



# Supplier Quality Manual

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# Supplier Quality Manual

## **1.0 Introduction**

SRG Global's success is based on supplying high quality, high performance products at a competitive price to our customers. Our suppliers are a key element in achieving and maintaining this high standard of performance. We consider our suppliers an important part of the SRG Global Team. SRG Global strives to develop and maintain positive working relationships with all of our suppliers.

**This document sets out and defines SRG Global's expectations of our suppliers. As a supplier to SRG Global, you agree to conform to the quality system guidelines in this document. Failure to return a signed acknowledgement form "Attachment C" will result in you being placed on "New Business Hold" status.**

Exceptions to these guidelines must be agreed to in writing by an authorized officer of SRG Global.

This Manual and SRG Global's Contract Terms are available on the SRG Global website at [www.srgglobal.com](http://www.srgglobal.com). In this document, "you" or "your" relates to the supplier and "we" or "us" relates to SRG Global. You are responsible to check the website periodically for updates.

## **2.0 Quality Systems Requirements**

All suppliers of products and services provided to SRG Global that affect customer requirements must be, at a minimum, ISO 9001:2008 certified with the goal of conforming to TS 16949. In the event that the supplier is not certified, SRG Global will place the supplier on "New Business Hold" and will replace the supplier with a certified supplier that meets all of SRG Global's requirements.

Your quality manuals and overall quality systems will conform to ISO 9001:2008/TS 16949 standards. SRG Global reserves the right to require more specific component requirements from its suppliers.

You must submit the attached supplier information sheet to SRG Global's purchasing group, including a 24-hour contact list, prior to supplying product. The 24-hour contact list must include the names of personnel authorized to make decisions and take direct action on your behalf for quality or delivery issues. You must update the list when you make personnel changes and provide it to the SRG Global purchasing group.

*See the Addendums at the back of this manual for regional specific requirements.*



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## **3.0 Quality Performance**

You must provide parts and services that have zero defects and result in zero claims. SRG Global will rate its suppliers on PPM, number and severity of rejections, on-time delivery, and control shipping level one or two. Your quality performance will be taken into consideration when we make sourcing decisions.

## **4.0 Code of Conduct**

SRG Global and its employees are not allowed to accept any gifts, gratuities, or benefits from suppliers beyond normal business practices or local customs not to exceed \$50 USD (or local equivalent) of value. During the holiday periods SRG Global facilities or corporate offices will not accept any gifts or goods from a supplier. If you would like to provide a gift to a SRG Global employee, we request that you make a donation in that person's name to an appropriate charity.

If a SRG Global employee requests a gift item from you, please report this request to our Vice President of Purchasing.

## **5.0 Advanced Product Quality Planning**

You will utilize the planning procedures and techniques provided in the most current *AIAG Advanced Product Quality Planning and Control Plan* reference manual. You may be asked to supply data at regular intervals prior to PPAP in order to conform to SRG Global's APQP Gate Process.

## **6.0 SRG Global Access to Supplier Facility**

Upon 24 hours notice, you must allow us and our customers to have an on-site review of all processes, tools and equipment, and quality systems, including those of sub-suppliers and sub-contractors if specified in the notice.

## **7.0 Production Part Approval Process**

### **Requirements and Expectations**

You will conform to all requirements defined in the *AIAG PPAP Manual, Latest Revision*, in addition to SRG Global's specific requirements. All PPAP's must be submitted electronically and utilize the SRG Global PPAP checklist.

Prior to Production Launch, at a minimum any parts shipped to a SRG Global facility must have the following:

1. Warrant
2. Dimensional layout
3. Material test data and Material Certifications
4. Evidence of special consideration of any pass-through characteristics.



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The PPAP level required will be determined by SRG Global Supplier Quality and Purchasing. Level 3 is the default level unless specified otherwise in writing by SRG Global Supplier Quality.

As a supplier of product and/or service that effects customer requirements, you will ensure that all of your sub-suppliers meet all requirements of the latest revision of the AIAG PPAP Manual. SRG Global reserves the right to request inclusion of the sub supplier's PPAP within the supplier's PPAP submission.

