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**1.0 Purpose**

The suppliers quality assurance program is a guideline for doing business with . As a communication tool, the [Your Company Here] manual lets a supplier know what is expected through the supplier approval process and the sample approval process, while the supplier survey evaluation system provides feedback as to performance.

**1.1 Supplier Quality Assurance program**

[Your Company Here] philosophy is to produce world class products, while at the same time reducing cost; this is achieved through continuous quality improvement. Continuous improvement requires a different orientation and attitude of operating a business than in the past. The major focus is that all problems identified are considered opportunities for improvement. Management must support and stimulate improvements to the process by removing roadblocks to implementing improvements.

The relationship between [Your Company Here] and their suppliers forms the foundation for continuous quality improvement. [Your Company Here] has established high expectations for themselves and expects the same of their suppliers. In order to achieve the goal as a world class competitor, your cooperation and goals directed toward continuous quality improvement is required.

**1.2 General quality requirements**

**Quality Plan**

This plan should promote total organizational commitment and describe the activities involved in implementing a continuous quality improvement program.

**Quality Control Manual**

The supplier is expected to develop a comprehensive manual of all procedures controlling their total quality system.

**Process Control Techniques**

A supplier is expected to establish process control techniques in each area of their manufacturing process, and take action to assure that material meets all specifications. There are three general areas of process control:

**Receiving inspection**

The supplier is responsible for the quality of all incoming raw material and component parts. Written inspection instructions are required to control incoming parts and material.

The supplier should establish a vendor quality assurance program. This program should contain a method to survey and evaluate all of their vendors. Also, material should be documented in the suppliers file.

**In-process control**

A supplier should establish a system to assure that all products consistently meet specifications. This system should be used to detect, isolate, correct, and prevent "non-conforming" situations.

**Final Audit**

Final Audit is established to ensure defect-free shipments and to confirm and evaluate the in-process controls.

All of these process controls should have written instructions and documented data to indicate that the system is maintained.

**Statistical Process Control**

A supplier is expected to establish and maintain statistical process control on critical characteristics and any other characteristics which should aid in the prevention of defects.

**Gage and Fixture control**

Written instructions on how to use the equipment shall be established. The supplier shall establish a system for calibrating this equipment at a periodic interval.

**Traceability and Lot control**

Suppliers must maintain a system for lot control and traceability throughout their entire process. The system assures traceability back through each operation to its original raw material state.

**Blueprint Control**

A supplier shall establish a documented system to assure that all the latest prints and specifications are communicated to the manufacturing organization.

**Records**

Accurate records documenting that all systems are in place to produce parts supplied to [Your Company name Here] shall be maintained and made available upon request. The following are records that shall be documented and retained for a minimum of three years.

Inspection instructions

Testing/inspection records

Calibration documentation

Statistical data

Vendor quality assurance program

Certifications

Audit reports

Sample approval records

Non-conforming material reports

**Self Audit**

A supplier shall conduct and document internal audits to ensure that the requirements of this manual are met.

**Defective Material**

A supplier shall have a system to investigate and correct any defective material detected internally or externally.

**Purchased Material control**

A supplier shall have a system to control their raw material and component parts.

**1.3 Delivery Requirements**

**On-time delivery**

A supplier is expected to maintain the resources and systems to enable on-time delivery, to allow Your Company name Here] to meet their own just-in-time production and delivery requirements.

**Plant Capacity**

A supplier shall assure that manufacturing capacity can respond promptly to a volume increase.

**Scheduling**

The supplier shall establish a system to meet the Your Company name Here] scheduling requirements. The supplier shall maintain necessary inventory levels or production system flexibility to able to respond to volume increases in scheduling.

**Packaging**

A supplier shall establish [Your Company name Here] packaging to assure the quality of the product and all other [Your Company name Here] requirements. Returnable packaging supplied by [Your Company name Here] shall be maintained by the supplier for the applied use.

**Labeling**

A supplier shall develop labeling procedures based on the following requirements:

Part number

Part name

[Your Company name Here] part number

Quantity

Packer number

Pack date

Vendor code

Engineering change level

Name of supplier and address

A supplier shall also establish procedures to assure that the labels are correct.

**Delivery Performance**

A supplier is expected to deliver quality products, on time with correct purchase order quantities.

**Sort, Down-Time, and Overshipment**

If, for any reason, [Your Company name Here] has to sort suppliers parts, they will be charged out of pocket costs including burden and administration expense.

