

Subject: The HAVS Supplier Quality Manual Supplemental Procedure	Procedure Number & Revision Level: P 0310.22	Page: 1 of 19
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1.0 PURPOSE

HAVS, in an effort to provide supplemental information to suppliers relative to the need for developing a quality system that will support the production and delivery of quality components and raw materials utilized in HAVS products, has published this manual to aid the HAVS supply base in their efforts toward developing, producing and providing quality components and raw materials. The basis of this Supplier Quality Manual is the latest IATF 16949 Quality Management System (QMS) Standard.

2.0 FIELD OF APPLICATION AND CONDITIONS

This procedure is a supplement to the “Suppliers Manual” ([HES PUR P18](#) *Ind: 06EN*) published by the Corporate Quality Department of HAVS’ parent company, Hutchinson. This supplemental procedure is applicable to all HAVS Operations and all* suppliers of components and raw material to HAVS. As such, application of, and adherence to, this procedure is the responsibility of the applicable suppliers, the HAVS [SQE’s](#), [Buyers](#), [Project Team Leaders](#) and [Quality Managers](#).

*NOTE: Natural Rubber sources are approved and maintained by HAVS’ parent company, [Hutchinson](#).

3.0 PREREQUISITES

3.1 Communication Language – Reference [HES PUR P18](#) *Ind: 06EN*

3.2 QSE Management Systems Requirements – Reference [HES PUR P18](#) *Ind: 06EN*

3.2.1 Supplier certifications will be tracked using the online Hutchinson Purchasing Portal [IVALUA](#) at <https://ivalua.hutchinson.fr/>.

3.2.2 Suppliers shall upload the following documents to the [IVALUA](#) portal. Suppliers that have failed to do so after serial delivery has begun, will be issued an MCN.

3.2.2.1 Quality Certificates: IATF 16949, ISO 9001, ISO/IEC 17025

3.2.2.2 [COI-09](#), [COI-11](#), [COI-12](#), [COI-15](#), [COI-19E](#) & [COI-19F](#), [COI-23](#), [COI-27](#)

3.2.2.3 Environmental Certificates

3.2.2.4 [Conflict Minerals](#)

3.2.2.5 [RoHS](#), [REACH](#)

3.2.2.6 [OSHA 300](#)

3.2.3 Suppliers will be required to upload documents annually to the [IVALUA](#) portal.

3.3 Regulations, Safety, Environmental Protection, and Social Responsibility Requirements – Reference [HES PUR P18](#) *Ind: 06EN*

3.4 “Confidentiality” Requirements – Reference [HES PUR P18](#) *Ind: 06EN*

3.5 Archiving Requirements – Reference [HES PUR P18](#) *Ind: 06EN*

3.5.1 Suppliers shall archive quality and delivery records for products delivered to HAVS for the lifetime of product + service + 1 year.

3.5.2 The access to archived data must allow to report in 24 hours in case of major incident.

- 3.6 Client and Authority Access Information – Reference [HES PUR P18](#) *Ind: 06EN*
- 3.7 Subcontractors / Sub-Suppliers Requirements – Reference [HES PUR P18](#) *Ind: 06EN*
- 3.8 Business Continuity Plan Requirements – Reference [HES PUR P18](#) *Ind: 06EN*
- 3.9 Requirements Regarding Obsolescence – Reference [HES PUR P18](#) *Ind: 06EN*
- 3.10 Requirements Regarding Expiries – Reference [HES PUR P18](#) *Ind: 06EN*

4.0 SELECTING THE SUPPLIER – Reference [HES PUR P18](#) *Ind: 06EN*

- 4.1 Bid Requirements – Reference [HES PUR P18](#) *Ind: 06EN*
- 4.2 Quality and Supply Chain Performance Targets – Reference [HES PUR P18](#) *Ind: 06EN*
- 4.3 Feasibility and Planning Commitment – Reference [HES PUR P18](#) *Ind: 06EN*

5.0 PROJECT MANAGEMENT AND PRODUCT/PROCESS DESIGN REQUIREMENTS – Reference [HES PUR P18](#) *Ind: 06EN*

- 5.1 Phases and Project Milestones – Reference [HES PUR P18](#) *Ind: 06EN*
- 5.2 Development Phase: Project Initialization Requirements – Reference [HES PUR P18](#) *Ind: 06EN*
 - 5.2.1 Design System and Production Definition – Reference [HES PUR P18](#) *Ind: 06EN*
 - 5.2.2 Special or Key Characteristics Definition – Reference [HES PUR P18](#) *Ind: 06EN*
 - 5.2.2.1 HAVS requires a minimum 125 pcs selected from a minimum 300 pc lot. SPC data submitted at PPAP must be in Microsoft Excel or Minitab format. PDF is not acceptable.
 - 5.2.2.2 Quantity and frequency of SPC data from destruct testing will be agreed upon at time of the technical review and/or during APQP and approved by [Project Team Leaders](#).
 - 5.2.2.3 Gage R & R studies, both variable and attribute, are required for all inspection gages identified in the control plan and used for part acceptance. In addition, a copy of the gage drawing and certification/layout for part specific attribute gages must be included in the PPAP package.
 - 5.2.3 Test and Control Means – Reference [HES PUR P18](#) *Ind: 06EN*
 - 5.2.3.1 The supplier shall provide for inspection and test facilities and equipment for measurement of their product's conformance to specifications. All measuring and test equipment, including production tools and fixtures used as a medium of inspection, shall be checked prior to use, or at established intervals, to assure continued accuracy. Calibration shall be in accordance with recognized measurement standards. Control records are to be maintained, listing location, date, and results of last inspection and date of next scheduled inspection. These records shall be available for review by HAVS representatives.
 - 5.2.3.2 During the course of procurement and production, the supplier's inspection and testing, including periodic layout and laboratory testing must be documented; and the frequency must be adequate to assure continuous control in consistently providing products that conform to specifications.

5.2.3.3 The supplier's system shall provide for material identification to control and to prevent the use or shipment of materials, which do not conform to specifications. Non-conforming material must be identified and removed promptly from normal production channels.

NOTE: Acceptable Accreditations include [A2LA](#), [ISO/IEC 17025](#), and [IATF 16949](#)

5.2.4 FMECA and Action Plan Based on Experience – Reference [HES PUR P18](#) *Ind: 06EN*

5.2.5 Additional Requirements – Reference [HES PUR P18](#) *Ind: 06EN*

5.3 Development Phase: Product Validation Requirements – Reference [HES PUR P18](#) *Ind: 06EN*

5.3.1 Automotive Market – Prototype and First Off Tool (FOT) Requirements – Reference [HES PUR P18](#) *Ind: 06EN*

5.3.1.1 Production Prototype Part Delivery Requirements – Declaration of compliance: Material Test Reports and FIA must be conducted by certified laboratory. Acceptable Accreditations: A2LA, ISO/IEC 17025, and IATF 16949
[Form 0302A](#) – Prototype RFQ
[Form P-0310D](#) – Prototype Deviation From RFQ Requirements

NOTE: Salt Spray / Corrosion testing reports must include color photos of sample before and after testing.

5.3.2 Aerospace Market – Product Prototype Part Delivery (FAI Parts) Requirements – Reference [HES PUR P18](#) *Ind: 06EN*

5.3.3 Chemical Products Validation Requirements – Reference [HES PUR P18](#) *Ind: 06EN*

5.4 Industrialization Phase – Reference [HES PUR P18](#) *Ind: 06EN*

5.4.1 Process Qualification Phase Requirements – Reference [HES PUR P18](#) *Ind: 06EN*

5.4.1.1 Advanced Product Quality Planning (APQP)

- A. HAVS and its suppliers are required to commit to and to utilize the Advanced Product Quality Planning practices outlined in the AIAG Advanced Product Quality Planning Manual (including use of the AIAG A1 through A8 APQP Checklists at a minimum). Suppliers are expected to participate in APQP activities at HAVS when requested by HAVS. It is further expected where possible that the supplier request their subcontractors to utilize the APQP process in an effort to support their own development activities.
- B. HAVS may request at any time during the development stage to review the supplier's APQP process and documentation. Other items may be requested through the HAVS [SQE](#) should it be deemed necessary by the Development Team at HAVS.
- C. HAVS may identify selected suppliers and/or components as being "High Impact". As "high impact", a supplier will be subjected to a more intensified review of their processes and documentation than would non-high impact suppliers.