Any modifications after PPAP to part, process or facility must be communicated in writing no less than 90 days prior to the intended start of the part/product change or facility location change, using the SRG Global Supplier Product Process Change form (See Attachment "B") and must be approved by SRG Global Corporate Purchasing and Supplier Quality prior to commencement of activity. The activity must include resubmission of PPAP.

## **Bulk Material**

Requirements for bulk material PPAPs are as follows:

1. Bulk Materials include, but are not limited to the following:
  - a. Adhesives and sealants – solders, elastomers
  - b. Chemicals – resins, polishes, additives, treatments, colors
  - c. Coating – topcoats, undercoats, primers, phosphates
  - d. Film and film laminates
  - e. Ferrous and non-ferrous metals – bulk steel, aluminum, coils, ingots
  - f. Monomers, pre-polymers and polymers – rubber, plastic, resin
2. PPAP submission and approval is required for:
  - a. Bulk material processing technologies that are new to suppliers and that have not been previously used for this application
  - b. Suppliers that are starting to sell a new product for a new application
  - c. Any change that would normally be expected to have an effect on the part and material formulation
3. Requirements: The Bulk Materials Requirements Checklist must be utilized.
4. In addition to the above PPAP requirements, SRG Global requires its suppliers to provide the following data with every shipment:
  - a. Material certifications tested per required specifications
  - b. Color plaques or numeric color values, if applicable
  - c. On-going SPC data, if specified



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## **8.0 Revalidation and Certification**

### **Annual Revalidation**

SRG Global requires you to revalidate supplied parts and material annually.

Revalidation will consist of the following:

- a. Dimensional layout (all characteristics on the current print)
- b. Performance testing
- c. Measurement system analysis
- d. Update of any SRG Global specific requirements

The supplier will retain records of the annual revalidation, which will be made available to SRG Global within 24 hours upon request.

### **Material Certification**

The supplier will provide evidence of material certification (conformance to specification) with each lot/batch or shipment to the receiving SRG Global facility. In some cases, the supplier may be asked to participate in “pre-certification” approval processes prior to actual shipment.

All materials with a Certificate of Analysis (COA) should be emailed to the SRG Global receiving plant prior to the material arrival. The address used is based on the commodity you are supplying. The email addresses may be found at [www.srgglobal.com](http://www.srgglobal.com).

Material certifications that include a date of manufacture, expiration or use by date must have that same date of manufacture, expiration or use by date marked on the label of the material packaging. Material shipped to a SRG Global facility shall have no less than 75 percent of its useable shelf life remaining.

## **9.0 Statistical Process Control**

If requested, the supplier will provide evidence of control and on-going capability as required for submittal at PPAP revalidation. SPC monitoring is required where applicable for prototype, preproduction trial runs, PPAP and continuous improvement monitoring. Minimum capability values are Ppk/Cpk of 1.67 for the pre-production trial runs and Ppk/Cpk 1.33 for PPAP.

Evidence of control and on-going capability may be required for submittal on a regular basis.

## **10.0 Nonconforming Product**

In the event that you supply product that SRG Global believes is nonconforming (all products shipped past an interim date or without full PPAP approval are considered



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nonconforming), you will be responsible for the nonconforming product and subject to the following actions:

1. We can return the entire lot of product, or any portion thereof, to you at your sole cost. You will refund us for the cost of the product or replace it with conforming product free of charge at SRG Global's sole option. (This is only applicable if there is adequate stock to maintain production until certified product is available.)
2. You will sort the product at our facility within the timeframe specified by us to identify conforming product that we can consume to maintain production.
3. In the event you are unable or unwilling to sort product within twenty-four hours (unless specified otherwise), we will have the option to:
  - i. Sort the product for a specified hourly rate. (See regional addendum for sort costs), or
  - ii. Have the product sorted by an impartial third party approved by us. You will pay all of the third party sorting company fees.
  - iii. Charge an administrative/manpower fee (a one time fee applied to either of the above charges, see regional addendum for administrative fees).

