



# **Supplier Requirements Manual**

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### **1.0 Introduction**

This manual is intended to assist suppliers in understanding AirBoss Flexible Products' (AFP) requirements. All AFP production part or production service suppliers must be registered to either ISO 9001-2015 or ISO/IATF 16949-2016. AFP's goal is for all of its suppliers to be ISO/IATF 16949-2016 registered. AFP encourages all of its suppliers to be committed to the protection of our environment through pollution prevention and to be ISO 14001 registered.

For the latest edition of this Supplier Requirements Manual, please visit our website at <https://www.airbossofamerica.com/engineered-products/automotive/automotive-suppliers.php>.

### **2.0 Safety**

Safety glasses with side shields are required when on our manufacturing floor. Eyeglasses or safety glasses without side shields are not acceptable as eye protection. When at an AirBoss Flexible Products facility, all suppliers must remain with an AirBoss Flexible Products escort at all times.

The initial shipment by the supplier of any material or item that poses a potential health or safety risk to an AirBoss Flexible Products employee must be accompanied by a SDS (Safety Data Sheets).

### **3.0 Environmental Policy**

AirBoss Flexible Products, a design and manufacturer of injection molded rubber parts and assemblies for the automotive industry, located in Auburn Hills, MI is committed to the protection of the environment and to fulfill our compliance obligations. As a responsible corporate citizen, we recognize

that the activities of our business cannot be separated from our impact on the natural environment in which we operate. We believe that it is every employee at AirBoss Flexible Products responsibility to be committed to the protection of the environment. Therefore, “Our goal is to minimize the environmental impact of our operations and to strive for continual improvement in the environmental management system to enhance our environmental performance.” This will be accomplished by:

- C**ontinually improve with emphasis on pollution prevention.
- A**bide by all relevant environmental laws, regulations and other requirements.
- R**educe, reuse, and recycle to minimize waste.
- E**nvironmental policy is communicated to our employees and the public through our corporate website.

#### **4.0 Quality Policy**

AirBoss Flexible Products’ mission is to provide the highest value to the Customer by maintaining:

Safe, Lean and Efficient practice

Quality Products

On-time Delivery

#### **5.0 Supplier Quality Requirements**

##### **5.1 Annual Layout**

To ensure continuing conformance to all AFP parts, a full layout inspection of the parts to the AFP product drawing shall be performed. These layouts shall be conducted annually and the results kept on file.

##### **5.2 Certifications**

The specifications must be clearly noted on all material or part certifications provided by the supplier to AirBoss Flexible Products.

##### **5.3 Conflict Minerals**

In addition to all other information requested by AirBoss Flexible Products pursuant to the Terms and Conditions of Purchase, the supplier shall determine whether the products it supplies to AirBoss Flexible Products contain any tin, tantalum, tungsten, and gold and, if so, whether any such minerals originated within the Democratic Republic of the Congo (“conflict minerals”). If it is determined the supplier is using conflict minerals, the supplier must notify AirBoss Flexible Products Purchasing group immediately.

#### 5.4 Contingency Plan

Suppliers shall develop a contingency plan for potential disruptions to the product flow to AirBoss Flexible Products and advise Purchasing of any potential delay or disruption to the supply of product to AirBoss Flexible Products as required pursuant to the Terms and Conditions of Purchase.

#### 5.5 Delivery

Supplier is required to achieve 100% on-time delivery per the AirBoss Flexible Products schedule as specified on an Order or Release. In the event that the supplier has any reason to believe that any schedule requirement may not be met, the supplier must immediately notify AirBoss Flexible Products Production Supply Coordinator and take all actions as required under the Terms and Conditions of Purchase. The supplier will be responsible for any other costs or expenses incurred by AFP as a result of its failure to meet the required delivery date.

#### 5.6 EDI

Suppliers are responsible for obtaining their weekly releases from, and may input their ASN's through, the EDX website. The website address is [www.myedx.com](http://www.myedx.com). The Rocket Supplier EDX manual can be obtained on our website at <https://www.airbossofamerica.com/engineered-products/automotive/automotive-suppliers.php>.

#### 5.7 Labeling

All materials or products provided by the supplier shall be labeled as follows. At least two labels must be attached to the container with the following minimum information:

- 1) AirBoss Flexible Products Part Number
- 2) Part Description
- 3) Part Quantity
- 4) Manufacturing Date
- 5) Lot Code
- 6) Supplier Name
- 7) Adhesive suppliers must include date of manufacture of product and recommended expiration date.

