


Supplier Quality Manual

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	RK 06 SM QE Supplier Quality Manual	Publication: 1
		Page: 1 / 4

1. Purpose and Scope

This document describes and defines requirements of SG SK to system of supplier's quality management and also quality delivery assurance.

Supplier has a duty, without exception, within quality its delivered products or services.

SG SK is expecting from supplier's side an intensive cooperation focused to prevention of non-conformities and planning of the quality through all phases of process and continuously to keep prescribed procedures and agreed principles.

Competent employees of SG SK is ready to co-operation with supplier on the base of mutually dependent covenants, at compliance with requirements quality assurance concerning to purchased product and they are ready to explain all needs and give to him necessary templates and documentation.

Articles of the document are valid for supplier of SG SK, registered in list of approved suppliers.

In case of special requirements from SG SK side i.e. requirements over the frame of the Manual, the requirements are announced to supplier in form of „Specific quality requirements“(Annex to Quality Manual) which is published on the web side of SG SK (www.saargummi.sk). At the change of quality assurance requirements from the side of SG SK, the contractor is informed about the change.

2. Notions and abbreviations

EMS - Environmental Management System

QMS - Quality Management System

MBOZP - Occupational Safety and Health Management System

SG SK - SaarGummi Slovakia s.r.o.

3. Requirements to Quality and Environmental Management System

Suppliers registered into List of Approved Suppliers for SG SK, must to fulfil following requirements:

- Material or components supplier must have certificated Quality Management System according with ISO/TS 16949, ISO 9001, QS 9000 or VDA 6.1 in current version, documented by valid certificate. The requirement is specified in form „Specific quality requirements“(Annex to Quality Manual)
- At the supplier's of consumer material certification is accepted according to ISO 9001 in current publication.
- Supplier has a duty without requisition up to 3 months since expiration of the certificate validity to send new certificate, or to inform about status change.

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4. Contact persons

Contact persons have to be designated between supplier and SG SK and they have a responsibility at both participating parties to whole project and in next to quality, production, logistics, sale and purchase.

Next from the supplier's side a warrantee for safety product must be designated. Initials of the person must be report to SG SK.

5. Documentation to delivered products

Regular sampling according to methodics VDA 2 or PPAP must run over between supplier and SG SK.

The product must to meet technical requirements defined by drawing or technical data sheet of SG SK or other (mutual) approved specification.

Level of presentation and special requirements to documentation are specified in form: „Specific quality requirements“ in Annex of the Manual.

Supplier has to submit required documentation in agreed term. An administrative fee € 50 will be charged to supplier in case of breach the agreed term.

6. Process changes on the supplier side

Supplier has a duty to inform competent representative of SG SK about changes in production process or new used raw materials and to agree next procedure, e.g.:

- new sampling
- inspection of the documentation
- tighter output checking in supplier location for limited period
- other agreed procedure (e.g. production releasing in supplier site)

All deliveries after change performance must be marked according to agreement with contact persons of SG SK.

7. Zero error strategy / Safety supplier's quality

Supplier has a duty to introduce checking system in course of production process and preventive measures, from control of input materials up to final products expedition. The aim of these preventive measures and checking is zero error strategy, it means delivery without non-conformities. Also complete product's audit is a part of the checking minimally once a year. Other multitude (if it is required) is specified in the Annex of the Manual.

Deliveries in case of parts with specific signs and for safety parts it is necessary to keep requirements of final customer for testing, control and self-evaluation according to current requirements.

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8. Evaluation of the supplier

The supplier is continually evaluated on the part of SG SK or SG Group, whereas he is cognizant of the results of the evaluation two times per year, including impact of the evaluation. Following criteria are evaluated:

- supplier's reliability (meeting delivery terms/quantities)
- business co-operation (price level, flexibility, response time, ...)
- quality management system (certification level)
- quality of deliveries (ppm)

9. Verification of the suppliers

SG SK verifies contractor's QMS in frame of supplier's audits in supplier site, frequency of audits depends from deliveries volume, supplier's evaluation and status of quality indices. Suppliers are audited on the base of audit's plane, which is created by purchasing department. The supplier is informed about planned term of the audit minimally 10 working days in advance. Within the scope of the audit it is verified fulfilment of requirements defined in QMS of supplier (relevant standard) and by this Manual also.

