assigned by the Supplier, the RES Mfg purchase order number covering the material. This information SHALL be included on each label in the designated areas and SHALL be displayed in both human readable characters and bar code symbols as described in this standard. The date of manufacture and the RES Mfg. engineering release level letter designation that coincides with the material in the container SHALL also be in human readable characters in the designated areas. Bar code symbols are optional. The maximum length of the bar code symbol SHOULD NOT exceed 5.5 inches (140 mm) (see Exhibits 8A 8.1A, 8C, 8E, 8F).
- Usage of Data Identifiers: The encoded bar code label SHALL include only the start and stop characters, the data identifier and the specific RES Mfg. data requirements described in the following sections. No place holders or other special characters will be allowed in the bar code.
- Part Number Area: The Part Number Area SHALL accommodate at least sixteen (16) characters. Only the RES Mfg. part number assigned can be used in this area. The human readable characters SHALL be composed of the correct RES Mfg. part number as shown on the Blanket Purchase Order or Release. The data identifier (P) SHALL precede the part number in the bar code. Hence, if the human readable part number is 30-0000-0, the bar code SHALL be encoded \*P30-0000-0\* ("\*" denotes start and stop characters for the bar code). If a Dash is not on the Blanket Order do not include the Dash on the Label.
- Quantity Area: The Quantity Area SHALL accommodate at least six (6) characters. The unit of measure shall be present and human readable. For most RES Mfg. purchased components, the data identifier (Q) is used. For example, if the human readable quantity is 1000 with no unit of measure specified, the bar code SHALL be encoded \*Q1000\* ("\*"denotes start and stop characters for the bar code). The quantity shown on the label SHALL accurately reflect the number of pieces within the container on which the label is applied. All human readable characters SHALL be 0.5 inches high by 0.375 inches wide. The bar code SHALL be printed directly below the human readable characters and be a minimum of 0.5 inches high.
- Supplier Number Area: The Supplier Number Area SHALL accommodate at least six (6) characters. The supplier number SHALL be composed of the Supplier number indicated on the Blanket Purchase Order assigned by RES Mfg. Purchasing. The data identifier (V) SHALL precede the Supplier number in the bar code. For example, the bar code SHALL be encoded \*V123456\* ("\*" denotes start and stop characters for the bar code). All human readable characters SHALL be 0.2 inches high. The bar code SHALL be printed directly below the human readable characters and be a minimum of 0.5 inches high.
- Serial Number Area: The Serial Number Area SHALL have a unique serial number assigned by the Supplier, not by RES Mfg. This serial number SHALL NOT be repeated to RES Mfg. within a twelve-month period to uniquely differentiate that particular container, regardless of content or destination, from others. THE BARCODE SERIAL NUMBER MUST BE 19 CHARACTERS IN LENGTH COMPRISED OF A 6 CHARACTER SUPPLIER ID (IF ID IS GREATER THAN 6 THE LAST 6 CHARACTERS SHALL BE USED), FOLLOWED BY THE CENTURY YEAR (CCYY) AND A 9 DIGIT NUMERIC SERIAL. IF YOU CAN NOT GENERATE A 19 DIGIT SERIAL NUMBER, PLEASE FILL WITH LEADING ZEROS. The data identifier (S) SHALL precede the serial number in the bar code. For the example above, if the Supplier serial number is 1234562016123456789, the bar code SHALL be encoded \*S1234562016123456789\* ("\*" denotes start and stop characters for the bar code). All human readable characters SHALL be 0.2 inches high. The bar code SHALL be printed directly below the human readable characters and be a minimum of 0.5 inches high. The Supplier name, city, state, and zip code SHALL be printed directly below the serial number bar code and SHOULD be 0.1 inches high. PLEASE CONTACT RES Mfg. PUCHASING WITH ANY QUESTIONS.