Old labels on the container must be removed or covered up.

## 5.8 Lot Control

Suppliers shall have lot control procedures in place sufficient to identify all products supplied to AirBoss Flexible Products from receipt of raw materials through their internal processes to the shipment of the finished product to AirBoss Flexible Products.

## 5.9 Non-conforming Material

If product is rejected at AirBoss Flexible Products as non-conforming, a Supplier Corrective Action Request (SCAR) will be issued to supplier. Unless otherwise directed by AirBoss Flexible Products, the supplier must respond immediately, and in no case more than 24 hours after receipt of a SCAR, with its immediate containment plan for ensuring that all suspect product is identified and segregated and any factor or issue potentially contributing to the non-conformity is identified and addressed and, if there is any possibility that any suspect product has been shipped to AirBoss Flexible Products, Supplier must immediately contact the AFP Quality Department and take any and all actions directed by AirBoss Flexible Products. Supplier shall then respond to AirBoss Flexible Products within 10 working days of receipt of a SCAR with a permanent corrective action plan. If AirBoss Flexible Products reasonably disagrees with the proposed containment action, Supplier must respond (with a revised containment action) within 24 hours. The Supplier Corrective Action Request form is located in Appendix A. After a product has been rejected, the supplier shall, at its own expense, take any and all actions required by AirBoss Flexible Products, which may include, among others, 100% inspection, sorting and certification of products, implementation of additional quality control measures, use of a third party agent for sorting and other quality measures, for as long as reasonably required by AirBoss Flexible Products. Until proposed corrective and preventive actions and an appropriate implementation plan has been approved by AirBoss Flexible Products, a quality matter shall not be considered closed. Involvement of AirBoss Flexible Products in the approval of corrective action does not excuse the supplier from liability for any and all non-conforming products, including any non-conformities resulting from the implementation of any corrective actions. In addition to any and all other costs, expenses and damages incurred by AirBoss Flexible Products as direct or indirect result of the supplier's non-conforming products, including as expressly allowed pursuant to the Terms and Conditions of Purchase, the supplier will be responsible for AirBoss Flexible Products' administrative expenses and fees, which may include costs for issuing and closing out the SCAR, engaging and managing inspection and sorting operations, corresponding with AirBoss Flexible Products' customer regarding the quality matter and completing any related documentation. Supplier shall maintain any and all documents related to any nonconforming products, including, without limitation, those related to any investigation into a quality issue and any corrective action taken for at least six (6) years after the final payment under the Order.

All amounts owed to AirBoss Flexible Products in connection with a quality issue will be communicated to the supplier by the Quality Department and debited through the Finance Department.

#### 5.10 Packaging

Unless otherwise directed by AirBoss Flexible Products, Supplier and AirBoss Flexible Products shall mutually agree upon the type and method of packaging and the appropriate quantity of parts to be included per container. For bulk containers, the tare weight must be located on the container. AirBoss Flexible Products' returnable containers are to be used only for AirBoss Flexible Products' parts.

#### 5.11 PPAP

All suppliers must submit the PPAP level 3 documentation per the AIAG manual and to complete the International Material Data System (IMDS) which reports the material composition information on all new and modified components, unless otherwise directed by AirBoss Flexible Products. PPAP parts must accompany the PPAP documentation on the date that it is due on the Purchase Order. Before receiving PPAP approval, the supplier must provide the following items, if tooling is involved:

- 1) Pictures of all the tooling  
(Refer to sample in Figure #1 in Appendix B)
- 2) Tool identification number to be placed on the tooling  
(Refer to sample in Figures #2 in Appendix B)
- 3) State on the tooling who owns it  
(Refer to sample in Figure #3 in Appendix B)

Tooling invoices will not be paid in full until the tooling pictures are approved and the PPAP is approved. PPAP approval is required before the first shipment of production parts.

