



**ASSEMBLED PRODUCTS**


A Unit of Jason Incorporated

Assembled Products SQA Manual  
Document 6.07, 5/24/12

Revision 02  
Approved: ECO 12-07764


## **ASSEMBLED PRODUCTS**

### **Supplier Quality Assurance Manual**

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## 1) Introduction

Assembled Products Company (AP) is a ISO-9000 registered supplier of stampings and assemblies the Automotive, Power Generation, and Small Engine industries. Assembled Products is committed to producing quality products and has high expectations of its suppliers. Assembled Products Suppliers should have an ISO-9000 registered system, and work within that system to deliver quality products to Assembled Products.

The procedures and policies in this manual describe the requirements for being a supplier to Assembled Products.


Assembled Products Company requires that all of its suppliers be compliant to ISO-9000. Said suppliers must be compliant to ISO-9000 by December 2002, or loose approved vendor status.

### The AP Quality Policy

Assembled Products is committed to creating an environment that:

- *Involves* CONTINUOUS IMPROVEMENT
- *Strives to* REDUCE VARIATION *in the process*
- *Works to* PREVENT DEFECTS *throughout the operation*
- *Encourages* EMPLOYEE INVOLVEMENT

*With a goal of achieving 100% CUSTOMER SATISFACTION*

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## **Section 2 APQP**

### Advanced Product Quality Planning

#### Background

Advanced Product Quality Planning is a planning tool devised by the Automotive Industry Action Group. (AIAG) This group, made up of the “Big Three” American Automakers, publishes the QS-9000 standards and associated reference manuals. Use of the AIAG standards assures a company of a consistent Supplier base.

#### Procedures

Assembled Products all production related suppliers to utilize the APQP process as a basis for their quality planning.

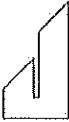
The supplier APQP system must comply with the QS-9000 requirements, specifically the APQP Supplement.

Assembled products will specify the requirements the purchase order.

#### References

AIAG QS-9000 Manual

AIAG Advanced Product Quality Planning Manual

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### **3) Quality Assurance Requirements-communication to vendors**

As noted in the Assembled Products purchasing policy 6.1.1.1, all required specifications are included on the purchase order for the product. The Purchasing specifications are in the MAPICS database.

When an ECO is made to a purchased component, the changes to the specification are made in MAPICS.

If the change is immediate, purchasing will cancel the purchase order, and release a new purchase order to the vendor.

When a change is made, purchasing will contact the vendor to make them aware of the changes to the purchase order.

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#### 4) Production Part Approval Process (PPAP)

Parts supplied to Assembled Products must be approved through the Production Part Approval Process (PPAP).


The PPAP process is also a process defined by the ISO-9000 system and associated PPAP System Manual. All Assembled Products Suppliers submit PPAP for parts supplied for production requirements. Assembled Products Quality and/or Engineering will determine the PPAP submission level required for Assembled Products vendors.

- The PPAP Process must follow the AIAG PPAG Guidelines.
- The PPAP must comply with the requirements defined by Assembled Products
- Assembled Products must approve the PPAP prior to shipment

If Assembled products denies the PPAP and deviation must be requested prior to shipment. See Section 10 of this manual.

Reference:

AIAG PPAP Manual

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## 5) Product Marking

Assembled products will specify the packaging and marking requirements for purchased components on the purchase order. As noted in section 6.1.1.1 of the quality policy manual, Assembled Products specifies requirements via the purchase order.

In the event the product does not meet requirements, it is to be clearly marked with the Assembled Products deviation form. Any deviation/Engineering Change or related document is to be included in the shipment.

Note: All deviation of product from approved specifications is to be made prior to shipment. Failure to comply with approved specifications may affect the vendor's ability to supply future product.

Reference: Required markings will be on the Assembled Products purchase order.  
Assembled Products deviation form is REJFORM13-01A10/23/00

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## 6) Process Change/Design Change

Vendors may not change processes or designs of supplied product unless a request is made to Assembled Products and Granted via the Assembled Products ECO form

This form is supplied in this Supplier Quality Assurance Manual as form 5.03.

