

FIRSTRONIC, LLC



ELECTRONICS MANUFACTURING SOLUTIONS

Supplier Quality Manual

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SECTION 1 – INTRODUCTION

1. INTRODUCTION

1.1. Scope

- 1.1.1. This manual has been developed to communicate the operating principles, general expectations, requirements, and procedures of Firstronic, LLC. Adherence to the guidelines described in this manual is required by all Firstronic, LLC suppliers. Acceptance of any and/or all purchase orders constitutes acceptance and commitment on behalf of the recipient to comply with this manual's content. This manual is provided as a supplement to, and does not replace or alter, any purchase agreement the general purchase conditions or requirements included in applicable engineering drawings, specifications and other contractual documents. This manual describes the minimum requirements for which the supplier has responsibility. However, system improvements that exceed the requirements specified within this manual are always encouraged.

1.2. Purpose

- 1.2.1. The guidebook is provided to communicate quality, delivery and purchasing requirements. This Supplier Guidebook outlines business rules and supplier requirements necessary to standardize supplier rejections and supplier performance

1.3. Application

- 1.3.1. The expectations and requirements described in this manual apply to all suppliers of serial production products. Suppliers must meet all applicable requirements specified herein.

1.4. Implementation

- 1.4.1. Suppliers are responsible for the development, documentation, implementation, and maintenance of a quality system that complies with the ISO 9001. Suppliers are encouraged to become certified to the quality management system standard ISO/TS 16949, and the environmental management system ISO 14001.

NOTE: UPON COMPLETION OF REVIEW OF THIS DOCUMENT, PLEASE FILL OUT THE FOLLOWING PAGE ACKNOWLEDGING YOUR REVIEW AND INTENT TO COMPLY WITH THE FIRSTRONIC, LLC SUPPLIER QUALITY REQUIREMENTS AND SEND TO:

balbert@firstronic.com

SUPPLIER ACKNOWLEDGEMENT SHEET

Please retain this sheet and return a signed copy to the Firstronic, LLC Materials Department (Fax No. 616-456-9230 ATTN: Brad Albert or e-mail scanned copy to balbert@firstronic.com) indicating that you have received, reviewed and accepted in principle the contents of this Supplier Manual. All communications with respect to the contents of this Manual are to be addressed initially in writing to the Firstronic, LLC Purchasing Department. Please note your comments or concerns prior to submitting the acknowledgement form.

COMMENTS:

Supplier Name: _____

Supplier Address: _____

Supplier Telephone Number: _____

Authorized Signature: _____

Name and Title: _____

Date Signed: _____



SECTION 2 – FIRSTRONIC, LLC EXPECTATIONS

2. FIRSTRONICS, LLC EXPECTATIONS

2.1. Engineering / Technical Support

- 2.1.1. Firstronic, LLC is dedicated to the manufacture of the highest quality products. In order for this objective to be achieved, all suppliers should offer engineering and technical support to Firstronic, LLC when said support is requested.

2.2. Manufacture Capability / Capacity / Location

- 2.2.1. Suppliers are expected to have the resources necessary (people, property, facilities, equipment, and materials) to supply the products required to accommodate Firstronic, LLC production schedule. This is a requirement to be able to be a preferred supplier to Firstronic, LLC.

2.3. Consistent Quality

- 2.3.1. Zero-defect products should be the goal of all suppliers to Firstronic, LLC. This is according to the general automotive industry standard. Payment by Firstronic, LLC shall not constitute acceptance. Even after acceptance of a shipment, Firstronic, LLC reserves the right to return any material that proves to be defective for full credit. Defective material shall be returned at the supplier's expense and account debited accordingly. Suppliers will be held responsible for any additional charges for sorting, administrative fees and other related costs (extra transport, end customer charges, etc.).

2.4. On-Time Delivery

- 2.4.1. Firstronic, LLC requires all suppliers to strive towards 100% on-time delivery performance with the correct quantity at the agreed upon price. Monitoring of performance levels in this area will be ongoing with formal reporting on a quarterly basis. To further clarify this, we consider unauthorized early or late deliveries and partial or over shipments to be unacceptable. The quantity shipped per order or release cannot vary from specified quantity without prior acceptance of the buyer.

