



# Supplier Manual

**Wiric Corporation**

2781 Bond Street, Rochester Hills, MI 48309

Phone: (248) 598-5297

## **Introduction**

This document has been prepared to assist suppliers in understanding Wiric Corporation's quality system requirements as they relate to purchased products and services. As a supplier of products to the automotive industry and as outlined in the IATF 16949 quality system standard, Wiric Corporation is required to extend certain quality system requirements onto its supplier base. It is important that all suppliers understand and follow these requirements as they apply. Compliance will ensure a mutually successful and long-term partnership. These requirements apply to all suppliers of components, materials, and finishing services to Wiric Corporation. Suppliers agree that all components, materials, and services provided will be governed by the terms and conditions of the Wiric purchase order, engineering drawings and specifications, and the requirements of this document.

## **Wiric Corporation Purchasing Requirements**

### **Supplier Selection**

Wiric Corporation selects suppliers based on their ability to meet product or service requirements including the adequacy of their quality management system to meet or exceed ISO 9001. Suppliers who are not third party certified to ISO 9001 should be actively pursuing registration with a goal of becoming IATF certified in the future.

All new suppliers and suppliers without ISO or IATF certification will be asked to complete a Supplier Qualification form. These suppliers will be given three shipment opportunities to prove they can meet Wiric Corporation's quality and delivery expectations.

### **Supplier Performance Metrics**

Wiric Corporation monitors and promotes supplier monitoring of the performance of their manufacturing processes. Two main areas are continually monitored for all suppliers:

#### **Quality performance** by means of:

- Corrective Actions
- Quality Defects
- Registration to ISO 9001 or IATF 16949

#### **On-Time Delivery performance** by means of:

- On-time shipping performance (7-day grace period)

### **Compliance with Government, Safety and Environmental Regulations**

All materials used in the manufacturing of products supplied to Wiric Corporation must satisfy all current governmental, safety and environmental constraints on restricted, toxic, and hazardous materials. Material Safety Data Sheets (MSDSs) must be supplied for all materials where required under OSHA "Right to Know" regulations.

## **Conflict Minerals**

Wiric Corporation expects all its suppliers to comply with the requirements of the Dodd-Frank Wall Street Reform and Consumer Protection Act relating to conflict minerals and to carry out sufficient due diligence to ensure that their supply chain is conflict-free. The aim is to ensure that only "conflict-free" materials and components are used in products that we procure.

## **Verification of Purchase Order Terms**

To assure product shipment and invoice accuracy, each supplier is required to verify and acknowledge the following:

- Purchase Order number.
- Due date.
- Payment terms.
- Wiric part number.
- Order quantities.
- Drawing number and revision level (when applicable).
- Unit price.

Suppliers must review, accept, and acknowledge Wiric Corporation Purchase Orders upon receipt. Emailing the buyer an Order Confirmation is an acceptable method of acknowledging Purchase Order receipt and acceptance of all terms and conditions. Suppliers are to contact the Wiric Corporation buyer whenever requirements cannot be met as noted on the Purchase Order.

## **Packaging**

Suppliers must ensure that all packaging is sufficient to protect the product from inadvertent damage during normal transportation. All pallets, corrugated boxes, and other containers used to protect and transport products must be in a state of repair and cleanliness and must offer sufficient protection against accidental damage. Special packaging instructions as referenced with a purchase order or engineering drawing must be followed when shipping materials to Wiric Corporation. Improperly packaged product will be subjected to rejection.

All shipments must be identified on the outside of the container with the Wiric Corporation part number, quantity, and purchase order number. Materials with different purchase order numbers or part numbers shipped as a single lot (i.e. same pallet, bulk container) must be separately packaged and identified by part number and purchase order number, unless otherwise agreed upon with Wiric Corporation. Packing lists, referencing Wiric Corporation's purchase order number(s) and part number(s), are required for all shipments.

## **On-time Delivery**

All suppliers are expected to meet 90% on-time delivery performance with no defects. Delivery dates will be based upon lead times and suppliers' inventory and will be documented as part of the purchase order. Suppliers will be required to review and acknowledge delivery capability for each purchase order received. If a delivery due date or shipment quantity cannot be met as noted on the purchase order, the supplier must contact Wiric Corporation upon receipt of the purchase order or

as soon as it is determined that the delivery date cannot be met.

Suppliers who fail to maintain acceptable performance (less than 90% on-time or one or more reported nonconformances) will be supplied with a detailed report regarding the issue and a formal request for an Action Plan to resolve the issue.

#### **Wiric Corporation Receiving Inspection**

All purchased materials are visually inspected upon receipt for proper packaging and identification, correct quantity of product, and proper receiving documentation. All nonconformances will be communicated to the supplier.

### **Supplier Quality Management Systems**

#### **Quality System**

Each supplier is responsible for the quality of the product or service provided to Wiric Corporation and must maintain an effective quality system appropriate to the product or service provided, and as necessary to ensure conformance with all Wiric Corporation requirements. The system must emphasize defect prevention and allow for immediate corrective action when product or process deficiencies are discovered. The supplier's quality system must be documented and appropriate records must be maintained in support of the requirements established in this document. Wiric Corporation encourages all suppliers to develop and document their quality system in accordance with ISO/TS 16949 requirements.

#### **Quality Planning**

All suppliers are required to develop and maintain appropriate product quality plans related to the product or service being provided. Quality plans may be in the form of company quality system procedures, inspection plans, operator instructions, statistical process control systems, Control Plans, or other documents which describe the supplier's system for ensuring compliance with product and process quality requirements. These quality documents should be developed to APQP standards as defined by AIAG.

