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## ***Supplier Quality Requirements Manual***

**QM-002  
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## **Introduction**

Our objective at Enmark Tool & Gage is to develop a reputation of excellence in manufacturing standards, products, and processes that support our customers. To achieve this, continual improvement initiatives will be the strategy practiced sustaining a desired outcome.

Purchased materials/services from our suppliers are a vital ingredient identified for success. The purpose of this manual is to define the basic systems and procedures we require our supplier to adhere to ensure that their quality responsibilities are completely understood and executed as required and recorded for evidence of conformance in all areas.

The contents of this Supplier Quality Requirements Manual are in addition to, and an elaboration of the terms and conditions contained in the Enmark Tool & Gage, Inc. purchase orders and other binding legal agreements entered between the parties relating to the supplier relationship, i.e., Supplier Contract(s). To the extent that a conflict or ambiguity may arise between the terms and conditions of the Supplier Purchase Orders, and the contents of the Supplier Quality Requirements Manual, the order of precedence shall be: First, the Supplier Purchase Order(s) and second, the Supplier Quality Requirements Manual

It is the intention of Enmark Tool & Gage, Inc. to develop a long-term partnership with those suppliers who can consistently achieve these standards. Together we can provide the desired level of quality necessary to satisfy all our customers' needs. All references to Enmark Tool & Gage in this manual refer only to Enmark and not to any affiliated organizations, customers, or other suppliers.

We look forward to your commitment and support in achieving this goal.

Please review and understand this manual. Feel free to copy it for any members of your organization that require this information. It is considered a proprietary document and should not be made available to anyone outside your company.

## **Reference**

The following publications are required to complete the requirements established in this manual.

- ISO 9001:2015 Standard, latest edition

## **Section 1.0: Supplier Development Program**

- 1.1 The first step towards the preferred supplier status is to communicate the necessary information about your organization such as:
  - Capabilities
  - Status regarding your Quality Business Management System.
  - Certifications/accreditations earned or received.
  - Customer feedback and audit results
  
- 1.2 This information will assist us in categorization as a quality supplier. As of January 1, 2023, we request all Suppliers to be compliant and preferably registered to at least the ISO 9001:2015 Quality System Standard. As per our ISO 9001:20015 Quality Management System, Enmark Tool & Gage is required to use only top-Quality Sub-Suppliers. Compliance to ISO 9001:2015 requirements is evident by Third Party Certification. We encourage all our key suppliers to take this step.

## **Section 2.0: Quality System Requirements**

- 2.1 Shared Responsibilities between Enmark Tool & Gage and its Suppliers
  - 2.1.1 Enmark Tool & Gage must provide clear, detailed purchasing requirements for purchased materials and services. This information includes specifications and record requirements that are part of the normal flow down requirements from our customers through Enmark Tool & Gage to you, the supplier.
  - 2.1.2 Changes to our purchasing requirements must be documented and communicated to you in a timely manner. No verbal revisions in purchase order or documents requirements will be honored nor should be accepted by you the supplier.
  - 2.1.3 Adequate lead time will be given to fulfil the purchase requirements as agreed to and outlined in our purchasing documents. The lead time and due date must be strictly adhered to and can only be changed with documented approval from Enmark Purchasing Personnel.
  - 2.1.4 Suppliers will be provided with feedback information regarding non-conformance to your performance as incidents occur. All non-conformances will be included in our supplier monitoring

system and evaluation process and records maintained for future use.

## 2.2 Supplier Evaluation System

- 2.2.1 All suppliers are perpetually monitored for Performance on Delivery, Quality, and Price as agreed upon in the purchase order accepted by the supplier. The purchasing documents form the basis for the specific product, quality, and delivery requirements including price.
- 2.2.2 The Initial evaluation system begins with the communication of your capabilities to Enmark Purchasing or Management Personnel. This information includes such items as:
  - 2.2.2.1. Certifications and accreditations you may have received.
  - 2.2.2.2. Customer feedback and audits.
  - 2.2.2.3. Equipment lists with capacities.
  - 2.2.2.4. Brochures
  - 2.2.2.5. Contact information or contact lists.
  - 2.2.2.6. Samples of product with inspection records
- 2.2.3 This will give the Purchasing & Management Personnel the base information on each supplier, capabilities, and status regarding plans for a Third-Party Registered Quality System.