2.4.2. If a production line is shut down due to poor quality, late delivery, or incorrect quantity on any shipment, the supplier will be responsible for all costs incurred including expediting shipments or charges from Firstronic, LLC customers.

2.5. Cooperative Management Attitude

2.5.1. Firstronic, LLC expects our supplier's top management to share our commitment to meet or exceed our customer's quality expectations through continuous improvements. It is also expected that they will give their full support to the relationship that exists between our companies and demonstrate flexibility in assisting Firstronic, LLC in meeting all of our customer's requirements.

2.5.2. The Supplier is required to maintain a Firstronic, LLC plant contact, who can be readily available to assist in solving problems relating to quality, delivery and other issues. Focus should be on continuous improvements.

2.6. Rights of Verification of Products/Processes

2.6.1. Firstronic, LLC personnel and/or customers or the customer's representative shall be afforded the right to verify at the supplier's premises and at Firstronic's premises that subcontracted product conforms to specified requirements.

2.6.2. A "Supplier Audit" would be recommended for all new Suppliers, meaning any supplier who has never before supplied material to any Firstronic facility and who is a supplier of high risk or new/key material used. The first phase of the "Supplier Audit" requires the supplier to complete the Supplier Profile/Self-Assessment. Based on the information provided in the Supplier Profile/Self-Assessment form, the Firstronic Purchasing and / or Quality Department will then decide whether or not a facility review will also be required (Strategic Supplier designation).

2.6.3. Firstronic has the right to conduct periodic visits at any supplier location that currently does direct and indirect business with Firstronic. These visits will be performed by Supplier Quality Manager or equivalent and / or support staff, they will conduct problem visit resolution reviews, APQP/ launch readiness reviews, supplier capacity and over-all supplier performance reviews.

SECTION 3 – SUPPLIER SELECTION AND PERFORMANCE

3. SUPPLIER SELECTION AND PERFORMANCE

3.1. Supplier Assessment and Selection

- 3.1.1. Firstronic, LLC supply base will consist of organizations supportive of our business needs. Firstronic, LLC utilizes controlled methods through which suppliers are evaluated, selected, developed and monitored.
- 3.1.2. The criteria for assessment and selection of suppliers for placement on Firstronic, LLC Preferred Suppliers List is based on the supplier’s abilities to meet our specific supplier requirements.
- 3.1.3. All Potential New Suppliers will be required to complete and have a “Recommended/PASS” status Firstronic, LLC supplier Self-Assessment Survey before sourcing considerations can be completed.
 - 3.1.3.1. Only Strategic Suppliers are required to have ISO-9001 and/or ISO/TS-16949 Certification or a plan to achieve this certification. This certification information for all Strategic Supplier is maintained within PLEX and drives update requests for near expiration Certificates from those suppliers.
- 3.1.4. Assessment and qualification of new suppliers is dependent on the ultimate category designation for the new supplier according to the following table:

SUPPLIER SELECTION REQUIREMENT	Firstronic, LLC Supplier Quality Manual Acknowledgement Completed and Returned		Firstronic, LLC Supplier Self Assessment completed and returned with minimum "Recommended/PASS"		Firstronic, LLC Supplier On Site Audit conducted with minimum "Recommended/PASS"		Firstronic, LLC Master Agreement Completed, Returned and On File		ISO-9001:2008 and/or ISO/TS-16949 current version Certified
	COMPONENT TYPE		COMPONENT TYPE		COMPONENT TYPE		COMPONENT TYPE		
	MTP	SHELF	MTP	SHELF	MTP	SHELF	MTP	SHELF	
Firstronic, LLC Distribution Partner Supplier	✓	✓	✓	✓	✓	NA	✓	✓	✓
Firstronic Sourced Supplier	✓	✓	✓	✓	✓	NA	✓	✓	✓
Customer Directed Supplier	✓	✓	✓	✓	NA	NA	NA	NA	YES-Unless otherwise specified by the customer

3.2. Supplier monitoring

- 3.2.1. All vendor claims on suppliers sent from our plants will be reported into the Firstronic, LLC global computer system. On a quarterly basis the purchasing department will issue Supplier Scorecards for all **strategic suppliers** based on this data and follow up the suppliers that cannot meet our requirements.
- 3.2.2. Monthly monitoring of the Strategic Suppliers will also be conducted for the two primary categories.

