



Supplier Requirements Manual

Manufacturing Facilities

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LETTER OF INTRODUCTION

INOAC is committed to working in partnership with our suppliers to ultimately ensure total satisfaction of our customers.

Our Quality Policy states:

“Innovation, Action and Commitment to Continuously Improve Quality”.

This policy is supported by several documented principles, one of which notes that suppliers are our partners who adopt and share our principles and values.

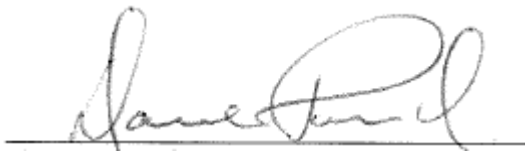
This manual is being provided to assist INOAC suppliers in understanding our requirements, standards, and procedures. INOAC views suppliers as an extension of INOAC, and thus extends this manual as support to the relationship. This manual contains reference material and information that suppliers are encouraged and expected to use to achieve desired quality levels.

Additionally, INOAC continually strives to improve the quality of products and services to our customers. To facilitate this, it is also expected that our supplier partners adopt and embrace the continual improvement mind set.

As we work together to satisfy our customers, open communication is encouraged at all times. Concerns should be brought forth as early and openly as possible so that resolution can be facilitated in a timely fashion.

Our commitment is to assist our supplier partners whenever possible, thus ensuring both their success as well as INOAC's while exceeding our customer's expectations.

Sincerely,



Dave Pond
INOAC Vice President of Purchasing and Supply Chain

QUALITY POLICY

“Innovation, Action and Commitment to Continuously Improve Quality”

This policy is based on a set of principles and values:

- Our customers include internal, external, and everyone who we collectively or individually supply goods or services to.
- Our quality goal is zero defects, 100% of the time, beginning with the design of the process.
- Customer satisfaction is an expectation of everyone in the organization, customer delight is our goal.
- Suppliers are our partners who adopt and share our principles and values.
- Company members at all levels are expected to take personal responsibility for their work, thus ensuring their work is of the highest standard and contributes to customer satisfaction.
- The customer is the final judge of our quality.

SOCIAL RESPONSIBILITY

ENVIRONMENT

- INOAC is committed to environmental responsibility and participates in many programs designed to protect our environment and manage critical resources. We expect our suppliers to show the same dedication and recommend certification to ISO 14001 environmental standards. Supplier not currently holding environmental certification are encouraged to develop a plan for achieving certification status.

CONDUCT & ETHICS

- INOAC believes in conducting business with integrity, fairness and respect. Our employees will not directly or indirectly offer bribes, kickbacks, or other similar payments for the purpose of influencing business decisions. We expect our suppliers to have policies and procedures in place that ensure similar practices with their own employees. We will manage our supplier relationships in good faith and expect our suppliers to operate in a similar relationship with us and their suppliers.

GLOBAL WORKING CONDITIONS

- INOAC recognizes that our supply chains are in many different regions around the world and are committed to maintaining working conditions and standards that result in dignified and respectful treatment of all employees within our locations as well as our supply chain. We expect that our suppliers will have appropriate policies and procedures in place to support the following;
 - Child labor shall not be utilized.
 - Any form of forced or compulsory labor is prohibited
 - Workers should be able to work without fear of reprisal, intimidation or harassment and should be able to communicate openly with management regarding working conditions.
 - Workers shall be protected against any form of harassment and discrimination including but not limited to;
 - Gender
 - Age
 - Religion
 - Disability

- Political Beliefs
 - Workers shall have a safe and healthy workplace that meets all applicable standards and regulations per occupational health and safety.
 - Workers shall be compensated with wages and benefits that comply with local law.
 - Working hours shall apply with all local laws.

CONFLICT MINERALS

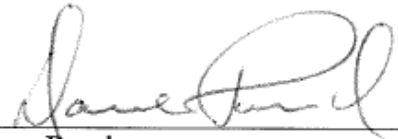
On August 22, 2012, the final rule regarding sourcing of conflict minerals under Section 1502 of the Dodd-Frank Wall Street Reform and Consumer Protection Act (“the Dodd-Frank Act”) was approved by the U.S. Securities and Exchange Commission (“SEC”). The rule imposes reporting requirements on publicly-traded companies relating to the presence of conflict minerals in the products that they manufacture. For more information on this regulation, visit <http://www.sec.gov/news/press/2012/2012-163.htm>.

- To ensure compliance of the SEC requirements, INOAC must request information regarding use of conflict minerals of any appropriate suppliers. Any supplier contacted must support by completing all requested data and reporting.

APPROVALS



David Rubin
INOAC Vice President of
Operations & Quality



Dave Pond
INOAC Vice President of
Purchasing and Supply Chain

RECEIPT / ACKNOWLEDGEMENT

- The terms and requirements of this manual will be considered agreed upon following supplier acceptance of SOW and/or purchase order including terms and conditions.
- There will be no exceptions or deviations to this manual.
- It is the responsibility of the supplier to maintain access to the latest INOAC Supplier Requirements Manual available on the INOAC website.

