



# Supplier Quality Manual

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# CpK Supplier Quality Manual

<u>Section</u>	<u>Description</u>	<u>Page</u>
	Introduction	1
	Objectives	1
<b>1</b>	<b>General Information</b>	<b>2</b>
1.1	Purpose	2
1.2	Scope	2
1.3	Exceptions	2
1.4	Supplemental Requirements and Support References	2
1.5	Statutory and Regulatory Requirements	3
1.6	Audits	3
1.7	Data Submission Requirements	3
1.8	Injection Molding Tooling	4
1.9	Distribution and Revision Control	4
<b>2</b>	<b>Product Quality</b>	<b>4</b>
2.1	Standard Supplier Charge-Back Summary	4
2.2	Containment	5
2.3	Supplier Performance Measurement	6
<b>3</b>	<b>Quality, Environment and Safety Management Systems</b>	<b>7</b>
3.1	Quality Management System	7
3.2	Environment Management System	7
3.3	CpK Supplemental Quality Management Requirements – Maintaining Process Control	8

# CpK Supplier Quality Manual

3.4	Managing Engineering Changes	8
<b>4</b>	<b>Supplier Problem Communication</b>	<b>8</b>
4.1	Defective Material Notice (DMN) and Corrective Action	8
4.2	Corrective Action	9
<b>5</b>	<b>CpK Specific Requirements by Commodity</b>	<b>10</b>
5.1	Product Process and Material Changes	10
5.2	Run@Rate/Production Demonstration Run (RDR) and Production Part Approval	11
5.3	Plastic Components	12
5.4	Powders, Resins, and Other Raw Material (i.e. Paint)	13
<b>6</b>	<b>CpK Packaging and Freight Requirements</b>	<b>13</b>
6.1	Determination of Packaging Types	13
6.2	Freight	15
<b>7</b>	<b>Continual Improvement</b>	<b>16</b>
7.1	Error/Mistake Proofing	16
7.2	Benchmarking	16
<b>8</b>	<b>Reference Documents and Revision History</b>	<b>16</b>
8.1	Reference Documents	16
8.2	Revision History	17

# CpK Supplier Quality Manual

## Introduction

The Supplier Requirements Manual is intended to be a communication instrument to suppliers on how to conduct business with CpK Interior Products. In all cases, Purchase Orders, Supplier Agreements, Contracts and any other business agreements shall prevail. For additional information and periodic updates to this manual, you may visit the CpK Interior Products website at <http://www.cpkip.ca>.

## Objectives

CpK Interior Products is committed to shaping the future through innovative research, development and critical thinking. We strive to deliver products that meet the needs of our customers. As a result, we require our suppliers to partner with us and commit to the following objectives:

- Effective fiscal management of operations that ensures target pricing and yearly cost reductions consistent with customer agreements and requirements. This includes being responsible for a proportionate share of systems E&D expenses (as applicable).
- Fostering a manufacturing environment that is committed to the supply of defect free product and materials. This includes the development of a reliable quality management system (ISO/IATF or other appropriate standards as approved by CpK) that employs the use of extensive error and mistake proofing devices to meet PPM and Warranty performance that is consistent with CpK customer requirements.
- Fostering a responsive environment that replies, within 24 hours, to a request for corrective action by providing the immediate countermeasure for containment and, within 10 days, providing root cause analysis, permanent corrective actions, updated PFMEA and Control Plan documentation.
- Fostering an environment committed to continuous improvement through the growth and development of the workforce geared to the benefit of all stakeholders.
- Creating a manufacturing environment that strives to ensure 100% on-time delivery performance through the effective management of required capacities to meet program/product volumes.
- Partnering with and supporting the Product Development Teams (PDT) from pre-quote through to post-launch (via APQP) and through the production phase for the lifetime of the product.
- Fostering an environment of transparency that ensure compliance to any and all requests to audit financial documentation as it relates to tooling and piece price.

