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Supplier Quality Manual

Revision A



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Introduction

IKL is a leading Manufacturer of Spherical Roller Bearings, Vibration screen bearings and other special ball and roller bearing products. We are committed to customer satisfaction and continual improvement. Along with the commitment to supply our customers with the highest quality products, IKL also provides complete engineering support including product design and design for manufacture activities.

IKL Vision Statement

IKL is an employee owned company, capitalizing on our core business strengths as a provider of quality ball and roller bearing products; advancing our expertise and resources to offer full systems solutions and services that exceed the customers' expectations.

IKL Quality Policy Statement

"IKL is committed to providing the highest quality bearings to our customers. Our success depends on customer satisfaction.

Our overall goal is to achieve 100% customer satisfaction. To achieve this goal, we must:

Strive for excellence and continual improvement in all our activities, and encourage a team attitude among employees.

We are dedicated and committed to this quality policy. We will implement and maintain the highest quality standard and ensure that all applicable elements of the standards are complied with."



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Overview

IKL's success is in part due to the suppliers of IKL providing products and services that meet our customers' and our expectations. We firmly believe that our suppliers are partners in our journey to accomplish both our Vision Statement and our Quality Policy.

It is a goal of IKL to do business with suppliers who are committed to the same level of Quality and Customer Satisfaction as we are. Our goals are simple:

1. ZERO DEFECTS
2. ON-TIME DELIVERY
3. LOWEST TOTAL COST
4. COMPLETE CUSTOMER SATISFACTION
5. CONTINUOUS IMPROVEMENT

We cannot achieve these goals without the support of committed suppliers. IKL believes in doing business with suppliers who show their commitment through actions and performance.

Purpose

This manual was put together to clearly communicate the expectations of IKL to its valued suppliers. Communicating and clearly defining requirements are the foundation of a successful business relationship. This manual is intended to provide a documented, consistent communication tool between IKL and our suppliers.

Scope

This Supplier Quality Manual applies to all suppliers of products procured as RCBD and services which are used in products supplied to IKL. This manual does not apply to suppliers providing IKL with MRO items or products not used in product manufacture.

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IKL Responsibilities

IKL Purchasing Manager shall communicate to all IKL suppliers the obligation to adhere to the requirements of this manual. As revisions are made to the handbook, the Purchasing Manager shall communicate to suppliers these changes. The IKL Supplier Quality Manual is available on the Internet on IKL's website.

The IKL Quality Manager shall ensure all products received by IKL are under the scope of this manual to meet all requirements.

Becoming and IKL Supplier

As part of IKL overall business plan, we will develop relationships with suppliers committed to aiding IKL in reaching its and its customers' goals.

Existing suppliers will continue to be part of our Supplier base provided that they meet the requirements as outlined in Section 5 – Supplier Performance Reports.

New Suppliers will be added through a formal process of evaluation. This evaluation will, as determined by IKL, include:

- ❖ Recognition of a registered Quality Management System (ISO or TS);
- ❖ Completed Self-Evaluation;
- ❖ On-site assessment.

All current suppliers and new suppliers are strongly encouraged to have their Quality Management Systems registered to either ISO 9001:2000, or ISO/TS 16949:2002. Any suppliers to IKL supplying automotive products will be required to have a Quality Management System registered to ISO 9001:2000, and have a plan in place for development and compliance to ISO/TS 16949:2002; as well as be capable of meeting all automotive APQP/PPAP requirements.

The primary objective of IKL Purchasing is the timely acquisition of goods and services at the lowest total cost, of highest quality and with on-time delivery. Elements of total cost in addition to basic price include transportation, storage, service, technical assistance, materials management, 24-hour availability and compatible and correct invoicing. The IKL Purchasing group will evaluate each of these and other criteria to decide which proposal represents greatest value or lowest total cost to the company.

Supplier Responsibilities

General

Suppliers are expected to read, understand, and comply with all requirements set forth in this manual. In addition, they are also expected to fulfill these basic responsibilities:

- ❖ To handle all written and personal communications with IKL through their Purchasing contact unless instructed by Purchasing, for technical reasons, to do otherwise; in this case Purchasing should receive copies of all correspondence and be kept informed on any oral communications.
- ❖ To negotiate purchasing contracts and all sales with Purchasing only.
- ❖ To conduct negotiations ethically, without attempts to influence through offering valuable personal gifts or entertainment.
- ❖ To make available through Purchasing or other designated company representatives all available technical, engineering, systems, policies, and services that might improve the company's present or future use of suppliers' products and services.
- ❖ To advise Purchasing or other authorized personnel of any new products, services, or processes as soon as such information is available.
- ❖ To suggest ways and means of conducting joint efforts in research and development that might be of benefit to both companies.
- ❖ To inform Purchasing of changes in economic or other conditions which might affect purchasing or operating decisions.
- ❖ To inquire through the Purchasing Manager further information connected with selling products to the company.
- ❖ To participate in annual cost reduction programs as established by IKL and its customers.