In the event that the nonconforming product is found at a SRG Global customer location, you will be responsible for any sorting costs in addition to any charge-backs incurred by SRG Global from its customer. In addition, we reserve the right to debit any warranty charges incurred for defects caused by your nonconforming product. These charges may include, but are not limited to, transportation costs for return materials, evaluation costs incurred by SRG Global personnel, dealer markup, and any punitive costs incurred from SRG Global's customer. You will also be expected to support customer-designated meetings to resolve warranty issues related to your product.

The remedies listed in this document for nonconforming product are not meant to be exclusive and, in addition to those remedies or actions set forth in this document, SRG Global shall have the right to seek all other remedies, either in law or by contract, available to it to address nonconforming product.

## 10.1 Containment and Corrective Action

You will take all necessary actions to contain and correct the nonconformity both in-house and at the SRG Global location. This may include, at a minimum, sorting and/or rework. Supplier is responsible for shipping costs for returned material and the cost of replacement of material. All products shipped past an interim date or without full PPAP approval are considered nonconforming.



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## 10.2 Controlled Shipping

The standard guidelines for implementation of controlled shipping take into consideration one or more of the following:

- Inadequate containment and/or resolution of nonconformance via corrective actions.
- Untimely responsiveness for a nonconformance via corrective actions.
- Repeat corrective action requests from one or multiple SRG Global plants.
- Incapable processes.
- SRG Global customer quality rejection due to a supplier component.

Two levels of controlled shipping exist:

- a. Level 1 controlled shipping is defined as an additional 100% inspection process after final inspection in a separate inspection area. Your employees at your location will complete the sort in order to make sure SRG Global does not receive nonconforming parts/material. You must communicate the containment results daily to us.
- b. Level 2 controlled shipping is the same activity but the “person(s) performing the sort” must be employees of an impartial third party. We must approve the sort company that you select. You will pay all of the third party sorting company fees. The Level 2 containment may take place anywhere throughout the supply chain as designated by SRG Global. Level 2 containment is in addition to the Level 1 requirements already put in place. Notification to supplier’s quality registrar will take place with request for re-audit of supplier’s systems. You must communicate the containment results daily to us.

We will notify you in writing of the controlled shipping level exit criteria.

If you are placed on a customer special status (e.g., GM CSII, Ford Q-1 revocation) for quality / delivery spills with product that is shipped to customers other than SRG Global, you are required to still notify SRG Global Supplier Quality of the customer special status.

*See the Addendums at the back of this manual for regional specific requirements.*

## 11.0 Supplier Corrective Action Requests

You are required to respond to an online SCAR (Supplier Corrective Action Request) System.

This report will be forwarded with supporting documentation to the requestor within 5 working days of the occurrence. Initial response for containment must be within 24 hours.





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If we do not find the report acceptable, you will address all issues identified by the requestor and resubmit by the original deadline provided. Lack of proper response will affect your quality rating and sourcing of new business with us.

## ***Delivery***

### **12.1 Releases**

We will communicate quantity and delivery requirements to suppliers using procurement releases or SRM.

In the event of a change in release, you will request and receive a copy of the updated release from the appropriate SRG Global facility. Failure to comply may result in a negative impact to delivery performance.

### **12.2 Quantities**

You will ship purchased components and services to the exact quantity per the release. Bulk material quantities will be within 5% of the requirement indicated per the release.

You must immediately contact the receiving SRG Global plant in the event that a required quantity cannot be met.

### **12.3 On-Time Delivery**

The expectation for delivery is 100% on-time.

### **12.4 Advance Shipping Notice**

If required by SRG Global, the supplier will forward (by Fax or EDI) an Advance Shipping Notice (ASN) to the receiving SRG Global facility.

### **12.5 Excess Freight Charges**

If we incur excess freight charges due to the fault of the supplier, the supplier will be responsible for these excess charges.