# CpK Supplier Quality Manual

## Section 1 – General Information

### 1.1 Purpose

The intent of this manual is to broaden the scope of recognized automotive quality system standards to include additional requirements of CpK. It is imperative that every internal and external supplier location that manufactures and/or ships production or service parts and materials to CpK plants, or to our customer's plants, embrace the standards and business practices outlined in this manual.

### 1.2 Scope

This manual applies to all Suppliers of products, materials and services to CpK Interior Products and its related facilities.

### 1.3 Exceptions

The CPK purchase order, purchase contract, or a CpK Corporate Purchasing representative may waive conformance with the requirements described in this manual. Waiving of conformance must be in writing and appropriately signed by a CpK authorized representative.

### 1.4 Supplemental Requirements and Supporting References

The Automotive Industry Action Group (AIAG) has published several manuals that standardize procedures, reporting formats, and technical nomenclature, which are required by the automotive OEMs. Suppliers are responsible to remain current with these standards.

It is necessary and the responsibility of the supplier to obtain current editions of each of these reference manuals to fully comply with the requirements of ISO/IATF 16949:2016 and CpK expectations. Copies of the following publications can be ordered from AIAG via website at <http://www.aiag.org>. Membership to AIAG is recommended.

#### **Customer Specific Manuals**

- OEM customer specific manuals and specifications are required as they apply to the supplier's end item customer base
- CpK APQP Checklists

# CpK Supplier Quality Manual

- CpK Tool and Check Fixture Specifications
- CpK Corporation Material Specifications

## 1.5 Statutory and Regulatory Requirements

CPK Interior Products expects all suppliers to operate and provide products, processes, and services that conform to the current applicable statutory and regulatory requirements in the country of receipt, the country of shipment, and the country where the end-product will be sold. It is the responsibility of the Supplier to communicate any risks to CpK Purchasing and/or Supplier Quality.

## 1.6 Audits

CPK Interior Product's suppliers must permit the auditing of supplier locations to establish and confirm requirements defined by the purchase agreement and in this manual are being achieved. Authorization to audit includes the ability to confirm the supplier can sustain the contracted production capacity. The audit can be performed in the form of a supplier assessment, control plan audit, or product audit. The supplier will be given reasonable notice by CpK Supplier Quality to ensure that all applicable CpK and CpK Customer Representatives have the required authorization and access to perform the audit.

The result of an audit may dictate that the Supplier is required to implement actions to correct or improve the product or processes. In these cases it is the responsibility of the supplier to develop an action plan documenting responsibilities and completion dates. The Supplier is responsible to monitor, update and communicate the plan's status. If there are any significant changes or deviations to the already agreed upon commitments, the supplier must receive written authorization from Supplier Quality to waiver from the original plan.

Problems, affecting or having the potential to affect CpK, that emerge as a result of a subcontractor to the Supplier, require the Supplier to follow the same process of auditing. Documented evidence of corrective or improvement actions must be developed, maintained and available to CpK Supplier Quality when requested.

## 1.7 Data Submission Requirements

All tooling suppliers are responsible to verify the part dimensionally, and all

# CpK Supplier Quality Manual

component suppliers shall be capable of providing data in the DCS/GDM format (North America suppliers only) or a format approved by the CpK Plant/Supplier Quality.

## **1.8 Injection Molding Tooling**

All tooling for CpK injection molded components will be handled by a CpK Tooling Engineer.

## **1.9 Distribution and Revision Control**

This manual is written under the direction of CpK Interior Products and is maintained electronically. This manual will be periodically reviewed. When changes occur, revisions will be posted on the CpK Website. It is the responsibility of the supplier to establish a schedule of periodic checks.

## **Section 2 – Product Quality**

### **2.1 Standard Supplier Charge-Back Summary:**

Errors in workmanship or discrepancies in delivery may result in a charge-back to the supplier. The actual charge to the supplier is determined by the costs incurred by CpK resulting from the discrepancy. Charge-backs are typically transacted as a debit against open invoices. The following is a summary of the charges typically assessed in North America. Additional charges may be assessed based on actual costs incurred on behalf of the supplied product.