Confidentiality Agreement

Occasionally suppliers will be requested to complete and return to IKL a Confidentiality Agreement form prior to being awarded work.

Contract Review

The award of a Purchase Order to you is a binding agreement. To that end, it is the responsibility of the supplier to review all Purchase orders placed with them. IKL Suppliers must ensure that the correct part, revision level, process or raw material(s) are shipped as directed on the P.O. or any other requirements defined by IKL.

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In addition to other requirements stated in this manual or in the purchase order, IKL may specify for certain quality records to be kept by the supplier for a defined time or these records to be sent with the purchased product.

Product shipped to IKL not meeting the full requirements as outlined in this manual will be rejected and sent back to the supplier at the Supplier's expense. The Supplier is responsible for negotiating in writing with IKL any changes made to any of the IKL's defined requirements. Verbal approvals are not acceptable. The use of IKL Specification Deviation form is required for any product not meeting all the defined requirements.

Quality Management System Documentation and Data Records Access

IKL and/or their customers shall have the right of access to review any quality management system documentation and/or data records pertaining to any products manufactured for IKL.

Factory Approval and Changes

IKL will accept no deviations from approved factory sources without prior written consent on all products procured as RCBD products. Any deviation will result in charging back any cost associated with the non-conforming products and possible removal of the approved supplier status. All changes must be approved by the Purchasing Manager prior to the shipment of new product.

Special Requirements Flow-Down to Sub-Tier Suppliers

Any Special Requirements communicated to our suppliers via a Purchase Order or other form of IKL documentation must be communicated to any sub-tier suppliers as required.

Quality Requirements

IKL is on a continual journey to partner with suppliers capable of supplying quality products and services that require minimal inspection once received at our facility. Our goal is for our suppliers to ensure the full compliance of products and services at their facility, prior to shipment to IKL. The requirements set forth in this section will allow IKL to be confident the products and services they receive can be used immediately upon receipt.

The requirements set forth will be part of the audit process when products and services are received at IKL. Failure to comply with these requirements will result in the generation of a Defective Material Report (DMR), affecting the performance rating of the supplier.



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Products will not be processed until these requirements are met fully.

A) Manufactured Products - Typically have custom processes or tooling in their manufacture. Examples include injection molded products, powdered metal products, machining, turnings, cast and extruded parts.

1. Further automotive requirements may apply as communicated to the supplier by IKL Quality or Engineering. These may include APQP/PPAP/MSA items.

❖ All repeat shipments, after the above have been met, must include a Certificate of Conformance for the quantity shipped in, unless any other data has been requested for an on-going period, indicating full conformance to all print and PO requirements.

B) Raw Materials - Coils, sheets, blanks or rods/bars/tubing that will be used in the value-added manufacture of products at IKL.

❖ All products falling into Category B must be delivered to IKL with a Certificate of Analysis indicating conformance to the material specification ordered on IKL P.O. with each shipment. Raw Materials must be traceable to master heat numbers.

C) Plating, Painting, Heat Treating, and Special Processes - Operations or processes performed by another company on IKL manufactured product.

❖ All product falling into Category C must be delivered to IKL with a Certificate of Compliance indicating conformance to the specification required on the drawing with each delivery.

❖ IKL packaging and pack methods are to be used for returning parts unless otherwise noted. All parts being coated with Powder Coat, Wet Coat or Anodized must be individually wrapped, bagged or protected in such manner so that protection of the coated surfaces is ensured through shipment to IKL.

D) Catalog/Hardware Items – Off-the-shelf catalog and/or distributor purchased item. Examples include set screws, snap rings, Loctite, grease and etc.

❖ The product ordered on the IKL P.O. must be identified on the packing list received with the product.

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PRODUCT KNOWN TO BE OUT OF SPECIFICATION MUST NOT BE SHIPPED TO IKL WITHOUT FORMAL APPROVAL IN WRITING USING THE IKL SPECIFICATION DEVIATION FORM.