- a. At a minimum, “high impact” suppliers’ performance will be reviewed quarterly by the HAVS [Purchasing Manager](#) and the [SQE](#) to determine if their performance warrants a meeting at HAVS with the supplier’s management team.
- b. Continued poor performance could result in the supplier being removed from the bid list.
- D. A supplier or product may be selected as being “high impact” for reasons including, but not limited to the following:
 - a. The supplier is new to HAVS.
 - b. The product or supplier will utilize technology that is not part of the supplier’s standard process/product line.
 - c. The supplier has experienced quality issues on similar parts or is experiencing poor delivery performance.
 - d. The product supplied to HAVS will be “pass-through or direct ship”.
 - e. The product supplied to HAVS is deemed extremely critical to the form, fit, and function of the finished product.
 - f. The product is identified with safety critical feature/s.

5.4.1.2 Production Part Approval Process (PPAP) Requirements (Components) – Reference [HES PUR P18](#) *Ind: 06EN*

- A. HAVS requires its suppliers to submit PPAP and representative production samples (commercial products will be treated as an exception) to the HAVS [SQE](#). This initial PPAP and sample submission is to be filed in accordance AIAG PPAP Level 3 submission requirements along with HAVS, Supplier PPAP Requirements indicated on the [Form P-0119A](#) checklist, which are sent to supplier by the HAVS [SQE](#). PPAP Approvals are contingent upon a successful On-site Capacity Verification/Run-At-Rate ([Form P-0310G](#) or OEM Specific Form). Review may be conducted in the presence of the HAVS [SQE](#) or an authorized designate of HAVS. Capacity Verification, [Form P-0310G](#) to be submitted to [SQE](#) in Microsoft Excel format only.
- B. PPAP layout samples produced from production tooling shall be submitted to the HAVS [SQE](#) at 460 Fuller Ave NE, Grand Rapids MI 49503 for PPAP Approval, in accordance with the methodology of Section II of the AIAG PPAP Manual. The number of PPAP samples required and the date of the delivery will be established in the HAVS Pre-source Agreement – [Form P-0310E](#) (see [Form P-0310B](#) – ECO Notice for Suppliers – for PPAP due date and quantity required).

NOTE: A minimum of 6 pcs for PPAP samples shall be submitted, one piece per cavity and/or equal quantities pieces to achieve 6 pcs.

- C. **Any costs for PPAP samples or the Annual Validation Process shall be included in the quoted production piece price. No additional product is to be shipped prior to PPAP approval without written request from the HAVS Purchasing Department [Buyer](#).**
- D. In the event that non-production intent tooling or operations are required to meet production schedules, the supplier shall note this information on the applicable documents with the initial samples and shall submit a second sample and revised documents upon completion of production tooling. Written authorization (Interim approval) must be requested & received from the HAVS [SQE](#), before any parts are produced, using tooling or processes that deviate from stated & accepted standards.

- E. An AIAG compliant PPAP Report Form is to be used by the supplier to report their inspection and test results, reporting actual measurements found (including all Basic and Reference dimensions). All measurements must be reported in metric values. The report must identify any results showing non-conformance to specification and be signed by a responsible supplier representative. All out of tolerance conditions must be noted on the PSW.
- F. The Supplier will be notified of the acceptance or non-acceptance of the PPAP submittal by the HAVS [SQE](#). The Status may be Approved, Interim, or Rejected. Anything other than an approved PPAP will require a new submission upon correction of the product (for Print corrections only, a new Warrant will be required).
- G. The Supplier will maintain master samples for life of product + service + 1 year.

5.4.2 Early Production Containment (EPC) – Reference [HES PUR P18](#) *Ind: 06EN*

5.5 Serial Life Phase – Reference [HES PUR P18](#) *Ind: 06EN*

5.6 Tooling and/or Equipment Management – Reference [HES PUR P18](#) *Ind: 06EN*

5.6.1 Use of Tool and Equipment – Reference [HES PUR P18](#) *Ind: 06EN*

5.6.2 Tooling and/or Equipment Registration – Reference [HES PUR P18](#) *Ind: 06EN*

5.6.2.1 HAVS requires all suppliers to provide the capital equipment needed to produce, prototype, test, and manufacture components. HAVS shall only pay for special tooling that comes in direct contact with the product being produced and whose life is limited to the production and service life of the component.

5.6.2.2 Tooling invoices will be paid only after HAVS Product Engineering [Project Team Leader](#), and the HAVS [SQE](#) approve supplier's PPAP, VTAM form, and tooling prints have been received. Electronic copies of the tooling and gage prints must be submitted to the HAVS [SQE](#) at time of PPAP.

5.6.2.3 VTAM pictures must clearly identify asset tag and be readable.

5.6.2.4 Asset tags must be securely fastened to tooling or permanently etched onto tool.

NOTE: HAVS VTAM Tool Description [Form P-0104A](#) to be submitted in excel format only.

5.6.3 Liability and Insurance – Reference [HES PUR P18](#) *Ind: 06EN*

5.6.4 Tooling and Equipment Modifications and Maintenance – Reference [HES PUR P18](#) *Ind: 06EN*

5.6.5 Equipment Guarantee – Reference [HES PUR P18](#) *Ind: 06EN*

6.0 DELIVERING THE PRODUCT – Reference [HES PUR P18](#) *Ind: 06EN*

6.1 Delivery Requirements During Acceptance Pending Period – Reference [HES PUR P18](#) *Ind: 06EN*

6.2 Serial Delivery Requirements – Reference [HES PUR P18](#) *Ind: 06EN*

6.2.1 In addition; where applicable, HAVS requires all new components to have a means of lot identification designed into the part (method & style to be determined by the supplier & approved by HAVS at the Pre-Source Meeting).

6.2.2 The supplier must send all documentation within 24 hours of HAVS request.

6.3 Requirements Regarding the Supply Chain – Reference [HES PUR P18](#) *Ind: 06EN* – Reference [HES PUR P18 G01](#) *Ind: 03 EN*

6.3.1 Safety Stock

Best Practice – The supplier is responsible to set and manage safety stock levels to meet HAVS delivery demands.

6.3.2 Early Delivery

Delivery arriving to HAVS 72 hours prior to due date may be returned at suppliers cost and assessed financial consequences per section [7.2](#).

6.3.3 Late Delivery

Delivery arriving to HAVS 24 hours after due date will incur financial consequences that may include “Line Down” fees per section [7.2](#).

6.3.4 Supplier Wind Down Procedure (for supplier business change that will result in closure or move)

6.3.4.1 Supplier Business Closing – Wind Down

- A. The supplier will be required to submit project plan and ship schedule to Commodity [Buyer](#) within 24 hours of notice.
- B. The Project Plan will detail the following:
 - a. Project Champion and Team: Contact information
 - b. Bank Build: Quantities and timing
 - c. Tooling PM: Current and history
 - d. Product storage and prevention
 - e. Quality Assurance Plan: 3rd Party IPVP/GP-12
 - f. Contingency for machine failures
 - g. E&O: Excess and Obsolete
 - h. High Risk Impacts

6.3.4.2 Commodity [Buyer](#) shall create Wind Down Team. Team responsibility will be to review and discuss supplier risk and impact. Create project plan to anticipate and mitigate potential risks, and any other responsibilities necessary to satisfactory transfer the business and maintain production. The Wind Down Team will consist of:

- A. Commodity [Buyer](#)
- B. [Project Team Leader](#)
- C. [Supplier Quality Engineers](#)
- D. Scheduling: [Production](#) and [Purchased Components](#)

6.3.4.3 HAVS Wind Down Team will meet weekly via zoom with supplier to monitor and track supplier progress and mitigate concerns.

