Inteva Products, LLC
Supplier Requirements Manual

For use with
ISO/TS 16949:2009

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1 Scope

Inteva Products, LLC and its subsidiaries [herein "Inteva"] are committed to providing on-time quality products that meet our Customers’ needs and requires a commitment from our suppliers to provide the same.

ISO/TS 16949:2009 and this document define the fundamental quality system requirements for Inteva. The details stipulated within this document and the Technical Specification ISO/TS 16949:2009 are the minimum mandatory requirements for material, service suppliers and sub-suppliers (including bulk material suppliers) to Inteva or directly to Inteva’s Customers. These requirements shall be included in the scope of the supplier’s audit in order to be recognized as satisfying Inteva’s criteria for third-party certification by an IATF recognized and contracted certification body. Exceptions to any part of these requirements must be approved in writing by the respective Inteva Buyer. The US English language version of this document shall be the official version for purposes of third party registration. Any translations of this document will be for reference only. Copies of this document are available through the Inteva website (http://www.intevaproducts.com/suppliers_bsf.htm), on the Inteva Supplier Portal (https://www.plexus-online.com), or through the Inteva Buyer.

The purpose of this document is to communicate Inteva’s requirements with respect to the quality management system of those companies that supply materials and services to Inteva or directly to Inteva’s customer. Inteva Direct Ship suppliers providing material directly to an Inteva customer shall assure that all communications are conducted through an Inteva representative and not directly with Inteva’s customer.

Suppliers to Inteva shall:

a) Implement appropriate systems and controls to ensure the 100% on-time delivery of conforming, defect free products to Inteva.

b) Manage facilities, processes, quality systems and personnel to consistently and cost effectively produce products and furnish services that meet the needs of Inteva and its Customers.

c) Develop and implement a documented Quality System, including an Advanced Product Quality Planning process, in accordance with the requirements of ISO/TS 16949:2009 and the AIAG Advanced Product Quality Planning and Control Plan reference manuals in order to assure that all Inteva requirements are met.

d) Provide objective evidence that all supplied products and services satisfy AIAG Production Part Approval Process (PPAP) requirements including acceptable process capabilities for Special/Control Characteristics.
e) Utilize appropriate statistical techniques for on-going process control and improvement (as established in the AIAG Fundamental Statistical Process Control reference manual).

f) Continuously improve by reducing part-to-part variation and eliminating waste.

g) Conduct its operations to assure that all materials and services provided to Inteva meet or exceed all applicable environmental laws and regulations of the jurisdictions in which the supplier does business. Suppliers must meet the same requirements that our customers demand of us. Also, suppliers are strongly encouraged to install environmental systems in their facilities that are compliant to ISO 14001 or any local standards that equal or supersede ISO 14001, such as EMAS, BSI BS 7750, etc.

h) Comply with all applicable government statutes, regulations and standards relating to motor vehicle safety or emissions within the territories of use (e.g. US Federal Motor Vehicle Safety Standards (FMVSS), 49 USC 301, TREAD Act, European Union (EU) Directives on Product Safety).

i) Meet the requirements of Inteva with regard to the use, control and supply of returnable packaging. Suppliers are responsible for requesting any specific packaging documentation directly from Inteva, as required.

j) Are capable of receiving and sending EDI transactions (e.g., receiving releases, sending Advanced Shipping Notices).

k) Ensure that each manufacturing location, that provides material or services, has a registered DUNS number (through Dun & Bradstreet).

2 Normative Reference Documents

It is the supplier’s responsibility to ensure that they, and their suppliers, adhere to the requirements in the following AIAG publications/manuals which are available through www.aiag.org:

- Production Part Approval Process (PPAP)
- Advanced Product Quality Planning and Control Plan (APQP)
- Potential Failure Modes and Effects Analysis (FMEA)
- Measurement Systems Analysis (MSA)
- Fundamental Statistical Process Control (SPC)
- Special Process Assessments (CQI)

3 Terms and Definitions

Where inconsistent terminology exists between ISO/TS 16949:2009 and this document, this document shall take precedence. Otherwise the definitions from ISO/TS 16949:2009 apply to this document.
• Automotive Industry Action Group: AIAG – responsible for global quality standards development and harmonized business practices within the automotive industry.