Section # 1

GENERAL INFORMATION

A. Plant Rules and Regulations for Contractors and Vendors

General Plant Rules

- ◇ All contractors, vendors and visitors working in or visiting the plant must sign in and must sign out when leaving the facility.
- ◇ All contractors, vendors and visitors must be identified where applicable.
- ◇ No firearms, knives or explosives are allowed in the plant.
- ◇ Possession of alcoholic beverages or illegal drugs are not allowed on the premise.
- ◇ No smoking is allowed in the plant. Smoking is only permitted in designated areas.
- ◇ No food or drinks are allowed on the plant floor. Eating and drinking is allowed only in designated areas.
- ◇ Contractor vehicles must be parked in the normal parking areas unless special permission is given.
- ◇ All vendors and their employees must conduct themselves in a professional manner.
- ◇ Any work that could cause production interruption must be scheduled with the applicable INOAC contact(s).
- ◇ All contractors and vendors are responsible for cleaning up their trash and equipment as the job progresses and at the end of their shift.
- ◇ Pictures are not permitted to be taken unless authorization is given by the Plant Manager or designate.
- ◇ All contractors, vendors and visitors moving throughout the manufacturing floor must give the fork trucks priority.
- ◇ All contractors, vendors and visitors must wear appropriate attire.
- ◇ When driving around the facility, contractors, vendors and visitors must abide by the posted speed signs. If not posted, must maintain a safe speed on all parking lots and roadways.
- ◇ Refer to each location's plant requirements upon arrival.

Safety and Environmental

- ◇ All persons in the plant must wear safety glasses and other personal protective equipment as required in the area they are working.
- ◇ Contractors and vendors are responsible for safety in their work area.
- ◇ In the event of an emergency all contractors, vendors and visitors shall be responsible for their own safety and evacuation and shall meet with their contact in the designated location.
- ◇ Use of INOAC equipment by contractors or vendors must be approved in advance.
- ◇ A copy of Worker's Compensation Certificate of Insurance must be on file with the

- Human Resources Department prior to work beginning on site.
- ◇ All contractors and vendors will comply with applicable Federal, State, Provincial and Local environmental regulations.
 - ◇ All contractors and vendors shall not create any undue hazards, hazardous material exposures to employees or to the environment.
 - ◇ In the event of a hazardous material spill or other release by a contractor or vendor, that contractor or vendor shall be responsible for material containment and cleanup as well as notification to INOAC. The contractor or vendor shall pay all expenses related to the spill including fines and penalties.
 - ◇ All contractors and vendors shall properly label, store, and remove all waste materials generated.
 - ◇ All contractors and vendors shall have access to INOAC MSDS's that apply and may use them for the training of their employees.
 - ◇ All contractors and vendors shall provide INOAC with a list of all chemicals transported on-site and MSDS's for these materials.

Section # 2

SELECTION, ASSESSMENT, AND DEVELOPMENT OF SUPPLIERS & SUB CONTRACTORS

A. Suppliers Qualification:

- 1.) Suppliers must have at a minimum certification to ISO 9001 through third-party audits; unless otherwise specified by the customer, suppliers to the organization shall demonstrate conformity to ISO 9001 by maintaining a third-party certification issued by a certification body bearing the accreditation mark of a recognized IAF MLA (International Accreditation Forum Multilateral Recognition Arrangement) member and where the accreditation body's main scope includes management system certification to ISO/IEC 17021. The following progression would be the objective based on current performance and risk to INOAC.
 - a. Certification to ISO 9001 with compliance to other customer-defined QMS requirements (such as Minimum Automotive Quality Management System Requirements for Sub-Tier Suppliers [MAQMSR] or equivalent) through second-party audits;
 - b. Certification to ISO 9001 with compliance to IATF 16949 through second-party audits;
 - c. Certification to IATF 16949 through third-party audits (valid third-party certification of the supplier to IATF 16949 by an IATF-recognized certification body).
- 2.) Acceptable quality and delivery Performance.
- 3.) Being identified by INOAC's customer as their selected source for specific material or commodity. No special provisions or exemptions for these suppliers are made and all requirements expected of all INOAC suppliers must be met.
- 4.) Must be on the INOAC approved supplier list.

B. Conditions of Business and Purchase Orders

- 1.) As a condition of business, all suppliers must be prepared, on request, to furnish INOAC any information to substantiate the products, commodities, and services. This information shall include, but is not limited to, technical capacity systems/procedures to evaluate key product characteristics and financial information. In addition, the supplier must be prepared to provide proactive initiatives such as cost reduction ideas and recycling programs.
- 2.) The extent of the purchase contract shall be derived from the following:
 - a. INOAC Terms and Conditions
 - b. The Purchase Order or Blanket Purchase Order.
 - c. Requirements set forth in the Supplier Manual

- d. Compliance with all relevant local, provincial, state, and federal government legislation **in country produced as well as the customer identified countries of destination (if provided)** with special emphasis on hazardous waste and other environmental requirements
 - e. Any additional requirements specified in writing by INOAC.
 - f. **Any customer specific requirements mandated by end item customer.**
- 3.) All suppliers shall provide “Country of Origin” certification and other documentation as required under the US/Canada Free Trade Agreement and the North American Free Trade Agreement. All custom’s requirements must be met in a timely manner to ensure efficient transportation of goods.
 - 4.) All suppliers shall have documented procedures for assessing, selecting, monitoring, and developing their suppliers with adherence to a continual improvement philosophy committed to ever increasing customer satisfaction and overall improvement.