3.3. Supplier Scorecard Process

- 3.3.1. A supplier scorecard is updated every Quarter for Strategic Suppliers.
 - 3.3.1.1. Strategic Suppliers are defined as ones that have adopted and are participating in supply to the Firstronic supply strategy, evidence by a Master Agreement or Pull Agreement.
- 3.3.2. The Strategic Supplier Performance Rating System is based on a scale of 0 to 100% for each category, with the overall Score of 100% being the highest attainable rating. The Overall Goal for a Quarter is 95%. The Overall Score for the Quarter is an average of the two primary categories. The two primary categories of measurement are:
 - **Delivery (OTD):** On Time Delivery of a Strategic Supplier is determined using the Quantity of On-Time Receipts/Quantity of Receipt for the month x 100. Late and Early deliveries that fall outside of the pre-defined Firstronic thresholds within PLEX are both considered “Late” for On Time Delivery calculation.
 - **Quality Yield %:** Quality Yield % of a Strategic Supplier is determined using the Quantity of Acceptable Containers Received/Total Quantity of Containers Received for the month x 100
 - Distribution Strategic Suppliers Quality issues will be handled on a case by case basis to determine Distribution or Distribution Sub-Supplier ownership.
 - If a Quality Yield issue is identified as a Distribution partner sub-supplier issue, resolution will be driven through the distribution partner to the sub-supplier but will not negatively impact the Distribution partners Quality Yield.

3.3.3. Below is the matrix that defines the Overall Quarterly Strategic Supplier Scoring and Reaction Plans based on the Quarter Overall Score:

SCORING RULES	OVERALL STRATEGIC SUPPLIER STATUS	OVERALL YTD AVERAGE SCORE	OVERALL YTD SCORE SUPPLIER ACTION	DEVELOPMENT ACTION DETAILS
	PREFERRED	100%-95.00%	N/A	NO ACTION REQUIRED
	APPROVED	94.99%-85.00%	N/A	INFORMAL FOLLOW UP WITH SUPPLIER BY FIRSTRONIC
	CONDITIONAL	84.99%-80.00%	SUPPLIER CORRECTIVE ACTION	FORMAL SUPPLIER CORRECTIVE ACTION (SCAR) WILL BE ISSUED TO SUPPLIER
	UNACCEPTABLE	<80.00%	DEVELOPMENT PLAN	FORMAL DEVELOPMENT PLAN WILL BE REQUIRED FROM SUPPLIER WITH FOLLOW UP BY FIRSTRONIC MANAGEMENT
NOTE: FIRSTRONIC MAY ISSUE FORMAL SUPPLIER CORRECTIVE ACTION IN ANY MONTH DUE TO OTD OR QUALITY ISSUES THAT IMPACT FIRSTRONIC OR THEIR CUSTOMERS.				

- 3.3.3.1. Although Quarterly Scoring will drive Quarterly reaction plans if necessary, Firstronic may issue Supplier Corrective Action in any month due to OTD or Quality related issues that impact Firstronic or our Customers.
- 3.3.3.2. The Supplier Development Action Plan for “Unacceptable” rated Strategic Suppliers is a worksheet within the Quarterly Scorecard.

3.4. Certificates of Conformance

- 3.4.1. A Certificate of Conformance is required for each shipment for all parts.
- 3.4.2. For Firstronic Customer supplied raw material, a CoC Waiver can be submitted to Firstronic for each Part Number (See CoC Waiver at the end of the manual). If a CoC Waiver is not completed and material is received at Firstronic without a CoC, the material will be rejected and will remain on HOLD until CoC or CoC Waiver for that Part Number is received from the Customer.
- 3.4.3. The C of C can be embedded within the Packing Slip, which does not require a signature, but must include the following information (See CoC Example on next page):
 - Company Name, Manufacturer’s Name, Manufacturing Location, Purchase Order Number, Part/Item Number, Lot Number, Date Codes, Quantity, Supplier Contact Information, Appropriate Supplier Signature



SUPPLIER CERTIFICATE OF CONFORMANCE EXAMPLE

<div style="border: 1px dashed black; padding: 10px; margin: 0 auto; width: 80%;">SUPPLIER NAME / LOGO</div>	
<u>CERTIFICATE OF CONFORMANCE</u>	
DATE:	
CUSTOMER NAME: FIRSTRONIC, LLC	
PRODUCT P/N:	
P.O. #:	
LOT#:	
DATE CODE:	
QTY:	
<p>This Certificate is to assure that the above Part Number meets all Customers specifications and requirements as defined per Drawings and/or P.O.</p>	
_____ Supplier Representative (PRINT NAME)	_____ Supplier Representative (SIGNATURE)

- 3.4.4 Specific Make to Print Custom material may be identified as requiring measurement data per Lot to verify product conformance included in the Certificate of Conformance.
- 3.4.5 These suppliers will be identified based on specific Firstronic and Firstronic Customer requirements.

