



## Supplier Handbook



## PARTNERS IN QUALITY

May, 2020

1715 M-68 East – Afton, Michigan 49705

**SUPPLIER QUALITY MANUAL**

**ACKNOWLEDGEMENT REPLY**

Tube Fab / Roman Eng. Co. Inc  
1715 E. M-68  
Afton, Mich. 49705

Suppliers Name: \_\_\_\_\_ has read the following statement and agrees to these conditions. We have reviewed the information found in the Supplier Quality Manual dated October 2019 as supplied by TFRE (Tube Fab Roman Engineering).

**The Supplier Quality Manual is owned by TFRE, and shared with selected TFRE suppliers. The contents are intended solely for the use of the selected suppliers.**

This Acknowledgement Reply is to be sent to the Purchasing Department Attention: John Bertrand, at [jbertrand@tubefab.org](mailto:jbertrand@tubefab.org) or James Gahn, [jgahn@tubefab.org](mailto:jgahn@tubefab.org) of TFRE with the required supplier representative signatures as: \_\_\_\_\_

Dated \_\_\_\_\_.

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## **1.0 ABOUT THIS MANUAL**

### **1.1 Purpose**

The purpose of this manual is to provide a standardized form of communication between TFRE and its suppliers in regards to our quality requirements.

### **1.2 Scope**

This manual defines quality expectations, documentation requirements, procedures and practices required by our suppliers. By entering in a supplier contract with TFRE, the supplier agrees to abide by the conditions of this manual.

## **2.0 QUALITY STATEMENT**

### **2.1 TFRE Quality-Environmental Policy**

Tube Fab will exceed the expectations of our Customers, Community, and Governments through continual improvements that are environmentally responsible.

### **2.2 Tube Fab / Roman Eng., Co. Inc. Safety Policy**

Tube Fab/Roman Engineering Co., Inc. will pursue continual improvement of the Safety Program to ensure the highest degree of safety to company employees and visitors.

## **3.0 SUPPLIER DEVELOPMENT and APPROVAL PROCESS**

### **3.1 Supplier Self Audit**

All potential suppliers including EMS (Environmental Managed Systems) suppliers must complete a Supplier Self Audit Survey as part of the approval process and abide by the approval process criteria as specified herein

### **3.2 Supplier Quality Management System Certification**

It is the goal of TFRE's supplier development program that each supplier is in conformity with ISO 9001:2015 and or attaining or working towards securing ISO or IATF 16949. Unless otherwise specified by TFRE's customers, suppliers to TFRE shall be at minimum registered to ISO 9001:2015 by an accredited third-party certification body. Certifications must be approved by accredited parties that are approved by IAF (international accredited forum, visit [https://www.iaf.nu/articles/IAF MEM USA\\_all/112](https://www.iaf.nu/articles/IAF_MEM_USA_all/112) for approved organization names and logos).

If a potential supplier is not certified to a minimum of ISO 9001:2015, that supplier shall submit a plan to TFRE for attaining the ISO certification.

Suppliers shall provide TFRE current certification(s) and updates as completed. In addition to ISO and or IATF certificates, suppliers will be required to provide a copy of their current CQI (Continuous Quality Improvement) as applicable.

Special circumstances will be reviewed.

**Note:** *Suppliers whom are placed on probation by their ISO registrar or loss of their ISO certificate are required to notify Tube Fab immediately. Any significant changed to key personnel requires immediate notification to Tube Fab's Purchasing Dept. Management. Verbals must be accompanied in a written statement via email or mail.*

**3.2a** Certificate of Insurance is required

**3.2b** Non-Disclosure Agreement provided by TFRE is required

**3.2c** EMS Suppliers to submit with exception of NDA, Submission of Environmental Certifications as deemed necessary by Tube Fab and to provide the Self Audit Profile which includes EMS criteria.

Exceptions of items will be judged on a case by case situation where waivers may be warranted. Such waivers will be via email.

**3.2d** Regulation Compliance; All suppliers are to provide compliance certification for Conflict Minerals, RoHS (Restriction of Hazardous Substances), REACH (Regulation, Evaluation, Authorization and Restricted Chemicals) and Proposition 65 as may be applicable.

**3.2e** Supplier On-Site Audit Check List, will apply to all our suppliers. The New Launch Checklist will apply to only our Top 10 High Risk Suppliers, to be performed by a Tube Fab Auditor when

deemed appropriate by TFRE. Performance of all our Approved Listed suppliers will be monitored via our Supplier Scorecard where ratings are tabulated 2 x's per year and such rating forwarded to our suppliers.

### **3.2f Standard Expectations**

A target goal of zero defects and 100% on time delivery is the expectation of Tube Fab from all of its suppliers.