C. Award of Business

- 1.) INOAC will issue the Award Letter for all piece price and tooling agreements. The supplier must sign and return the Award Letter confirming their agreement to the contracted price, terms and conditions.
- 2.) If there are exceptions to the terms and conditions, this must be formally addressed in writing and be approved and signed off on by INOAC Purchasing prior to the acceptance of the contract.
- 3.) It is INOAC expectations that all suppliers participate in Cost Reduction Activities including Manufacturing Improvements on an annual bases.

D. Supplier Contacts

Supplier should complete the Supplier Quality Assurance Contact Information Form. Once you have completed the information, please fax and/or e-mail to the appropriate INOAC quality department.

Section # 3

RECORD RETENTION

Suppliers shall have a documented system in place for monitoring receipt, control, and obsolescence for all INOAC supplied drawings and specifications.

Suppliers are expected to maintain accurate records, which document that INOAC and its customers are satisfying conformance requirements. Documented procedures shall be in place and shall define responsibilities for record control and the retention of those documents.

INOAC requires for the following records to be retained per the below retention period:

Part Prints	Start of Production + 30 years
APQP Documentation and Approval (this includes PPAP, Process Flow, FEMA, Control Plans, etc...)	Start of Production + 30 years
Terms and Condition Review	Life of Program + Service + 1 year
Product Traceability	Start of Production + 30 years
Vender Purchase Order	Life of Program + Service + 1 year
Quality Lab Records / Testing Records / Inspection Reports (including dimensional checks, color readings/checks, Red tags etc...)	Start of Production + 30 years

Section #4

PROPERTY RECEIPT AND CONDITION **ACKNOWLEDGMENT**

INOAC will issue check fixtures, gages, and/or test equipment to the supplier when applicable. With these items you will receive a sign off form to verify receipt. When you receive the issued items, verify the items against the list and the condition of the equipment. Sign and date the verification sheet and fax and/or mail to the appropriate INOAC representative. After receipt, the supplier is responsible for the safe keeping and maintaining of the item(s).

If the check fixture, gage or test equipment is the responsibility of the supplier, they must meet any OEM requirements (refer to IATF website).

Where INOAC is the asset owner of the check fixture, gage and/or test equipment, it must be identified as such through a permanent method (i.e. asset tags, etc).

INOAC will issue drawings, specifications, technical standards, color standards, gloss standards, etc. to the Supplier (where applicable). With these items, you may receive a sign off sheet to verify receipt. When you receive the issued items, verify the items against the list, sign and date the verification sheet, and fax and/or mail to the appropriate INOAC representative.

Section #5

APQP REQUIREMENTS

1. INOAC follows the AIAG APQP, FMEA & Control Plan manuals, unless otherwise directed by customer requirements. Our supply base is expected to also follow the latest edition of these manuals.
2. The INOAC Project Team or Supplier may conduct a run at rate before actual mass production begins. This run at rate is to make sure production quantities / quality can be achieved.
3. All work stations, set ups, and instructions are to be completed before the Run at Rate. If these items are not in place, corrective actions shall be scheduled.
4. During the trial, production must be continuous at Mass Production Speed, and the output of the process constantly recorded for a period of at least 1 hour.
5. The Run at Rate Trial Sheet will be used to calculate performance and review all applicable documents prior to obtaining approval.
6. INOAC requires an AIAG Level 3 PPAP unless otherwise informed. Level 1 may be requested for carry-over or already established products currently being used in other INOAC applications.
7. Annual Dimensional Layouts will be required **along with any revalidation testing per individual product requirements (eg. Annual flammability testing).**
8. Monthly Capability Studies are required for special/critical dimensions. All information needs to be maintained at the supplier's facility and be available for review upon request.
9. Any deviation to the PPAP approved part/process will require written authorization prior to shipping. Shipment needs to be identified with the deviation number.
10. **Embedded software (if applicable) – Any supplier of embedded software will develop a process for quality assurance. This includes but is not limited to analyzing any field issues and monitoring system interactions.**
11. **Suppliers may be required to provide advanced copies of applicable information (ie. Material certs, color plaques, plating certs, heat treat certs, etc.) for each lot supplied for the life of the program.**

Section # 6

SUPPLIER CORRECTIVE ACTION REPORT 8D

Occasionally, discrepant parts are received at INOAC. When this happens, we will contact the Supplier and request assistance with sorting and containment of the product.

If nonconforming parts are found a corrective action request may be issued. A corrective action request may be issued for mislabeled product, mixed parts, or wrong/missing components.

INOAC will where possible make the discrepant part available for analysis. In some cases where this is not possible INOAC will provide as much information as possible (ie photo, issue description). It is INOAC's expectation that corrective action activities still occur even if the part is not available.

The supplier will be required to certify shipments until a counter measure is in place and accepted by the applicable INOAC Quality representative. All shipments must have identification showing, 100% sort or certified.

The Corrective Action Request (CAR) is to be completed, **Containment/Short Term Countermeasures within 1 working day and then the Long Term Countermeasure(s) identified within 7 working days, implemented and validated within 30 working days. This timing may be adjusted to meet INOAC customer requirements.** If the supplier needs more time to implement counter measures for the problem, they must contact their INOAC Quality representative and request an extension **prior to the due date.**

For every day that a Supplier CAR is late and prior arrangements with the INOAC quality representative have not been made, there may be a \$100.00/day charge.

If a repeat of the same nonconformance occurs after the CAR is closed, a new CAR will be opened and the supplier will be asked to re-investigate the root cause and implement new countermeasures to prevent reoccurrence of the problem.

