

TASUS



Supplier Quality Assurance Manual

Note: This manual is electronically controlled. The most current revision can be obtained on line through the TASUS website link

www.tasus.com

Click downloads

Hardcopies may be sent to the suppliers as notification of new revision, but it remains the supplier's responsibility to utilize the website to maintain current expectations.

Note: Revisions are noted in ~~strikethrough~~ or *italicized* text

Printed Copies are uncontrolled

Rev #: 003
Date: 07/31/2019

Table of Contents

	Page
Introduction.....	3
1. TASUS Quality / Environmental Policy Statement.....	4
2. Requirements to be an Approved TASUS Supplier.....	4
3. Production Part Approval Process.....	5
4. Annual Layouts.....	6
5. Receiving Inspection.....	6
6. Traceability and Lot Control.....	7
7. Planning of Changes.....	7
8. Packaging.....	8
9. Delivery.....	8
10. Identification of Parts.....	9
11. Quality Documentation Required.....	9
12. Environmental and Safety Documentation.....	9
13. Notification of Discrepant Parts.....	10
14. Disposition of Discrepant Parts.....	11
15. Lot Certification.....	11
16. Supplier Performance / Scorecard Guidelines.....	11

Note: Revisions are noted in ~~strikethrough~~ or *italicized* text

Printed Copies are uncontrolled

Rev #: 003
Date: 07/31/2019

TSQM Introduction

Special Note: TSUCHIYA Group North America (TGNA) is the corporate headquarters of TASUS Corporation with contents of this manual representing the expectations of TGNA and TASUS North American facilities.

The Purpose of this TASUS Supplier Quality Manual (TSQM) is to provide guidelines for our suppliers to assist with meeting and exceeding TASUS quality and business expectations. The basis for supplier Quality Management Systems (QMS) shall be ISO 9001:2015 with the ultimate objective of becoming certified to IATF 16949 Automotive Standard.

It is ultimately the responsibility of TASUS' suppliers to assure that the quality of the materials and components that are shipped to TASUS meet the requirements set forth in this TASUS Supplier Quality Manual. TASUS is dedicated to support and aid all suppliers so that we can achieve our shared goals and success.

TASUS operates on a philosophy of working closely with our suppliers in a trust based and interdependent relationship. We value our suppliers and intend for relationships to be a win-win situation. We expect only absolute integrity and the best possible performance from our suppliers in return. We consider carefully who becomes a supplier for TASUS and monitor performance thereafter.

We try to approach the suppliers with suggestions and to assist with continuous improvement. We search for suppliers who practice risk based thinking utilizing contingency planning to help control risk. The use of the Plan Do Check Action philosophy is highly encouraged in conjunction with preventative planning to achieve our goals.

Note: Revisions are noted in ~~strikethrough~~ or *italicized* text

Printed Copies are uncontrolled

Rev #: 003
Date: 07/31/2019

1. TGNA and TASUS Quality & Environmental Policy Statement

1.1. Quality Policy

The Employees of TASUS and Tsuchiya Group North America are committed to continual improvement & innovation in:

- Customer Service
- Quality Performance
- Productivity
- Cost Effectiveness

Our efforts will be carried out with employee's safety and the protection of our environment as primary concerns.

1.2. Environmental Management System (EMS) Policy

TGNA and TASUS are committed to be a good corporate citizen and to comply with legislative, regulatory, customer and other requirements.

We will...

- be an environmentally responsible neighbor in the community, act to correct conditions that impact the environment.
- commit to a prevention of pollution program and achieving our environmental objectives.
- re-evaluate environmental objectives and targets each year based on the previous year's results and trends.
- never be satisfied with the status quo and work to continually improve.
- ensure employee awareness of our policy and objectives and include employees as an integral part of the process.