If [Your Company name Here] incurs down-time on account of a supplier under shipping acceptable parts to [Your Company name Here] requirements, the supplier will be responsible for a down-time charge, plus excess freight expenses.

If [Your Company name Here] receives an overshipment of parts or materials, the material or parts may be immediately sent back to the supplier, at their expense.

**1.4 Management Requirements**

Over the last decade, there has been a lot of concern of what the American automotive industry must do to regain the leading edge in the world marketplace. In order to achieve the edge, a shift in the way we manage must occur and continue forever. Therefore, the new management system is to continuously improve in all work processes, forever. To fully benefit from this process, [Your Company name Here] expects that their suppliers will utilize the same management system to survive in the marketplace.

**1.5 Cost Requirements**

[Your Company name Here] expects their suppliers to establish short and long term goals to reduce costs. In today's marketplace, establishing goals to reduce costs is necessary to meet the competitive challenge. [Your Company name Here] invites their suppliers to share any ideas to simplify processes which lead to cost reduction.

**1.6 Technology Requirements**

Technology is the practical application of knowledge. [Your Company name Here] expects their suppliers to keep abreast of all new technologies and utilize the technology which assists improvements in quality and cost reduction.

**2.0 Selection and Evaluation Process**

To assure that the products received from our suppliers complement our goal of maintaining the leading edge in today’s’ worldwide competitive automotive industry, all of [Your Company name Here] suppliers will be periodically surveyed. This selection and evaluation process will allow the development and maintenance of a supply base that is among the most qualified and continuously improving.

**2.1 Supplier Survey Procedure**

Prior to being awarded any new business with [Your Company name Here], all potential suppliers will be surveyed and evaluated in the required areas of quality, cost, management, delivery, and technology.

All current suppliers will be surveyed on an annual basis, or whenever significant problems arise, in order to assist the supplier in the correction of a problem, this survey should help identify some areas for improvements, and [Your Company name Here] trusts that their suppliers will utilize this information to benefit not only [Your Company name Here], but improve and expand their own business opportunities. In the event a supplier has already been surveyed by a North American automotive manufacturer, [Your Company name Here] may, at their discretion, use the results of that survey in lieu of a survey by a [Your Company name Here] representative.

Before the survey begins, the surveyor(s) will discuss the objectives and procedures of the surveying process.

Representatives of the supplier's company are to accompany the surveyor(s) during the survey.

During the scheduled survey, the [Your Company name Here] representative(s) will ask the supplier to review their quality plan and system and provide manuals, processes, and other supportive documentation.

After the survey is conducted, the surveyor(s) will discuss any comments and the evaluation system to the supplier representative(s). At this time the supplier may ask any further questions regarding the survey or the evaluation received.

If the suppliers' operation earns an evaluation of 3, 4, or 5 in any area, then a written corrective action plan must be submitted to [Your Company name Here] quality department within thirty days. [Your Company name Here] will schedule a follow-up survey to evaluate the corrective action taken.

**2.2 Survey Evaluation system**

The survey evaluation system will consist of assigning a numerical rating for each assessment item of the five areas explained earlier. The evaluation system is explained below:

1. Demonstrated high capability with effective systems in place and ongoing improvements.

2. Effective system implemented, but minor enhancement can result in improved capabilities.

3. Improvements required in system. Written corrective action plan required.

4. Major improvements required in systems. Immediate corrective action required, followed by written corrective action plan.

5. Critical deficiencies in system. No commitment to improve. Immediate corrective action required followed by a corrective action review with [Your Company name Here].

Each assessment item written an area will receive a number score between one and five. The requirements within an area will be totaled and averaged. The average will be extended to one decimal place, to give the supplier the evaluation for that particular area.

**2.3 Utilization of evaluation**

This survey system will be used as an evaluation of the suppliers performance. [Your Company name Here] will utilize this information when suppliers quote on new jobs. All departments at [Your Company name Here] will have access to use this information in regards to identifying which suppliers are currently involved in the program and to what extent.