- A. Suppliers that are not tracking on schedule, have high impact quality concerns, and /or have past due deliveries will require a HAVS associate to perform an on-site Process Review and Control Plan Validation at the suppliers cost.
- B. Suppliers who continue to perform poorly will require a HAVS team to assist/manage supplier on-site to meet production schedule, deliveries, bank build, quality, and tool transfer at the suppliers cost.

6.4 Periodic Re-Qualification Requirements – Reference [HES PUR P18](#) *Ind: 06EN*

6.4.1 The Supplier is required, in addition to the initial PPAP, to maintain and submit an annual validation, Level 2 PPAP, of their product throughout the active production life of the product. The Annual Validation shall be due on the anniversary of the initial PPAP and shall include the following: PSW, Design record, dimensional results, material chemical and performance test results, qualified laboratory documentation, and capacity verification. Failure to submit the required documentation will result in the issuance of an MCN.

6.4.2 Supplier shall provide HAVS [SQE](#) quarterly inspection results for all Pass-through or customer direct ship product.

6.5 Modification Management Requirements – Reference [HES PUR P18](#) *Ind: 06EN*

6.5.1 **Suppliers must submit an ECR** (Engineering Change Request) [Form P-0205A](#) to the **HAVS Purchasing Department Buyer prior to incorporating any changes into their product or processes on any part furnished** to HAVS. Shipments incorporating such changes shall not be made until authorized by the HAVS [SQE](#). Suppliers are required to maintain control records documenting the effectivity dates and/or serial numbers of all engineering and process changes. The control system must ensure removal of obsolete product and information from all points of use and provide for identification and disposition of affected product.

NOTE: ECR will initiate HAVS APQP process for PPAP and product/process qualification.

6.5.2 The supplier's change control records are to be available for review by HAVS representatives.

6.6 Series End of Life Requirements – Reference [HES PUR P18](#) *Ind: 06EN*

All suppliers must maintain a production capacity for a minimum of 15 years following the serial end of life phase.

6.7 Requirements Applying to Product Conservation – Reference [HES PUR P18](#) *Ind: 06EN* – Reference [HES PUR P18 G01](#) *Ind: 03 EN*

6.7.1 Pallet and Shipping container performance is the responsibility of the supplier. Failure to follow these requirements can result in rejection of the shipment, issuance of an MCN or repackaging of the product at the supplier's expense.

6.7.2 Suppliers are required to complete and submit the packaging form as part of the PPAP (reference [Form P-0119A](#)).

NOTE: Any exceptions to these requirements must be in written form from the HAVS [Buyer](#).

- 6.7.3 Gross weight of any container shipped to HAVS may not exceed 2,000 lbs.
- 6.7.4 Corrugated cardboard mil thickness/density to be adequate to preserve product through transportation, storage, and processing.
- 6.7.5 **Containers and pallets must be able to withstand stacking two high in transit and storage.**

6.7.6 **Pallet Construction** – See [Appendix A](#)

6.7.6.1 **HAVS approves only the use of four-way entry, double-face, non-reversible stringer or perimeter block pallets.**

NOTE: Winged Pallets are NOT acceptable.

6.7.6.2 **Materials used for constructions of all wood pallets shall meet and be consistent with [NWPCA \(National Wooden Pallet & Container Association\) Uniform Standard for Wood Pallets](#) and designed for multiple damage free trips.**

6.7.6.3 All wood pallets and other packaging material comprised of wood must conform with the [International Standards For Phytosanitary Measures](#) No. 15 (ISPM #15), Guidelines For Regulating Wood Packaging Material In International Trade. The ISPM mark must be visible.

6.7.6.4 **All pallets, regardless of size, must meet the stringer and block requirements below: See Appendix A**

A. **Stringers:** Minimum of 1-1/4” in width by 3-1/2” in height with the length of the stringer dependent on the pallet size

B. **Blocks:**

a. **Edge Blocks:** shall be 2-11/16” minimum in height. Block length shall be, at minimum, equal to the pallet “Top Deck Edge Board” width. Block width shall be, at minimum, equal to the pallet “Stringer Board” width.

b. **Center Blocks:** Shall be 2-11/16” minimum in height. Block length shall be, at minimum, equal to the pallet “Center Board” edge. Block width shall be, at minimum, equal to the pallet “Stringer Board” width.

c. All blocks must meet the minimum performance requirement of the “24-Hour Block Soak Test” as stated in Section “5.3.1 Quality” of the NWPCA’s “Uniform Standards for Wood Pallets”.

C. **REMANUFACTURED / RECONDITIONED PALLETS ARE ACCEPTABLE - ALL BROKEN/SPLIT BLOCKS, DECKBOARDS, AND STRINGER BOARDS MUST BE COMPLETELY REPLACED. NO REPAIRED BOARDS (COMPANION STRINGERS, PLUGS, METAL PLATE(S), ETC.) ARE PERMITTED.**

6.7.7 Large Bulk or Layer Pack (See [Appendix A](#))

6.7.7.1 32" L x 30" W x 30" H Cardboard tube / box (External dimensions)

Shipping unit not to exceed 32" L x 30" W x 36"H

6.7.7.2 32"L x 30"W 4 way entry pallet

6.7.7.3 30" height wood corner posts

6.7.7.4 32" x 30" lid

6.7.7.5 Nailed or stapled to the pallet

6.7.7.6 Perforated Door

6.7.8 Small Cartons (See [Appendix A](#))

6.7.8.1 48"L x 45"W x 30" H (External dimensions)

6.7.8.2 48"L X 45"W Max pallet foot print

6.7.8.3 Shipping unit not to exceed 36" Height

6.7.8.4 30" Corner Board / Corner Posts for stackability.

6.7.8.5 Small cartons must be stretch wrapped to pallet

6.7.8.6 May not exceed 26 lbs. each container

6.7.9 Pallet foot print and container foot print must match including small pack / loose cartons. Overhang will not be accepted.

6.7.10 Tare weight must be identified on every cardboard container, including small pack.

6.7.11 HAVS does not accept the use of steel banding. Plastic banding will be permitted.

6.7.12 HAVS returnable containers are to be used solely for finished goods

6.7.13 It is the supplier's responsibility to have adequate backup packaging available if returnable containers are not available. The expendable must mirror the returnable in size and density. Lack of expendable packaging will not be an exception for failure to meet daily schedules.

6.7.14 Each container must have a barcode label compliant with HAVS Supplier Label Identification Standards (Procedure [P 0300](#)). In the case of a pallet containing multiple small containers, each individual container is to have its own barcode label while the pallet must have a Master Label attached. Shipment of multiple part numbers on the same skid, or in the same box, is strictly forbidden.

6.7.15 International Suppliers:

All Pallet and container specification apply with exception to the length, width, and height of unit to meet transportation requirements for sea freight

6.7.16 **Packing slips are required to contain all of the above information, as noted and to be included with every shipment.**

6.8 Requirements on Rework – Reference [HES PUR P18](#) *Ind: 06EN*

When correction of non-conforming material involves special salvage/rework operations, the supplier must obtain prior HAVS [SQE](#) approval. Submit samples when required, to Product Engineering [Project Team Leader](#) through the HAVS [SQE](#).

HAVS CORPORATE PROCEDURE

7.0 REQUIREMENTS IN CASE OF NON-CONFORMANCE – Reference [HES PUR P18](#) Ind: 06EN7.1 Complaint Response Time Requirement – Reference [HES PUR P18](#) Ind: 06EN

7.1.1 Alert:

7.1.1.1 An alert is issued when non-conformance is deemed minimal with 1pcs found in a 300 pc sampling and/or does not affect fit, form, or function to HAVS or end user. No sort is required at HAVS site. Alerts can be changed to complaint if problem persists or escalates.

7.1.1.2 Supplier must respond with acknowledgement of defect within 24 hours by responding to the interim [IVALUA](#) response and uploading the following documents:

- A. Internal quality alert.
- B. Certified Shipment Placard and date of certified delivery.