2. Requirements to be an Approved TASUS Supplier

- 2.1. All suppliers of automotive products and services to TASUS shall have a quality management system certified to ISO 9001:2015, unless authorized by the TASUS customer. The ultimate objective of eligible organizations is to become IATF 16949 certified. The following steps should be taken to meet this requirement.

Note: Revisions are noted in ~~strikethrough~~ or *italicized* text

Printed Copies are uncontrolled

Rev #: 003
Date: 07/31/2019

- a. Become ISO 9001 certified with compliance to customer specific QMS requirements.
 - b. Become ISO 9001 certified with compliance to IATF 16494 requirements through second-party audits.
 - c. Become IATF 16949 certified through a third-party IATF –recognized certification body.
- 2.2. All suppliers are expected to maintain a safe environment respecting human rights with proper social compliance abiding by state and federal laws. TGNA and/or TASUS reserves the rights to monitor compliance by questionnaire or observations during onsite visits.
- 2.3. Audit frequency
- 2.3.1. TASUS determines the need for periodic process or quality system audits based on performance, volume, or risk.
- 2.4. Documentation Required for Supplier Audits
- 2.4.1. TASUS may request a copy of any non-proprietary process, quality and safety information related to their products such as Control Plans, PFMEA, Set-up Sheets, MSDS, etc.
- 2.5. Audit Process
- 2.5.1. TGNA and/or TASUS auditing process may include a self-assessment prior to an on-site visit of the supplier’s systems and processes. The supplier shall complete the self-assessment and return the completed assessment prior to the scheduled audit date. TASUS personnel may utilize the self-assessment previously filled out by the supplier to audit the processes and quality systems. The supplier shall appoint audit guides to escort the audit team members and arrange for interviews with other supplier personnel during the audit.
- 2.6. Audit Records
- 2.6.1. If TASUS requests a formal written corrective action for an audit finding from the supplier’s management team a response will be expected within 30 days from receipt of the corrective action request unless otherwise specified. TASUS may then elect to conduct a follow up audit to verify the effectiveness of corrective action.

3. Production Part Approval Process

- 3.1. If TASUS requests a formal written corrective action for an audit finding from the All key suppliers shall supply evidence of certification to an applicable quality.

Note: Revisions are noted in ~~strikethrough~~ or *italicized* text

Printed Copies are uncontrolled

Rev #: 003
Date: 07/31/2019

- 3.2. Unless otherwise specified in writing by TASUS, all suppliers are required to submit a level 3 PPAP for Initial Submission. The only exception is products defined as Bulk Goods and / or traded products not requiring PPAP. (The use of AIAG style forms is recommended).
- 3.3. Requirements (refer to AIAG PPAP Manual)
 - 3.3.1. Note: The number of-piece sample is per cavity, impression, die, or mold unless otherwise specified.
- 3.4. Capability Requirements (refer to AIAG Manuals unless otherwise specified)
- 3.5. Testing and Approval
 - 3.5.1. TASUS requests that any and all laboratory testing costs required be called out specifically on the quotation prior to award. TASUS reserves the right to refuse payment on any testing costs not included on the quotation.
 - 3.5.2. All specified testing shall be conducted at an appropriately accredited laboratory.
- 3.6. PPAP Requirements for Bulk Materials
 - 3.6.1. New Bulk Materials and designated traded good products unless otherwise specified require a minimum of PSW, Master Sample and IMDS prior to production. Sample quantity will vary depending on product and will be specified by TASUS. PSW for Bulk Material will be marked "Other" and the Reason for Submission Section on PSW form specifies "Bulk Material".
 - 3.6.2. Bulk material PPAP requirements are subject to change based on an agreed upon plan with Supplier and TASUS. Any of these requirements may be waived at the discretion of the receiving plant.

4. Annual Layouts

- 4.1. Annual Layout parts and data may be required for each part number. Annual layout submissions for critical criteria may be evaluated in order to support continued 'Certified Part' status (Section 3.5). Suppliers may be required to submit layouts one year from the SOP approval date or depending on customer requirements. Layout data should include a PSW marked "Other" and the Reason for Submission Section specify: "Annual Layout".