**Survey Summary**

**Quality**

Supplier:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Overall quality rating: \_\_\_\_\_

Location:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Commodity:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Part number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Surveyor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Surveyor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

|  |  |  |
| --- | --- | --- |
| **Score** | **Assessments** | **Comments** |
|  |  |  |
|  | Quality Plan |  |
|  | Process Control Techniques |  |
|  | Statistical Process Control |  |
|  | Gage & Fixture Control |  |
|  | Traceability & Lot Control |  |
|  | Blueprint Control |  |
|  | Records |  |
|  | Self Audit |  |
|  | Defective material |  |
|  | Purchase Material Control |  |

Survey worksheet

|  |  |
| --- | --- |
| **Item** | **Rating** |
|  |  |
| Quality Plan - plan must be available and include the following: |  |
| 1. Plans to promote a total organizational commitment to quality |  |
| 2. Plans for improvements to increase productivity and reduce variation and waste. |  |
| 3. Improvement objectives based on the cost of nonconformance. |  |
| 4. Training for employees to improve their skills by utilizing statistical tools and problem-solving techniques |  |
| 5. Future direction of statistical programs |  |
| 6. Target dates with assigned responsibilities |  |
| 7. System for revisions to the plan |  |
| 8. Regular management reviews for performance of plan. |  |
| 9. Final plan to be dated and signed off by senior management |  |
|  |  |
|  |  |

[Your Company Name Here]

Survey Worksheet

|  |  |
| --- | --- |
| **Item** | **Rating** |
|  |  |
| Quality Control Manual - manual or procedures must be available and include the following |  |
|  |  |
| 1. Procedures that describe all activities of the quality function |  |
| 2. Acceptance criteria of zero discrepancies covering all quality activities. |  |
| 3. Method for revision of procedures |  |
|  |  |
| Statistical Process Control |  |
| 1. Procedure for determination of control characteristics involving customer and supplier |  |
| 2. Supplier must have documented evidence of statistical control for all control characteristics. |  |
| 3. Procedure for conducting studies. Documentation to verify studies have been performed and process corrective action has been implemented for out of control or unstable processes |  |
|  |  |
| Process Control Techniques |  |
|  |  |
| 1. Inspection to assure that all finished production meets all physical, visual,functional, chemical, and dimensional requirements. |  |
| 2. Inspection instructions must be available and include the following: |  |
| part number |  |
| part name |  |
| engineering change level |  |
| operation |  |
| characteristics being evaluated |  |
| sample size |  |
| frequency of inspection |  |
| acceptance criterion of zero discrepancies |  |
| method, tools and equipment to be used |  |
| standards for approval or rejection |  |
| corrective action |  |
| material disposition |  |
| 3. Inspector and/or test instructions must be signed and dated |  |
| 4. Inspector identification and date on records and documentation required |  |
| 5. Re-inspection of all re-worked material. Documentation must show that all re-worked material has been re-inspected through the normal inspection process. |  |
| * Written re-work instructions must show that repairs are to be re-inspected/re-tested |  |
| 6. Supplier must have the necessary resources to conduct all required performance-related tests. |  |

[Your Company Name Here]

Survey worksheet

|  |  |
| --- | --- |
| **Item** | **Rating** |
| Gage and Fixture control |  |
|  |  |
| 1. Documented procedure for conducting gage studies. Records must be available for review. |  |
| 2. Documented corrective action when variation is excessive on any measuring device. |  |
| 3. When gages, fixtures, jigs, templates, and patterns are used as measurement devices, they must be qualified to latest engineering change and be inspected at established frequencies. |  |
| 4. Records required for: |  |
| * Measurement Device Calibration. |  |
| * Verification of accuracy of all measurement devices against recognized and traceable standards and masters. |  |
| * Certification of accuracy of masters traceable to established standards. |  |
| * Inspection of gages, fixtures, jigs, templates, and patterns when used as measurement devices. |  |
|  |  |
| 5. Records must be available and include the following information: |  |
| * Identification number and engineering change level (if applicable). |  |
| * Frequency of check. |  |
| * Verification, replacement, or adjustment when out of limit. |  |
| * Corrective action when out of limit occurs. |  |
| * Date and identification of person performing calibration. |  |
| * Due date of next calibration. |  |
|  |  |
| 6. Acceptance standards for visual characteristics must be properly maintained and easily accessible to the appropriate personnel |  |
|  |  |
|  |  |
| Traceability and Lot control |  |
|  |  |
| 1. System must be in place that clearly identifies the status of any material removed from the process flow to ensure that no material misses an operation. |  |
| 2. Documented procedure that includes: |  |
| * Clear identification of nonconforming material to ensure that it cannot be mixed with conforming material. |  |
| * Method for segregation of nonconforming material |  |
| * Verifying and recording final disposition of nonconforming material which is traceable to the original inspection report. |  |
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|  |  |