If a customer issues a corrective action to INOAC for a supplier problem, INOAC will issue a Corrective Action Request to the supplier.

If a customer request a 100% sort at their facility, (and it is a supplier issue) INOAC will support the sort with INOAC employees and or 3rd party. The supplier will pay for this, including all additional expenses.

If INOAC's customer charges us for a nonconformance from an INOAC supplier related issue, these charges will be passed along to the supplier plus our administrative fees.



If the supplier has more than three CARS issued to them in a one week period, INOAC may request a meeting at their facility to determine what will be done to improve the supplier's performance (reference Management Quality Review Process).

Should it occur that an INOAC customer should place us on Third Party Containment for a supplier related issue, the Supplier will be required to accept full financial responsibility.

Section # 7

Supplier Performance

Suppliers are expected to maintain a PPM rating of 15 or below (unless otherwise notified by INOAC), in order for us to meet our customer expectations for PPM ratings.

Although, this may seem like a low rating, INOAC knows that working together with the supplier and the customer, we will be able to achieve this goal.

Supplier performance reports are available upon request.

DMR's (Delivery), PPAP's and CAR's issued/requested and late responses may also be tracked and impact the supplier's scorecard.

Section # 8

Sorting/Containment

When nonconforming material/product is found at INOAC, we will request the supplier to sort/contain the problem at our facility and/or at their facility.

(Supplier Facility)

The supplier will be required to certify shipments until a counter measure is in place and accepted by the INOAC Quality Representative. All certified shipments must be identified. The Sorted/Certified tag should also be **dated**, initialed or signed by the individual who sorted the parts from the supplier facility.

(INOAC Facility)

The supplier may be required to come to INOAC to sort the parts. Identification method for certification of the parts will be determined at the beginning of the sort. An initial **and date** will be required on each box of parts certified by the supplier at INOAC. A sort sheet indicating the results of the sort must be filled out and submitted to the INOAC Quality Representative or designate prior to exiting the INOAC facility each day of the sort. If the supplier reports to INOAC to sort, there will be no sorting fees. If additional help is needed, the supplier needs to contact an **INOAC approved** third party sorting agency. Only the discrepant material/product (repairs or returns) will be charged against the Suppliers PPM rating.

If INOAC must sort/contain parts for discrepant material/product, an hourly fee will be charged. The charge is \$75.00 per man-hour for regular time (**may be adjusted per local practices**). If INOAC production is interrupted, the charge will be \$75.00 per man-hour per associate in the affected area (**may be adjusted per local practices**). All **suspect** parts will be charged to the Suppliers PPM rating.

When INOAC has to provide a material handler (forklift) to move materials to be sorted, the supplier will be charged \$75.00 per hour (**may be adjusted per local practices**, 1 hour min.).

If discrepant/nonconforming material/parts have been sent to an INOAC customer, and these parts are the fault of the supplier, the supplier will be expected to either pay INOAC to sort the parts or accompany INOAC to the customer for sorting/containment/rework activities. **In some cases INOAC's customer dictates a third party sorting company must be used. In these cases the expenses of this sort will be passed to the supplier.** All travel expenses, meals, lodging, customer chargebacks, etc., as well as \$75.00 per man-hour (**may be adjusted per local practices**) will be charged to the Supplier. Only the discrepant material/product (repairs or returns) will be charged to the Suppliers PPM rating. The corrective action process will be followed as normal.

Section # 9

Supplier Material Rejection Report (SMRR)

A SMRR will be used for any (parts, sort charges, late fees, etc...) debits that need to be sent to the supplier.

Chargeback Guidelines

1st Occurrence administration charge of \$ 500.00 may be levied upon each SMRR issued (this is in addition to any labor costs) at the discretion of the issuing Quality department.

2nd Occurrence Repeat - \$ 1,000.00

3rd Occurrence Repeat - \$ 1,500.00

Any Repeat Occurrence Afterwards - \$2,000.00

Floor space @ INOAC - \$ 100.00 per 10 sq. ft. per day

When a SMRR is issued the supplier has 2 working days to provide a Return Material Authorization number (RMA#) for the charges. If a RMA# is not received within 2 working days the SMRR # will be used as the RMA# and the charges will be processed through INOAC's accounting group.

If there are parts associated with the SMRR and no RMA# is received from the supplier, INOAC will decide the best action (scrap the parts at INOAC, return the parts to the supplier, hold the parts, etc...). INOAC will communicate with the supplier that the parts have been dispositioned and they will have 1 working day to dispute the decision in writing.

Program Start Up:

At the beginning of any program containment is expected, and should be performed by the supplier at the supplier site (referred to as level I containment). Some additional containment may be done at INOAC involving the Advanced Quality Engineers from the supplier and INOAC. Level I containment will be continued for a minimum of 30 days after start of production. If zero defects are encountered then it may be discontinued after 30 days **at the discretion of INOAC**. If some defects are still occurring then level 1 containment will be kept in place as long as necessary. Level 1 containment results must be documented and retained at the supplier for each shipment and available upon request.

If level 1 containment fails and major or repetitive problems are not contained the supplier may be placed on level II containment (third party). In this case all cost of the level II containment is the



responsibility of the supplier. Level II containment is considered a serious form of probation and may result in loss of further business opportunities with INOAC. Suppliers who are on Level II containment must notify their third party registrar per **IATF16949/ISO 9001** requirements. Suppliers cannot discontinue containment without written INOAC authorization.