Tube Fab's Automotive Clients expect TF to meet particular requirements; likewise, such requirements will be flowed down to our supply base. Examples of such requirements are: Annual PPAP resubmissions, CQIs, Conflict Minerals, RoHs, IMDS (International Material Data System) and the like. Tube Fab will direct our suppliers accordingly.

Approval of the criteria as specified herein will allow the Supplier to have earned a place on the Supplier Approval List.

### **Quality System Representative**

The supplier shall appoint a qualified representative within the organization who has the responsibility and authority to identify and resolve quality matters.

### **3.3 Supplier Assessments**

TFRE reserves the right to conduct quality system audits of its existing suppliers and new prospective suppliers. The need to conduct an on-site audit shall be determined by procurement or quality management.

As deemed necessary by the management of Purchasing or Quality, an audit may be conducted at the supplier's onsite location as part of the overall audit process. This will be coupled with the utilization of the **"Supplier On-Site Audit Check List"** for all new suppliers. For the **Top 10 High Risk Suppliers** the **"New Launch Checklist"** will be conducted. The Supplier Audit

Check List will be rated as pass or no pass, as deemed by Tube Fab's auditor representative and reviewed by either purchasing or quality management.

Supplier audits will be scheduled in advance so as not to create any major business interruptions for either TFRE or its supplier.

### **3.4 Verification of Purchased Product**

TFRE conducts incoming inspections on PPAP submissions and production shipments of purchased parts. It is the goal of TFRE to NOT inspect incoming product. The supplier is to accept total responsibility for the quality of the purchased part or service. TFRE inspects the first three shipments on all products supplied.

### **Certifications**

Suppliers are instructed to provide certifications as deemed necessary. A submission of material and or process certification is made available by the Supplier with incoming materials / process services or as part of the PPAP process.

## **4.0 HANDLING OF DEFECTS**

### **4.1 Defects Discovered at TFRE**

When defects are discovered at TFRE, an SNR (Supplier Non-Conformance Report) will be generated and sent to the supplier with samples. TFRE will contact the supplier when defects are found. After receiving and reviewing samples the supplier then has the option to rework (upon approval from TFRE of supplier's rework process), or replace the parts or materials, and or provide support for sorting or authorize TFRE to perform the sort.

In the event that TFRE must meet customer demands, TFRE will start sorting the product and the supplier will be charged accordingly, TFRE will reach out to the supplier under these circumstances to advise.



Initial containment activity must be submitted within 24 hours after the receipt of a formal TFRE notice. The supplier has **10 days** from the time they receive the samples to provide TFRE with disposition of the material. After **10 days**, the material can be scrapped or returned and the supplier will be debited for the defective parts. Additional time required beyond the **10 days** may be granted at TFRE discretion. The 10 day allowance can be circumvented in its entirety should TFRE require disposition for expediting the sorting process and or replacement stock to support its client's orders

If required by TFRE, the supplier must fill out the corrective action section on the SNR and return to TFRE. TFRE may request an **8D** which would fall in the same time sequence. If the supplier cannot complete the CAR (Corrective Action Report) in 10 days, please contact TFRE and request an extension.

**Note:** *If TFRE associates are required to sort any supplier's products, the supplier shall incur a standard time charge. The current charge is \$35.00 per hour, per associate, for any hour or portion of an hour of the associate's time.*

#### **4.2 Defects Discovered by Supplier**

When any defect is discovered by the supplier, the supplier shall inspect / test, for the purpose of repair or disposal of the suspect product. If the suspect product is in transit to TFRE, TFRE quality department must be notified immediately.

#### **4.3 Defects Discovered at TFRE Customer Plant**

When supplier defects are discovered at a TFRE customer's facility, the supplier shall provide support and assistance requested.

## **5.0 PRODUCTION PART APPROVAL PROCESS**

TFRE supplies to a variety of customers including automotive customers. As such, TFRE must adhere to the requirements of the Production Part Approval Process (PPAP) 4<sup>th</sup> Edition as published by the Automotive Industries Action Group (AIAG) for all automotive products.

Since PPAP level submission may vary, associated requirements will be communicated at time of sourcing.

### **5.1 Definition**

Production parts are manufactured at the production site using the production tooling, gauging, process, materials, operators and process settings.

Parts for production approval must be taken from a significant production run. This run would typically be from one hour to one shift's production, with the specific production quantity to total 300 parts minimum unless some other quantity has been agreed upon by TFRE.

### **5.2 When is PPAP Submission Required?**

- A new part or product.
- Product modified by an engineering change.
- Material has changed from what was previously used.
- Production from new or modified tooling.
- Change in Production process.
- Tooling or equipment is transferred to a new location
- A new subcontractor is used for production or services.
- Change in test/inspection method.