You are responsible for the freight when multiple shipments are required due to your inability to meet our production schedule.

### **12.6 Hazardous Material**

The supplier will annually provide a Material Safety Data Sheet (MSDS) to the SRG Global facility receiving any Hazardous Material or parts/components containing Hazardous Materials. All material classified as hazardous by local, state or central government regulations will be identified, documented, handled, packaged, and shipped as required by applicable laws, rules and regulations. In addition the supplier must conform to additional restricted material per the list at <http://www.srgglobal.com/suppliers>





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## 12.7 Packaging and Labeling

All Parts shall be properly packaged, labeled, and marked at your expense in accordance with SRG Global requirements.

Unless SRG Global specifies otherwise, such requirements shall be in accordance with good industry practices and in such a manner that will not only protect the parts against hazards of shipment, storage, and exposure, but will permit the securing of the lowest transportation rates.

You will obtain packaging and labeling requirements and approvals from the receiving SRG Global facility. These requirements shall be included in the PPAP package and include photos as examples documented prior to PPAP approval. You are responsible for making sure that all shipments of Hazardous Materials or parts/components containing Hazardous Materials comply with all Local, State, Federal and Regional Government Hazardous Material laws, rules and regulations.

Each packing slip, bill of lading, shipping notice and invoice shall bear SRG Global's applicable part number, Release number, Purchase Order number, date of shipment, quantity shipped, address of SRG, forwarding information and any other information requested by SRG.

Any deviation from SRG shipping and billing instructions shall be at your risk.

## 12.8 Import Requirements

*See the Addendums at the back of this manual for regional specific requirements.*

## 12.9 Obsolescence

Any claim seeking a payment from SRG Global as a result of termination, program or part cancellation must be submitted to SRG Global within 10 business days from the effective date of cancelation. Claims submitted after the 10 business days will not be accepted. The claim must be in line with SRG Global's firm releases and must include sufficient supporting data to permit SRG and its customer to verify and substantiate the claim. SRG will pay the obsolescence claims upon receiving obsolescence payment from the end customer.

## 12.10 Contingency Planning

You will conduct a risk assessment of your operations that support SRG Global production facilities, quality requirements, and delivery schedules. Each assessment should consider, at a minimum, the impact arising from:

- |                            |                               |
|----------------------------|-------------------------------|
| -Natural disasters         | -Information loss             |
| -Geo-political hazards     | -Intellectual property claims |
| -Supply chain disruptions  | -Personnel concerns           |
| -Facility or system issues | -Equipment problems           |



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You will prepare contingency plans to ensure continued operations at SRG Global. You will provide the contingency plans to SRG Global when requested.

## **13.0 Material Identification and Traceability**

You must be able to identify a specific lot or batch through all states of production, packaging and delivery. This must include any out-sourced operation. Injection molded product must have cavity identification.

You must also record the raw material/component lot/batch number assigned by the sub-supplier that is used to produce each specific lot/batch of final product.

The specific lot/batch number will be recorded on all documentation pertaining to the delivered product. This documentation will include, at a minimum:

- Raw material lot number
- Job set-up sheet
- Production log
- Inspection/testing methods
- Control charts
- Traveler tags

## **14.0 Purchased Products and Services (Sub-suppliers)**

The use of customer designated subcontractors does not relieve the supplier of the responsibility of ensuring the quality of subcontracted parts, materials and services. This may include:

- Product Containment Levels 1 and 2
- Designation of Registration Requirements
- Increased inspection methods

## **15.0 Tooling and Gauges**

You shall maintain all tooling and gauges provided by SRG Global and our customers, in good condition so that the manufacture of the parts are not interrupted. Tooling and Equipment maintenance records must be maintained and be available upon request from SRG Global. You shall maintain and calibrate all gauges provided by SRG Global and our customers.

You shall properly house, care for, repair or, if necessary, replace all Vendor Tooling and shall bear the risk of loss or damage thereto (including normal wear and tear) at your expense for the life of the program. The Vendor Tooling is lent by SRG Global to the supplier.