3.5 European ELV Directive and IMDS, REACH and Requirements

- 3.5.4 The European End-of-Life-Vehicle (ELV) Directive 2000/53EC that entered into force on 21st October 2000, imposes specific rules and guidelines for materials used in motor vehicles. Suppliers to Firstronic are responsible to ensure that the ELV Directives are fulfilled and that Firstronic is informed through the International Material Data System (IMDS) of the material and substance composition of all products supplied.
- 3.5.5 In order to ensure regulatory compliance to the ELV-Directive and any other applicable substance regulations over time, it is necessary to document the material and substance composition of the entire vehicle. The IMDS allows the OEM's and suppliers to collect and manage this information.
- 3.5.6 Suppliers are required to report their material and substance composition of all products supplied to Firstronic in the IMDS.
- 3.5.7 Firstronic holds the supplier solely liable in the event product supplied to Firstronic does not conform to regulatory requirements and therefore any and all costs incurred in such instances shall be borne by the supplier.

3.6 Packaging and Labeling Requirements

- 3.6.4 The supplier shall package, label and ship products according to the agreed packaging instruction and shipping agreement.
- 3.6.5 Shipping box may contain multiple packages of a single part number, however, each package will contain only one Date/Lot Code. Quantity and Date/Lot Code must be marked on the package and the box.
- 3.6.6 No Styrofoam, peanuts, chips, or any small particle generating material can be used for dunnage or padding in shipping boxes.
- 3.6.7 Suppliers have the responsibility to provide bar code labels that meet AIAG standards. Bar code labeling is a critical part of the manufacturing process. Firstronic will alert suppliers of any persistent label non-conformances. Firstronic urges suppliers to perform audits of the print quality, data accuracy and placement of labels on a routine basis to ensure zero labeling issues.

3.7 Conflict Mineral Reporting

- 3.7.4 Firstronic expects our suppliers to implement controls on their supply chains, so that they are able to provide us with this information and so that all of the 3TG

in the components, parts and products that we purchase from them is "conflict free".

- 3.7.5 Suppliers who supply components, parts or products containing 3TG are expected to source those minerals from ethically and socially responsible sources that do not directly or indirectly contribute to conflict.

SECTION 4 – QUALITY REQUIREMENTS

4 Quality Requirements

4.4 Quality Management System

4.4.4 Our Strategic Suppliers are required to be certified to ISO 9001 and/or ISO/TS-16949 Quality Management System by an accredited 3rd party registration body or have an active plan towards certification. Supplier Quality System shall be formally documented, implemented and maintained to ensure that supplier's products conform to the identified purchase specifications, engineering or material specifications and/or contract requirements. The system should be defined and documented in the supplier's own Quality Manual. This manual should be made available to Firstronic, LLC for review upon request.

4.5 Product Quality

4.5.4 Suppliers are fully responsible for the quality of their products including their sub-suppliers. Both are responsible for providing products that meet all Firstronic, LLC requirements, specifications, and drawings as identified on the purchase order and that the products are free from defects as warranted in Firstronic, LLC General Purchasing Conditions. Zero-defect products are expected from all suppliers, with the goal of 95%-100% Incoming Quality Yield at Firstronic.

4.6 Quality Planning (QAP/APQP)

4.6.4 All suppliers are required to complete a QAP/APQP on all projects (new or changed parts) according to the provided time schedule, and report on the activity as requested. Any change in the time schedule needs to be approved by Firstronic, LLC. This process will be followed up by the responsible Supplier Quality Development Engineer.