## 2.3 On-time Delivery

- 2.3.1. Due Dates as listed on the Purchase Order or purchasing information communicated to you the supplier is the date the order / material is due on the dock at our facility in Fraser, Michigan and not the **ship date out of your facility**. You are required to meet the date as listed or to communicate problems or delays to us.
- 2.3.2. Continuous, on-time delivery of purchased products and outsourced services is critical for Enmark to meet our customers' needs and expectations.
- 2.3.3. Reviews of products due at Enmark Tool & Gage will be conducted to identify any missed deliveries in comparison to the purchasing documents if shipments have been missed. An inquiry is communicated to suppliers of product that is due and has not been received requesting a firm date of shipment and

reasoning as to why the purchased product or service is late. You are requested to supply credible information in a timely fashion.

- 2.3.4. If a response is not received, the Purchasing Personnel authorizing the purchase will contact you for the expected shipping date, reason for nonconformance to specified requirements, and a request for corrective action. This information is entered into your performance history and is monitored for a trend or repeat nonconformance.

## 2.4 Supplier Quality Performance Communication

- 2.4.1. All products received at Enmark Tool & Gage are expected to be as specified on the purchase order/requisition and other related prints, drawings, and specifications. Drawings and specification revision levels are listed on each purchase order and can be obtained from Enmark or other agencies that publish and check the documents.
- 2.4.2. Enmark Tool & Gage will notify your organization of defective material and its disposition that is identified during receipt or processing at our facility. Quick decisive action is expected to mitigate the effects of the nonconformance on our process and customer products. It is critical in our industry that the product be fully to the purchase order, drawing, and related specifications. It is expected that your organization will provide the necessary controls.
- 2.4.3. Process and perform required inspections of products to ensure only the best products can be shipped to us.
- 2.4.4. Corrective action in response to nonconformance is not considered a "punishment" but rather a tool in determination of root cause and application of corrective action and will include documentation from your organization as to what will be done to correct the non-Conformance and prevent a recurrence.
- 2.4.5. Debits will be issued for any rework, materials, or premium freight costs that are incurred by Enmark Tool & Gage due to the nonconforming issues for delivery or product quality.

## 2.5 Supplier Performance Monitoring System

- 2.5.1. Suppliers will be perpetually monitored to evaluate your performance. Our "Approved Supplier Lists" is reviewed on a routine basis to identify suppliers who are having recurring issues regarding delivery and nonconforming products or any contractual issues.
- 2.5.2. Suppliers who continually fail to meet the purchasing requirements/delivery requirements will be notified of the evaluation results and what the specific issues are. It is expected that the evaluations be taken seriously, and corrective actions implemented.
- 2.5.3. Failure to correct poor performance in the future will result in removal from the active supplier list, and future purchases will be suspended. Our Management Team does not communicate good performance or provide our suppliers with performance report cards. Good performance results in a lasting supplier, customer relationship, and future business with Enmark Tool & Gage.
- 2.5.4. If at any time you feel that a Non-Conformance has been unjustly issued, please contact the Purchaser/Purchasing Manager at Enmark Tool & Gage for clarification or correction.

## 2.6 Resolution of Drawing / Print Discrepancies

- 2.6.1. If there are discrepancies in any of the purchase requirements or related documentation, please contact the Purchasing Personnel authorizing the purchase for resolution or clarification. Do not assume you have the answer or can correctly determine the information content on our behalf. A careful review of the purchase order, specifications, and related purchasing information is imperative on your part and if there are issues which are communicated to our Purchasing Personnel will allow us to make certain the issue is corrected, and the customer will receive quality products to specified requirements.
- 2.6.2. It is the supplier's responsibility to control drawing revision levels and specifications. If there are any questions, it is better to ask the question than to proceed with incorrect information. The drawing revision and specification revision levels are communicated to your organization in the purchasing documentation.

## 2.7 Premium Freight

2.7.1. Premium freight (for any of the listed reasons below) will be at **YOUR** organization s' expense:

- Behind schedule to the due date as agreed upon
- Material Shortages
- Labor Shortages
- Equipment Breakdowns

2.7.2. You will be required to notify Enmark Tool & Gage if for any reason you must expedite the order to us.

## 2.8 Surveys, Audits, and Inspection

2.8.1. At times it may be required to have Enmark Quality/Management Personnel or our customers to inspect product at your location. If the need arises, we will notify your organization in our purchasing documents, and we will ensure that the visit is feasible from your perspective. This applies as well to customer visits and inspection of processes at the supplier's facility.

2.8.2. Internal Audits may be needed to ensure that your Quality System is in place and functioning correctly. Internal audits at supplier locations may be outsourced to a third-party independent auditor or Government Auditor as appropriate based on our customer's requirements.