• Defective Material Notice (DMN): An Inteva tracked supplier performance issue (quality, delivery, engineering, Customer satisfaction, etc.) manually documented in a report and emailed to the supplier. A DMN will be issued to suppliers not utilizing the Inteva Supplier Portal.

• Data Universal Numbering System Number: DUNS Number - A nine-digit number assigned and maintained by Dun and Bradstreet (http://www.dnb.com/) to identify unique business establishments. DUNS numbers are assigned worldwide and include US, Canadian, and international organizations.

• Error Proofing (also referred to as poka-yoke) - a method used to identify potential process errors and either design them out of the product or process, or eliminate the possibility that the error could produce a defect.

• Family Parts - These are groups of parts processed on the same production line, using the same control plan, PFMEA and process equipment. The parts differ only in end item value. PPAP for the “family” is approved by using the extreme values to the “family” specification to define the “family” boundary.

• Electronic Data Interchange: EDI - is the structured transmission of data between organizations by electronic means.

• First Time Quality: FTQ - a measure of the number of pieces rejected in a manufacturing process versus the total number of pieces attempted. First Time Quality can be measured at any step in the manufacturing process where parts are rejected. First Time Quality is reported in parts per million (PPM) defective.

• International Material Data System: IMDS - is a collective, computer-based material data system used to manage environmentally relevant aspects of the different parts used in vehicles. It has been adopted as the global standard for reporting material content in the automotive industry.

• Material - all production parts, commodities, and assemblies purchased from a supplier that become a physical part of an Inteva product.

• Problem Case: PC – An Inteva tracked supplier quality performance issue documented in the Inteva Supplier Portal (https://www.plexus-online.com).

• Pre-Production / Pilot parts – supplier provided (non-saleable) materials/parts to Inteva that, through validation activities, are used to verify manufacturing and assembly tooling and processes (e.g., trials, fit and finish, minor testing, etc.).

• Run @ Rate - A capacity verification methodology to demonstrate that a supplier can meet the capacity planning volume requirements as defined in the Purchasing Request for Quote (RFQ).
• Services – all heat-treating, welding, painting, plating, coating or other finishing applications purchased from a supplier.
• Supplier - Providers of materials or services directly to, or behalf of, Inteva.

4 Quality Management System

4.1 General Requirements

Current and potential suppliers to Inteva must meet the following minimum quality system requirements: certification to ISO 9001:2008 by an accredited third-party certification body and a formal plan in place to demonstrate conformity to ISO/TS 16949:2009 utilizing an accredited third-party certification body. Certification to ISO/TS 16949:2009 is preferred. Any deviations from this quality certification requirement will require the approval of the Inteva Executive Director of Quality and the Inteva Vice President of Supply Chain Management, or their Director-level designees. It is the responsibility of distributors or non-manufacturing suppliers on contract with Inteva to ensure that their suppliers are certified to either ISO9001: 2008 or ISO/TS 16949:2009. Suppliers are required to immediately notify all Inteva receiving sites, and their Buyer, if their Registrar revokes their certificate, places them on probation, or institutes any other change in their certificates status.

Suppliers shall provide their valid quality management certificate to Inteva. Suppliers utilizing the Inteva Supplier Portal (https://www.plexus-online.com) shall upload them directly to the Inteva Supplier Portal. Suppliers not utilizing the Inteva Supplier Portal are to send them to their Inteva Buyer. Supplier certificates should be in English or include an accurate English translation on the certificate. Suppliers are responsible for the information on their certificate and that this information matches the contract with Inteva.

Comments or questions regarding the Inteva Supplier Requirements Manual may be directed to the appropriate Inteva Buyer, Inteva Plant Quality Engineer, or Corporate Supplier Quality contact.