A \$300 administration cost recovery charge may be issued in the event of the following receiving discrepancies:

- Incorrect ASN
- Packing slip discrepancies or no packing slip submitted with the shipment
- AIAG bar code label errors or no bar code label affixed to shipping container(s)
- Illegible Bar code labels, all must be readable by scanner
- Incorrectly labeled containers – label versus actual container content
- Material shipped in a manner other than first in first out (FIFO)
- COA not submitted within required timeline
- Missing co-ship sample with all required documentation

## CpK Supplier Quality Manual

A six hour minimum labor administration cost recovery charge may be issued with each notification of non-conforming product. Current rate is \$50/hr. In addition to the administrative charges, the charges listed below may also apply:

- Any and all CpK customer charges incurred as a result of a supplier's non-conforming product.
- A charge on behalf of CpK time spent sorting and/or re-working a supplier's product.
- Any and all line stoppages based on both man-hour and machine idle time.

Debits for charges incurred will be made in the currency specified on the Purchase Order and shall equal the above amounts in U.S. currency. All charges will be validated and approved by CpK Finance.

### 2.2 Containment

CpK Interior Products may place a supplier in immediate "containment" if:

- The supplier has been identified as a "High Impact Supplier" for a CpK product launch.
- The severity of the performance issue deems it appropriate.
- The clean point is broken

Under these circumstances, the Quality Manager or designee of the specific CpK plant will send a formal, written notification to the supplier. This notification identifies the specific containment level that applies to the supplier and the actions required to address that status.

#### Launch: Controlled Shipping Level 1 (CS1)

Launch CS1 Requires:

- Immediate implementation of a containment system in addition to the supplier's normal process controls and inspections.
- Submission of a CS1 containment plan and/or corrective action plan.
- Evidence based on data from the controlled shipping area that the normal production process is free of all non-conformances for a minimum of 30 working days after the start of mass production or implementation of permanent corrective action.



## CpK Supplier Quality Manual

CS1 may be elevated to Controlled Shipping Level 2 (CS2) and/or Quote Hold if zero defects and/or permanent corrective action is not achieved.

### Controlled Shipping Level 2 (CS2)

CS2 Requires:

- Immediate implementation of a CpK approved third-party containment system. This containment is in addition to CS1 Containment activity already in place.
- A formal meeting between CpK, the third-party and the supplier to establish all CS2 criteria.
- Evidence based on data from the controlled shipping area that the normal production process is free of all non-conformances for a minimum of 30 working days after the start of mass production or implementation of permanent corrective action.

CS2 may be elevated to new business hold if timely permanent corrective action is not achieved.

The supplier may submit a written request to be removed for any containment (CS) level to the affected CpK Plant's Quality Manager. This request must provide evidence that all the criteria of the containment have been met. CpK will remove the supplier containment status after verification of the effectiveness of implemented actions.

## **2.3 Supplier Performance Measurement**

### **Evaluation of Approved Suppliers**

Performance Monitoring is used to determine the Supplier's performance to the requirement and efforts on improvement. Additionally CpK reviews supplier evaluations and uses this measurement as a consideration for new business awards. Supplier performance is evaluated and communicated to suppliers via email. Second party audits may be initiated based on evaluation to assess: supplier risk assessment, supplier monitoring, QMS development and implementation, product audits and process audits. The scope and the frequency of these audit will be defined by the data available. The supplier will be given reasonable notice of any audit that is to take place.