Section # 10

MANAGEMENT QUALITY REVIEW (MQR)

The MQR Meeting is an opportunity for INOAC and Suppliers to review and discuss significant quality issues.

It is an escalating resolution process.

- MQR I is a “plant level” review
- MQR II escalates to involve Corporate Quality
- MQR III escalates to involve Corporate Purchasing & Quality

MQR I Criteria

An MQR I may be called when one or more of the following occur;

- Significant characteristic does not meet print specifications.
- Production disruption at INOAC – not customer
- Prototype and/or pre-production part quality/delivery issues.
- Chronic documented quality, delivery or logistic issues.
- Inadequate response to CAR/SMRR(s).
- Sort and/or rework at INOAC due to product quality issues.

MQR I will typically involve a meeting at the INOAC site and Level I containment activity.

MQR II Criteria

An MQR II may be called when one or more of the following occur;

- Product safety characteristic does not meet print specifications.
- Unresolved MQR I issues timing or actions.
- Production disruption at INOAC customer.
- Prototype and/or pre-production part quality/delivery issues that affect customer deliverables or timing.

MQR II will typically involve a meeting at the INOAC site, full 2nd party review of supplier site and process, Communication of Supplier performance issues to Supplier 3rd Party Auditor, and Level II containment activity(may include 3rd party sort company verification at off site location).

MQR III Criteria

An MQR III may be called when one or more of the following occur;

- Unresolved product safety characteristics that do not meet print requirements
- Chronic documented MQR II problems.
- Unreasonable response or unwillingness to respond to MQR II issues.
- Ongoing production disruptions at INOAC customer.
- Continued customer dissatisfaction.

MQR III will typically involve a meeting at the INOAC site, communication of business hold/desourcing activity and ongoing Level II containment activity. **Additional actions up to and including a full 3rd party QMS audit and notification of registration body will be performed as required.**

Section # 11

PROCUREMENT

A. INOAC will issue parts ordering information:

- Trial Parts Ordering
- Mass Production Ordering

B. Receiving Hours

Contact the specific INOAC facility for receiving time information.

Any deviation to the receiving hours must be approved prior to shipment or shipment will be refused.

C. Shipping Requirements

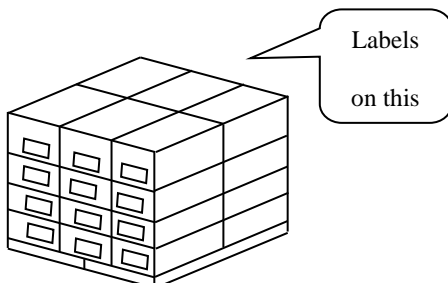
- Container/Packaging – Per the approved Packaging Standard
Discrepant Material Report may be given with an administration charge of \$500.
- Mixed Pallets – All parts should be on same type pallets unless prior approval has been given by the materials department.
- All labels should be placed to face the rear of trailer.
Trucks shall be loaded so that labels face the rear of the trailer
- Routing instructions will be issued to suppliers. If this routing instruction is not followed, a DMR may be issued.
- All shipments shall only use a preapproved INOAC trucking company.
 - If an unapproved trucking company is used, INOAC maintains the rights to charge back the supplier of the additional costs.

D. Container Labeling Standard

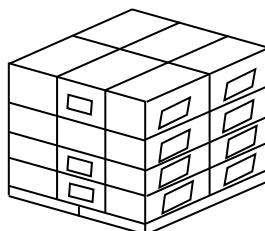
- All labels must face outside of pallet

One label shall be placed on each container so that, when palletized, labels face outwards on sides with fork-truck access. Each returnable container shall have two cardholders placed on adjacent sides. This allows the flexibility to change label location based on orientation of the container when palletized.

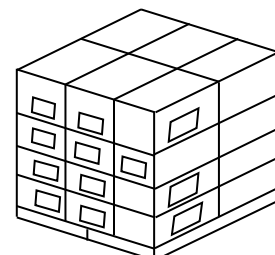
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CORP-SRM-7.4.3.2

Revision Level: D 6/12/18

- E. Packing List**
Proper paperwork and Advance Shipment Notice (ASN) must accompany shipment. No proper paperwork or ASN may cause for a DMR to be issued with a \$500.00 administration charge.
- F. Bill of Lading**
Must state correct information clearly and accompany shipment.
- G. Customs Paperwork**
Must state correct information clearly and accompany shipment.
- H. Packaging Requirements**
Detailed packaging information shall be provided on the Packaging Data Form and approved by INOAC.
- I. Labeling Requirements**
Review Labeling & Bar coding section
- J. Discrepant Material Report**
A DMR can be issued for the following reasons;
- Mislabeled parts
 - Improper/missing Paperwork
 - Short/over Shipments
 - Improper/unapproved packaging
 - No ASN transmitted, etc.
- INOAC may charge an administrative fee of \$500.00 for each DMR issued.
- K. 100% On-Time Delivery**
It is the expectation of INOAC that suppliers achieve 100% on-time delivery. On-time delivery will be tracked per each manufacturing site and is available upon request. If this expectation is not achieved, INOAC will begin the MQR activity.
- L. Advance Shipping Notice**
An ASN will be required prior to shipping product. Additional information can be added into the ASN, they can be but not limited to;
- a. Trial Parts
 - b. 1st Mass Production Shipment
 - c. ECI or PCR Changes
 - d. New Style / Old Style Part Identification
 - e. Old Style Parts will not be accepted after new parts have been received
 - f. Dimension / Testing Data to be shipped with all trial parts.