4.2.4 Control of Records

Suppliers are required to maintain Production Part Approval Process (PPAP) packages, continuous conformance records, tooling records, traceability records, engineering records, purchase orders and amendments for the length of time that the material or service is active for production and service requirements plus one calendar year or a minimum of 10 years whichever is longer, unless otherwise specified by Inteva. Corrective Action records are to be retained for 5 years. Quality performance records
such as control charts and inspection and test results are retained for 10 years. Records for internal quality audits and management review shall be retained for 3 years.

The above does not supersede any regulatory requirements. The above time periods are considered “minimum”.

5

Management Responsibility

5.5.2.1 Customer Representative

The supplier shall have at least one representative and one back up (preferred) that can assure that Inteva's Supplier Requirements Manual is understood and followed. All international contacts shall be proficient in reading, writing, and speaking English.

The supplier shall communicate the following to their Inteva Buyer:

- Change of Ownership
- The DUNS number for each manufacturing location that provides materials or services to an Inteva location
- Union affiliation and contract expiration - If the supplier is unionized, they shall provide their Inteva Buyer with information for Union affiliation and contract expiration dates. Suppliers are expected to manage situations with their union and notify all Inteva receiving sites and the Inteva Buyer of pending issues that could impact delivery.
- Supplier Contacts – Supplier to provide the contact names, phone numbers, and email addresses for:
  - CEO/President
  - Plant Manager
  - Quality Manager
  - Non-Conformance Recipient (responsible for the PC / DMN)
  - Sales Manager
  - Logistics Manager
  - 24-Hour / Emergency Contact

For Inteva suppliers having access to the Inteva Supplier Portal (https://www.plexus-online.com), enter the information in the Supplier Contacts folder.
6 Resource Management

6.3.2 Contingency Plans

The supplier shall prepare contingency plans to satisfy Inteva requirements in the event of an emergency such as utility interruptions, labor shortages and key equipment failure and field returns. When the supplier knows in advance of an impending production interruption, the supplier shall notify all Inteva receiving sites and the Inteva Buyer at least 24 hours, if possible, before that interruption. The nature of the problem shall be communicated with the immediate actions taken to assure supply of product. Production interruptions may include (but are not limited to) natural disasters, political unrest, war, capacity issues, quality issues, labor strikes or other events that prevent the supplier from meeting the specified capacity volumes or from performing/submitting any APQP event or task that would impact program launch or timing (example: Run @Rate or PPAP). The supplier is required to advise Inteva of the plan for recovery and work toward minimizing its effect on the Inteva plant. Upon request, the supplier shall provide their contingency plans to Inteva.

7 Product Realization

7.1 Planning of Product Realization

Suppliers are required to generate an Advanced Product Quality Plan in accordance with the AIAG APQP reference manual for review by Inteva. For reporting of APQP status, suppliers shall utilize the forms identified or approved by the responsible personnel at Inteva. This plan shall include, but is not limited to:

a) Notification of risks that affect product integrity or the project plan.
b) Implementation of error-proofing (poka-yoke) to achieve zero defects.
c) Identification of changes needed to product or process specifications.

Data driven techniques should also be used during the process design, verification, and validation phases of the APQP process in order to prevent product and process problems. These data driven tools and techniques include but are not limited to: Failure Mode and Effects Analysis (FMEA), Measurement System Analysis (MSA), Statistical Process Control (SPC), and Design of Experiments (DOE).