7.1.2 Complaint:

7.1.2.1 Non-conformance has high impact to HAVS process. Sort and/or certified material required, and 8D.

- A. The Supplier must complete the short-term action plan within maximum of 24 hours with their interim containment plan via [Ivalua](#). Attach the following documents:
 - a. RMA - In the event that product can be returned for certification.
 - b. Certification Placard and date of first shipment.
 - c. Internal Quality Alert
 - d. Proof 3rd party sorting has been initiated and accepted by supplier.
- B. Root cause analysis must be submitted with complete Fish Bone / 5-Why details within 7 days via [Ivalua](#).
- C. Final corrective action must be submitted within 15 days of MCN issuance via [IVALUA](#). All supporting documents must be attached to complaint.
 - a. PFMEA
 - b. Control Plan
 - c. PM's
 - d. In-process check sheets
 - e. Training Records
 - f. Verification Plan

7.1.2.2 Late Delivery greater than 24 hours of due date.

- A. Supplier must respond with acknowledgement of past due by completing the short-term action plan within 24 hours.
- B. Provide detailed recovery plan with delivery dates and quantities.

7.1.3 Critical Complaints:

Non-conformance found at HAVS Customer requiring sort at Customers and/or HAVS. Production Stoppage is imminent.

7.1.3.1 The Supplier must complete the short-term action plan within maximum of 8 hours of issuance of MCN with their interim containment plan via [Ivalua](#). Attach the following documents:

- A. RMA - In the event that product can be returned for certification.
- B. Certification Placard and date of first shipment.

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- C. Internal Quality Alert
- D. Proof 3rd party sorting has been initiated and accepted by supplier.
- 7.1.3.2 Root cause analysis must be submitted with complete Fish Bone / 5-Why details within 7 days via [Ivalua](#).
- 7.1.3.3 Final corrective action must be submitted within 15 days of MCN issuance via [Ivalua](#). All supporting documents must be attached to the MCN.
 - A. PFMEA & Control Plan
 - B. PM's
 - C. Training Records
 - D. In-process Check Sheets & Verification Plans
- 7.2 If product is rejected for use at HAVS location, that plant's Quality Personnel will notify the suppliers' Quality Department by [IVALUA](#), email, and /or telephone. The HAVS Quality Personnel will be responsible to issue a Material Complaint Notice to the Supplier and will copy the HAVS [SQE](#).
- 7.3 If there is a potential of suspect rejectable product in a HAVS facility other than the one in which the rejected material was found, it is the responsibility of the originating site [Quality Manager](#) to notify the [Quality Manager](#) of the alternate site of the potential for the suspect rejectable product. It is the responsibility of the alternate site's [Quality Manager](#) to initiate a quarantine of the suspect product and initiate a sort at their site.
- 7.4 The Supplier must also initiate containment action (CS1) for all suspect material in their facility upon receipt of notification of a rejection and provide for identified certified shipments until the resolution is complete
- 7.5 HAVS will initiate the containment in its facilities of all product affected by the defect. Suppliers will be provided a list of HAVS approved inspection companies along with a list of all components or finished product affected by the quality issue by the Quality Personnel / [SQE](#). In cases of product return, suppliers are responsible to coordinate with the HAVS Planning and Logistics team [Supply Chain Manager](#) to coordinate the activity.
- 7.6 In the event that inspection needs to be performed by the using HAVS facility in order to maintain production or meet customer shipments, HAVS will sort, utilizing HAVS personnel.
- 7.7 The HAVS Quality Personnel and / or [SQE](#) will notify the supplier at the end of the containment period with the final amount of defective product found. The Supplier is to provide disposition, either scrap at HAVS or return to the Supplier and any applicable authorization numbers. Only product that is in a raw, unprocessed state may be returned to the Supplier.
- 7.8 Quality issues resulting from the supplier's failure to implement robust error-proofing methods into their processes may result in the supplier being placed into containment and sort activities at HAVS performed by third party.
- 7.9 When notified by the HAVS Quality Personnel that they are being placed on containment, the supplier is to contract the services of a certified inspection company. The supplier is to provide the HAVS Quality Personnel with confirmation of P.O. being issued and contact information from the chosen 3rd party.
- 7.10 The requirements of the Level 1 / CS1 containment activity and exit criteria will be determined by the HAVS [SQE](#) / Quality Personnel based on the nature of the failure. Exit criteria at a minimum must include 2 shipments of certified product with zero defects found at HAVS.

NOTE: Completed 8-D with updated supporting documents must be uploaded to the online Hutchinson Purchasing Portal “[IVALUA](https://ivalua.hutchinson.fr/)” at <https://ivalua.hutchinson.fr/>.

- 7.11 Certified product must be clearly identified. Suppliers will be responsible for all costs involved in this activity.
- 7.12 Raw product identified as defective by the Supplier, and replaced with certified product before it is needed, will not be counted against the Suppliers’ PPM rating.
- 7.13 The supplier is to provide the following information when notifying HAVS of non-conformance to specification. The supplier must:
 - 7.13.1 Identify the HAVS part number and quantity of materials involved.
 - 7.13.2 Provide lot or batch number or other material or product identification for traceability purposes.
 - 7.13.3 Describe the discrepancy, cause, and the planned corrective action.
 - 7.13.4 Describe the requested or proposed disposition along with authorization numbers if applicable.
 - 7.13.5 Provide the date that certified product will be delivered to HAVS.
- 7.14 The requirements of the Level 2 / CS2 containment activity / Controlled Shipping – HAVS [SQE](#) / Quality Personnel will require the use of Level 2 / CS2 when the CS1 procedure has not corrected the problem.
- 7.15 In CS2 the supplier is required to continue their in-house inspections as in CS1 and add an additional redundant inspection process performed by a third party inspection and sorting company. This third party may be selected by the supplier, but will require HAVS approval. The supplier is required to pay the third party inspection and sorting company.
- 7.16 The root cause analysis and irrevocable corrective actions begun in CS1 must be continued or redone until they are effective as verified by the data reported from the redundant inspection processes.
- 7.17 The Supplier is responsible for the following:
 - 7.17.1 Ensure understanding of the nonconformance
 - 7.17.2 Develop an escalation/action plan
 - 7.17.3 Immediately establish a separate containment activity area at their location that is acceptable to HAVS
 - 7.17.4 Notify additional customer plants that use the same part, informing them of the nonconformance and providing containment activities as necessary.
 - 7.17.5 Track breakpoints of nonconforming material (Purge pipeline of suspect material at customer's facility, in transit and at all storage location).

- 7.17.6 Mark individual parts, material and containers as agreed upon by HAVS to identify parts certified for production.
 - 7.17.7 Provide proper layout and instruction documents, space, lighting and gauges to perform CS2 containment activity / controlled shipping.
 - 7.17.8 Commence the sort activities by performing a redundant 100% inspection of all suspect nonconforming products per the agreed upon process.
 - 7.17.9 Ensure only defect free parts/material are delivered to HAVS
 - 7.17.10 Process in a timely manner the corrective actions requested by HAVS
 - 7.17.11 Update all applicable documentation (operator instructions, flow diagram, control plan, etc.)
 - 7.17.12 Document containment data in an I-chart formation and in any other format as requested by HAVS
- 7.18 Exit Criteria:
- 7.18.1 Once the supplier has met the exit criteria the supplier is to request authorization to exit from Level 2 / CS2 Controlled/Restricted Shipping and provide all supporting documentation and assessments on performance and corrective actions to HAVS.
 - 7.18.2 HAVS will verify that the exit criteria have been met. If HAVS is satisfied that the root cause has been established and irreversible corrective actions have been taken and validated as effective, HAVS will release the supplier from Controlled Shipping. HAVS will notify the supplier electronically that they have met the exit criteria.
- 7.19 Identified Action Mandated Supplier (IAMS)
- 7.19.1 HAVS North America will perform periodic reviews of supplier performance. Suppliers determined as Identified Action Mandated Supplier (IAMS), may be notified of HAVS dissatisfaction with the suppliers quality performance and initiation of development and implementation of a performance improvement plan.
 - 7.19.2 HAVS reserves the right to notify an IAMS Certification Body of an OEM performance complaint where quality performance issues may be a nonconformance in the suppliers quality management system.
 - 7.19.3 Hutchinson expects these actions to be communicated sooner, in order, to close the MCN in a timely manner. Any delays to this requirement need to be communicated and approved with HAVS [Quality Managers](#) or [SQE](#)'s.
 - 7.19.4 All MCN communications via email should include HAVS Plant Quality ([Quality Manager](#) and [Quality Engineer](#)) and the HAVS [SQE](#)'s.
 - 7.19.5 Failure to respond to HAVS timing requirement may result in another MCN for poor response.
- 7.20 Requirements Involving the Financial Consequences of a Complaint – Reference [HES PUR P18](#)
Ind: 06EN

7.21 Real Costs: Real costs can include but, are not limited to the following: expedite fees, shipping fees, transportation fees, facility fees, operational fees, staffing and labor costs.