5. Receiving Inspection

- 5.1. Receiving inspection may include dimensional, visual or destructive analysis depending on certification, rejection or history.

Note: Revisions are noted in ~~strikethrough~~ or *italicized text*

Printed Copies are uncontrolled

Rev #: 003
Date: 07/31/2019

- 5.2. If products or services are received that fail to meet established standards TASUS may issue a quality complaint or request submission of an improvement action plan from the supplier at TASUS discretion.
- 5.3. All part numbers are subject to receiving inspection criteria at TASUS discretion.
- 5.4. Resin Suppliers shall provide Material Test Certificates for each lot shipped to TASUS. Test certificates shall detail specification requirements as well as actual results for each lot. TASUS may notify Supplier if Certification is not received and if this is request is not met via e-mail in a timely manner, this may result in a QPR and/or shipment being rejected at TASUS' discretion.
- 5.5. The supplier may be requested to provide quality documentation for each received lot and/or purchase order lot. If the required documentation is incomplete, the incoming material will be held pending receipt.

6. Traceability & Lot Control

- 6.1. Suppliers are required to establish a lot control and traceability system and maintain records that provide positive identification and documentation for each received lot (shipment) of supplied products to TASUS.
- 6.2. The supplier is required to provide evidence of traceability to a unique lot number upon request. Traceability records shall be held and retained in accordance with the document control policy for each shipment and/or received lot of incoming material. The time frame may vary based on the criticality of the characteristic and customer requirements.
- 6.3. FIFO – First In First Out
 - 6.3.1. The TASUS Production System bases material flow on the First-In First-Out (FIFO) just-in-time philosophy. Material is received and transported to workstations using this method. TASUS reserves the right to reject any shipment whose production date precedes a lot previously received by TASUS.
- 6.4. Shelf Life Requirements
 - 6.4.1. To ensure that TASUS' customers receive acceptable products TASUS reserves the right to reject any product received by from a supplier with less than 50% of the shelf life remaining.

7. Planning of Changes

- 7.1. Suppliers are expected to follow AIAG requirements on all process or engineering changes.
 - 7.1.1. Engineering & Process Changes

Note: Revisions are noted in ~~strikethrough~~ or *italicized text*

Printed Copies are uncontrolled

Rev #: 003
Date: 07/31/2019

- 7.1.1.1. Suppliers are required to (notify) TASUS for written approval prior to implementation of any change in product/tooling design, material, production process or sub-contractor sourcing. The request is made to the TASUS buyer using the Change Request Form included in this manual. Suppliers are not permitted to ship any parts made to the proposed process change until written approval is received from TASUS and sample submission requirements are satisfied.
- 7.1.1.2. An approved "Change Request" is required for the following:
- A new part supplier
 - New sub-contractor for an existing part
 - Process changes beyond agreed upon +/- ranges
 - New tooling for an existing part
 - Change in location of supplier or sub-contractor facilities, processes, equipment, or tooling
 - Relocation of production equipment
 - Any modification besides repair and maintenance to the production tooling
 - Changes of raw material and/or sub-suppliers
 - Changes to production procedures, installations, and/or specified controlled work conditions i.e. clean room / anti-static conditions
 - Suppliers are instructed to notify TASUS quality for consultation on items that may appear ambiguous to process revisions but could impact final part quality.

8. Packaging

- 8.1. TASUS reserves the right to specify packaging and labeling based on product requirements.
- 8.2. Where possible, totes and corrugated boxes shall not exceed 35 pounds per unit and labeling will be in accordance to AIAG standards. Packaging and labeling plans shall be approved and submitted with PPAP. When product is on containment, follow TASUS' guidance for specific label requirements.
- 8.3. Alternate Packaging
- 8.3.1. If returnable containers are utilized and provided by TASUS, a supplier may be requested to work with TASUS to create an expendable back-up container.