You shall only use the Vendor Tooling for manufacturing parts for SRG Global. You shall, immediately upon SRG Global's request, deliver the Vendor Tooling to SRG or its nominee in accordance with SRG Global's instructions. You shall not modify, lease, transfer or dispose of any Vendor Tooling unless Supplier obtains SRG Global's prior written consent. Suppliers are not allowed to relocate tools or subcontract SRG Global's business after award without a prior written approval from our Purchasing department.



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You shall use best efforts to produce the Vendor Tooling at the lowest possible cost consistent with SRG Global's production part quality requirements. SRG Global reserves the right to audit Vendor Tooling costs.

Detailed tooling and equipment drawings, including processing parameters and list of perishable tooling, must be provided for all SRG Global funded investments.

In order to receive tooling payment from SRG, the following documentation must be provided on or before submitting your invoice:

1. SRG Global purchase order
2. Detail tooling drawings / pictures
3. Approved sample submission paperwork, complete with our full approval signature.

The following statement must appear on your invoice: "The tools included in this invoice have been stamped or stenciled with a tool number and our part number & are clearly labeled; "Property of SRG Global."

Production tooling must permanently be identified and readily visible with ownership information as indicated on the purchase order. All PPAP's must include digital photos as evidence of the above requirements.

All Tools considered "Production Tools" are required to meet the quoted run rate at 100% efficiency. The right, title and interest to all supplies, materials, tools, jigs, dies, gauges, fixtures, molds, patterns, equipment, designs, drawings, gages, specifications, spare parts, trial parts, ancillary products, or items owned by SRG Global (or by its customer) and other items furnished by SRG Global (or by its customer) ("Bailed Tools") to supplier for use in manufacturing the goods, or for which supplier is reimbursed by SRG Global (or its customer), shall be and remain the property of SRG Global (or its customer). In the event that SRG Global issues a Tooling Purchase Order, all right, title, and interest in and to any part of the Tooling, including any and all supplies, materials, tools, jigs, dies, gauges, fixtures, molds, patterns, equipment, designs, drawings, specifications, spare parts, trial parts and ancillary products, shall pass to SRG Global as soon as it is acquired or fabricated in accordance with a Tooling Purchase Order or other written documentation issued by SRG Global ("SRG Global-owned Tooling", together with Bailed Tools are collectively referred to herein as "Tools"). During the term of a Purchase Order, all Tools in the possession of supplier shall be deemed to be bailed property and shall not be deemed to be a fixture or a part of supplier's real property. Supplier shall bear the risk of loss of and damage to SRG Global's property, including but not limited to any Tools.

## **16.0 Service Parts**

Unless otherwise agreed in writing between the Parties, Supplier agrees to continue to supply service parts, as required by SRG Global ("Service Parts"), for each model of vehicle, for fifteen (15) years from the date of last production of such



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vehicle model for which the Parts were supplied. The Service Parts shall be supplied at full production assembly level and/or at sub-component level, as required by SRG Global. The Service Parts shall meet all Specifications provided by SRG. The Price for the Service Parts will be the same as under Purchase Orders for corresponding production Parts.

## **17.0 Corporate Social Responsibility**

As a supplier to SRG Global you must operate consistent with Guardian Industries Corporation's Code of Conduct [https://www.guardian.com/en/compliance\\_ethics.html](https://www.guardian.com/en/compliance_ethics.html) and comply with all applicable Local, State, Federal Laws, and those laws applicable to the country/territory the supplier operates in. This intent includes but is not limited to;

- a. Labor laws – the use of child labor or forced compulsory work is prohibited for any supplier producing product for SRG Global.
- b. Fair wage and work practice – suppliers' wage scales, overtime practices, work schedules and approach to collective bargaining will comply with all applicable laws.
- c. Discrimination – Suppliers will not engage in any form of discrimination for any reason (race, gender, color, religion, military affiliation etc.). The supplier should foster an environment that allows easy flow of communication from the work force to Management without fear of reprisal or persecution.
- d. Environmental Compliance – The supplier will comply with all applicable environmental laws and regulations.
- e. Work Place Safety – Compliance with all applicable work place safety regulation including but not limited to, proper protective equipment, training and equipment safeguards.
- f. Conflict Minerals, Fair Trade, and Social Responsibility – Suppliers will comply with all reasonable requests or requirements related to SRG Global or its customers ongoing compliance with the SEC Conflict Mineral Rules and other efforts to end illicit trade, human trafficking, or any other abuses or acts against humanity.