[Your Company Name Here]

Survey worksheet

|  |  |
| --- | --- |
| **Item** | **Rating** |
|  |  |
| Blueprint Control |  |
|  |  |
| 1. Supplier must have a written procedure that addresses the receipt, review, distribution, and implementation of all drawing/specification releases or changes. |  |
|  |  |
| 2. All current drawings and specifications must be available on site. |  |
|  |  |
| 3. Written procedure must also include the method for handling obsolete drawing and specifications |  |
|  |  |
| 4. Procedure must include a method for assuring that, for those specifications not on automatic distribution, only the most up-to-date specifications are being used. |  |
|  |  |
| Records |  |
|  |  |
| 1. All records shall be retained in accordance with the record retention requirement. |  |
|  |  |
| Self Audit |  |
|  |  |
| 1. A documented procedure regarding the internal audit program will include the following information: |  |
| * Responsibilities for conducting audit |  |
| * Frequency of audit |  |
| * Content of audit |  |
| * Action to be taken when deficiencies are found |  |
|  |  |
| 2. Completed audit questionnaires must be available for review. If any deficiencies are noted, the supplier must have the appropriate documentation to show that corrective action was taken to correct the deficiencies. |  |
|  |  |
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|  |  |
| --- | --- |
| **Item** | **Rating** |
|  |  |
| Defective Material |  |
|  |  |
| 1. Supplier must have a system to promptly notify [Your Company Name Here]  in the event nonconforming materials have been shipped. |  |
|  |  |
| 2. A supplier shall have documented process to be followed for the resolution of any nonconforming condition. Documentation should include: |  |
| * Process corrective action implemented |  |
| * All suspect material held and inspected |  |
| * Disposition of nonconforming material |  |
| * Probable causes determined |  |
| * Root cause identified and verified. |  |
| 3. All customer complaints should be answered in the required time limit and include all required information. |  |
|  |  |
| Purchased Material Control |  |
|  |  |
| 1. A supplier must have a system in place that assures all incoming material meets all physical, chemical, visual, functional, and dimensional requirements. The system may include: |  |
| * Receipt of statistical data from source/subcontractor that documents conformance |  |
| * Receiving inspection or test data |  |
| * Evaluation of material at outside independent locations |  |
| * Warrants from source/subcontractor - |  |
| * Warrants must be verified annually either by the customer or an independent source |  |
| * Assessments of source/subcontractor locations |  |
|  |  |
| 2. Records of these items must be available for review |  |
|  |  |
| 3. A supplier must have a documented system that allows the supplier to evaluate the "quality" performance of its source/subcontractors. |  |

**3.0 Sample Submission**

The sample submission program permits [Your Company Name Here] to verify that material and/or parts conforms to specification. All supplier must submit initial samples for approval by [Your Company Name Here].

The purpose of this program is to provide uniform requirements for all suppliers to use when submitting samples for production approval.

No production parts shall be shipped without written approval by [Your Company Name Here] in accordance with these procedures.

**3.1 When to submit samples?**

Samples submitted are to be produced in accordance to customer approved drawings, specifications, and templates or fixture models. The parts are to be made from specified material(s) on

regular production process with no operations included which are not incorporated in regular production processing.

[Your Company Name Here] requires that all suppliers submit samples:

a. Initially,

b. When there has been an engineering change,

c. When receiving new tooling,

d. Existing parts produced by a new supplier, or manufacturing location,

e. Any significant change in the process, tooling methods, or materials.

**3.2 Sample Submission procedures**

3.2.1 Dimensional and marked print

Measurements which define the shape of the part such as length, width, flatness, concentricity, squareness, surface finish, etc., shall be checked for conformance to specifications.

All the marking of the print shall be in color as follows: Red is to be used to mark the part shown on the print. Green is to be used when marking the opposite hand part. Different colors are to be used to show the inspection and/or testing results for other parts numbers which may appear on these same drawings.

All dimensions, notes, and specifications, relevant to the sample which are within tolerance are to be marked with a check mark (x) above the dimension and before each note and/or specification on the print. In addition the actual measurement reading for the specification is to be marked on the initial sample inspection report form.

When [Your Company Name Here] provides a body draft layout drawing, template or fixture model for the supplier to make the part to, instead of a part print with measurements specifications and tolerances, the supplier is required to measure any part deviations to the body

Draft layout, [Your Company Name Here] template or fixture and furnish this along with sample parts to [Your Company Name Here]. Suppliers should utilize the initial sample report form to indicate the deviations of the samples.