#### 5.12 Special Process Assessments

AirBoss Flexible Products requires that the supplier shall audit each manufacturing process to determine its effectiveness. Applicable special processes are listed below:

- Heat Treating- CQI-9 Special Process: Heat Treat System Assessment
- Plating- CQI-11 Special Process: Plating System Assessment
- Coating- CQI-12 Special Process: Coating System Assessment
- Welding- CQI-15 Special Process: Welding System Assessment
- Molding- CQI-23 Special Process: Molding System Assessment
- Casting- CQI-27 Special Process: Casting System Assessment

The supplier shall conduct each of the applicable foregoing self-assessment(s) annually and maintain the results for at least six (6) years after the final payment under the Order.

#### 5.13 Supplier Development

Purchasing and/or Supplier Development may become involved when suppliers are not responsive to requests for corrective actions or due to overall poor performance with regards to quality or delivery issues. In such event, in addition to any other audit or other rights AirBoss Flexible Products may have under the Terms and Conditions of Purchase or otherwise, its Supplier Development team may conduct an onsite visit, which can include:

- 1) Verification of corrective actions
- 2) Supplier Audit
- 3) Run at Rates
- 4) Continual improvement activities (i.e. delivery, quality, cost savings)

#### 5.14 Supplier Request for Change

As more fully set forth in Buyer's Terms and Conditions of Purchase, the supplier shall be prohibited from making any changes to the Goods, including, without limitation, any of the following changes, except at AirBoss Flexible Products direction or with Buyer's prior written approval:

- 1) Design
- 2) Material
- 3) Process
- 4) Manufacturing location
- 5) Tooling

To the extent Supplier seeks to request permission to make any change to the Goods or otherwise, Supplier shall contact AirBoss Flexible Products' Engineering and Purchasing groups.

#### 5.15 Terms and Conditions

AirBoss Flexible Products Co.'s Terms and Conditions of Purchase apply to products and services provided by the supplier to AirBoss Flexible Products and can be located at <https://www.airbossofamerica.com/engineered-products/automotive/automotive-suppliers.php>.

5.16 Supplier Financial Risk Assessment

AirBoss Flexible Products shall make reasonable efforts to perform a financial stability assessment on its major suppliers on an annual basis.

**6.0 Supplier Performance Monitoring**

Suppliers will be monitored on a monthly basis for quality, delivery and service. Each quarter, suppliers are evaluated and a supplier score card will be generated and sent out. The supplier scorecard is broken out below:

Area	Description	Score (Points)
Quality	Maintain ISO 9001/IATF16949 Registration	10
	0 quality issues	30
	1 month with quality issue(s)	20
	2 months with quality issue(s)	10
	3 months with quality issue(s)	0
	<b>Quality Score Available</b>	<b>40</b>
Delivery	No premium freight	5
	No late ASN's	5
	0 delivery issues	30
	1 month with delivery issue(s)	20
	2 months with delivery issue(s)	10
	3 months with delivery issue(s)	0
	<b>Delivery Score Available</b>	<b>40</b>
Service	PPAP's submitted on-time	10
	Corrective actions submitted on-time	10
	<b>Service Score Available</b>	<b>20</b>
<b>Total Score Available</b>		<b>100</b>

If a Supplier falls below a minimum score of 80 points out of 100 points for two consecutive evaluation periods and AirBoss Flexible Products does not exercise any termination rights that it may have under the Terms and Conditions of Purchase or otherwise, then a Supplier Corrective Action will be issued. The supplier must establish a corrective action plan to improve their score. If the supplier is consistently below expectations, in addition to any and all other rights AirBoss Flexible Products may have, it may place the supplier on New Business Hold (NBH) until improvements are made.



## 7.0 Contact Information

Title	Name	Phone	E-mail
Accounts Payable	Indu Bagalkoti	248-293-8600	<a href="mailto:payables@flexible-products.com">payables@flexible-products.com</a>
Inside Sales	Holly Kage	248-293-8612	<a href="mailto:hkage@flexible-products.com">hkage@flexible-products.com</a>
Inside Sales	Sandra Clements	248-293-8625	<a href="mailto:sclements@flexible-products.com">sclements@flexible-products.com</a>
PPAP Coordinator	Barbara Groulx	248-293-8657	<a href="mailto:bgroulx@flexible-products.com">bgroulx@flexible-products.com</a>
Materials Manager	Derek Nolen	248-933-1564	<a href="mailto:dnolen@flexible-products.com">dnolen@flexible-products.com</a>
Purchasing Manager (Production Supply)	Sara Grieve	248-293-8641	<a href="mailto:sgrieve@flexible-products.com">sgrieve@flexible-products.com</a>
VP Engineering	Rais Ahmed	248-293-8647	<a href="mailto:rahmed@flexible-products.com">rahmed@flexible-products.com</a>