If you are found to be in violation of any applicable law, SRG Global will take swift and immediate action to remove current business from you. You will also lose the ability to compete and secure future business awards.

The intent of SRG Global is to partner with only those suppliers that not only demonstrate the desired combination of quality, commercial competitiveness and innovation, but more importantly those suppliers that do so while maintaining strict adherence to all applicable laws, fostering a positive, safe, and ethical work environment.

## 17.1 Product Safety Representative (PSR) Requirements

You must select a Product Safety Representative. The duties and responsibilities of the PSR are as follows:

- Have knowledge of the product manufactured: its mode of operation, a detailed understanding of the onsite production process, and its intended purpose for customers.
- Assist to define, develop and set priorities for the elimination and/or prevention of defects related to product safety during the product development phase (fault prevention).
- Assure that Process FMEA's are developed for safety related issues.
- Assure the launch of new products are part of "lessons learned" in order to prevent safety-related faults from occurring during the production, assembly and testing processes.
- Formulating "lessons learned" check lists for the qualified inspection of designs and processes with regard to product safety.
- Independently implementing and/or arranging regular production and product checks of current production in order to validate the product's safety for the use (including foreseeable misuse).
- Introduction and subsequent monitoring of (immediate) measures in case of relevant deviations.
- Verifying the rapid implementation and sustainable effectiveness of planned corrective measures in the event of a complaint.
- Ability to suspend components for the current production, e.g. in case of safety related complaints.

### *Regional Specific Addendums*

In addition to the requirements outlined in the previous sections of the SRG Global Supplier Quality Manual, each Region (North America, Europe, Asia etc.) may have additional or specific requirements. The following addendums outline those requirements. These are in addition to the requirements listed above, not in lieu of. When supplying SRG Global Plants in multiple regions, the shipment and expectations are governed by the Supplier Quality Manual and the applicable addendum for that region.



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## ***Addendum “A” North America Specific Requirements***

### ***2.0 Quality Systems Requirements***

Suppliers providing SRG Global with heat treated, plated or coated product / material shall meet the requirements of the AIAG CQI- 9, 11,12,15 Heat Treat, Plating, Coating and Welding System Assessments. Records of these assessments including any corrective actions required for compliance shall be maintained and made available upon request by SRG Global.

### ***10.0 Nonconforming Product***

In the event any of the SRG Global North American Plants have to sort product due to the supplier’s inability or unwillingness to do so, a rate of \$120 per person, per hour will apply.

Administrative/Manpower fees shall be a one time charge per incident of \$500.

### ***12.0 Delivery***

#### **12.8 Import Requirements**

All suppliers must be in compliance with US Customs regulations and the import and export laws and regulations of the United States and those of any other jurisdiction or country as may be applicable. Requirements include completion of annual NAFTA Certificate of Origin for all parts supplied, C-TPAT (Customs-Trade Partnership Against Terrorism) questionnaire, TSCA (Toxic Substance Control Act) certification and any other applicable laws or regulations.

The United States government requires that SRG Global and our suppliers utilize pallets that have been certified as having been constructed from wood that has been treated / fumigated. The pallets need to bear a seal, showing certification. The US requirement affects all inbound shipments into the United States. For more information visit the following web site <http://www.aphis.usda.gov/ppq/wpm/>.