4.7 Production Part Approval Process (PPAP)

4.7.4 Unless otherwise communicated, a **Level 3 PPAP** is required for all custom components. The PPAP with all requested documentation and samples according to the QAP/APQP process shall be available or submitted on the agreed date before first shipment is made. This documentation shall show that all requirements specified in our drawings and specifications are fulfilled (See required detail below).

PPAP Element Detail Required

Elem.	Requirement	Required Detail
1	Design Record	Latest detailed print reflecting part-number and rev level.
2	Engineering Change Documents	Any ECN that are not yet recorded in latest print
3	Customer Engineering Approval	If required by Firstronic a written statement that approves the component/material to be PPAP'd by Firstronic Engineering
4	Design FMEA	If supplier is design responsible, a dFMEA will be required.
5	Process Flow Diagrams	Process map of the manufacturing process from receiving raw/sub- components to shipping finished product.
6	Process FMEA	Process FMEA identifying all critical process Failure Modes as well as special/critical characteristics. Format expected is per AIAG-FMEA
7	Control Plan	Process Control Plan identifying all critical process controls per pFMEA as well as defined characteristics. Format expected is per AIAG-APQP and Control plan
8	Measurement System Analysis Studies	MSA studies (at a minimum Gage R&R) for all gages associated with measuring characteristics or supplier identified critical checks.
9	Dimensional Results*	Full lay-out of the component to be PPAP'd relative to all print dimensions on a minimum of 5 samples (per tool or cavity)
10	Material, Performance Test Results*	Data submitted needs to prove that component/material meets all material, performance and test requirements identified by RBC and Supplier (internal). A minimum data set of 3 samples is required
11	Initial Process Studies	At a minimum all defined special/critical characteristics will have to demonstrate a process capability with a Cpk \geq 1.33 (minimum 10 sub-groups of 3) based on a stable process
12	Qualified Laboratory Documentation	If utilizing in-house lab for material and or performance test results insert the lab's testing scope in this section. If using an outside lab, include lab certification with scope.
13	Appearance Approval Report*	Is waived unless specifically requested by Firstronic. Enclose approved Appearance Approval Report (AAR)
14	Sample Product	Product samples to be submitted with the PPAP are the same samples used for part layout. Parts will have to be identified so that the data reported can be verified (default 3 parts).
15	Master Sample	Is waived unless specifically requested by Firstronic.
16	Checking Aids	In order to avoid different measurement techniques on key-product features it is in the Supplier's interest to document the method of measurement (i.e. pin-gage, micrometer, height-gage, special gage) by feature with special attention to all special/critical characteristics
17	Records of Customer Compliance	Is waived unless specifically requested by Firstronic.
18	Part Submission Warrant (PSW)*	A completed PSW warranting the product/material meeting all applicable specifications and standards. No product and/or process changes are allowed unless Firstronic has given approval to do so per AIAG-PPAP 4 th edition section 3.

PPAP LEVEL SUPPLIER SUBMISSION REQUIREMENTS

= Required (unless not applicable)

= Submit upon request from Firstronic

		PPAP Level				
		1	2	3	4	5
1	Design Record		✓	✓	<input checked="" type="checkbox"/>	✓
2	Engineering Change Documents			✓	<input checked="" type="checkbox"/>	✓
3	Customer Engineering Approval			✓	<input checked="" type="checkbox"/>	✓
4	Design FMEA			✓	<input checked="" type="checkbox"/>	✓
5	Process Flow Diagram			✓	<input checked="" type="checkbox"/>	✓
6	Proces FMEA			✓	<input checked="" type="checkbox"/>	✓
7	Control Plan			✓	<input checked="" type="checkbox"/>	✓
8	Measurement System Analysis Studies			✓	<input checked="" type="checkbox"/>	✓
9	Dimensional Results		✓	✓	<input checked="" type="checkbox"/>	✓
10	Material, Performance Test Results		✓	✓	<input checked="" type="checkbox"/>	✓
11	Initial Process Studies			✓	<input checked="" type="checkbox"/>	✓
12	Qualified Laboratory Documentation		✓	✓	<input checked="" type="checkbox"/>	✓
13	Appearance Approval Report (AAR)		✓	✓	<input checked="" type="checkbox"/>	✓
14	Sample Product		✓	✓	<input checked="" type="checkbox"/>	✓
15	Master Sample				<input checked="" type="checkbox"/>	
16	Checking Aids			✓	<input checked="" type="checkbox"/>	✓
17	Records of Compliance			✓	<input checked="" type="checkbox"/>	✓
18	Part Submission Warrant	✓	✓	✓	✓	✓

4.7.5 The supplier can apply for an Interim approval if the part or documentation cannot conform to all specified requirements. The supplier must apply for this as soon as they see that they cannot present a complete PPAP on the agreed date. The Interim approval shall specify what requirement the supplier cannot fulfill and an action plan showing how and when the part (e.g.: 100% sorting before shipping to Firstronic) or documentation will be according to specification. An interim approval is always restricted for a limited number of parts or time period.