Delivery Requirements

- ❖ All products are considered ON-TIME if the products are shipped by the confirmed shipping date sent to IKL during confirmation. This will include partial shipments.
- ❖ A packing list must be included with every shipment. The packing list will indicate IKL P.O. #, Bearing Number (Seq. #), HSN Code and the Quantity Shipped. Additionally, a copy of the packing list must be sent to the Purchasing Manager or designated representative prior to the shipment on all international shipments.
- ❖ All products must be shipped as directed on the IKL Purchase Order. IKL will determine carrier as identified on the P.O.
- ❖ All International Documentation including Manifest(s) must list "***IKL***" as consignee name.
- ❖ All designated critical and special bearings procured as RCBD product are to be marked with a Date Code as indicated: Month and Year in numbers (May 2011 will be marked 0511). Senior management will determine which bearings meet the critical or special designation.
- ❖ All cartons procured as RCBD product must be labeled with the Bearing Number (including Sequence #), Grease, Purchase Order (PO) Number, Quantity, and Date Code (as indicated above). IKL will supply the approved label template for proper labeling. Recommended labels are Avery Dennison 5168 (3 1/2" x 5"):
http://www.avery.com/avery/en_us/Products/Labels/Shipping-Labels/White-Shipping-Labels_05168.htm
- ❖ Products received with incorrect information on them will result in a DMR, affecting the supplier performance report.



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Supplier Performance

- ❖ IKL measures all Suppliers' performance based on Quality Issues and Delivery performance. Any Supplier with three or more DMR's in a three-month period, or five or more DMR's in a six-month period will be moved from «Acceptable» to «Conditional» status on our Approved Supplier List.
- ❖ A Supplier Performance evaluation form for identified Suppliers will be completed annually by the Purchasing Manager.
- ❖ Suppliers moved from «Acceptable» to «Conditional» status will be in jeopardy of losing existing and future business if a Corrective Action plan and improvements are not implemented.
- ❖ Suppliers are strongly encouraged to take proactive measures to ship defect free items and on time and to support IKL with the highest level of Customer support.

Corrective Action

IKL operates on a Zero-Defect policy. Any defective product found at IKL, or which our Customer finds on a Supplier's product will result in the following:

- ❖ The product will be immediately quarantined and the Supplier contacted. The Supplier then has the option to
 1. Immediately replace the product at IKL with a "Certified" product, checked and verified to not have the known defect, or
 2. Sort or Rework the product at IKL.

Any sorting, rework, down time or misc. charges resulting from the defective product at IKL will be charged back to the Supplier. This includes any assembly tear down charges and Customer charges back to IKL. Any similar product at the Supplier's or in-transit to IKL must be identified/informed to IKL and also quarantined.

- ❖ The Supplier will be required to send in a "Certified" product with documentation until a Root Cause Analysis and Corrective Action Plan have been done and implemented. IKL will provide a Corrective Action packet to the Supplier for completion. Failure to complete and return the Corrective Action will affect the Supplier's Performance Report.

Government, Safety and Environmental Regulations

All purchased materials used in part manufacture shall satisfy current governmental and safety constraints on restricted, toxic and hazardous materials, as well as environmental, electrical and electromagnetic considerations applicable to the country of manufacture and sale.

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Request for Deviation/Waiver

Type of Deviation <input type="checkbox"/> Supplier <input type="checkbox"/> IKL	Deviation/Waiver Number	Date of Request
Supplier/Customer Name	PO Number	Quantity on PO
Supplier/Customer Address	Bearing/Part Number	Quantity Submitted on Deviation
Supplier/Customer Buyer Name	Supplier/Customer Phone	Supplier/Customer Email

Item No.	File Name of Marked Up Attachment	Discrepancy		Quantity	Disposition		
		Drawing/Specification Requirement	Actual Measurement		Accept As Is	Repair	Scrap

Comments

Root Cause of Discrepancy

Item No.	

Root cause must be identified for each discrepancy

Company Representative

Date

IKL/Customer Use Only

Supplier/Customer Material Review Board – Authorization to Proceed

Check if Required	Name	Signature	Date	
<input type="checkbox"/> Customer Approval				<input type="checkbox"/> Approved <input type="checkbox"/> Rejected
<input type="checkbox"/> IKL Engineering				<input type="checkbox"/> Approved <input type="checkbox"/> Rejected
<input type="checkbox"/> IKL Purchasing				<input type="checkbox"/> Approved <input type="checkbox"/> Rejected
<input type="checkbox"/> IKL Quality				<input type="checkbox"/> Approved <input type="checkbox"/> Rejected
<input type="checkbox"/> IKL Manufacturing				<input type="checkbox"/> Approved <input type="checkbox"/> Rejected
<input type="checkbox"/> IKL Sales				<input type="checkbox"/> Approved <input type="checkbox"/> Rejected

Comments



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6200-2RS (CP)

Bearing Number (Seq. #)

Polyrex EM

Grease

191362

240

20150706

PO Number

Date Code

Quantity

Label Example

Supplier Quality Manual Revision check names and dates

Revision	Approval	Changes	Date
A	M. Lawless	Original Release	7/15/15
B	M. Lawless	Revised some wording	9/4/15

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