- **Purchase Order Number Area:** The Purchase Order Number Area SHALL accommodate at least ten (10) characters and display the RES Mfg. Purchase Order number pertaining to the parts in the container. The data identifier (K) SHALL precede the serial number in the bar code. For example, if the purchase order number is A00000, the bar code SHALL be encoded \*KA00000\* ("\*" denotes start and stop characters for the bar code). All human readable characters SHALL be 0.2 inches high. The bar code will be printed directly ABOVE the human readable characters and be a minimum of 0.5 inches high. The reason for printing the bar code above the human readable characters is to decrease the possibility of a scanner encountering more than one symbol on the same horizontal scan.
- **Supplier Name information included in Serial Number Area**
- **Special Data Area Special Data Area:** The Manufacturing Date Area SHOULD contain the date the parts were manufactured and packed into the container on which the label is applied. The human readable characters SHOULD be 0.2 inches high. The Date SHALL be legibly printed either mechanically or by hand. The Engineering Level Area SHALL display the RES Mfg. Engineering Revision Level that pertains to the parts within the container to which the label is applied. The Engineering Revision Level SHALL be legibly printed either mechanically or by hand. If printed mechanically, the characters SHOULD be 0.2 inches high. The remaining unused areas can be utilized at the Supplier's discretion.
- **Bulk Material:** Bulk Materials subject to expiration MUST contain the material date of expiration. Date of expiration SHALL be legibly printed either mechanically or by hand. The human readable characters SHOULD be 0.2 inches high. The Lot number assigned to the bulk materials MUST be included. The data identifier (T) SHALL precede the Lot number in the bar code. For example, the bar code SHALL be encoded \*T123456789\* ("\*" denotes start and stop characters for the bar code). All human readable characters SHALL be 0.2 inches high. The bar code SHALL be printed directly below the human readable characters and be a minimum of 0.5 inches high. Master Labels
- **Multiple, Common Item Packs - Master Label:** When multiple containers of the same item, part, or code number are packed as a unit, a Master Label SHALL be used and SHOULD be positioned in such a manner that when the pack is broken apart, the label is discarded. The top of the label SHALL have the heading "MASTER LABEL" printed in 1.0 inch high letters. A bordered sheet SHOULD be used to display the label to help clearly distinguish it from an Individual Container Label. A bordered sheet with this heading that can be used by the Supplier can be found in Exhibit B. The data areas of the label SHALL conform to the specifications defined in the Individual container Label except that the data identifier for the serial number SHALL be M. Please refer to Exhibits A-B for examples.

**QUALITY REQUIREMENTS** All Suppliers shall submit a sample of their label to your RES Mfg. Purchasing contact. RES Mfg. will evaluate the label for conformance to the standard for human readable characters and to AIAG Bar Code Symbolology 3 of 9 or Code 128. The Supplier will be notified of any discrepancies found and the corrective action required. The purpose is to assure uniformity and accurate decodability of the Supplier's label by RES Mfg. scanning equipment.

EXHIBITS:

Container Label Example A:

PART NO: (P) <b>10935877</b>		F000KV1464 RIGHT HARNES BRKT	
QUANTITY: (Q) <b>125</b>	PURCHASE ORDER NO. (K) <b>5500017417</b>		
	PCS		
SUPPLIER (V) <b>051133</b>	LOT NUMBER (T) <b>123456789</b>		
SERIAL: (S) <b>0511332016123456789</b>		MFG DATE 01/MAY/2016	EXP DATE 31/DEC/2016
		ENG. LEVEL 000000000	
ARNOLD TOOL & DIE COMPANY. CHESTERFIELD			

Master Label Example B:

PART NO: (P) <b>11448523</b>		MASTER LABEL	
QUANTITY: (Q) <b>3750.000</b>	PURCHASE ORDER NO: (K) <b>5500022622</b>		
	PC		
SUPPLIER (V) <b>51133</b>	LOT NUMBER (T) <b>4561112230</b>		
SERIAL: (M) <b>511332018000002758</b>		MFG DATE 01/DEC/2009	EXP DATE 16/MAR/2026
		ENG. LEVEL	
ARNOLD TOOL AND DIE COMPANY. SOUTHFIELD MI 48075			

**APPENDIX A:**

Suppliers can secure their own copies of the AIAG Standards referenced in this standard by calling or writing: Automotive Industry Action Group 26200 Lasher Road, Suite 200 Southfield, MI 48034 (810) 358-3570 Fax (810) 358-3253

Suppliers can secure their own copy of the ANSI Standard referenced in the AIAG B-3 Standard by calling or writing: ANSI 1430 Broadway New York, NY 10018 (202) 642-4900