## Performance Rating

The Performance Rating is based on data from the receiving plant and is comprised of delivered product conformity to requirements (including the number of non-conformances, PPM performance, and Warranty performance), Customer disruptions at the receiving plant (sorts, yard holds and stop shipments), delivery schedule performance and the number of occurrences of premium freight. CpK expects 100% on time delivery performance. If there is the potential for an interruption to the supply of product it is the supplier's responsibility to notify the receiving plant, Materials Planning and Control, within 24 hours of such an event. Supply interruptions are defined as not being able to meet the specific scheduled amount CpK has requested through the production releases.

## Section 3 – Quality, Environment and Safety Management Systems

Suppliers are required to implement and maintain systems compliant to ISO/IATF 16949, ISO 9001, and the ISO 14001 standard. Refer to the appropriate document for specific requirements.

### 3.1 Quality Management System

The Supplier must implement and maintain a quality management system. The goal of the system must be to obtain zero defects. The Supplier must have a documented improvement process and be committed to continually improve delivery, product quality, and quality management systems.

All suppliers of all IATF certified CpK Plants will be at a minimum required to be ISO 9001 and/or IATF 16949. Any exceptions must be approved by CpK Supplier Quality and require further action.

Suppliers are requested to forward evidence of their quality system certification to the appropriate CpK Interior Products plant that they are supplying.

### 3.2 Environmental Management System

All suppliers are required to be third-party registered to ISO 14001 Environmental Management Systems.

### **3.3 CpK Supplemental Quality Management System Requirements Maintaining Process Control**

Statistical process control (SPC) is mandatory for critical and significant characteristics as defined by CpK Quality, the PDT or the supplier's internal requirements. Critical/safety and significant characteristics shall have a minimum 1.67 Ppk at PPAP, and 1.33 Cpk in production, unless otherwise waived by CpK Quality. If there is any variation in these values, or the required capability cannot be met, contact CpK Quality for further instructions.

#### **Annual Validation**

The supplier is responsible for conducting annual validation, which should be available when requested by CpK. Annual validation is:

- Testing to the DVP&R and/or to all engineering drawings and applicable CC specifications. This testing applies to the supplier's parts and their sub-supplier's subcomponents.
- Layout of the supplier's parts and their subcomponents.
- Layout of all cavities, unless otherwise approved by CpK Quality.

#### **Appearance Items**

Suppliers of designated appearance items, per FCA Engineering Standard AS10119<A> and AIAG PPAP Manual shall also adhere to the requirements of FCA Engineering Standard AS.00001. Additionally, suppliers shall retain an extra appearance approved sample to be made available to CpK upon request.

### **3.4 Managing Engineering Changes**

Suppliers will include additional labels on product containers to clearly identify the new level. Labels will also include a description of the change. The format of the additional labels will be discussed and approved by CpK Quality and will continue for a minimum of 3 shipments, unless otherwise agreed.

## **Section 4 – Supplier Problem Communication**

### **4.1 Defective Material Notice (DMN) and Corrective Action**

## CpK Supplier Quality Manual

A DMN may be issued to a supplier when nonconforming material is received at either a CpK or its customer's facility. The notification to the supplier will be via RMA Request form and will typically include the following information:

- Part number
- Part description
- Problem description
- Lot number
- Quantity rejected

CpK reserves the right to initiate sort, scrap, rework or repair activities without prior authorization from the supplier to protect customer build.

The supplier shall comply with the following corrective actions:

- Initiate containment and inspection of all suspect material including product on route, at the CpK plant or at the customer location.
- Post evidence of customer concerns at appropriate locations.
- Implement immediate corrective action to eliminate the discrepancy.

Supplier liability for sort, rework/repair, scrap, freight, customer charges, CpK Administrative charges, etc., is detailed in a debit memo.

The supplier will complete and return the RMA (Return Material Authorization) request form to CpK Interior Products plant within 24 hours. Failure to respond to RMA requests will result in defective material tickets being closed with a no-response status and a debit memo issued against the supplier's account. Non-conforming parts will be scrapped 5 days after the ticket is closed.

The supplier shall be responsible for supplying CpK current supplier RMA request contact e- mail addresses.