### Process Change


The top portion of the form is to be filled out and forwarded to Assembled Products Customer Service. Assembled Products will review the form internally, and contact the vendor as required processing the ECO.

Assembled Products Customer Service will inform the vendor if the process change is accepted and direct the customer on the implementation schedule.

If denied, the customer may not change processes or design and may appeal the decision to customer service. When appropriate the general manager will review a denied request and issue a response.

Reference: ECO Form 5.03



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## 7) Measurement Control

Measurement systems must be ISO 9000 compliant as detailed in the AIAG standards. Further requirements will be detailed in the PPAP/APQP process. The vendor is to follow inspection gauging and control as approved by Assembled products.

Included in the standard are:

- Gauge ID and trace ability
- Appropriate selection of gauges
- Handling of product approved by a non-compliant gauge
- Gauge repair.
- Calibration and use conditions

Reference: AIAG publication Measurement Control.

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## 8) Corrective and Preventive Action

In the event that product is shipped to Assembled Products in a non-compliant condition, a corrective action will be issued to the vendor. A blank copy of this form (form14.01) is included in the Appendix. The form must be filled out with the following;

- The vendor must identify the root cause of the problem
- The vendor must state containment measures taken (including recall when required)
- The vendor must provide a positive and attainable corrective action
- The vendor must identify the actions taken to prevent recurrence.

This form including the preventive action is to be completed within 15 days. Failure to fill out a corrective action or providing an inadequate response will reflect on the vendor's quality score.

The corrective action is to be forwarded to the Assembled Products purchasing department. Assembled Products will review the completed corrective action and notify the vendor if further response is required.

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## 9) Deviation Request


In the event the vendor produces product that is not to specification, the vendor must request a deviation from purchasing. This is form REJFOEM13-01A10/23/00 from the deviation request database.

If the vendor knows of discrepant product, the vendor must fill out this form PRIOR to shipping. If products are shipped without notification, they will be rejected and it will impact the supplier rating.

If the product has already been shipped to Assembled Products, a deviation form must be submitted for review in order to release product for use.

If no deviation request is received, assembled products may return or scrap product deemed unusable.

Reference: REJFORM13-01A10/23/00 -Appendix

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#### **10) Product ID and Trace ability**


The supplier shall have procedures to identify the material supplied to Assembled Products through all stages of production and supply as required in ISO 9000.

The supplier shall have lot trace ability adequate to isolate and recall discrepant material, including recall.

Where the supplier cannot identify all materials though lot control, all product inventoried at Assembled Products may be returned to the vendor for inspection and sorting/rework as required.

The product supplied complies with Product ID as specified during the contract review process.

Reference AIAG ISO-9000-1994/2000

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## 11) Supplier evaluation


Assembled Products maintains evaluations of its suppliers. Both quality of product and on time delivery are assessed. A scorecard will be sent quarterly to each supplier which is in the top ten dollar value according to Assembled Products cost as well as all Landis + Gyr suppliers which have critical dimensions that need to be inspected and evaluated. All scorecards will include a Capability Index (CPK value).

Assembled Products expects product and service that conform to specifications as well as 100% on time delivery. Assembled Products will evaluate each supplier's on time delivery on a per quarter basis.

Assembled Products will require each Landis + Gyr supplier to submit on a quarterly basis all critical dimensions through a Capability Study. This will only apply to the Suppliers which have critical dimensions noted on the print. The goal is to get a 1.33 CPK value or higher associated to each critical dimension. All data will be reviewed and inspected through IQR form by Receiving Inspector prior to releasing product into warehouse.

In the event that these expectations are not met, Purchasing and Quality will issue a corrective action. For this, all corrective actions are to be completed within 30 days.

Assembled Products Purchasing and Quality will review all Supplier Corrective Actions to determine if they are acceptable. If the action is unacceptable the vendor will receive notice that further actions may be taken including suspension of approved vendor status.

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### **Appendix: Forms**

In order to maintain document control, the vendor should request a current copy of the required form at the time it is required.