TYPE OF CHARGE	CLAIM CHARGE
Claim	Real Cost + \$750
Customer Related Claim	Customer Cost + Real Cost + \$750
Recurrent Claim	Real Cost + \$1500
Late Delivery	Real Cost + \$750
Early Delivery	Real Cost + \$750
Line Down Claim	Real Cost + \$750
Issues on Legal Documents	\$170

7.22 Escalation Process – Reference [HES PUR P18](#) *Ind: 06EN*

7.23 Warranty Returns Complaint Process – Reference [HES PUR P18](#) *Ind: 06EN*

8.0 REQUIREMENTS REGARDING THE EVALUATION OF SERIAL PERFORMANCE

8.1 Supplier Audit Requirements – Reference [HES PUR P18](#) *Ind: 06EN*

8.1.1 HAVS, at its discretion will perform periodic system reviews to evaluate the supplier’s performance to quality assurance specifications defined in this manual. Part of this review will be an Annual Self-Assessment by the supplier utilizing the [AIAG CQI-19 Appendices E & F](#).

8.1.2 New suppliers may be surveyed by HAVS representatives of the Purchasing Department, Engineering and the [SQE](#)’s prior to placements of orders for significant quantities of production or service material, or for any tooling which may be involved.

8.1.3 Suppliers will also be required to respond to several informational documents (see [Form P-0310F](#)) and /or [Ivalua](#) evaluations. These reports will be used to determine the engineering, manufacturing capabilities of the potential supplier. The Purchasing [Buyer](#) will conduct a new supplier review meeting along with the HAVS [Quality Manager](#), [SQE](#) and the Engineering [Project Team Leader](#) to review the selection criteria. The Purchasing [Buyer](#) will have the final approval of who will be introduced into HAVS’ supply base.

8.1.4 Suppliers with safety critical characteristics will be scheduled for an annual onsite evaluation.

8.2 Supplier QCDI Rating Criteria Requirements – Reference [HES PUR P18](#) *Ind: 06EN* – Reference [HES PUR P05](#) *Ind: 13EN*

9.0 OPERATIONAL EXCELENCE REQUIREMENT – Reference [HES PUR P18](#) *Ind: 06EN*

10.0 DEFINITIONS – Reference [HES PUR P18](#) *Ind: 06EN*

5-Why: An iterative interrogative technique used to explore the cause-and-effect relationships underlying a particular problem, the goal of which is to determine the root cause.

8-D: 8-Discipline. An 8-step problem-solving tool.

A2LA: [The American Association for Laboratory Accreditation](#)

AIAG: [Automotive Industry Action Group](#)

APQP: Advanced Product Quality Planning. Reference the AIAG Advanced Product Quality Planning and Control Plan Manual

CS1 / CS2: Controlled Shipping 1 & 2. General Motors process for additional sorting to certify product prior to shipment. CS-1, the first level, requires a supplier to sort / inspect and certify product at an inspection area that is apart from the work area where the product being sorted / inspected is produced. CS-2, the second level, is applied when the CS-1 sort / inspection allows nonconforming material to pass on to shipment and requires a third party sort / inspection and certification in addition to and following the CS-1 inspection.

CQI: Continuous Quality Improvement. In this context, the acronym applies to a series of manuals/assessments published by the AIAG that are usually specific to a “Special Process”

ECO: Engineering Change Order

etc.: an abbreviation of the Latin term “*et cetera*” that literally means "and the rest (of such things)" and means "and other things" or "and so forth" in common English Language usage

FAI / FIA: First Article Inspection / First Inspection Article

Fishbone: Also called an “Ishikawa Diagram” is a visualization tool for categorizing the potential causes of a problem. This tool is typically used for root cause analysis.

FMECA: Failure Mode Effects and Criticality Analysis is an extension of Failure Mode and Effects Analysis (FMEA). The result of FMECA is that failure modes with relatively high probability and severity of consequences are highlighted, allowing remedial effort to be directed where it will produce the greatest value.

HAVS: The authorized acronym for Hutchinson Antivibration Systems, Inc., the Automotive Anti-Vibration and Noise Reduction Systems division of [Hutchinson North America](#) (HNA).

HES PUR P##, Ind: ##EN: [Hutchinson Excellence System Purchasing](#) Procedure(Document Number), Indicator: (Revision Level)English

I-chart: A type of control chart used to monitor the process mean when measuring individuals at regular intervals from a process.

IATF 16949: [International Automotive Task Force](#) Standard 16949. This standard is an addendum and to be used in conjunction with [ISO 9001](#) (Quality Management System Requirements Standard). IATF 16949 sets out additional criteria for a QMS that are specific to the Automotive Industry to which suppliers to IATF member automotive organizations are to be either 3rd party certified or deemed in compliance by 2nd parties

IPVP/GP-12: Initial Product Verification Process / General Procedure 12. An additional (CS1) inspection, implemented during a production launch / implementation of an ECO.

ISO/IEC 17025: The [International Standards Organization](#) / [International Electrotechnical Commission](#) Standard 17025 that specifies the general requirements for the competence, impartiality and consistent operation of laboratories.

HAVS CORPORATE PROCEDURE

lbs: pounds

MCN: Material Complaint Notice

OEM: Original Equipment Manufacturer

OSHA 300: [Occupational Safety & Health Administration Form 300](#) is a form for employers to record all reportable injuries and illnesses that occur in the workplace, where and when they occur, the nature of the case, the name and job title of the employee injured or made sick, and the number of days away from work or on restricted or light duty, if any.

pc: piece

PDF: Portable Document Format is a file format developed by [Adobe](#) and is now standardized as ISO 32000, [Part 1](#) and [Part 2](#)

PFMEA: Process Failure Mode and Effects Analysis. Reference the AIAG Potential Failure Mode and Effects Analysis Manual

PM: Preventive Maintenance

PPAP: Production Part Approval Process. Reference the AIAG Production Part Approval Process Manual.

PSW: Part Submission Warrant. Reference the AIAG Production Part Approval Process Manual.

QSE: Quality System Essential

R&R: Repeatability and Reproducibility. Reference the AIAG Measurement System Analysis Manual.

RFQ: Request for Quotation

RMA: Return Material Authorization

[RoHS/REACH](#): Restriction of Hazardous Substances / Registration, Evaluation, Authorisation and Restriction of Chemicals

SPC: Statistical Process Control. Reference the AIAG Statistical Process Control Manual.