Note: Revisions are noted in ~~strikethrough~~ or *italicized text*

Printed Copies are uncontrolled

Rev #: 003
Date: 07/31/2019

- 8.3.2. Prior to using alternate packaging, when necessary, the supplier should contact TASUS to receive authorization prior to shipping parts. Alternate packaging is prohibited unless specifically authorized by TASUS.

9. Delivery

9.1. Requirements

- 9.1.1. It is the suppliers' responsibility to review all purchase orders and subsequent revisions for delivery requirements. The supplier shall confirm ability to meet requirements as specified. If delivery requirements cannot be met, the supplier shall contact TASUS Purchasing.
- 9.1.2. Suppliers are required to meet 100% on time delivery. If a supplier misses a shipping requirement, TASUS purchasing/quality may issue a QPR to the supplier. Interim plan is due within 24 hours; Permanent Corrective Action is due in the time listed on the QPR.
- 9.1.3. All premium freight costs, internal & external, associated with late shipments are monitored and recorded and may be charged back to the supplier, at TASUS' discretion.

10. Identification of Parts

- 10.1. TASUS requires all suppliers identify all boxes or shipments received with a label with bar code clearly affixed to each box. TASUS recommends AIAG Bar Code & labeling standards.
- 10.2. The supplier is required to ensure that any and all warning labels are properly affixed per SDS specifications and ISO requirements for any product ordered by TASUS. TASUS reserves the right to refuse acceptance of any shipment that is not properly labeled.
- 10.3. *Certified or special shipments, such as PPAP or Engineering Change Samples, shall be identified with FM-TU-026 attached on each container, next to any shipping labels unless otherwise approved by the TASUS Quality Department. All applicable fields shall be completed and the document shall be printed on yellow paper for visibility.*
- 10.4. Any product not properly labeled may be considered discrepant and subject to issuance of a QPR requiring corrective action at TASUS discretion.

11. Quality Documentation Required

- 11.1. It is the supplier's responsibility to maintain an effective Quality Management System (QMS) including a documented Quality Assurance Manual and procedures.
- 11.2. The supplier shall have a document retention policy for but not limited to the following documents:

Note: Revisions are noted in ~~strikethrough~~ or italicized text

Printed Copies are uncontrolled

Rev #: 003
Date: 07/31/2019

- 11.2.1. Corrective Action Reports, PPAP, Defect Tally Sheets, Testing Records, Engineering Reports, Quality Data/SPC, Lot Traceability, Material Certs, Sort / Rework Records, Training, Engineering and Process Changes, Blue prints, Engineering and Technical Specifications, Continuous Improvement (VEVA) Activities.

12. Environmental and Safety Documentation

- 12.1. TASUS is expecting full disclosure from their suppliers on informing TASUS of any safety and environmental concerns associated with any products purchased. TASUS expects every supplier to provide any and all relevant documentation pertaining to health / safety, storage, handling and environmental impact.
- 12.2. It is the responsibility of the supplier to inform TASUS if any material quoted or supplied to TASUS is classified as a Substance of Concern.
- 12.3. Safety Data Sheet
- 12.3.1. The following section strictly pertains to products or chemicals that can be considered Hazardous Materials, Dangerous Goods, or any material that requires special handling, specialty equipment and special storing requirements. This includes but not limited to Carcinogenic substances, products that produce heavier than air vapors that (oxygen displacement), corrosive materials and materials that require breathing apparatuses, etc... It is the responsibility of the Supplier to provide a SDS Sheet to TASUS at time of quotation and at time of PPAP submission or other agreed upon certification method. TASUS reserves the right to refuse any quotation that does not have an accompanied SDS sheet. TASUS reserves the right to reject any PPAP or certification submission that does not include an SDS sheet and TASUS may refuse any subsequent shipments until SDS documentation is provided. It is also the responsibility of the supplier to inform TASUS of and provide a copy of the SDS if any modifications are made to the SDS sheet.
- 12.3.2. IMDS
- 12.3.2.1. TASUS requires that all product requiring PPAP be accompanied with an IMDS. TASUS reserves the right to reject any PPAP or certification submission that does not include an IMDS sheet and TASUS may refuse any subsequent shipments until IMDS documentation is provided. It is also the responsibility of the supplier to inform TASUS of and provide a copy of the IMDS if any modifications are made to the IMDS sheet.