Product design responsible suppliers must use reliability methods during the product design, verification, and validation phases of the APQP process in order to assure the robustness and durability of their product design for the intended application or as specified by Inteva.
7.1.4  Change Control

Inteva’s PPAP notification and submission requirements are clearly outlined in the latest edition of the AIAG PPAP manual. Suppliers to Inteva are not to implement a change to a product, or to the process used to produce a product, that has been previously PPAP approved by Inteva without first receiving written authorization from Inteva. Examples of such changes include, but are not limited to: tool moves, product and/or process changes at the supplier, or sub-supplier, that affect Customer requirements (fit/form/function), use of other material than was used in the previously approved part or product, etc. Any such change implemented without prior written authorization from Inteva constitutes a breach of Inteva’s Purchase Order Terms and Conditions and is a serious breach of standard automotive practices. Suppliers who do not adhere to this requirement will be held responsible for all damages, losses and liabilities attributable to any unapproved change made by you or one of your suppliers (ex. Customer rejections, Customer line stoppage penalty fees, field failures costs, warranty expense). Suppliers who implement unauthorized product and/or process changes will be placed immediately on Controlled Shipping Level 2 (CS2) and may be placed on New Business Hold.

If the supplier desires to implement a product and/or process change, the supplier submits a Supplier Change Request (SCR) form to Inteva. If the request to implement the change is approved, the SCR form will be updated by the proper personnel at Inteva to identify the actions to be taken by the supplier. Once the requirements identified on the SCR have been approved, Inteva will grant the supplier written authorization (examples: approved PPAP, PTR, etc.) to ship the product to Inteva.

Directions for completing and submitting the SCR are identified in the SCR file under the “Instructions” tab.

For suppliers utilizing the Inteva Supplier Portal (https://www.plexus-online.com), the SCR file (instructions and form) is available for download in the “Inteva Supplier Information” folder.

For suppliers not utilizing the Inteva Supplier Portal, the SCR file (instructions and form) is available for download at: http://www.intevaproducts.com/suppliers_bsf.htm.

The supplier shall retain approved change requests, for the life of the program. Initial shipments of new or revised material will be appropriately labeled with the change level until notified by Inteva Plant Quality or Logistics, that all superseded materials have been cleared from the supply chain.
7.2.1 Determination of requirements related to the product

Product Safety Regulation
Suppliers must comply with the TREAD Act (Transportation Recall Enhancement Accountability and Documentation,) EU Directives on Product Safety and any other country product safety regulation. In the event a supplier determines or suspects a product safety non-conformance, they are to call their Inteva Buyer and request contact information for the appropriate personnel.

ISO/IEC 15504 (Automotive SPICE™)
ISO/IEC 15504 (Automotive SPICE™) assesses software development, support, management and system process capabilities. Whenever an Inteva Customer requires it, suppliers and sub-suppliers to Inteva which develop and supply electronic and software systems, shall be compliant to the latest version of the ISO/IEC 15504 (Automotive SPICE™) standard (compliancy is also a prerequisite to award of new business with Inteva). Compliancy must be verifiable through an on-site assessment (performed by either Inteva or a third party - both at no cost impact to Inteva).

For each new program, assessment protocol will be defined by Inteva according to the latest version of ISO/IEC 15504 (Automotive SPICE™), and must be followed by the supplier. For the processes assessed, the electronic and software systems suppliers’ must comply with the process capability indicator level required by Inteva (Level 3 “Established Process” is Inteva’s default requirement). Suppliers who do not meet Inteva’s process capability level requirement must implement effective and timely corrective actions to achieve the required process capability level by Inteva.

http://www.automotivespice.com
http://www.intacs.info
http://www.vda-qmc.de/software-prozesse

Original Equipment Manufacturer (OEM) Customer Specific Requirements
Suppliers of materials and services to Inteva are required to comply with all applicable end user, OEM – Customer Specific Requirements. It is the supplier’s responsibility to locate the applicable end user, OEM – Customer Specific Requirements. A list of certain OEM Customer Specific Requirements can be found at the following link:
http://www.iatfglobaloversight.org/default.aspx

7.2.1.1 Customer designated Special Characteristics

Special Characteristics are product or process characteristics that affect safety or compliance with regulations, fit, function, performance or subsequent processing of product. In accordance with the requirements of ISO/TS 16949:2009, Special
Characteristics shall be specifically addressed in the supplier’s PFMEA, Control Plans, Process Flows, Work Instructions and all other associated documents. Suppliers may be required to provide capability results according to a schedule defined by Inteva. Suppliers shall implement process controls for Special Characteristics and to identify “internal” Special Characteristics. NOTE: “internal” Special Characteristics are Special Characteristics the supplier has identified because they are important to predict process stability. Suppliers are responsible for ensuring that relevant Special Characteristics are explained, understood and controlled by their sub-suppliers.