SQE: [Supplier Quality Engineer](#)

VTAM: Vendor Tool Asset Management

11.0 **REFERENCE DOCUMENTS** – Reference [HES PUR P18](#) *Ind: 06EN*

[HES PUR P18](#) – Quality Manual for Suppliers

[HES PUR P18 G01](#) – Supplier Logistics Manual

[HES PUR P18 G02](#) – [IVALUA](#) Supplier Guide

[HES PUR P05 F01](#) – Supplier Pre Rating Audit

[HES PUR P09 F02](#) – Supplier Product / Process Audit

[P 0300](#) – HAVS Barcode Labeling Standard

[HES PUR P09 F01](#) – System Audit Report – Supplier Evaluation

[Form P-0119A](#) – Supplier PPAP Requirements Checklist

[Form P-0104A](#) – VTAM Tool Description

[Form P-0310A](#) – Approved Supplier List

[Form P-0310B](#) – ECO Notice for Suppliers

[Form P-0310G](#) – HAVS Capacity Verification

[Form P-0310D](#) – Prototype Deviation From RFQ Requirements

[Form P-0310E](#) – HAVS Supplier Pre-Production Review

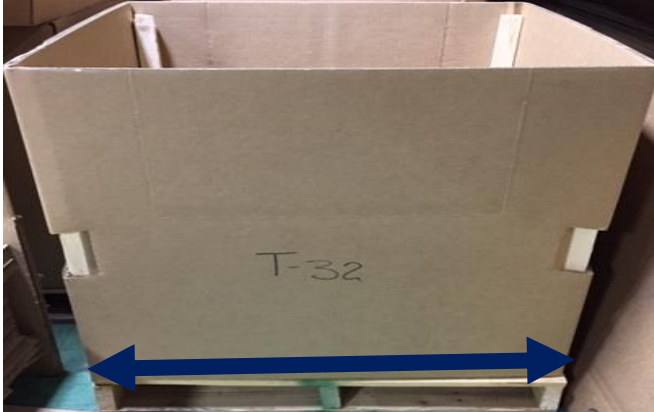

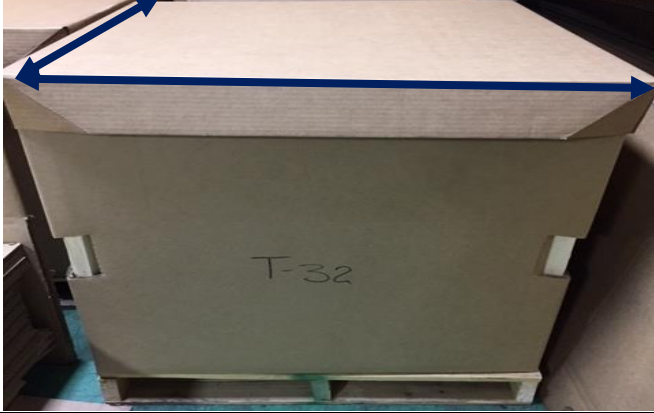

[HES PUR P05](#) – Supplier Evaluation

[Form P-0310F](#) – HAVS Purchasing Supplier Profile

[Form 0302A](#) – Prototype RFQ

HAVS CORPORATE PROCEDURE

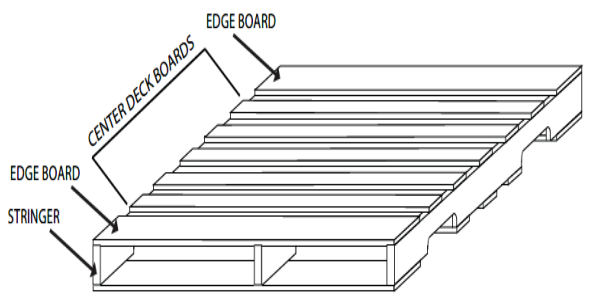
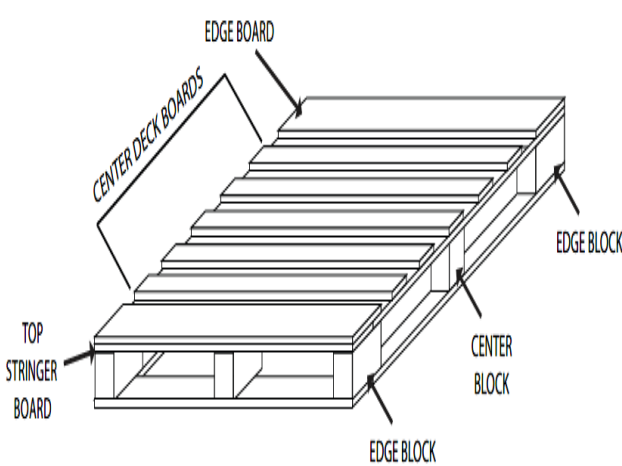
Appendix A

	<p>30 inches = Width of Cardboard tube / box (External dimensions) and pallet.</p>
	<p>30 inches = Height of corner post.</p>
	<p>32 inch x 30 inch lid.</p>
	<p>32 inches = Length of Cardboard tube / box (External dimensions) and pallet.</p>

Appendix A (continued)

	<p>Die Cut Access Panel</p>
	<p>Bulk Pack: (32" Pallet Length) x (30" Pallet Width) x (4-6" Pallet Height) Small Cartons: (48" Pallet Length) x 45" Pallet Width) x (4-6" Pallet Height)</p>
	<p>UNACCEPTABLE- Cartons are NOT to extend over the edge of the pallet</p>
<p>Examples of Properly Palletized Cartons</p>  <p>Examples of "Pyramided" Unit Loads</p> 	<p>Small cartons must be orientated on pallet to minimize voids, over hang, or incomplete layers.</p> <p>Do not put multiple finished goods on one pallet. Only one finished good per pallet.</p>

Appendix A (continued)

<p style="text-align: center;">STRINGER PALLET</p> 	<p><u>Top Deck Boards & Edge Deck Boards:</u> Board thickness a minimum of 1/2". Minimum board width of 3-1/2" with an allowed maximum of 8".</p> <p><u>Center Deck Boards:</u> Board thickness a minimum of 1/2". Minimum board width of 3-1/2".</p> <p>All top board spacing shall be a maximum of 4-1/4"</p> <p><u>Bottom Deck Boards (Stringer Pallets Only):</u> Board thickness a minimum of 1/2". Boards must have a minimum 17" cumulative surface.</p>
<p style="text-align: center;">PERIMETER BLOCK PALLET</p> 	<p><u>Top Deck Boards & Edge Deck Boards:</u> Board thickness a minimum of 1/2". Minimum board width of 3-1/2" with an allowed maximum of 8".</p> <p><u>Center Deck Boards:</u> Board thickness a minimum of 1/2". Minimum board width of 3-1/2".</p> <p>All top board spacing shall be a maximum of 4-1/4"</p> <p><u>Stringer Boards (Block Pallets Only):</u> Board thickness a minimum of 1/2". Minimum board width of 3-1/2". Stringer boards must run along the whole perimeter of the pallet edges with a single board along the center to support center blocks.</p> <p><u>Blocks:</u></p> <ul style="list-style-type: none"> • <u>Edge Blocks:</u> shall be 2-11/16" minimum in height. Block length shall be, at minimum, equal to the pallet "Top Deck Edge Board" width. Block width shall be, at minimum, equal to the pallet "Stringer Board" width. • <u>Center Blocks:</u> Shall be 2-11/16" minimum in height. Block length shall be, at minimum, equal to the pallet "Center Board" edge. Block width shall be, at minimum, equal to the pallet "Stringer Board" width.