If a sort and/or rework of defective material is required and the supplier chooses to subcontract the work, the supplier is responsible for appropriate supervision.

### **4.2 Corrective Action**

Corrective action forms vary. Contact the CpK receiving plant for appropriate forms.

## CpK Supplier Quality Manual

The supplier shall complete the corrective action using an approach that typically includes the following steps:

- Immediate countermeasure developed in the production operation: short-term corrective and containment actions such as sorting, reworking, reprocessing, temporary countermeasures, etc. A description of the countermeasure is to be submitted to the CpK plant within 24 hours and include an authorization number to sort, scrap, rework or repair.
- Root cause established: in-depth analysis of the reported problem shall be conducted to determine the true underlying cause(s) and/or reason for the discrepancy.
- Corrective action implemented: long term action taken to ensure that the problem will not recur. Methods that may be used are mistake-proofing systems, training, process changes, or tool changes.
- Verification performed: objective evidence that the problem has been solved, including statistical capability studies where applicable.
- Certification obtained: a dated signature of a responsible supplier management representative who attests to the accuracy of all statements made on the form.

The written corrective action report, PFMEA and Control Plan are due to CpK within 10 days of notice. The report will at minimum detail the problem description, interim actions, root cause and the permanent corrective action plan. If the report cannot be completed in 10 days, the supplier shall submit the incomplete report and include a timing plan for the submission of the completed report.

Upon implementation and submission of permanent corrective action(s), the corrective action will remain open for a period of 90 days to verify effectiveness. Only after the 90 day period has been successfully completed will the corrective action be closed. After successful completion of the 90 day verification phase, the supplier will submit the final completed copy of the corrective action report to the respective CpK Interior Products plant.

When requested, the supplier shall provide on-site support personnel at CpK and/or its customer's facilities.

### **Section 5 – CpK Specific Requirements by Commodity**

#### **5.1 Product, Process and Material Changes**

## CpK Supplier Quality Manual

Product, process and material changes are to be guided by FCA PPA, the current AIAG PPAP (Production Part Approval Process) and OEM requirements.

### **5.2 Run@Rate /Production Demonstration Run (PDR) and Production Part Approval Process (PPAP)**

Suppliers shall notify or confirm in advance to CpK of a scheduled or upcoming Run@Rate, PDR and/or PPAP.

#### **Production Part Approval Process (PPAP)**

All suppliers of raw materials and components used in the manufacture of CpK products are required to submit PPAP packages and receive PPAP approval prior to beginning shipments.

With the exception of chemical suppliers, suppliers shall comply with the current version of the FCA PPA, PPAP manual, or the OEM customer's specific requirements for product approval. The Product Development Team or other designated CpK representative may modify these requirements. The default level for all submissions is Level 3. CpK must approve any change to this submission level. All items that do not meet specification shall be clearly identified on the PSW and a CpK pre-approved action plan for each discrepancy shall accompany the submission.

Suppliers must provide IMDS Data as part of the PPAP/PSW submission and include any material certifications for all purchased components or services. The documentation must verify the composition of the materials used and their individual components including any aspects related to the environment. The IMDS data must be submitted to the CpK IMDS Coordinator

To ensure the uninterrupted supply of product related to a launch, the supplier must develop and implement a SAFE LAUNCH plan. The plan is to define the method, responsibility, characteristics, frequency and duration. SAFE LAUNCH is required for new product launches or when requested by CpK Supplier Quality and/or the plant Quality Engineer. In the event that quality defects escape during the duration of SAFE LAUNCH, it may be extended at the discretion of CpK Supplier or Plant Quality.

For formal sign-off and approval, all PPAP submissions shall be forwarded to CpK Supplier Quality with the exception of fasteners and felt tape which are to be

## CpK Supplier Quality Manual

forwarded to the assigned Quality Engineer at the CpK Manufacturing Plant receiving the material.