Section # 12

LABELING & BAR CODING

INOAC LABEL STANDARD FOR SUPPLIERS OF RAW MATERIALS AND COMPONENTS FOR INOAC

Suppliers are required to attach INOAC-approved labels on each container of raw material and component parts. Also, for pallets with more than one container on them, pallet labels are required for each pallet. (Examples of containers are drum, box, tote, bag, can, pail, etc.) The required label formats are explained in this document and include examples.

Important Notes about the physical label:

- For authorized mixed pallets, a separate pallet label is required for each item number on the pallet.
- The label media size needs to be at least 6 inches long and 4 inches tall. The examples in this document are 6.5 inches long and 4 inches tall.
- All barcodes must be alphanumeric only and cannot have spaces.
- All barcodes must be printed with a high enough quality to be scannable, or they will be rejected as a non-conformance label.
- No miscellaneous stickers, initials, or other handwritten information is allowed within the barcode area.
- Torn, wrinkled, or otherwise defaced labels are not to be used and are subject to rejection by INOAC
- There may be an administration fee and an hourly fee per non-conformance label occurrence, which fees are the same as the fees for sorting

Suppliers may request an exception to the required label format for rare and special circumstances, which must be approved by the INOAC facility's purchasing manager.

Pallet Label Format



- INOAC PLANT CODE (Required)
 - Your buyer will inform you what the INOAC plant code for each item they purchase from you is. There may be multiple INOAC plant codes for the same ship-to location. Below are some sample codes:
 - IGNA
 - SIT
 - WITP
 - IPC
 - IDM
 - The font size must be similar to the example, which is 26
- SHIP DATE (Required)
- INOAC ITEM NUMBER (Required)
 - The font size must be at least as be as the example
 - This must be the INOAC item number
 - The human readable must be in a large font as seen in the example, which is 70
 - The barcode must be Code 39
 - The barcode must be at least 0.75 inches tall
 - The barcode data identifier must be the letter P (in the example, the barcode reads P22555)

- PALLET QUANTITY (Required)
 - This represents the total quantity of the item on the pallet
 - The quantity must be in INOAC's purchasing unit of measure
 - It cannot have decimals
 - The human readable must be in a large font as seen in the example, which is 70
 - The barcode must be Code 39
 - The barcode must be at least 0.75 inches tall
 - The barcode data identifier must be the letter Q (in the example, the barcode reads Q2000)
 - Do not include the UOM inside of the barcode

Container Label Format

INOAC ITEM NUM (P) 11188	MFG DATE 12/31/18
ITEM DESCRIPTION 1234 XYZ YELLOW CHEMICAL	LOT NUM (L) 11K2020
QUANTITY (Q) UOM LB 1400 	SUPPLIER CODE 001234
	SUPPLIER NAME XYZ CORPORATION
	< OPTIONAL SUPPLIER INFO >

- INOAC ITEM NUM (Required)
 - This must be the INOAC item number
 - The human readable must be in a large font as seen in the example, which is 70
 - The barcode must be Code 39
 - The barcode data identifier must be the letter P (in the example, the barcode reads P11188)
 - The barcode must be at least 0.5 inches tall

- ITEM DESCRIPTION (Required)
 - The INOAC item description on the purchase order is preferred

- QUANTITY (Required)
 - The quantity must be in INOAC’s purchasing unit of measure
 - It cannot have decimals
 - The human readable must be in a large font as seen in the example, which is 62
 - The barcode must be Code 39
 - The barcode data identifier must be the letter Q (in the example, the barcode reads Q1400)
 - Do not include the UOM inside of the barcode
 - The barcode must be at least 0.5 inches tall

- UOM (Required)

- This represents the quantity unit of measure
 - Do not include the UOM inside of the barcode
- MFG DATE (Required)
 - The manufacturing date font size must be at least as big as the example, which is 65
 - If you are a distributor, this date can represent the ship date
- LOT NUM
 - For suppliers with lot numbers and for suppliers that are required to have lot numbers
 - The human readable must be similar in font size as seen in the example, which is 16
 - The barcode must be Code 39
 - The barcode data identifier must be the letter L (in the example, the barcode reads L11K2020)
 - The barcode must be at least 0.5 inches tall
- SUPPLIER CODE (Required)
 - This is your INOAC supplier code
- SUPPLIER NAME (Required)
 - This is your supplier name
- < OPTIONAL SUPPLIER INFO >
 - This area of the label is free use for the supplier to use for their reference needs



Section # 13

FORMS

FORMS CAN BE OBTAINED FROM THE INOAC WEBSITE.

A. CONTACT LIST

SUPPLIER CONTACT LIST						
PROGRAM DESCRIPTION: _____ CUSTOMER: _____ SOP DATE: _____ DATE: _____ DESIGN RESP.: YES <input type="checkbox"/> NO <input type="checkbox"/>						
TITLE	NAME	TELEPHONE	CELL PHONE	E-MAIL	LOCATION	

Once complete, please send this contact list to the applicable INOAC quality representative.

