



# Supplier Quality Manual

QCP-0010

Rev: 12/6/2019

Owner: QA Manager

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## **Introduction**

This Supplier Quality Document is intended to assist our current suppliers and potential new suppliers with the basis for understanding the quality expectations of Champlain Cable.

## **Purpose**

This Document establishes the minimum quality requirements for all suppliers of production materials, whether the products being furnished are provided by the supplier directly, or are purchased from sub-tier suppliers for the use in Champlain Cable products. This document was designed with the intent to address the International Organization for Standardization (IATF 16949), (ISO 9001) and current industry standards.

## **Application**

Champlain Cable has adopted the Quality System Requirements described in the current revision of IATF 16949 standard, which is available through the Automotive Industry Action Group (AIAG) website ([www.aiag.org](http://www.aiag.org)). Suppliers must review the following Quality System Requirements and use them in conjunction with Champlain Cable Supplier Quality Requirements:

- Advanced Product Quality Planning (APQP)
- Statistical Process Control (SPC)
- Failure Modes and Effects Analysis (FMEA)
- Measurement Systems Analysis (MSA)
- Production Parts Approval Process (PPAP)

## **Supplier Qualification**

Champlain Cable requires suppliers to be registered to the current ISO 9001 or IATF (ISO/TS) 16949 standard by an IAF (International Accreditation Forum) or IATF (International Automotive Task Force) accredited third-party certification body. The cert should display a symbol such as ANAB, UKAS, IATF or other member from IAF or IATF website. It is expected that suppliers will maintain all elements of the quality system as defined in the applicable standard.

## **RFQ/APQP Documentation**

Upon receipt of the Request for Quote (RFQ), potential suppliers must prepare and submit a document package with their quote, a written acknowledgement that technical documents provided by Champlain Cable are understood and deliverable (i.e. Supplier Quality Documents, drawings, packaging, labeling, etc.)

## **Management Responsibility**

The supplier shall establish, document and maintain a quality system as a means of ensuring that product conforms to specified requirements. The supplier shall submit the following to Champlain Cable Purchasing personnel:

- Current copy of 3<sup>rd</sup> Party registration certification to supplier's Quality Management System (e.g. ISO 9001, IATF or ISO/TS 16949)
- Documentation requested by Champlain Cable, in an effort to adequately assess a supplier's system.

## **Quality Planning**

The supplier shall establish and implement an advanced product quality planning process for new products supplied to Champlain Cable. It is recommended to review the following [link](#) for the minimum requirements.

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## **Change Management**

Due to the sensitive nature of Champlain Cable products and the continual drive to reduce variation throughout the supply chain, the supplier must submit in writing a request for change in product or process. A change in product or process includes but is not limited to anything that could affect form, fit, function, performance, or durability. This explicitly includes:

- Changes to equipment types or sizes
- Changes in manufacturing location (including those setup as alternate locations)
- Use of approved or unapproved alternate ingredients in formulation sheets
- Use of alternate supplies of raw materials

## **Nonconforming Material**

A supplier must immediately notify the Champlain Cable Quality and Purchasing Departments if it is discovered that nonconforming material may have been shipped to any Champlain Cable related facilities. Immediate notification should be made by telephone followed by written documentation of the problem, lot size, shipment dates, lot identification etc. If nonconforming material is discovered at a Champlain Cable location, Champlain Cable reserves the right to reject the entire lot or make other disposition. Champlain Cable Quality or Purchasing department will notify the supplier, including a request for 8D corrective action. Upon notification, the supplier must provide a written containment and replacement plan to the Champlain Cable Quality department within 24 hours. Containment may include full replacement of all suspect material, 100% inspection of all product at or in route to Champlain Cable location(s), as well as product in process at supplier's facility or subcontractor. In addition, a "clean point" with first known conforming parts must be communicated to Champlain Cable. To protect production schedules of Champlain Cable and their customers, Champlain Cable reserves the right to initiate 100% inspection at their facility or by third party. All expenses incurred shall be billed to supplier responsible for defective component(s). Suppliers are expected to take ownership of the 8D process, lead root-cause investigations, and report to Champlain Cable on a timely basis. Within 14 calendar days of notification, suppliers are expected to complete actions through step D5 of the 8D process, including evidence to support root cause conclusion. In all cases, the supplier shall 100% inspect material until corrective action(s) have been agreed with Champlain Cable and implemented, with containers clearly marked accordingly.

## **Disposition of Nonconforming Material**

Nonconforming material found at any Champlain Cable related facility is subject to several possible dispositions dependent on the nature of the nonconformance and supplier input.