Validation shall follow the requirements of PPAP. Annual PPAP validation submissions are required at the supplier's expense, unless the receipt of a written waiver is obtained from CpK. See section 3.4 for annual validation requirements.

### **Changes in Approval Process**

CpK expects all its suppliers to follow the conditions for resubmission and approval as outlined in the AIAG-PPAP Manual. Failure to comply puts significant risk on CpK, our customers and the supplier. Therefore, any changes to a previously approved manufacturing process, including changes of sub-Suppliers, require the Supplier to contact CpK Purchasing and/or CpK Supplier Quality. The Supplier will be responsible for conducting any required validation testing and accountable for associated costs. Failing to follow the prescribed resubmission and approval process will make the Supplier fully responsible and accountable for any and all costs incurred resulting from customer acceptance and any failures (including field failures) that are attributable to the change. As a result of any violation CpK may choose to inform the Supplier's third party registrar.

### **5.3 Plastic Components**

#### **Regrind**

The percentage of regrind shall be verified by appropriate validation testing and approved through PPAP submission. The supplier shall document a policy/procedure outlining the method of control of regrind used in the product. Documentation of all blending, by lot, shall be filed for CpK review and approval when requested.

#### **Processing Aids**

There shall be no oil, lubricant, mold release or other contaminant on product shipped to CpK plants, unless CpK or its customer specifies the presence of such material in engineering drawings, specifications, etc. In such cases the supplier shall obtain approval in writing from CpK Quality prior to product shipment. The same requirement applies to the following scenarios:

## CpK Supplier Quality Manual

When it is required by the supplier's manufacturing process and cannot be entirely removed prior to shipment of the product.

When it is indirectly required in order to meet CpK or its customer's requirements (for example, salt spray resistance).

### 5.4 Powders, Resins, and Other Raw Material (i.e. Paint)

The supplier shall receive and evaluate raw material certifications showing actual test results prior to use of each batch of material. If a subcontractor performs material blending (glass, etc.) the certifications for all virgin materials shall be maintained on file by the supplier for CpK review.

Each shipment must be accompanied with a 1 lbs. sample complete with COA and any and all required documentation. The batch number of the sample and the product shipped must be clearly written and indicate that both are from the same manufacturing batch. Shipments that arrive without the required COA/documentation will not be offloaded until confirmation has been received that the specific lot has been approved for use. Suppliers should be aware that any additional cost incurred to secure approval for use are the supplier's liability and subject to additional charge backs (see section 2.1).

The supplier shall provide a certificate of analysis via email 24 hours prior to shipment. Each COA submission should be directed to the appropriate facility utilizing the address listed below:

- CpK Guelph – [Guelph.certificate@cpkip.ca](mailto:Guelph.certificate@cpkip.ca)
- CpK Port Hope – [cpkipcoa@cpkip.ca](mailto:cpkipcoa@cpkip.ca)
- CpK Belleville – [infobvl@cpkip.ca](mailto:infobvl@cpkip.ca)

## Section 6 – CpK Packaging and Freight Requirements

### 6.1 Determination of Packaging Types:

Suppliers of production parts and materials are to be held responsible for packaging their products in **pre-approved** packaging and in accordance with the instructions contained herein. All pack size, packaging, container or pallet dimensions and or type shall be pre- approved by the appropriate CpK facility.

Packaging should be returnable. Where an exception to use expendable packaging has



## CpK Supplier Quality Manual

been approved, to ensure the safety of our workforce and the quality of the product, a lid must be used instead of flaps to avoid the use of knives to open the box. Aside from the approved dunnage, no additional protective wraps should be used, unless approved by CpK.

It should be noted that burlap or cloth bags, barrels, drums, kegs, cans or pails are not acceptable as shipping containers for other than granular or liquid materials; in most cases these are inefficient and difficult to handle and do not conform to the integrated handling systems employed at CpK facilities.