B. RUN @ RATE TRIAL STATUS SHEET

Document		Implemented		Requirement
G/Y/R	G/Y/R			
1				Plant Layout & Process Flow Diagram complete
2				Design and Process FMEA complete (as applicor)
3				Product Control Plan available
4				Purchased Component Readiness / Sub-supplier Part Submission complete
5				Tooling, Equipment, and Fixtures identified
6				Operators Trained and Instructions available
7				Part Handling Plan available
8				Part Packaging/Shipping Specifications available
9				Key Quality Systems demonstrated
10				Containment Plan available
11				Preventive Maintenance plan established
12				Gage & Check Fixture R&R studies completed
13				Production Validation complete (as applicor)
14				Line Speed and Capacity verified

Onsite revisit required: Y/N Date Planned: _____

Approval

INOAC Representative: _____ **GREEN** - Element complete

Supplier Quality Eng: _____ **YELLOW** - Not complete, but little risk

Supplier Project Mgr: _____ **RED** - Element not complete

Other Approvals: _____

C. MQR MEETING FORM

<p>MQR Notice</p> <p>MQR Issue date: Supplier: Site/Address: Attention:</p> <p>Meeting location: _____ Meeting Date: _____ Address: _____ Meeting Time: _____ Meeting room: _____</p>										
<p>Your company is invited to an MQR meeting to discuss the issues below. The MQR process is a 3 stage proactive process designed to improve supplier product quality, service and delivery. Please bring and be prepared to present all relevant containment, root cause, corrective action, and verification data, along with updated process flows, PFMEAs, control plans, and other applicable documentation at this meeting.</p> <p><u>Description of Problems/Defects:</u></p> <p><u>Part Number/Description:</u></p> 										
<p>To ensure your receipt of this letter & to confirm your attendance, please sign and e-mail a copy to _____ at e-mail address.</p>										
<p>Company Representative Name & Title _____ Signature _____</p>										
<p>AGENDA</p>										
<p>Introductions All</p> <p>Meeting Overview INOAC - Review MQR process - Review Containment/3rd party Inspections</p> <p>State Current Problems INOAC/Supplier</p> <p>Supplier Presentation, solving methods, evidence Supplier</p> <p>Open Discussion INOAC/Supplier</p> <p>Define and agree upon next steps INOAC/Supplier</p> <p>Review actions and minutes INOAC</p> <p>Signature of MQR meeting minutes INOAC/Supplier</p> <p><small>Note: Agenda can be modified to include additional issues or discussion topics as needed.</small></p>										
<p><u>Internal Copy or Invitation</u></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 33%; height: 15px;"></td><td style="width: 33%; height: 15px;"></td><td style="width: 33%; height: 15px;"></td></tr> <tr><td style="height: 15px;"></td><td style="height: 15px;"></td><td style="height: 15px;"></td></tr> <tr><td style="height: 15px;"></td><td style="height: 15px;"></td><td style="height: 15px;"></td></tr> </table>										

D. SUPPLIER SITE AUDIT

INOAC INTEGRATED SYSTEMS		SUPPLIER ASSESSMENT		DATE OF AUDIT:
SUPPLIER NAME:		Supply Control Point:		
ADDRESS / CITY / STATE		Supply Control Point:		
INN NUMBER:		Supply Control Point:		
REASON FOR ITT?	QUALITY/DELIVERY ISSUES	NEW BUSINESS FOLLOW-UP ASSESSMENT	QUICK ASSESSMENT	TECHNICAL ASSESSMENT
CUSTOMERS (AUTOHOTOTEC):		Customer PPH (YTD)	Previous Year PPH	
Main Facility:	<input type="checkbox"/>	Yes, Control Equip:		
	<input type="checkbox"/>			
ISO 9001 CERTIFICATION	ISO 14001 CERTIFICATION	ISO 9001:2008 CERTIFICATION	ISO 14001 CERTIFICATION	ISO 14001 CERTIFICATION
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has Certification ever been created?		<input type="checkbox"/>	If Yes, State Reason	
		<input type="checkbox"/>		
COI Complete: H/A		Yes <input type="checkbox"/>	No <input type="checkbox"/>	Supplier has Liability Insurance: Y <input type="checkbox"/> N <input type="checkbox"/>
COI #:		COI #:		
COI #:		COI #:		
PRE-OPERATIONAL FACILITY ASSESSMENT RESULTS				
				<i>(Optional Comments)</i> Major Strengths of Organization: 1) _____ 2) _____ 3) _____ Major Concerns of Organization: 1) _____ 2) _____ 3) _____
APPROXIMATE RISK LEVEL TYPE COMPLETED: Completed by: _____ <i>(enter total number of administrative work items)</i>				Assessment Completed By: Name: _____ Group: _____ E-Mail: _____ Phone: _____
<i>Appropriate (if required):</i>				
Name:	Quality	Purchasing	Program Management	
Title:	_____	_____	_____	
Signature:	_____	_____	_____	

E. PROPERTY RECEIPT AND CONDITION FORM

PROPERTY RECEIPT AND CONDITION REPORT

To: _____ Date: _____

Supplier Name: _____
 Supplier Code: _____
 Part Name: _____
 Part Number: _____
 Model: _____
 Manuf. Location: _____
 Supplier Contact: _____

I.D. Information (see plate on device):

I.D. Number: _____	Type/Part #: _____
Weight: _____	Date: _____

The property was received at our site on _____ Date _____

We have reviewed the property (with special attention to possible shipping damage) and found the condition to be:

Please check one: OK NG

(photograph is attached)

In addition, the following materials were received with the property:

Drawing
 Sample Part(s)
 Instructions
 Other _____

	APPROVED	CHECKED	ORIG.
TITLE	Company Officer		
SIGN			
DATE	/ /	/ /	/ /

CORP-FM-7.4.3.2
Revision Level: A

Note: The property noted above shall be maintained and safeguarded in the condition received.