## ***Addendum “B” Europe Specific Requirements***

### ***2.0 Quality Systems Requirements***

Only for suppliers of components and materials for VW Group:

- The minimum certification requirement is TS16949
- Supplier must send to SRG an annual self-assessment according to VDA 6.3

Only for suppliers of components and materials for VW Group (Audi, Volkswagen, Seat, Skoda), supplier should read, fulfill and return the “Supplier Letter Product Safety Responsible VW” (see SRG Global website at [www.srgglobal.com](http://www.srgglobal.com)).

### ***10.0 Nonconforming Product***

In the event any of the SRG Global Europe Plants have to sort product due to the supplier’s inability or unwillingness to do so, a rate of 32 euros per person, per hour will apply.

Administrative/Manpower fees shall be a one time charge per incident of 250 euros.

### ***12.0 Delivery***

#### 12.6 Hazardous Material

#### **REACH (Registration, Evaluation and Authorization of Chemicals)**

Suppliers must comply with European Union Regulation **Registration Evaluation Authorization and Restriction of CHemicals** (REACH) and any/all amendments. This applies to suppliers that provide substances on their own, in preparations or in articles. For information about how to comply with this requirement and you can also obtain information from the following web site: <http://www.echa.europa.eu>.

#### 12.8 Import Requirements

All suppliers must be in compliance with EU Customs regulations and the import and export laws and regulations of the European Union and those of any other jurisdiction or country as may be applicable. This regulation (Council Regulation (EC) No 260/2009 of 26 February 2009 on the common rules for imports) aims to establish common rules for imports into the European Union (EU) based on the principle of the freedom of import and to define the procedures enabling the EU to implement, where necessary, the surveillance and safeguard measures required to protect its interests.





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## ***Addendum “C” Asia Specific Requirements***

### ***10.0 Nonconforming Product***

In the event SRG Global has to sort product due to the supplier's inability or unwillingness to do so, a rate of 50 RMB per person, per hour will apply.

Administrative/Manpower fees shall be a one time charge per incident of 500 RMB.



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## “Attachment A”

Supplier Contact List	
<b>Supplier Name</b>	
<b>DUNS Number</b>	
<b>Mailing Address</b>	
<b>Manufacturing Address</b>	

Contact	Name	Position	Phone	Cell	Email
<b>Customer</b>					
Primary					
Secondary					
<b>Scheduling</b>					
Primary					
Secondary					
<b>Shipping</b>					
Primary					
Secondary					
<b>Quality</b>					
Primary					
Secondary					
<b>Engineering</b>					
Primary					
Secondary					
<b>After Hours</b>					
Primary					
Secondary					
<b>Management</b>					
Primary					
Secondary					
<b>Product Safety Representative</b>					
Primary					
Secondary					



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“Attachment B”

## SRG Global Supplier Product/Process Change Request

Tracking #:

Supplier: \_\_\_\_\_  Change or  Deviation

Part Name: \_\_\_\_\_  Permanent - Start: \_\_\_\_\_

Part Number: \_\_\_\_\_  Temporary - From: \_\_\_\_\_ To: \_\_\_\_\_

Program: \_\_\_\_\_ Submission Date: \_\_\_\_\_

Pre-production       Current Production       Service

---

Running Change       Obsolescence Change       Common Part: \_\_\_\_\_

Plants Affected:	<input type="checkbox"/> Boleslawiec	<input type="checkbox"/> Covington	<input type="checkbox"/> Evansville	<input type="checkbox"/> Farmington
	<input type="checkbox"/> IBI	<input type="checkbox"/> Irapuato	<input type="checkbox"/> Liria	<input type="checkbox"/> Morehead
	<input type="checkbox"/> Portageville	<input type="checkbox"/> Ripley	<input type="checkbox"/> Suzhou	<input type="checkbox"/> Taylor
			<input type="checkbox"/> Xiaogan	

**Current Process or Condition:**

**Proposed Change to Process or Condition:**

**Reason for Change / Effect of Change:**

**How will the change be verified?**

Date PFMEA/DFMEA Reviewed by Supplier: _____	Date PFMEA/DFMEA Reviewed by SRG Global: _____
--	--

Estimated Cost: (local currency)		Part Cost Affected? <input type="checkbox"/> Yes <input type="checkbox"/> No	Old Price: _____	New Price: _____
-------------------------------------	--	---	------------------	------------------

All sections above must be completed for this request to be considered.