Procedure No.	Rev. No.	By	Date	Description of Revision
PUR 010	00	Walt Jenkins	22-May-97	Original Release
PUR 010	.01	Dave Padula Tom Hammond Nancy Clark Robert Mazur Joe James Mike DeGraaf	29-May-98	Revision page added, Doc. Issue date deleted from footer, Doc. # centered on title pg. Pg. # 1 Scope revised to include info, from scope on pg. # 5. Scope on pg. # 5 deleted. PPAP, APQP & QS-9000 added to pg. # 1 scope. 1.1 – be sure, deleted, ensure added. From the – deleted, through added. Rep. Deleted – Dept. added. 2.2 – In the event – added to paragraph two. 2.3 – statement added – “Any costs for PPAP samples or the annual Validation process, shall be included in the quoted piece price”: Sub item “b” – should deleted, Must added. Sub-item “c” – statement added – customer required production Cpk’s will be indicated at the time of prod. Auth. 2.6 – drawing changes deleted, print corrections added. 2.8 – deviation auth. Revised to show written concurrence required. 2.9 – MCN defined. 3.2.2 – location added to para. # 4 5.0 – rating deleted, evaluation added. Agent deleted, representative added. 5.1.1 – review deleted, evaluation added. Reference to form 120A added. PPAP reference deleted, failure to respond reference deleted. 5.2.1- Dept. at, deleted Rep. From, added. Form PUR 014, added. Doc. Dist. Titles added. 6.1 – The objective is – added. Balance of doc. numbering revised to be consecutive. 7.1 – NOTE: added 9.0 – and 0 PPM deleted. 2.2 – GM specific comment added. 2.3 – (b) - customer issued test specs added. 2.7 – payment statement for prototype, test and Manufactured parts, added. 9.1 – fax # deleted.
PUR 010	.02	Joe James Mike DeGraaf	01-Sep-99	2.9 – Supplier compliance to GP-12 noted as mandatory requirement. 5.1.1 – Revised to show Paulstra adherence to AIAG/QS/ISO mandates for supplier auditing. 5.3 – Revised to show Paulstra adherence to AIAG/QS/ISO mandates for supplier auditing and GP-12 requirements. 7.1 – Call-out added for Non-certified supplier’s requiring usage of AIAG Quality Self-assessment form prior to awarding of business. SCOPE – changed to show finite QS/ISO compliance date 31-Feb-00 1.3 – changed to show requirement for date I.D. on all new parts Paragraph three (3) in SCOPE, modified to reflect supplier compliance to AIAG/QS/ISO requirements. 2.7 – Receipt of electronic/hard copy tooling prints added. 1.9 – changed to requirement for controlled usage of Paulstra containers. 2.1 – changed to require the issuance of deviations for non-standard processes. 5.3 – revised to show supplier traceability to be reviewed. 2.4 – should change to must. 2.5 – revised to require corrugated containers for sample parts. 2.9 – revised to note compliance to GP-12 and continuation of process if failures occur. 3.1 – Material Control dept. deleted, replaced with Purchasing dept.

PROCEDURE REVISIONS (Page 2 of 6)

Procedure No.	Rev. No.	By	Date	Description of Revision
PUR 010	.02 (cont.)	Joe James Mike DeGraaf	01-Sep-99	7.2.1 – changed PPM rating numbers I.9 – changed delivery rating numbers and added Comments concerning correct release quantities. Deleted Material Control dept. and replaced with Purchasing dept. 11.1 – changed example #'s for ratings
PUR 010	.03	Joe James	11-Feb-00	2.3.C – 30 pc. Capability study, increased to 100 pcs. Per changes in AIAG PPAP Third Edition, along with requirement for inclusion of a Gage cert./Layout for attribute gages.
PUR 010	.04	Joe James	27-Mar-00	Supplier sorting requirements and related costs, revised to be effective 4-00 WI 125 and Forms 125 A & B, revised to reflect sorting changes. 3.2.2 – added statement covering user plant discretion in allowing supplier sorting & reduced to 10, the days required to respond. 9.1 – added “On time Delivery” statement.
PUR 010	.05	Joe James	30-Nov-00	Scope – added “At a Minimum” 9.2 – added
		Joe James Tony Wolfram	14-Mar-02	Reviewed, no revision required Added Hyperlinks to referenced forms
PUR 010	.06	Joe James	14-May-02	4.0 – added “High Impact Suppliers” verbiage
PUR 010	.07	Joe James	24-Sep-02	Scope – added “Supplier certifications will be tracked using Form PUR 010C” 2.0 – added “capability data for PV and PA dimensions” 5.3 – changed “Scheduled and unscheduled audits will also apply to verification of corrective actions initiated due to problems with the purchased commodity or the supplier's system.” to “Corrective actions initiated in response to MCNs issued by Paulstra Quality Departments will also be verified. Any discovered non-adherence to the supplier’s control plan will result in the issuance of an MCN (Form 125A).” Added “using the Site Assessment (Form PUR 010B).” Changed “Vice President of Operations: Corporate Quality Engineer; Quality Manager;” to “All Paulstra Quality Managers audit activity with that supplier.” 6.0 – added “This information will be transferred to the High Impact Supplier Matrix (Form PUR 010A) to determine which suppliers are to be considered as High Impact. Those suppliers identified as “High Impact” will be notified in writing via Form PUR 010D.” Added Forms PUR 010A, B, C, D, & E
PUR 010	.08	Mark Mensonides	05-Nov-03	10.0 – added (Commercial Rating). 11.0 & 12.0 – added commercial rating.
PUR 010	.09	Joe James	02-Jun-04	Entire Document – changed References from "QS-9000" to "ISO 9001 or TS16949 " 2.2 – changed "A2LA" to "ISO/EIC 17025) 3.2.2 – added "or a contracted 3 rd party sorting company" 4.0 – added "(use of the AIAG A1 through A8 APQP Checklists at a minimum)" 5.3 & 7.1 – added Hutchinson Corporate Supplier System Audit Questionnaire (Hut AQ F06).
PUR 010	.10	Joe James	09-Sep-04	2.3 – added Form PUR 010F
PUR 010	.11	Joe James	03-May-05	14.1 – added Form PUR 010G
PUR010	.12	Joe James Tony Wolfram	08-Feb-07	Scope – modified statement relating to ISO9001/TS16949 requirement.

PROCEDURE REVISIONS (Page 3 of 6)

Procedure No.	Rev. No.	By	Date	Description of Revision
PUR010	.12 (cont.)	Joe James Tony Wolfram	08-Feb-07	<p>1.3 – Modified note requiring lot ID incorporated into part design.</p> <p>1.4 – Added IMDS requirement</p> <p>1.9 – Revised barcode label requirement statement.</p> <p>2. – Revised Annual PPAP requirement statement to require maintenance by supplier but available upon request by Paulstra.</p> <p>2.2 – Changed New Award document to Paulstra Pre-Source Agreement</p> <p>2.3 – Added Paulstra Pre-Source Agreement note, added note stating SCs to be defined at time of Pre-source Agreement</p> <p>2.4 – Added note requiring AIAG compliant forms, actual data required for Basic dimensions, and metric data requirement</p> <p>2.7 – Added note requiring electronic tooling designs with PPAP</p> <p>2.9 – Added extraordinary launch process requirement</p> <p>3.2.2 – Revised containment process for defective components to “supplier responsible to coordinate” and added CS2 note on repeat issues</p> <p>4. – Mandating use of AIAG APQP checklists and Paulstra Tooling Status Report form</p> <p>5. – Added Annual Supplier Self-Assessment form and requirement</p> <p>5.1.1 – Added Annual supplier Self-Assessment form note</p> <p>6.1 – Noted 3 scorable areas for Supplier Scorecard</p> <p>7.1 – Revised Quality Rating scoring system</p> <p>8. – Delivery Rating scoring system revised</p> <p>8.1 – Revised schedule forecast note, added “exact quantity” statement, changed Scheduling Department to Supply Chain</p> <p>9. – Commercial Rating revised</p> <p>10. – Added Supplier Self-Assessment score</p> <p>11. – Added Service Rating score</p> <p>12. – Added Bonus point score</p> <p>13. – Revised accumulated score section</p> <p>Renamed P310, standardized and reformatted</p> <p>Added Distribution and Attachments</p>
P 310	.13	Kyle Carlson Tony Wolfram Marjorie Grube	28-Jun-07	<p>Correlated forms to the procedure, revised forms</p> <p>Header changed “Joe James” to “Kyle Carlson”</p> <p>2.9 – added (Preservation and Labeling Requirements)</p>
P 310	.14	Kyle Carlson Tony Wolfram	09-Jul-09	<p>2.9 – added “Each container must have a barcode label compliant with Paulstra Supplier Label Identification Standards (Procedure P 300)”</p> <p>3.0 – added “maintain”, removed “to Paulstra CRC” and “within a reasonable time frame”</p> <p>3.9 – changed “Program Manager” & “Packaging Engineer” to “Project Team Leader”</p> <p>5.3 – added (Late / Missed Deliveries)</p> <p>7.1 – added “Suppliers to Paulstra must submit and maintain current ISO-TS 16949 or ISO 9000:2000 or ISO 9000:2005 certification” and “may” and “Engineering”, removed “A satisfactory evaluation is a prerequisite to the order. The minimum level of acceptance is the supplier’s ability to complete the necessary functions involved in a PPAP. (see 4.1 & 4.6)”</p> <p>7.2 – added “may”</p> <p>7.3 – added “at a minimum of every two years”</p> <p>7.4 – removed (source Surveillance)</p>
P 310	.15	Kyle Carlson	28-Jul-09	<p>3.9 – added “It is the supplier’s responsibility to have adequate back up packaging available if returnable containers are not available. These back up containers must maintain the standard pack quantity and must not exceed the dimensions of the returnable”</p>