**3.2.2 Laboratory and Test requirements**

When chemical, physical, metallurgical and performance test requirements such as tensile, cycle, salt spray, paint, functional, etc., are specified, the supplier shall perform or have performed by an approved laboratory, evaluations on a representative number of pieces or the number of pieces specified by [Your Company Name Here], to assure conformance to these and all other specifications and requirements. Laboratory results are required for each subcontractor providing an operation on the production part being evaluated. The names of subcontractors such as heat treaters, plater, applicator, finishers, and material sources, along with your laboratory and test results are to be indicated on the initial sample report form.

**3.2.3 Assemblies and detail parts**

When inspecting and/or testing an assembly, all dimensions and specifications shown or referenced on the assembly print and all detail prints shall be checked. The supplier is responsible for the acceptability of each detail component and shall be able to furnish evidence of conformance to specifications when requested by [Your Company Name Here].

**3.2.4 Auxiliary drawings and sketches**

When sketches, tracings, cross sections or other auxiliary drawings are used in conjunction with a part print, the part number of the sample, drawing date, and suppliers name shall be shown. Copies of these drawings shall be submitted with the marked prints. Prints showing enlarged sections or views that

are 10x magnification or greater shall require a shadow-graph tracing to be submitted with the marked print.

.

**3.2.5 Parts from duplicate tools**

When samples are produced on duplicate tools, such as dies and multicavity molds, the inspection and/or test results for one of these parts shall be shown on the marked print, or on the initial sample report form. Each duplicate tool, die or cavity shall be listed followed by the blueprint specification and tolerance. Then the actual measurement readings for each duplicate tool or cavity shall be recorded.

**3.2.6 Special instruction and/or testing devices**

When a specialized inspection and/or testing device such as a gage, fixture, or template is used to inspect and/or test a sample, the supplier is responsible for inspecting and verifying that the device has been constructed to the same engineering release and change number as the part being inspected and/or tested. The gage, fixture, or template shall be used only to inspect and/or test the dimensions and/or characteristics incorporated into it. When the sample conforms to the gage, fixture, template, or other auxiliary inspection and/or testing device described on the print, a check mark (x) and the actual measurement reading for the specification shall be placed adjacent to the appropriate dimensions or notation on the print.

**3.2.7 Statistical Process Control**

When part characteristics have been identified on the print or through mutual agreement between [Your Company Name Here] and their supplier as requiring statistical process control, it is the obligation of the supplier to determine process capability (short term) results for those characteristics using a minimum sample size of fifty.

It is also the responsibility of the supplier to perform Gage R & R for all checking fixtures and gages.

**3.2.8 Submission of finish appearance samples**

Additional samples may be requested by [Your Company Name Here] for evaluation of color compatibility, surface finish, etc.

**3.3 What the sample submission package must include:**

a. Marked prints, and initial sample report.

b. Correct quantity and type of samples.

c. Copies of all laboratory and/or other test data.

d. Any capability and gage r&r data should be submitted.

1. Gage R & R study - the short method may be used as a minimum, but the long method is recommended and preferred.

2. Short-term process capability - the data must include a minimum of fifty consecutively produced parts, and include the capability ration and Cpk. If the process is in control, calculate the short-term process capability as a percent of specification tolerance. If the process is not in control, submit a written corrective action plan with time-line as to when the process will be brought into control.

Submission of documentation that demonstrates acceptable process capability on these characteristics is required before a "full approval" sample status will be granted.

e. Process control plan and flow diagram shall be submitted when requested to outline how the parts will be monitored throughout monitored the production run.

**3.4 Sample approval**

The supplier will be notified in writing by [Your Company Name Here] as to the status of samples submitted. Production shipments cannot be shipped until sample approval has been granted. The following are the three categories of sample status that may be granted.

**3.4.1 Full approval**

Indicates that the supplier has met all requirements made by [Your Company Name Here] and conforms 100% to all specifications.

**3.4.2 Provisional Approval**

Allows the shipping of material or parts on limited item or piece basis against authorized shipping schedules. A "provisional approval" will be issued only for the following reasons:

a. Parts requiring additional inspection and/or test which may require a lengthy time duration.

b. Parts for which an engineering change is in process that will alter the blueprnt specifications to agree with the part as manufactured.

c. Parts pending the review and approval of statistical process control data, which demonstrates that the process is capable, centered, and that gages and fixtures are repeatable and reproducible. Provisional approval will be granted in writing and will include a specific time limit or volume quantity after which full approval will be required for future shipments.