4.7.6 Firstronic, LLC reserves the right to inspect these samples for conformance and will return a signed Warrant indicating whether it is approved to produce parts for serial production purposes. This report will be submitted to the Supplier. Shipping of serial production material is only allowed with an approved PSW (Part submission Warrant) by Firstronic, LLC.

4.8 PPAP Re-Validations

4.8.4 Whenever Firstronic, LLC is required to submit a PPAP to their customers, Re-certification of applicable Firstronic Supplier PPAP(s) will be required every five years and will be driven through the PLEX notification system. Any change that requires PPAP prior to the five year expiration will automatically re-start the five year cycle from the new PPAP date.

4.9 Continuous Improvements and Statistical Process Control (SPC)

4.9.4 Continuous improvements in the quality of products and/or processes are important to be a preferred supplier to Firstronic, LLC. The supplier should maintain documented evidence of continuous improvement for review upon request by Firstronic, LLC representative. One portion of any continuous improvement program should be the proper use of statistical methodologies. Statistical data shall be provided as required by the Firstronic, LLC representative, as identified by the respective engineering drawing, applicable specifications or standards, and/or the purchase order.

4.10 Critical Characteristics:

- 4.10.4 Designated critical characteristics shall be subject to continuous ongoing Statistical Process Control. Other characteristics may be called out for initial or continued ongoing SPC control.
- 4.10.5 Customers generally select special/critical/key characteristics (dimensions, material) impacted by safety standards and/or critical to fit or function. Those are identified by symbols.
- 4.10.5.1 Specific Make to Print Custom material may be identified as requiring measurement data per Lot to verify product conformance included in the Certificate of Conformance to the special/critical/key characteristics.
- 4.10.6 Capability Studies and Statistical Process Control shall be performed in accordance with the rules defined in the latest edition of the AIAG PPAP and SPC manuals.

4.11 Initial Capability:

- 4.11.4 Products are taken from pre-production at the manufacturing location(s) and analyzed statistically. Parts from each unique production process e.g. duplicate assembly line and/or work cell, each position of a multiple cavity die, mold or pattern, shall be measured and representative parts tested. Firstronic, LLC requirement on initial capability studies are Min 1.67 Ppk. A Pp of minimum 2.0 can also be required.
- 4.11.5 For non-critical dimensions a minimum Ppk. of 1.33 might be required.

4.12 On-going Control:

- 4.12.4 For critical or agreed characteristics where the process can be adjusted during the production run, SPC will be used to control the process output. If nothing else is agreed the Firstronic, LLC requirement on serial production capability is Min 1.33 Cpk.
- 4.12.5 In the event of non-compliance with the capability requirements, the supplier is required to perform 100% sorting (visual sorting is not accepted) and/or to implement a mechanical poke-yoke on the corresponding characteristics until the agreed action plan is completed and the capability results fully comply with the requirements. These actions (100% sorting or addition of mechanical poke-yoke) will have to be fully documented in the Control Plan and the process FMEA.

4.13 Process Records

4.13.4 Process records shall be maintained and be available for Firstronic, LLC upon request. All records shall be retained for a time period of minimum 3 years after production end or for an agreed period of time.

4.13.5 As a minimum, during the production, the supplier shall maintain:

- Process change record
- Ongoing quality control records
- Production record

4.14 4.8 Non-Conforming Product Control

4.14.4 **Corrective Action:** If a supplier's performance warrants Supplier Corrective Action for any quarter or parts are found to be defective there are delivery issues at any time and impact Firstronic or the Customer the supplier will be notified by Firstronic, LLC personnel to provide immediate containment (if applicable) and support to resolve the problem using the 8D format and Root Cause Analysis tools.