2.8.3. We anticipate that you will cooperate fully with any requests for information. Survey forms and required information will be requested in writing and will be based on a sound need for the information.

## **Section 3.0: Contractual Order Requirements**

### 3.1 Print / Product Specification

3.1.1. It is imperative for your organization, Enmark Tool & Gage, and the Customer to ensure that the contract and order requirements are completely documented and understood. Our contract review process is in place to ensure all customer requirements from our standpoint are fully understood and are

flowed down to our suppliers as needed or required by our customer.

- 3.1.2. Any incomplete, missing, or conflicting information in the order, prints, and associated documentation, will be resolved and clarified through Enmark Purchasing Personnel initiating the purchase from your company. Please ensure this information is communicated and clarification obtained prior to filling our orders for products and outsourced services.

## 3.2 Part Marking Requirements

- 3.2.1. All products supplied to Enmark must be correctly and positively identified on receipt.
- 3.2.2. Small parts that are packaged in boxes, containers, and plastic bags and are to have each unit identified with the appropriate number or identification and lot information.
- 3.2.3. Specific part marking intended to be etched or engraved directly on the products are to be located on the product in the designated location per Enmark Purchasing Personnel or if noted on the drawing in the exact location as identified. Working surfaces do not have any type of engraving or etching identifications on them.
- 3.2.4. Any product not properly marked to specifications will be returned and considered a Non-Conforming Product and made part of your organization s' supplier evaluation system.

## 3.3 Non-Conforming Product

- 3.3.1. Non-Conforming Product returned by Enmark must be correctly processed upon receipt at your location. All paperwork will state that the product returned did not conform with documentation that identifies the specific issues. Your organization is responsible to ensure that the documentation that accompanies the defective product is completed and returned to Enmark Tool & Gage with the repaired/reworked product.
- 3.3.2. If you identify non-Conforming material while still in your



facility. It is expected that you will segregate it and prevent it from moving forward. It is required by Enmark Tool & Gage, as well as our customers, that any scrap be destroyed and rendered unusable. This will prevent scrap product from potentially being allowed in the product stream.

- 3.3.3. Any Non-conforming material that has been shipped in error to us by your company will require that we be notified immediately so we can contain the material and quarantine it at our facility pending disposition by your organization.
- 3.3.4. Any acceptance of known non-conforming material must be made by authorized Enmark Tool & Gage Personnel in writing, in the form of an official concession prior to shipment. This concession document will also identify the personnel providing the authorization and must be made a part of the official records of the transaction at your facility.
- 3.3.5. A document specifically listing the following information is required to be sent:
  - Part Numbers
  - Purchase Order Number
  - Print Specification / Dimension
  - Actual Condition of the Non-Conforming part.
- 3.3.6. Authorized Enmark Personnel will make the decision whether to accept or reject the product and provide you with information regarding the decision. These records must be maintained by your organization and a copy of the record forwarded to the Purchasing Manager at Enmark for inclusion in our Quality Management Records system.

#### 3.4 Government, Safety & Environmental Regulations

- 3.4.1. All purchased materials used in part manufacture will satisfy current governmental and safety constraints on restricted, toxic, and hazardous materials; as well as environmental, electrical, and electromagnetic considerations applicable to the country of manufacture and sale.

#### 3.5 Supplier FAIR (First Article Inspection Report) Requirements

- 3.5.1. If applicable, FAIR requirements will be communicated to your

organization by our purchase order or during the quotation process.

3.5.2. FAIR requirements will also be required to be recorded on Enmark Tool & Gage's First Article Inspection Report (Fm.036) or supplier equivalent. All FAIR submissions will contain:

- Objective evidence of conformance to all dimensions, notes, and specifications referenced in product drawings or specifications. This requirement is the actual results of your measurements, not check boxes showing accept or reject.
- Actual results recorded in the same units as the drawing or specifications.
- Identification of your personnel performing the inspections
- Listing of the gage identification number that was used for the measurement that provides traceability to the calibration records.
- Identification of the drawing, specification or document number and the related revision level.

3.5.3. If there are any questions or concerns about the FAIR submission requirements, please direct them in writing to the Director of Quality at Enmark Tool & Gage.

### 3.6 Supplier Records

3.6.1. All supplier records associated with purchase orders and contracts from Enmark Tool & Gage are to be retained at your facility for a minimum of five (5) years from the date of creation. These records must be made available to Enmark Personnel or our customer upon request.