



# ***CEP Technologies Corporation***

## ***Supplier Quality Manual***

QMP-7412	<b><i>Supplier Quality Manual</i></b> <i>Printed copies are UNCONTROLLED</i>	Owner: QMR
Revision: 2	<i>Effective Date: 04/08/15</i>	Page 1 of 6



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## **Introduction**

CEP Technologies Corporation is an engineering based ISO/TS 16949:2009 certified, high precision, high volume, progressive metal stamping company with global capabilities. For 50 years, CEP has been a family owned and operated, customer driven manufacturer that continually evolves its methods and systems to adapt to its market place in order to achieve total customer satisfaction. Additionally, CEP Technologies Corp. maintains an ISO14001:2004 registered Environmental Management System.

In accordance with its mission, CEP Technologies maintains the following policies:

### **ISO/TS 16949:2009 Quality Policy**

CEP Technologies Corporation is a manufacturing team providing industry with precision engineered products that meet customer requirements, dedicated to achieving total customer satisfaction by continually improving the effectiveness of its methods and systems.

#### Quality Objectives

1. To continually reduce the level of customer rejected product.
2. To continually improve our levels of on-time delivery.

### **ISO 14001:2004 Environmental Policy**

CEP Technologies Corporation is committed to environmental responsibility, pollution prevention, and compliance with all applicable legal and regulatory requirements by continually improving the effectiveness our EMS.

#### Environmental Objectives

1. To be in compliance with all legal and regulatory requirements.
2. To prevent pollution into the environment
3. To continually reduce our environmental impact

In order to achieve our goals, CEP must rely on its supplier base to provide us with high quality materials, products, and services, which meet or exceed expectations. For CEP to continually improve and maintain a commitment to total customer satisfaction, our suppliers must in turn have the same commitments.

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## **System Registration Requirements**

New suppliers providing products or services which are to be incorporated into our final product are required to provide a valid certificate of compliance with ISO9001:2008. New suppliers are also required to complete a copy of the CEP Subcontractor evaluation form. If suppliers are registered to an environmental standard and/or licensed with any environmental agencies, copies of the certificates and/or licenses should be provided.

Upon review of the submitted forms, CEP may also request a site visit / audit in order to ensure that CEP's expectations can be met. CEP encourages our suppliers to work towards achieving ISO/TS16949:2009 compliance.

If a supplier's quality certificate expires without being renewed or is revoked, the supplier must notify CEP within 30 days.

*Note: The ISO9001:2008 registration requirement may be waived in only in certain extenuating circumstances.*

## **Quality and Delivery Goals**

CEP is dedicated to providing our customers with products that meet or exceed their quality standards while continually improving our levels of on-time delivery. This effort is largely reliant upon our suppliers' ability to meet our quality and delivery expectations. CEP strives for zero customer rejects and 100% on-time delivery.

To foster this goal, CEP monitors the percentage of supplier on-time deliveries and rejections. Suppliers must meet at least 90% on-time delivery, and have a 95% acceptance rate. Failure to meet these goals may result in the issuance of a SCAR, an on-site audit, or removal from CEP's approved vendor list.

## **Supplier Corrective Action Report (SCAR) Process**

A Supplier Corrective Action Reports (SCAR) will be initiated if incoming material or parts/services fail to meet purchase order requirements, print requirements, or workmanship standards. A copy of the SCAR and samples (if applicable) will be sent to the vendor's quality contact.

Within 1 day, an initial response is required, which must include containment actions. Within 20 working days, the supplier is required to return a completed copy of the SCAR detailing the root cause of the issue ("5 Whys") and the detailed corrective or preventive action.

**Failure to provide a disposition within 10 working days of receipt of the SCAR will result in the material or parts being returned collect to the vendor.**

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Failure to respond to SCARs, or continued poor delivery or quality performance may result in a vendor’s approval status being changed to unapproved.

## **Product Certification Requirements**

CEP purchase orders often include special instructions which may change from order to order. Purchase order acknowledgement assumes that all of the terms of the purchase order have been read, understood, and accepted.

CEP requires its suppliers to provide necessary certificates of product or material conformance. The requirements are the following:

Material Certification – Must meet all requirements stated in the Purchase Order. The certificate must also state compliance special requirements when noted on the Purchase Order.

Plating or Post Processing Certification – Must meet all requirements stated in the Purchase Order. The certificate must also state ASTM Standards, thickness reading, width and any critical and special specifications.

Production Part Approval Process (PPAP) - see page 6.

### **All purchases, unless otherwise specified, must conform to the following:**

Unless otherwise noted in the body of the Purchase Order, material or services to be compliant with European Union’s RoHs requirements. Additionally, material or services must not contain any SVHCs as outlined by European Regulation (EC) 1907 / 2006 concerning the registration, evaluation, authorization, and restriction of chemicals (REACH). Vendor will be responsible for any and all damages resulting from non-compliance.

## **Notification of Changes**

Any change to product specification must have the approval of CEP in advance. Any process changes cannot be completed without the prior approval of CEP. CEP may request samples before change would be approved and requires 90 days prior notice of changes. To request approval, supplier must email notifications to either the Director of Administration or Quality Engineer.

If CEP requests another response format for the corrective action (ex. 8D), the supplier must be capable of completing such format. In this case, CEP will supply the required form.

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## ***Supplier Audits***

CEP reserves the right to audit and perform on-site inspections of a supplier's facility to ensure that quality expectations are being met. Notification of audit will be given at least 5 business days in advance.

## ***AIAG CQI-9 & CQI-11 Requirements***

All heat treating vendors must perform annual CQI-9 self-audits and share the results of these audits with CEP.

All plating vendors performing Zinc plating must perform annual CQI-11 self-audits and share the results of these audits with CEP.

As per the requirements of these standards, all corrective action findings must have corrective actions in place within 3 months of the audit date.

## ***PPAP Requirements***

Certain vendors providing material, or post-processing services that are incorporated in to CEP final product may be asked to perform and submit a PPAP at time of new product launch. PPAP level (3 or 4) will be determined based on service required. CEP Engineering will contact supplier's purchasing representatives to coordinate any PPAP requirements, and to aid in facilitating the process.

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