Material or components supplier must be certified according to ISO TS 16949, VDA 6.1 or QS 9000, otherwise he can not be registered into A category of suppliers.

Supplier must to perform a self-evaluation following „Specific quality requirements“ (Annex to quality manual). The results must be submitted on demand in 10 working days at the least.

SG SK reserves the right to perform an audit in material and components supplier's spaces and according to requirements defined in „Specific quality requirements“ (Annex to quality manual).

10. Complaint procedure

All deviations from technical and other specifications of product and approved reference samples are regarded as non-conformities and supplier is immediately informed about this. Issue of a claim protocol (report) will be invoiced to contractor with fee for handling in the amount of € 50,-. Reclamation or complaint, it means non-conformity, which results in a compensation of original purchased supplier's product. It can end in the following ways of compensation:

- product exchange
- sorting
- rework
- financial compensation
- delivery in replacement

Supplier is obliged within 24 hours from complaint receiving to send information on immediate measures to SG SK in form of 8D reports (minimally up to point 3) or by other way, agreed in claim protocol (report).

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Next solution procedure depends on particular situation, whereas there must be evident recurrence concerning to fastest and the most effective non-conformity correction on the part of supplier, including determination of corrective measures.

11. Verification of purchased product

Scope verification of purchased product can pass off regarding to specified kind and scope of input control as:

- a) random or no verification with attest and certificates guarantee from supplier.
- b) verification with determined multitude with/without utilization of statistic methods and with supplier's attest and certificates guarantee.
- c) verification with determined multitude at input control with supplier's attest and certificates guarantee and with subsequent one-hundred-percent inspection of the product in production process (during assembly etc.)

Basic scope of verification according to point a). Other scope of verification (if necessary), it is determined in Annex of the Agreement.

12. Supplier's responsibility

Supplier has a duty undertake responsibility for quality resulting from requirements of SG SK concerning to quality also on behalf of own sub-suppliers and urge to the sub-suppliers observance of analogical principles, as are presented in this document.

Supplier will be informed about documented expenses, which had been arisen with connection to delivery of non-conform materials or components. Responsibility for these expenses and their reimbursement will be negotiated and agreed by both parties.

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Enclosure list

Order	Marking	Description
1	RK SM 06 D1-0	Specification of quality requirements - VW
2	RK SM 06 D2-0	Specification of quality requirements - Ford, GM, JLR
3	RK SM 06 D3-0	Specification of quality requirements - Mercedes, BMW

Distribution list

User	Copy number	Access of CAQ	Display	Marking up	Edit
Čierny Michal		Yes	Yes	Yes	Yes
Supplier	internet	No	No	No	No
Olejka Igor		Yes	Yes	Yes	Yes
Tanečka Jozef		Yes	Yes	Yes	Yes
All users		Yes	Yes	No	No
Zeliesková Ľubica		Yes	Yes	Yes	No

Specification of quality requirements

(Annex to Supplier Quality Manual)

Customer:		Group of suppliers	
Saar Gummi Slovakia s.r.o. Gumárenská 397/21 972 23 Dolné Vestenice		Supplier of materials or components for VW Group	
General requirements			
Specified parameter	Requirement of SG SK		Method of recording
QMS	ISO TS 16 949, VDA 6.1		Valid certificate
ppm₆ (number of non-conform parts per 1 million delivered during last 6 months)	max. 50		Evaluation of suppliers SG SK
Cp, Cpk	>1,33		Records of supplier
Cm, Cmk	>1,67		Records of supplier
Sampling	VDA 2 Submission level: 2.		Documentation by methodics (EMPB) Reference samples (OK pieces) properly approved on behalf of SG SK (quality dept.)
Special requirements to documentation	D/TLD self-audit according to Formel Q qualification – once a year		Records of supplier
	Product audit and requalification D/TLD parts once a year		Records of supplier
	Product audit and requalification other parts once during 5 years		Records of supplier
	Internal process audit according to Formel Q qualification – once a year		Records of supplier
Changes in processes in supplier site see § 6 of the Quality Manual	Verification according to Formel Q – New parts - integral		Protocol from audit
Complaint procedure see § 10 of the Quality Manual	minimally immediately 100% stock sorting + marking of OK parts		8D Report or other equivalent document
Verification of purchased product see § 11 of Quality Manual	<i>letter</i>	<i>scope</i>	Internal records of SG SK
	b	see ČSN ISO 2859-1, general control level II, AQL 0,015	
Other requirements			
Technical specification			
Drawing or technical sheet	Drawing or technical sheet		Records of supplier Protocol on quality