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F. PACKAGING DATA FORM

INOAC INTERIOR SYSTEMS			PACKAGING DATA FORM (PDF)		
<p>PROGRAM: <u>XSIF Box</u> SUPPLIER NAME: <u>All-Pac Inc.</u> DATE REVISION: <u>08/08</u></p> <p>MODEL YEAR: <u>2019</u> PLANT LOCATION: <u>Springfield, IL</u></p> <p>GENERAL DAILY VOLUME: <u>100,000</u> SUPPLIER CONTACT: <u>Joe Smith</u> PHONE: <u>(248) 329-4567</u></p> <p>GENERAL DAILY VOLUME: <u>100</u> PLANT PHONE: <u>(248) 307-8543</u></p> <p>PLANT LOCATION: <u>Springfield, IL</u> EMAIL: <u>smj@allpac.com</u></p>					
<p>INNOVATION PART NO.: <u>2425561</u></p>			<p>SUPPLIER / PART NAME OR BRAND: <u>All-Pac Plastic RR 978</u></p>		<p>PART DIMENSIONS: Length in. Width in. Height in. <u>8.000 2.500 1.500</u></p>
<p>PRIMARY CONTAINER: Table or Returnable: <u>Returnable</u> Container Model: <u>24 x 35 - 7</u> Container Type: <u>Yolo</u> Color: <u>Yellow</u> Container Supplier: <u>44</u> Part/Container: <u>2489394</u></p>			<p>Length in. Width in. Height in. <u>8.000 12.000 7.500</u> I.D. <u>8.000 12.000 7.500</u> Net Weight: <u>5.00</u> lbs. <u>29.00</u> lbs. Gross Weight: <u>29.00</u> lbs. <u>29.00</u> lbs.</p>		<p>Seal/Sealers Date: <u>5.00</u> Innov. Sealers Date: <u>5.00</u> Transfer to Container Date: <u>5.00</u> Seal from Container Date: <u>5.00</u> Order Crossing/Consolidat: <u>5.00</u> Collapsing/Other: <u>5.00</u> Total Seals Date: <u>10.00</u></p>
<p>PRIMARY INTERNAL DAMAGE: Damage Expendable or Returnable: <u>Expendable</u> Damage Description: <u>Layer Pads, 24 x 32 7/8 only sealed within 2 hrs container</u></p>			<p>Shipping Instructions: <u>22 bags</u> Total Pallet Seals in System: <u>24</u> Return Policy: <u>1st</u></p>		<p>BACKUP EXPENDABLE IDENTIFICATION: Description/Part #: <u>Consolidated Box</u> Description/Part #: <u>Woods Pallet</u> Expendable Supplier: <u>Box Supplier Co.</u> Expendable P.O./Order #: <u></u></p>
<p>PALLETT IDENTIFICATION: Table or Returnable: <u>Returnable</u> Container/Trailer Layer: <u>1</u> No. Containers/Pallet: <u>5</u> Container/Pallet Load: <u>30</u> EPIC Pallet #: <u></u></p>			<p>Trailer Load/Trailer Layer: <u>25</u> Trailer Load/Trailer Height: <u>2</u> Trailer Load/Trailer: <u>52</u></p>		<p>Length in. Width in. Height in. <u>88.00 88.00 88.00</u> Pallet Model #: <u>45x48 HI C15</u> Type and Description: <u>Plastic Pallet - Ext 888</u> Lid Model #: <u>45x48 HP2</u> Type and Description: <u>Plastic Lid - Return 888</u> Load Banding Method: <u>Stretch Wrap - stretch</u></p>
<p>CONTAINER/PALLETT IDENTIFICATION: Part Container ID Info: <u>Not Stamped</u> Year/Bag: <u>Return to All-Pac Inc. Springfield</u> Location: <u>4 miles</u> Additional Label Info: <u></u> Color: <u>Black</u> Sequential #: <u></u> Barcode Label Holder: <u>Plastic Lid/Plastic Lid/Plastic Lid</u></p>			<p>CONTAINER LOADING INSTRUCTIONS: Provide Detail on Loading/Unloading: <u></u></p>		<p>CONTAINER CLEANING INSTRUCTIONS: Ownership Resp.: <u></u> Annual Frequency: <u>1 year per part</u> Frequency: <u>As Required</u> Replacement Policy: <u>As Required</u> Cleaning Instructions: <u></u> Comments/Instructions: <u></u></p>
<p>PACKAGING APPROVAL:</p>			<p>Supplier Packaging Engineer: _____ Supplier Quality Contact: _____ Supplier Materials Contact: _____</p> <p>Innov. Packaging Engineer: _____ Innov. Quality Contact: _____ Innov. Materials Contact: _____</p> <p>Innov. Manufacturing Contact: _____ Other approval contact: _____ _____</p>		<p>Signature: _____ Signature: _____ Signature: _____</p>
<p><small>Parting requirements are listed in INNOV. Cost Report Structure Manual (http://www.innov.com/Portals/0/Parting%20Requirements.pdf)</small></p>					