13. Notification of Discrepant Parts

- 13.1. Discrepant Parts Discovered by Supplier

Note: Revisions are noted in ~~strikethrough~~ or *italicized text*

Printed Copies are uncontrolled

Rev #: 003
Date: 07/31/2019

13.1.1. TASUS shall be notified immediately of any discrepant parts discovered by the supplier after parts have been shipped to TASUS. A deviation request may be required by TASUS at their discretion. It is the supplier's responsibility for any associated containment actions and shipment requirements.

13.2. Discrepant Parts Discovered at TASUS

13.2.1. If discrepant parts are discovered at TASUS during receiving inspection, in production, and/or discovered at TASUS customer. TASUS Quality Assurance will contact the supplier to discuss containment action and may subsequently issue a Supplier Quality Problem Report (QPR). Suppliers shall take the appropriate containment action responding in writing within twentyfour hours, conduct root cause analysis and develop a countermeasure to prevent recurrence based on timing requirements listed on the QPR.

13.3. Requirements

13.3.1. The supplier's quality system shall include written procedures for the acceptance and handling of returned parts, as well as, procedures to investigate and resolve the cause of the rejection.

13.3.2. The supplier shall use an 8D or similar systematic corrective action format to respond to TASUS corrective action requests. A formal request shall be made to the TASUS to request an extension if required. Suppliers are rated on accuracy, timeliness and effectiveness of these responses. In the event of repeat or multiple QPRs a supplier may be placed on Containment Activity until quality has been improved to an acceptable level.

13.4. Deviation Requests

13.4.1. If a supplier needs to request temporary approval to ship products failing to meet quality expectations a Deviation Requests must be submitted to TASUS Quality for approval prior to the shipment of products.

13.4.2. **Note: Every skid containing deviation related parts must be clearly identified.**

14. Disposition of Discrepant Parts

14.1. TASUS will notify the supplier for the disposition of discrepant parts and costs that may be associated with sort, rework, line stoppage and other related actions.

15. Lot Certification

15.1. If the supplier is issued a QPR TASUS may require the supplier to certify the next three (3) shipments of parts to TASUS. Certification requires 100% inspection of all

identified parts before shipment to TASUS. When 100% Certification is required the supplier shall tag each product container as directed by TASUS (*See 10.3*).

- 15.2. If a QPR is issued TASUS reserves the right to require certified stock until accepted corrective actions are put in place.

16. Supplier Performance / Scorecard Guidelines

- 16.1. TASUS is committed to clear communication of expectations and supplier performance. Each TASUS facility will provide suppliers with a score card quarterly at a minimum.

- 16.2. It is responsibility of the supplier to inform TASUS of the proper designee to receive the supplier score card at their facility.

- 16.3. APPEAL -If a supplier does not agree with the score they received, they are permitted to appeal their score within 30 days of issuance.

16.4. REVOCATION OF APPROVED SUPPLIER STATUS

- 16.4.1. Approved suppliers are expected to maintain high standings annually in supplier performance reviews of quality, responsiveness and delivery. “Approved Supplier Status” can be jeopardized if verified corrective actions are not taken within the specified time frames and/or:

- Quality problems and persist
- Supplier is placed on “underachiever” status through annual supplier performance
- Customer complaints are excessive
- Loss of process capability of key characteristics
- ISO9001 or IATF 16949 registrations are suspended
- Supplier is uncooperative or refuses to work with TASUS personnel
- Product recalls are necessary