4.14.5 Certified Stock Identification methods need to be communicated to Firstronic to determine clean break point of Quality Issues.

4.14.5.1 Containment results should be communicated if applicable.

4.14.5.2 Exit criteria for Containment will be defined as 10 consecutive clean shipments of "Certified" identified material from the supplier. If any shipment is rejected for the original issue found before 10 clean shipments, the "Clean Shipment" starts back at "0" at Firstronic Incoming Inspection. Once the exit criteria has been met, Firstronic will notify the supplier.

4.14.6 Any rework or repairs to suspect material must be conducted in a controlled manner that assures that the reworked or repaired product meets Firstronic, LLC specifications. Written instructions should detail the rework or repair, the re-inspection of reworked product and the return of this product to normal production flow. A formal deviation request from the supplier must be sent to Firstronic, LLC, and an approval must be received from the user plant before any reworked material is shipped to Firstronic, LLC.

4.14.7 A copy of the vendor complaint will be distributed to the supplier when defective material has been found, initial response with initial containment must be completed and returned latest within 24 hours. Long-term actions must be

defined and reported within 7 calendar days unless otherwise agreed. The supplier is expected to implement all necessary actions to close the 8D within 30 calendar days unless otherwise agreed. The supplier will be notified if any aspect of the 8D report is not acceptable and will be required to resubmit the updated report in a timely fashion.

- 4.14.8 A vendor complaint may also be issued for other reasons.
- 4.14.9 Some examples include, but are not limited to;
 - 4.14.10 Repeated early or late delivery, or late delivery without prior notification
 - 4.14.11 Repeated over/under shipments
 - 4.14.12 Incorrect items sent
 - 4.14.13 Inadequate or incorrect containers/packaging received without authorization from Firstronic, LLC.
 - 4.14.14 Lack of shipping and/or certification paperwork
 - 4.14.15 Lack of timely response to vendor complaints

4.15 Supplier Request for Change Approval

- 4.15.4 No change on the product, process (including production location) or sub-supplier is allowed without written Firstronic, LLC approval. The supplier must send a notification specifying the change to Firstronic, LLC. Firstronic, LLC will then investigate the possibility to implement the change and will inform the supplier when a decision has been taken. A PPAP re-validation of the part and process will be requested if the change is accepted.
- 4.15.5 The notification and request has to comply with the latest edition of AIAG PPAP manual.

4.16 Product Traceability

- 4.16.4 All Suppliers to Firstronic, LLC must have an identification system that distinguishes one lot/batch/part from another when shipping finished product.
- 4.16.5 Each lot/batch/part of material should be clearly identified on the product (where applicable) according to the part drawing or as agreed if not specified on the drawing, and on the product packaging.
- 4.16.6 The traceability system must comply with the FIFO (First In – First Out) principles for incoming and outgoing material.
- 4.16.7 All labels must be complaint with AIAG.
- 4.16.8 Suppliers to Firstronic, LLC are required to segregate product by Date Code. Mixing of Date Codes in one container, package or box is prohibited.
- 4.16.9 If suppliers have any questions regarding this document they should contact their Firstronic Buyer, Materials Manager or Quality Director.

CERTIFICATE OF CONFORMANCE WAIVER TEMPLATE**CERTIFICATE OF CONFORMANCE****WAIVER**

Date: _____

Firstronic Customer Name: _____

Customer Name: Firstronic, LLC

Product Part Number: _____

This Certificate of Conformance Waiver is to assure that the above Part Number supplied by Firstronic, LLC Customer meets all Customers specifications and requirements as defined per Drawings and/or P.O. The Customer hereby waives all requirements of Firstronic, LLC to identify C of C with each shipment of this Part Number and subsequent retention of C of C.

Customer Representative
(PRINT NAME)

Customer Representative
(SIGNATURE)

REVISION HISTORY

DATE	REVISION	CHANGE DETAILS	CHANGE OWNER(S)
12/03/12	1	Initial Draft	S.Kolp/D.Alexander
06/01/13	2	Initial Release	S.Kolp/D.Alexander/T. Bellitto
05/15/14	3	Update per VP Supply Chain	Wally Johnson/T.Bellitto
02/20/15	4	Update for Supplier Quality process updates and misc. updates.	Wally Johnson/T.Bellitto