### **Selection of a Method:**

Generally, selection of the method of packaging will depend upon the specific part or material, the method of transportation and the method of handling required by the receiver. However, certain basic factors deserve consideration. Packages, which are to be manually handled, are subject to rougher handling than those handled mechanically. In addition, manually handled product and packaging, combined, must not exceed 20 lbs. /9.1 kg.

Package size, strength and type must be selected to provide protection and to fit the mode of transportation, applicable carrier regulations and distance of transit.

In finalizing the packaging design, the following cost factors must be given equal consideration and importance:

- a) Handling Labor
- b) Material Handling Equipment
- c) Transportation cost (optimum cube utilization)
- d) Floor space availability
- e) Direct Labor
- f) Recyclability, Disposal or Return
- g) Design shall follow 'best practices' criteria

CpK has the option of reviewing all supplier-packaging designs and rejecting those designs, which are not compatible or adequate to CpK systems. Additionally, suppliers are to review their packaging on an on-going basis in order to improve deliverable part quality, part presentation, and continual minimization of costs. The specific method used should be chosen to best fulfill the requisites of good packaging practice for any given commodity.

## CpK Supplier Quality Manual

It is mandatory that when a supplier ships in sufficient volume to warrant palletization that the parts or materials be loaded on a pallet or packaged as a unit load.

There may not be more than one part number packaged in any container unless specifically directed by the CpK receiving operation.

All expendable containers must be loaded to cubic capacity to maintain load density, package integrity and obtain optimum freight rates; unless the quantity of parts on release do not allow for optimum efficiency in pack.

All cardboard corrugated containers must have a manufacturer's certificate with bursting or puncture test visible on the assembled container.

CpK must approve the standard pack density per pack and unit load quantities.

### 6.2 Freight

All FTL (full truckload) shipments must be loaded and/or offloaded at their designated window time provided in the CpK routing letter and any delays in loading and/or offloading will be charged back to the supplier, Window time for pick up is maximum 60 minutes.

All LTL (less than truckload) shipments must be scheduled with the carrier 24 hours in advance. All shipments must be ready the day of the shipment no later than 10:00 AM, or mutually agreed with the carrier, Window time for pick up is maximum 30 minutes. All cross-border shipments must have two copies of all packing slips and Customs paperwork must be placed in a sealed envelope and attached to the shipment.

Freight weighing less than 100 lbs. is to be shipped utilizing a courier. If there are any questions concerning shipment the supplier is to contact the specific plant where the material is to be delivered.

#### **Premium Expedited Freight:**

Please consult your Materials Planner to get CpK AETC (authorization for Excess transportation Charge) number if any expedited shipment is arranged by the supplier to support Production.

## **Communication and Problem Resolution:**

Any shipping problems (due to production issues or otherwise) require immediate communication to your CpK Interior Products Materials Planner or Production Control Manager.

## **Non-Compliance:**

Failure to comply with the above instructions will result in supplier performance penalties and charge backs of premium freight or any other financial penalties incur to CpK Interior Products.

## **Section 7 - Continual Improvement**

### **7.1 Error/Mistake-Proofing**

Automotive customers require “zero defects.” The most effective way to accomplish this task is to use error-proofing in product designs and mistake-proofing in manufacturing processes. CpK expects its suppliers to adopt the same tools and operating philosophies as a fundamental responsibility of doing business. CpK Interior Products will monitor mistake-proofing progress as required.

### **7.2 Benchmarking**

It is a CpK expectation that suppliers establish benchmark facilities, with the intent to understand and document competitor parts and materials. This knowledge and information is to be used as a source of input to improve current and new products.

## **Section 8 – Reference Documents & Revision History**

### **8.0 Documents**

AIAG PPAP Manual  
AIAG FMEA Manual  
AIAG MSA Manual  
AIAG APQP Manual  
AIAG SPC Manual

## CpK Supplier Quality Manual

It is expected as a part of the CpK Supplier Manual that all suppliers remain current with the latest edition of each of these publications.

### **8.0 Revision History:**