**Suppliers are required to meet the following for all Special Characteristics:**

**Initial Process Study Capability Index (Ppk, Cpk):**
- Index $\geq 1.67$ for Key Characteristics (as required in the 4th edition of the AIAG PPAP manual)
- Index $\geq 2.00$ for Safety/Regulatory Characteristics (Inteva specific requirement)

**Long Term Process Capability Index (Cpk):**
- Cpk $\geq 1.33$ for Key Characteristics (Inteva specific requirement)
- Cpk $\geq 1.67$ for Safety/Regulatory Characteristics (Inteva specific requirement)

In addition to these capability requirements, the processes must be in statistical control and the quality characteristic must be normally distributed.

In cases where the supplier does not meet these process capability requirements, the supplier shall implement corrective actions and containment to ensure that defective material does not escape the supplier’s process. Containment must continue until capability is achieved. Exceptions to these process capability requirements will be communicated to the supplier by Inteva. If these exceptions come from Inteva’s OEM Customers, they will supersede Inteva’s requirements.

Any exceptions to Inteva’s process capability requirements will be handled on a case by case basis and must be approved by Inteva.

7.2.2.2 **Manufacturing Feasibility**

A systematic review of a supplier’s manufacturing process that includes a verification of production capacity compared to volume requirements may be conducted at the supplier’s facility. The timing for this evaluation may be prior to or following, the AIAG PPAP submission. This process may be an Inteva or Inteva customer specified process (example: Run at Rate - R@R, Process Sign Off - PSO, etc.). Materials from pre-PPAP runs require 100% product validation to Customer requirements before shipment.
7.2.3 Customer Communication

Data Transmission
During the request for quote response, the supplier will verify EDI capability with Inteva. The Inteva Buyer will assist in the coordination of the definition of these requirements. All communications/documents shall be in English, unless there is prior agreement.

Supplier Portal
Suppliers on the Inteva Supplier Portal (https://www.plexus-online.com) shall access the following applications: non-conformance system for Problem Case and Cost Recovery communication, supplier certification tracking, and supplier contact information. Suppliers are responsible to have the appropriate hardware and software needed to utilize the applications within the Supplier Portal. Suppliers can request access to the Portal by emailing supplierquality@intevaproducts.com and providing their company name, DUNS Number, and the email address for the quality contact at the supplier. The supplier will be issued a User ID, Password, and Company Code to access the Inteva Supplier Portal.

Suppliers not using the Inteva Supplier Portal are to contact their Inteva Buyer for information on quality and delivery performance. These suppliers will be notified when the Inteva plant they are supplying will begin to utilize the Inteva Supplier Portal and appropriate training will be provided.

Customs: North American Free Trade Agreement (NAFTA)
For customs matters related to NAFTA, Inteva contact for North America: Larry Durkop, Customs Manager - email: ldurkop@intevaproducts.com - phone: 248-581-3511 or 956-455-4393

Customs: Cross Border and International Shipments
In connection with supplier's obligation to provide commercial invoice documentation and other shipping documentation for cross border and international shipments, suppliers should direct such paperwork to Inteva's selected Customs brokers in the identified region:

NA – US Fed Ex Trade Networks: 248-581-3424 / imo.customs@sp.intevaproducts.com
NA – MX Broker is Port-Dependant: 248-581-3423 / imo.customs@sp.intevaproducts.com
NA – CA Fed Ex Trade Networks: 248-581-3424 / imo.customs@sp.intevaproducts.com

Suppliers shall provide Certificates of Origin and Manufacturers Affidavit as specified in the Inteva shipping requirements.
7.2.3.1 Customer Communication - Supplemental