#### **Contingency Plans**

The supplier is required to establish contingency plans to prevent failure of the supplier to deliver product within the terms of the contract / purchase order / release in the event of an emergency such as utility interruptions, labor shortages, key equipment failure, and field returns. Wiric Corporation reserves the right to review the supplier's contingency plan.

#### **Inspection and Testing**

Suppliers are expected to inspect and test products supplied to Wiric Corporation as necessary to ensure conformance with all specified requirements. Inspection, testing, and process monitoring methods must be documented and made available at all locations where they are needed. Wiric Corporation highly encourages suppliers to direct process activities toward defection prevention methods such as statistical process control and mistake proofing rather than relying solely on defect detection (inspection). First article inspection approval or on-site verification performed by Wiric

Corporation does not relieve the supplier of their responsibility to provide product conforming to all documented requirements and will not preclude subsequent rejection when requirements are not met. Wiric Corporation may require that specific inspection and test methods be used as a method of ensuring the conformance of the product to OEM customer requirements.

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

Wiric Corporation reserves the right to verify at the supplier's premise that product conforms to specified requirements.

#### **Product Safety**

All suppliers, including customer designated sources, are responsible to adhere to the requirements of IATF 16949 4.4.1.2 when a safety related product or process has been identified with the commodity they are supplying.

#### **Control of Subcontracted Material**

The supplier is responsible for ensuring that all materials and services obtained from outside parties for use in products supplied to Wiric Corporation conforms to all specified requirements. Suppliers are expected to maintain effective systems to ensure that incoming product is not used or processed until verified as conforming. All applicable requirements of this document must also be clearly communicated to affected subcontractors. Processing normally performed in your facility may not be subcontracted without prior notification and approval by Wiric Corporation.

#### **Material Traceability**

Suppliers are responsible for establishing and maintaining a system for material and component traceability by individual lot of product supplied to Wiric Corporation. Systems should be able to uniquely identify all components and materials used in products supplied to Wiric Corporation through the use of lot codes (or a similar method) which supply traceability back to receipt by the Supplier and the quality verification of the component or raw material (i.e. records showing that the item was tested, inspected, certified, etc. and found to be conforming to specifications. Lot traceability records must be maintained.

Note: Lot traceability is not required for suppliers of packaging and printed materials.

#### **Nonconforming Material Reporting System**

Nonconforming material reports may be initiated at receiving based on sampling inspection or during the course of production. Suppliers will be informed of the nature of the nonconformance and a determination will be made as to its disposition. Nonconforming material is handled in one of the following ways:

- Return to supplier. This is the preferred method of disposition and will be used whenever possible. Situations, though, may arise where material is urgently needed or it may be more cost effective for Wiric Corporation to sort and/or rework the material.
- Rework or sort at Wiric Corporation at the supplier's expense - supplier will be notified prior to any rework or sorting of nonconforming material.

- Scrap at Wiric Corporation at the supplier's expense - supplier will be notified for authorization to scrap material.

All suppliers are expected to reimburse Wiric Corporation for costs incurred for the rework or sorting of nonconforming product at our facility and for return freight costs. Supplier agreement on amount of reimbursement will be obtained prior to any back charge or request for credit.

Any material which is returned to the supplier for rework or repair must be in "as new" condition when returned to Wiric Corporation. This includes appearance items (Painting, plating, etc.), packaging, and complete inspection and testing to new material specifications.

Suppliers are required to inform Wiric Corporation Purchasing of any special requirements for the handling of defective material (e.g. Return authorization procedures, on-site review of warranty material, special carriers, etc.)

#### **Action Plan Request and Supplier Corrective Action Request**

An Action Plan Request is used by Wiric Corporation Purchasing and Quality Assurance to notify suppliers of a nonconformance in product, packaging, or delivery performance and to obtain documentation as to the cause of the discrepancy and the corrective action taken by the supplier.

Suppliers are responsible for detailing the root cause(s) for the nonconformance, a statement of action taken to prevent the nonconformance from recurring, and the effective date. All requests must be answered within 10 business days of the date of request by Wiric Corporation and must include specific actions which the supplier will take. If the Supplier is unable to come up with an adequate Action Plan, a formal Supplier Corrective Action Request will be issued. All requests are reviewed by Wiric Corporation Purchasing and/or Quality Assurance for adequacy of the response. A Supplier Corrective Action Request will be re-issued for any recurrence of the same nonconformance, regardless of severity.

#### **Manufacturing Process Improvement**

Manufacturing process improvement shall continually focus upon control and reduction of variation in product characteristics and manufacturing process parameters.

#### **Qualification of Personnel**

The supplier's QMS shall provide for the qualification of personnel performing critical inspection and production operations. Operator training records are to be made available upon request.

## **Engineering and Project Management**

#### **IMDS**

Unless otherwise directed, suppliers must register with IMDS (International Material Data System) on [www.mdssystem.com](http://www.mdssystem.com). Refer to IMDS website for training material. IMDS must be provided to Wiric Site ID 44331 for all products.

# Supplier Acknowledgement of Requirements

The below signature by appropriate supplier representative is to verify that the supplier has received, reviewed, and agreed to the requirements of this manual. Please note any exceptions to the requirements below.

Company Name: \_\_\_\_\_

Representative Name: \_\_\_\_\_

Representative Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*Exceptions:*

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