Specification of quality requirements

(Annex to Supplier Quality Manual)

Customer:	Group of suppliers
Saar Gummi Slovakia s.r.o. Gumárenská 397/21 972 23 Dolné Vestenice	Supplier of materials or components for Ford, GM, JLR

General requirements			
Specified parameter	Requirement of SG SK		Method of recording
QMS	ISO TS 16 949; QS 9000		Valid certificate
ppm₆ (number of non-conform parts per 1 million delivered during last 6 months)	max. 50		Evaluation of supplier SG SK
Cp, Cpk	>1,33		Records of supplier
Cm, Cmk	>1,67		Records of supplier
Sampling	APQP / PPAP Submission level: 4		Documentation by methodics (PSW) Reference samples (OK pieces) properly approved on behalf of SG SK (quality dept.)
Special requirements to documentation	CC requalification – once a year		Records of supplier
	Other parts requalification - once a year		Records of supplier
	Process audit - once a year		Records of supplier
	Product audit - once a year		Records of supplier
Changes in processes in supplier's site see § 6 of the Quality Manual	PPAP – submission level agreed with quality department SG SK		Protocol from audit
	Run & Rate		
Complaint procedure see § 10 of the Quality Manual	minimally immediately 100% stock sorting + marking of OK parts		8D Report or other equivalent document
Verification of purchased product see § 11 of Quality Manual	<i>letter</i>	<i>scope</i>	Internal records of SG SK
	b	see ČSN ISO 2859-1, general control level II, AQL 0,015	
Other requirements			
Technical specification			
Drawing or technical sheet	Drawing or technical sheet	Records of supplier Protocol on quality	

Specification of quality requirements

(Annex to Supplier Quality Manual)

Customer:	Group of suppliers
Saar Gummi Slovakia s.r.o. Gumárenská 397/21 972 23 Dolné Vestenice	Supplier of materials or components for Mercedes, BMW

General requirements			
Specified parameter	Requirement of SG SK		Method of recording
QMS	ISO TS 16 949; VDA 6.1		Valid certificate
ppm₆ (number of non-conform parts per 1 million delivered during last 6 months)	max. 50		Evaluation of supplier SG SK
C_p, C_{pk}	>1,33		Records of supplier
C_m, C_{mk}	>1,67		Records of supplier
Sampling	VDA 2 Submission level: 2		Documentation by methodics (EMPB) Reference samples (OK pieces) properly approved on behalf of SG SK (quality dept.)
Special requirements to documentation	CC requalification – once a year		Records of supplier
	Other parts requalification - once a year		Records of supplier
	Process audit - once a year		Records of supplier
	Product audit - once a year		Records of supplier
Changes in processes in supplier's site see § 6 of the Quality Manual	EMPB – submission level agreed with quality department SG SK		Documentation by methodics
	Two days production		Protocol from audit
Complaint procedure see § 10 of the Quality Manual	minimally immediately 100% stock sorting + marking of OK parts		8D Report or other equivalent document
Verification of purchased product see § 11 of Quality Manual	<i>letter</i>	<i>scope</i>	Internal records of SG SK
	b	see ČSN ISO 2859-1, general control level II, AQL 0,015	
Other requirements			
Technical specification			
Drawing or technical sheet	Drawing or technical sheet		Records of supplier Protocol on quality