### 5.3 PPAP Submission Level

TFRE is responsible for determining which PPAP Level the supplier will submit.

Unless notified otherwise, all suppliers shall submit to Level (3). The submission shall include a full layout of 3 parts taken from the 300-piece run on production tooling.

PPAP SUBMISSION CHART

Requirement	1	2	3	4	5
Design Records of Saleable Product	R	S	S	*	R
- for proprietary components / details	R	R	R	*	R
- for all other components / details	R	S	S	*	R
Engineering Change Documents, if any	R	S	S	*	R
Customer Engineering approval, if required	R	R	S	*	R
Design FMEA	R	R	S	*	R
Process Flow Diagrams	R	R	S	*	R

Process FMEA	R	R	S	*	R
Control Plan	R	R	S	*	R
Measurement System Analysis Studies	R	R	S	*	R

Dimensional Results	R	S	S	*	R
Material, Performance Test Results	R	S	S	*	R
Initial Process Studies	R	R	S	*	R
Qualified Laboratory Documentation	R	S	S	*	R
Appearance Approval Report, if applicable	S	S	S	*	R
Sample Product	R	S	S	*	R
Master Sample	R	R	R	*	R
Checking Aids	R	R	R	*	R
Records of Compliance With Customer-Specific Requirements	R	R	S	*	R
Part Submission Warrant (PSW)	S	S	S	S	R
Bulk Material Requirements Checklist (for bulk material PPAP only)	S	S	S	S	R

S = Submit to TFRE, R = Retain at suppliers' location

\* = Retain and submit upon customer request

#### 5.4 PPAP Approval

The supplier must receive TFRE's approval prior to shipping production products.

If TFRE rejects the supplier PPAP submission, the problem must be corrected and the PPAP resubmitted to TFRE for approval.

### **5.5 Annual Validation**

The Supplier is responsible for annual validation once per year consisting of a PSW warrant page, material certification, and a current copy of the supplier's IATF 16949 certification or ISO-9001.

### **5.6 Statistical Process Control (SPC)**

SPC shall be done on all Key, Significant, and Critical Characteristics requirements. These characteristics shall meet the requirements within the AIAG manual.

SPC data shall be maintained by the supplier and shall be available to TFRE, upon request.

## **6.0 DELIVERY, PACKAGING**

### **6.1 Delivery & Acceptance**

TFRE requires 100% on time deliver performance of suppliers. TRFE suppliers are responsible for the supply of defect-free material.

### **6.2 Packaging**

#### **A) Manually – Lifted Containers**

Gross weight of parts & containers should not exceed 40 pounds

#### **B) Mechanically – Transported Container**

Gross weight of parts and containers should correspond with purchase order requirements

## **C) Packaging of Materials and or Part**

Due to variation of products and or materials, suppliers are to package items in a manner that meets:

1. Suitable Industry Standards that protect the product in transit and meets TFRE off-loading capabilities as previously stated herein.
2. Item 1 may be superseded by incorporating specific packaging criteria that appears in correspondence and or on the face of our purchase orders as part of our terms and conditions.

All containers must be clearly identified with labels as requested by TFRE.

### **7.0 SUPPLIER REPORT CARDS & Performance Monitoring**

TFRE generates supplier report cards for its high impact suppliers and distributes them twice in a 12 month time frame. TFRE tracks on-time delivery, number of SNR's, number of units and PPM. Premium Freight Occurrences and Supplier caused disruptions to TFRE clients will be monitored.

### **8.0 PURCHASE ORDER TERMS & CONDITIONS**

Our purchase orders is Tube Fab / Roman Engineering Co. Inc's offer to purchase the goods or services listed on our purchase orders and is limited to the purchase order terms and conditions (the terms) set forth on our web-site at [www.tubefab.org](http://www.tubefab.org), all of which are incorporated into this purchase order by this reference. Seller acknowledges that this purchase order, together with the Terms constitutes the entire agreement between Tube Fab / Roman Engineering Co, Inc and the seller with respect to the subject matter of our purchase order, and that we would not purchase the goods or services for the seller if our purchase order and terms did not exclusively govern the transaction.

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This Document:

**Rev A Dated: 7-20-10, Additions to Packaging Oct 27, 2010 Rev B', Rev C updated Manual as of 3-5-2015, Rev E revised sorting cost 8/16/16, Rev. F Revised supplier self-audit, supplier quality mgmt. system cert, and supplier report cards and rating system. Rev G dated Nov 1, 2018. New Supplier Handbook issued October 2019. Purchase Order Terms added May 2020.**