PROCEDURE REVISIONS (Page 4 of 6)

Procedure No.	Rev. No.	By	Date	Description of Revision
P 310	.16	Nelson Bonter Kyle Carlson Tony Wolfram	22-Feb-10	<p>Revised to current internal standard, added job titles.</p> <p>Form P-310E – added Quality certification</p> <p>Form P-310G – removed “Supplier EDI Survey”</p> <p>Form P-310H – removed (incorporated into P 119)</p> <p>3.1.9 – changed “They then must submit a Paulstra Packaging Data Sheet (Form P-310H) within 6 weeks after the initial New Award Meeting to the Project Team Leader. The Paulstra Project Team Leader will then approve the supplier’s packaging prior to the first production shipment” to “which must be determined and agreed upon as part of the PPAP (reference Form P-119A)”</p> <p>3.2 –changed “furnish” to “submit”, added “PPAP”, removed “with inspection and test reports in advance of first production shipments”, added “along with Paulstra specific requirements requested by the Paulstra SQE”, removed “PSW”, added “Annual PPAP must be readily available upon Paulstra request”</p> <p>3.2.1 – changed “Deviation” to “Interim approval”</p> <p>3.2.7 – removed “Quality”</p> <p>3.2.8 – removed “with written concurrence from Paulstra’s Engineering and Quality departments”</p> <p>3.3.2.2 – added “by telephone and/or email”, removed “(via fax or e-mail)” & “and short term corrective action”, added “by the Quality Manager / SQE. In cases of product return”, removed “then”, changed “pick up and return of all affected components and product” to “activity”, removed “affected locations”, added “and / or SQE”, changed “ten (10) working” to “15”, removed “along with the total number of defective pieces found in the returned product. This quantity will then be applied towards the suppliers “Parts per Million” (PPM) rating. Failure on the part of the supplier to report the final total number of defective pieces found in the sort within the designated time period, will result in the entire returned shipment totals, being counted towards the supplier’s PPM rating.”</p> <p>3.3.2.2 & 3.3.3 – changed “\$500.00” to “750.00”</p> <p>3.4 – removed “Suppliers are also to utilize the Paulstra PPAP Part/Tooling Status Report (Form P-310D) with frequency of submission determined in the Pre-source Agreement. In addition”& “(received and shipped directly out of the Distribution Center)”</p> <p>3.5.2 – removed “and Form P-310G” & “and communications”</p> <p>3.5.3 – removed “Current supplier will be required to complete the Paulstra Supplier Assessment at a minimum of every two years. Completion (or lack of) will be a scorable item on the Paulstra Supplier Scorecard”</p> <p>3.6 – complete rewrite (Quarterly Evaluation)</p> <p>3.7 – added (Prototype Supplier Requirements) and Form P-310I - Prototype Deviation From RFQ Requirements)</p> <p>4.0 – added (Record Retention)</p> <p>5.0 – added GR & Cadillac HSE Binders</p> <p>Form P-310D – removed “Paulstra Part/Tooling Status Report” (incorporated into P 119), changed to “Prototype Deviation From RFQ Requirements”</p>
P 310	.17	Kyle Carlson Nelson Bonter Tony Wolfram	31-Aug-12	<p>2.0 & 3.0 – changed Scope to Responsibility, added Scope.</p> <p>4.0 – added (Definitions)</p> <p>5.1.9 – added paragraph for corrugated box pallet requirement and line item for steel banding prohibition.</p> <p>5.2 – added Chrysler Specific requirement for annual layout submission and tracking.</p> <p>5.2.2 – added “or national equivalent A2LA accredited”</p>

PROCEDURE REVISIONS (Page 5 of 6)

Procedure No.	Rev. No.	By	Date	Description of Revision
P 310	.17 (cont.)	Kyle Carlson Nelson Bonter Tony Wolfram	31-Aug-12	5.2.9 – changed “will either accept the data and release the product” to “must be notified that product has been released” and “will extend...” to “that ... has been extended” 5.3.2.2 – added potential punitive reaction for failure to respond to MCN’s within the designated time limits. 6.0 & 8.0 – added Form P-310G
P 310	.18	Kyle Carlson Tony Wolfram	15-Aug-13	Entire document and associated forms – changed “Paulstra CRC” to “HAVS” 5.3.2.2 – added responsibilities of internal quarantine and sorting initiation. 5.4 – changed “Vice President of Purchasing & Supply Chain” to “Purchasing Manager” 5.6 – added the provision of summarized results to the Buyer.
P 0310	.19	Nelson Bonter Tony Wolfram Jeanine Goven Michele Vette	18-May-15	Entire Document & Form P-0310G – removed remaining references to Paulstra, changed “Form 0320A” and “WI 0320” to “Form 0301A” and “WI 0301” 5.2, 6.8 & 8.0 – removed Form P-0310G (requirement for Chrysler Annual Layout to be submitted to HAVS) 5.2.3.3 – changed “PA” & “PV” to “HA” & “HV” 5.2.8 – added NOTE (Requirement for Capacity Verification) 6.6 & 8.0 – changed “General Information Manufacturing Sheet” to “HAVS Supplier Profile” 6.8, 8.0 & Form P-0310G – changed from the Chrysler Annual Layout Tracking Form to the HAVS Capacity Verification Form 7.0 & Form P-0310E – changed “Paulstra” to “Hutchinsonna-antivibration” Form P-0310A, B, C, D, E, F & G – changed “HAAS” to “HAVS” Form P-0310B – reformatted, removed “Operations Manager Approval required to ship production quantities prior to PPAP” Form P-0310C – removed “North America Automotive” and “& Noise Reduction” Form P-0310D & F – added Hutchinson Logo Form P-0310E – reformatted, added “USD” & “PPAP Approvals are contingent upon a successful On-site Capacity Verification/Run-At-Rate (Form P-0310H or OEM Specific Form), conducted in the presence of the HAVS SQE or an authorized designate of HAVS”, removed “For Office Use Only” & “Production P.O.”
P 0310	.20	Amanda Nelson Kevin Hysell Lyndsi Kenyon Tony Wolfram	11-Jun-19	Entire Document – Complete Rewrite. Formatted & rewritten to align with and be supplement to the Hutchinson Supplier Quality Manual – HES-PUR-18. Form P-0310E – added packaging Form P0310H – added (Supplier Risk Evaluation)
P 0310	.21	Amanda Nelson Tony Wolfram	21-Feb-20	7.3.1, 7.3.2, 7.3.3 – added (Safety Stock, Late Delivery, Early Delivery) 7.4.2 – removed “with customer specific programs” 7.7.1 – changed from packaging discussion to packaging form. 7.7.1 NOTE – changed “Project Team Leader” to “HAVS Buyer” 7.7.4 & 7.7.5, rewritten, added specific packaging and reference to Appendix A. 8.2 – added Real Costs 8.2 Chart – added “Late Delivery”, “Early Delivery” & “Line Down Claim”, removed “Sorting Costs” 8.5 – added (Threaded & Blocked Mounting Hole Failures) 8.22 – added (Identified Action Mandated Supplier (IAMS)) 12.0 – added “HES PUR P05 F01”, “HES PUR P09 F02” & HES PUR P09 F01”