**Appendix A**

<b>AIRBOSS FLEXIBLE PRODUCTS</b>		<b>MTN-SCAR #</b>	
<b>Supplier Corrective Action Request</b>		<b>Supplier Name:</b>	
		<b>Supplier RMA #</b>	
<b>SELECT ONE</b>	1. Internal Audit	2. External Audit	3. Processing Error
	4. Customer Complaint	5. Labeling	6. Supplier
		7.	
<b>SECTION A TO BE COMPLETED BY AUTHOR</b>			
<b>SECTION A</b>	Author of Request:		Date:
Description of Condition, Reference to (Complaint Id #, Part #, Element #)			Department:
Your Immediate Containment Action Taken and any Recommendations if applicable. -(RESPONSE IN 24 HR)			
<b>SECTION B TO BE COMPLETED BY THE QUALITY MANAGER OR APPOINTED REPRESENTATIVE</b>			
<b>SECTION B</b>	Quality Manager. or Rep.:		Date:
	Assigned	<b>Target Completion Date:</b>	
<b>SECTION C TO BE COMPLETED BY THE RESPONSIBLE DEPARTMENT, INDIVIDUAL OR TEAM LEADER</b>			
<b>SECTION C</b>	<b>Root Cause</b>		
<b>Corrective Action</b>		Extended Completion Date (if necessary):	
<b>Preventive Action (Include Mistake Proofing / Systemic Action If Applicable)</b>			
Are Control Plans and PFMEA's affected?    YES                      NO			
Signature:			Date:
Follow-up Signature:			Date:
<b>SECTION D</b>			
<b>Verification and Evidence of Corrective and /or Preventive Actions Completed</b>			
Close-out Signature:			Date:

Appendix B



Figure 1

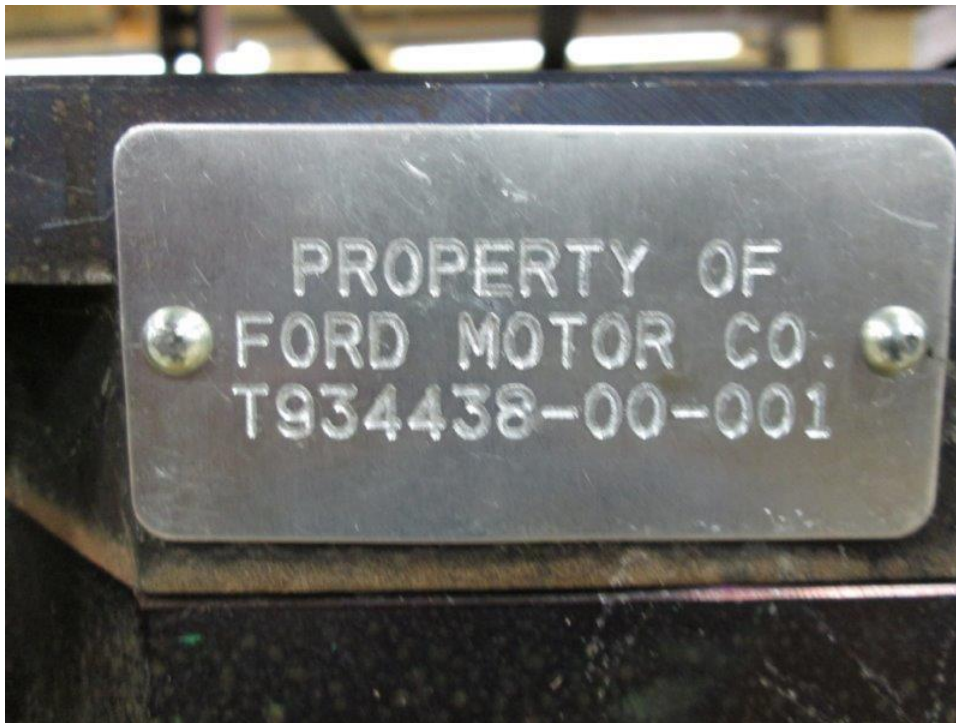


Figure 2



Figure 3