Product Expectations
Suppliers should have the capability to receive and utilize electronic drawing file formats. 3D CAD files and 2D files will be electronically exchanged with suppliers through our secure site, http://www.intevaproductssuppliers.com. Inteva’s goal is to maintain data integrity; therefore, Inteva product design department’s 3D CAD data and drawings exchange with suppliers will be in the native Inteva CAD format. Exceptions are at Inteva’s discretion only and should be approved prior to business award and acceptance. Suppliers are strongly encouraged to have available for their use the equipment and software necessary to nurture a long-term relationship with Inteva. In the Request for Quote (RFQ), Inteva will indicate the native 3D CAD format of the design, as Inteva uses multiple CAD formats depending upon Inteva's customer requirements.

7.3.6.2 Prototype Program

The supplier shall be responsible for the quality of the materials and services it produces, including any subcontracted services, and for sub-suppliers directed by Inteva. Prototype requirements shall be documented through Inteva Engineering or Inteva Purchasing for that specific program.

The supplier shall request confirmation of the need for prototype Process Flow Diagram, FMEA, and Control Plan from Inteva Engineering or Supplier Quality.

Delivery date(s) for prototype components shall be established by Inteva and noted on the purchase order. The delivery date(s) reflect the date(s) parts are to be received at Inteva’s docks.

All prototype components and shipments shall be identified as prescribed in any relevant documents provided by the receiving Inteva location regarding its Prototype Procedure.

The supplier shall submit inspection reports with sample delivery as required by the Inteva receiving location’s Prototype requirements.

If review of the inspection report indicates that the parts do not agree with the drawing or examination of the parts discloses an unsatisfactory condition not covered by the report, it shall be the supplier’s responsibility to resolve all discrepancies with the Inteva Product Design Engineer. The supplier needs to communicate the discrepancy in writing to the Inteva Buyer and Inteva Supplier Quality contact.
If resolution of the discrepancy results in a tooling, material or process change, the supplier will correct the situation (at the supplier’s expense) and resubmit an inspection report on the conforming parts. The supplier needs to communicate the resolution plan in writing to the Inteva Buyer and Inteva Supplier Quality contact.

7.3.6.3 Product Approval Process

Pre-Production / Pilot Requirements
Suppliers shall meet Inteva’s Pre-Production/Pilot Part requirements. These requirements will be documented by Inteva via the Pre-Sourcing Meeting or other formal communication. Required documentation (e.g., Control Plans) must be kept current.

Suppliers are expected to clearly identify Pre-Production or Pilot parts to ensure that the Inteva receiving site does not mix such material with “regular” production material. Suppliers are also expected to work closely with Inteva plant Logistics personnel to minimize unnecessary obsolescence.

Labeling must be done per Inteva receiving site requirements and shall be differentiated from regular production shipping labels, unless the parts are already PPAP approved. In particular, the Supplier Identification, Part Number, Engineering Level, and Quantity must be clearly displayed on the part-packaging label to ensure easy, visible segregation of containers/parts.

In addition, a brightly colored sheet of paper, must be attached to all sides of the container or material, stating “Pre-Production/ Pilot Parts”.

Production Part Approval Process (PPAP)
The supplier shall comply with the AIAG PPAP manual unless otherwise specified by Inteva Supplier Quality or the receiving site Quality department. Level 3 PPAP is the default submission level unless otherwise agreed upon by Supplier Quality or the receiving site Quality department. At a minimum, supplier PPAP packages shall include all component (internal and sub-supplier) Part Submission Warrants (PSWs) and may require additional PPAP documentation as per Supplier Quality or the receiving site Quality department.

PPAPs shall be submitted to each Inteva receiving site Quality department and any associated PPAP sample parts shall be clearly labeled as such. The supplier must identify the samples in some manner (ex: number or tag each part) which allow proper identification.
Full or interim approved PPAP is required prior to shipping material to Inteva for production. Any production shipments received by Inteva prior to obtaining this approval will be rejected. Any exceptions must be documented and approved by Inteva.