SRG Global Approval:	Approve	Reject	Comments
Buyer	<input type="checkbox"/>	<input type="checkbox"/>	
Supplier QA	<input type="checkbox"/>	<input type="checkbox"/>	
Program Mgmt	<input type="checkbox"/>	<input type="checkbox"/>	



# Supplier Quality Manual

“Attachment C”

## Supplier Quality Manual Acknowledgement

Dear Valued Supplier,  
SRG Global Inc. maintains our supplier requirements on our website. Please go to <http://www.srgglobal.com/supplier-portal> to view the latest revision of the SRG Global Supplier Quality Manual. The completion and return of this letter indicates your understanding of SRG Global Supplier Quality Requirements.

Company Name \_\_\_\_\_ Location \_\_\_\_\_  
Name \_\_\_\_\_ Title \_\_\_\_\_  
Email \_\_\_\_\_ Phone \_\_\_\_\_

Please complete and return this acknowledgement via email to:

North America:

[na.sqm@srgglobal.com](mailto:na.sqm@srgglobal.com)

Asia:

[ap.sqm@srgglobal.com](mailto:ap.sqm@srgglobal.com)

Europe:

[eu.sqm@srgglobal.com](mailto:eu.sqm@srgglobal.com)



# Supplier Quality Manual

## Revision Log

Revision 8 dated - May 13, 2014

### **7.0 Production Part Approval Process**

Added - the underlined text below to the section **Requirements and Expectations**

Any modifications after PPAP to part, process or facility must be communicated in writing no less than 90 days prior to the intended start of the part/product change or facility location change, using the SRG Global Supplier Product Process Change form (See Attachment “B”) and must be approved by SRG Global Corporate Purchasing and Supplier Quality prior to commencement of activity. The activity must include resubmission of PPAP.

### **12.6 Hazardous Material**

Added – In addition the supplier must conform to additional restricted material per the list at <http://www.srgglobal.com/supplier-portal>

### **15.0 Tooling**

Added - and Gauges to the heading

Added - the underlined text below to section 15.0

You shall maintain all tooling and gauges provided by SRG Global and our customers, in good condition so that the manufacture of the parts are not interrupted. Tooling and Equipment maintenance records must be maintained and be available upon request from SRG Global. You shall maintain and calibrate all gauges provided by SRG Global and our customers.

### **“Attachment B”**

Added Taylor to Plants Affected Selection



# Supplier Quality Manual

Revision 9 – June 1, 2016

## **8.0 Revalidation and Certification**

Added - Material shipped to a SRG Global facility shall have no less than 75% of its useable shelf life remaining.

## **12.0 Delivery**

Added section 12.10 Contingency Planning

## **15.0 Tooling**

Removed item 3 Bailee form.

Revised paragraph 7 - Production tooling must permanently be identified and readily visible with ownership information as indicated on the purchase order.

Attachment “A” – Added Product Safety Representative

Attachment “C” – revised email addresses

## **17.0 Corporate Social Responsibility**

### **(Changed heading from Supply Chain Working Conditions)**

Added reference to Guardian’s Code of Conduct.

d. Changed “regulatory laws” to “laws and regulations”

e. Changed “Work Force Safety” to “Work Place Safety”

Added section 17.1 Product Safety Representative (PSR) Requirements

### ***Addendum “B” Europe Specific Requirements***

#### **2.0 Quality Systems Requirements**

Added - Only for suppliers of components and materials for VW Group:

- minimum certification requirement is TS16949
- Supplier must send to SRG an annual self-assessment according VDA 6.3

Only for suppliers of components and materials for VW Group (Audi, Volkswagen, Seat, Skoda), supplier should read, fulfil and return the “Supplier Letter Product Safety Responsible VW” (see SRG Global website at [www.srgglobal.com](http://www.srgglobal.com)).