- Supplier to rework and or sort at Champlain Cable facility at the supplier's expense
- Scrap at Champlain Cable facility at supplier's expense
- Return to supplier at supplier's expense
- Use with a Champlain Cable approved deviation

## **Product Approval**

Champlain Cable follows a product specific approach to part approval. As such, initial order(s) will be placed for a product to determine suitability of the product. This can be identified by a part number with a "T" at the end of it. This product will be inspected at incoming, for full testing based on the purchase specification, then utilized during the manufacturing of product, and finally verified through finished level product testing. Champlain Cable may determine it is necessary to repeat the process as necessary based upon the level of risk determined at Champlain

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Cable. Any product found to be nonconforming to specifications or during processing and testing will be cause for rejection. Product supplied under initial qualification are expected to be from the process that will be utilized during full rate production with all monitoring and control in place. Products that have been approved are still subject to the conformance of both specification and process conformance. Supplied products may be inspected at any frequency to any of the requirements of the purchasing specification or based upon process conformance.

## **Customer Requirements**

Products provided to Champlain Cable may be used in the following customer's product. As such the following requirements are required of our suppliers:

## **Minimum Quality System Requirements for Ford and FCA**

For a detailed listing of whether a supplier is required to follow these requirements on a part by part basis, the supplier may contact the Champlain Cable Purchasing department.

## **Supplier Monitoring**

Champlain Cable will monitor a supplier's quality, delivery, service, and other characteristics related to supplier performance and communicate this to the supplier each quarter via the Supplier Quarterly Scorecard.

Evaluations will be based on a total score range of 0 (worst) to 5 (best) using the following weight factors:

On-Time Delivery	45%
Quality	45%
Service	10%

Supplier overall ratings below 2.25 points will require a written corrective action plan from the supplier as identified in the Scorecard sent to the supplier for the Quarter being measured. Supplier ratings below 2.25 points may also result in one or more of the following as determined by the team's assessment:

1. Being placed on a Level II containment (outside or internal sort at Supplier's expense)
2. Sourcing Probation
3. Loss of current business
4. Audit of appropriate processes causing major issues

## **Special Characteristics**

Champlain Cable may designate certain product characteristics as critical to the success of the product. If this is done, it can be identified as <D> for characteristics that are critical for dimensional reasons, and <S> for safety related or regulatory related characteristics. If there are items that are flowed down to the supplier, these characteristics must be utilized during PFMEA and Control Plan generation, and a full PPAP level 3 must be supplied with the product on the initial builds of the product. The supplier must utilize the criteria designated in the AIAG PPAP, SPC, FMEA, and MSA manuals to designate and manage the characteristics.

Designation of <S> characteristics will require Champlain Cable to conduct additional surveillance of the product and processes. Additionally, prior to production, an audit team will review all documentation and process controls onsite with the supplier. All changes to the process shall be reviewed with the Champlain Cable quality team prior to implementation.



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## **Certification of Conformance**

The Supplier shall furnish, with each shipment, a Certificate of Conformance that shall be signed by a responsible representative and will identify the part number, revision level, Purchase Order number, date of manufacture, and title of the responsible person.

## **Inspection/Test Reports, Retention of Records, Training**

Supplier shall retain records of inspection/tests and raw material certifications relevant to this procurement for a period of 7 years minimum, or as required by contract. Where the documents are kept electronically or in a computer system, they should be capable of being reproduced in a printed manner when required.

## **Buyer Surveys, Surveillance, Audits, and Inspection**

Buyer has the right to conduct surveys, audits, and surveillance of Supplier's facilities, or those of Supplier's subcontractors or suppliers with prior coordination with Suppliers to determine the capability to comply, and to verify continuing compliance, with the requirements of the Purchase Order.

## **Compliance to REACH/RoHS**

Supplier shall certify that all products supplied under a Champlain Cable purchase order meet:

Directive 2011/65/EU of the European Parliament (aka RoHS 2) on the restriction of the use of certain hazardous substances in electrical and electronic equipment; and do not contain Substances of Very High Concern as listed by EU Regulation (EC) No 1907/2006 of the European Parliament and of the Council on the Registration, Evaluation, Authorization and Restriction of Chemicals (REACH), including all amendments up to and including Regulation (EU) 2017/999 of 13 June 2017 amending Annex XIV to Regulation (EC) No 1907/2006.

## **Limited Shelf Life Materials**

With each delivery of materials on this Purchase Order, that have a limited or specified shelf life, the Supplier shall furnish certification that shall state the purchase order number, date of shipment, the product name, quantity being shipped, cure or manufacture date, expiration date or shelf life, storage temperature, lot or batch number, and any special handling procedures that need to be followed. Materials shipped against a Purchase Order must have a minimum of 75% of the maximum Shelf Life from the date of manufacture, unless otherwise approved by Champlain in writing.