7.4.1 Purchasing Process

Social Accountability 8000 (SA8000)
Current and potential suppliers to Inteva shall be compliant to the latest version of the “Social Accountability 8000” international standard. SA8000 is an international certification system that assesses, monitors and influences the social accountability of companies. Companies that comply with SA8000 have adopted policies and procedures that protect the basic human rights of workers. Inteva will not continue its’ business relationship with current suppliers who are not compliant to the SA8000 standard, nor will it start any business with potential suppliers who do not provide this compliance confirmation in advance. The SA8000 standard can be accessed at: http://www.sa-intl.org.

Minority Business Enterprises (MBE) and Women Business Enterprises (WBE) Certifications
All United States certified Minority Business Enterprises (MBE) and Women Business Enterprises (WBE) are required to submit their initial and renewal certifications to the Inteva Purchasing Department within 10 days of receiving them from the National Minority Supplier Development Council (NMSDC) or one of their affiliates.

Supplier Capability Assessment (SCA)
Prior to Purchase Order issuance, Inteva may conduct a Supplier Capability Assessment (SCA) at potential or current material and service suppliers to Inteva. The SCA is a cross functional assessment that is conducted as part of Inteva’s supplier evaluation process. Results of the SCA determine if the supplier meets Inteva’s fundamental requirements in key areas such as, but not limited to: financial viability, quality system, process capability, program management, etc.

Pre-Sourcing Meeting
A Pre-Sourcing Meeting for current and potential suppliers offering new products or services shall be required prior to Purchase Order issuance. Technical, quality, manufacturing, engineering, purchasing, delivery, and business issues shall be reviewed during this meeting to provide the supplier with a thorough understanding of Inteva requirements. Purchasing shall schedule the meeting and include cross-functional membership as appropriate. Suppliers shall meet all requirements agreed to at the Pre-Sourcing Meeting as a condition of business award. Agreements shall be documented by the Inteva Buyer in the Pre-Sourcing Meeting minutes and formally concurred with a signature on the Supplier Pre-Sourcing Meeting Checklist.
7.4.1.1 Regulatory Conformity

Material Expectations
Suppliers will provide samples, testing, environmental and MSDS (Material Safety Data Sheet) information in the timeframe requested. MSDS is required for bulk or raw materials. MSDS is also required for any rust preventative, grease, lubricating oil, or other chemical that is on a part or assembly provided to Inteva.

Suppliers should be able to provide same material on a global basis, if requested.

Substances of Concern and Recycled Content:
Global legal requirements and customer specifications create the need for material content and substance disclosure regarding all parts and raw materials that become part of an Inteva saleable product. Liability rests with the supplier in the event of the components being supplied to Inteva do not conform to the relevant statutory requirements. Any and all costs incurred in such instances will have to be borne to their full extent by the supplier, not by Inteva.

As part of the PPAP, or for other reasons as specified by Inteva, the supplier must declare all substances and materials in the parts or raw materials supplied to Inteva. Reporting directly into IMDS, the IMDS recipient screen must include Inteva’s part number, part description, revision level and revision date as well as the supplier’s manufacturing site DUNS number. The supplier shall release all completed IMDS data sheets to Inteva using either IMDS parent code 75559 or 13110, based on direction from the Inteva Buyer.

- International Material Data System - IMDS: http://www.mdsystem.com

All suppliers to Inteva shall be compliant to the following regulatory standards, as applicable:

- Restriction of Hazardous Substances - RoHS: http://www.rohs.gov.uk/

7.4.3.1 Incoming Product Quality

Inteva suppliers are responsible for the control and continuous improvement efforts of its suppliers. Inteva reserves the right to visit sub-suppliers to assure that the materials and services conform to specified requirements. These visits may involve customers or an approved 3rd party representative of Inteva.
Inteva suppliers shall require their suppliers of production goods and services to conform to the requirements specified herein and must implement and document appropriate controls. Suppliers to Inteva must select their suppliers based on Inteva’s expectation of zero defects, and on their capability to continually maintain robust processes throughout the life of the product.