**3.4.3 Rejected**

Indicates that the material and/or the component parts have failed to meet [Your Company Name Here] specifications and requirements. The sample submission procedure shall start over after corrective action. Parts can not be shipped for production until either full approval or provisional approval is received.

**3.5 Production**

Certifications and test results for all raw material and components parts must be sent with each shipment. Certification should include the specifications followed by the quantity and test results.

In regard to components parts, [Your Company Name Here] exercises the right to request process capability and Gage R&R studies, whenever it is felt necessary to document or to resolve a specific problem situation.

|  |  |
| --- | --- |
| VENDOR: |  |
| Address: |  |
| Contact: |  |
| Phone: |  |
|  |  |

[Your Company Name Here]

Initial sample report

|  |  |  |
| --- | --- | --- |
| Part Name: |  |  |
| Vendor: |  |  |
| Part Number: |  |  |
| Reason for submission: | New part | New Vendor |
|  | New Tooling | Eng Change |
| Quantity Rec’d |  |  |
| Print No. | Eng. Lvl |  |
| Samples Rec’d |  | Other: |

|  |  |  |
| --- | --- | --- |
| **Characteristic Dimension / Specs** | **Supplier inspection** | **Review and Comments** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

I certify samples have been produced and checked in accordance with requirements of the [Your Company Name Here]

Authorized signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Laboratory status: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Dimensional status:\_\_\_\_\_\_\_\_\_\_

Q.C. signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Eng. Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**4.0 Vendor Defective Material (VDM)**

[Your Company Name Here] believes it is essential to develop a two-way communication to continually improve quality throughout [Your Company Name Here] and their suppliers. Communicating to the suppliers information regarding their performance and identifying problem situations stimulates working together toward corrective action as both companies can benefit.

In order to measure the performance levels of our suppliers, and to furnish meaningful feedback regarding how their performance is viewed, [Your Company Name Here] has established a system to rate and compare vendor defective material performance. This performance check will be called VDM and be used by [Your Company Name Here] when returning defective material. This system is comprised of two categories: the quality level and the product and the performance of deliveries.

**4.1 When is a VDM issued?**

A vendor defective material form is issued every time [Your Company Name Here] receives defective material or parts. This form will be filled out by the vendor quality engineer who will notify the supplier and will request disposition on the defective material.

Every time a VDM is issued, the supplier shall submit written corrective action plan within five working days of notification. This corrective action plan shall determine the root cause and establish how the supplier will assure [Your Company Name Here] that the problem will not recur. Upon receiving the VDM, the supplier shall notify (by telephone) the supplier quality assurance department at [Your Company Name Here] of their initial response of the defective material within the first day. All initial and written responses should be addressed to:

[Your Company Name Here]

[Your Company Address Here]

**4.2 Delivery Discrepancy**

[Your Company Name Here] is committed to supplying their customer with on-time delivery. To achieve this commitment our suppliers must provide us with on-time delivery, accurate quantities, and defect free products. The supplier can obtain these goals through effective utilization of scheduling and communication.

Discrepancies from the purchase order, whether it be a late shipment, early shipment, under shipped, or over shipped, this information will be documented and used to evaluate the suppliers performance along with the products quality.

**The Vendor Defective Material Report**

[Your Company Name Here] [Your Company ] division

Supplier Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_VDM #:\_\_\_\_\_\_\_\_\_

Part number:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_\_\_\_\_

Part description:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Lot #:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Pack date: \_\_\_\_\_\_\_\_\_\_\_\_

Quantity shipped:\_\_\_\_ Quantity inspected\_\_\_\_Quantity rejected\_\_\_

Reason for rejection:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Disposition:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Initial response:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supplier contact: \_\_\_\_\_\_\_\_\_\_\_ Title:\_\_\_\_\_\_\_\_\_\_\_\_Phone:\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Irreversible Corrective Action Plan

Root cause:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Action plan:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Evaluation:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Verified by:\_\_\_\_\_\_\_\_\_\_\_\_\_\_Title:\_\_\_\_\_\_\_\_\_\_\_\_\_Phone:\_\_\_\_\_\_\_\_\_\_\_\_\_

Originator's verification of corrective action

Status:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_