### 7.4.3.2 Supplier Monitoring

For suppliers utilizing the Inteva Supplier Portal ([https://www.plexus-online.com](https://www.plexus-online.com)), the Inteva Scorecard provides on-going assessment of quality and delivery performance for: number of problem cases (quality, delivery, packaging / dunnage, and customer satisfaction), number of nonconforming parts, number of repeat problems, instances of controlled shipping, number of customer impact cases and number of major disruptions. Suppliers should review their scorecard, ensure action plans are developed as applicable, and contact their Inteva Buyer with questions regarding their scores. Scorecard categories and point allocations, shown below, are calculated into an overall quality score for the supplier, for which 100 is a perfect score.

<table>
<thead>
<tr>
<th>Category</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Problem Cases</td>
<td>20</td>
</tr>
<tr>
<td>Non-Conforming Quantity</td>
<td>15</td>
</tr>
<tr>
<td>Number of Repeat Problems</td>
<td>10</td>
</tr>
<tr>
<td>Controlled Shipping Level</td>
<td>5</td>
</tr>
<tr>
<td>Number of Customer Impacted Problem Cases</td>
<td>0</td>
</tr>
<tr>
<td>Major Disruption Spill Problem Cases</td>
<td>N/A</td>
</tr>
<tr>
<td>Major Disruption Shortage Problem Cases</td>
<td>N/A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category</th>
<th>20 points</th>
<th>15 points</th>
<th>10 points</th>
<th>5 points</th>
<th>0 points</th>
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For suppliers not utilizing the Inteva Supplier Portal, please contact the Inteva Buyer to obtain your performance information regarding: PPM’s, Number of Incidences and On-Time Delivery Percentage.

Inteva utilizes a four step, Supplier Incoming Quality Escalation (SIQE) process, to resolve supplier performance issues (ex: quality, delivery, customer satisfaction, etc.). Inteva’s goal is to resolve all supplier performance issues in Step #1.

**Step #1: Non-Conformance Communication (NCC):** occurs when a reported nonconformance (PC: Problem Case or DMN: Defective Material Notice) is issued after an Inteva receiving site identifies material or service that fails to
conform to applicable quality and delivery specifications, or when the supplier fails to meet Inteva requirements as identified in the SRM. Once a PC/DMN is issued, suppliers are expected to comply with SRM Section 8.5.2 Corrective Action and any other requirements as identified by the PC/DMN owner.

NOTE: If the issue has the potential for significant impact to Inteva/Inteva’s Customer or Inteva determines that the supplier is not being responsive at any time in the SIQE process, immediate escalation to a higher step will occur.

**Step #2: Supplier Performance Review (SPR):** A SPR is an Inteva Plant Quality led process that addresses the supplier performance issue(s) not resolved in Step #1. The Plant Manager, from the supplier’s plant that is involved in the performance issue, is required to be the supplier’s SPR spokesperson.

**Step #3: Regional Management Review (RMR):** The RMR is a process led by the respective Inteva Regional Corporate Supplier Quality Manager which addresses the supplier performance issue(s) not resolved in either Step #1 or #2. A representative from the supplier’s Corporate Quality function (or equivalent) is required to be the supplier’s RMR spokesperson.

**Step #4: Corporate Director Review (CDR):** The CDR is a process led by the Inteva Director of Supplier Quality. The CDR addresses the performance issue(s) not resolved in any of the previous SIQE Steps. The suppliers CEO (or equivalent) is required to be the supplier’s CDR spokesperson.

While in the CDR step, the supplier may be prohibited from bidding on new business and/or may be in jeopardy of losing current business. (Note: New Business Hold can occur at any point in the SIQE process).

Suppliers who do not show improvement within a timeframe defined by the Inteva Senior Management personnel are automatically placed on New Business Hold. Suppliers will be formally notified by their Inteva Buyer when they are placed on, or removed from, New Business Hold. Suppliers are required to notify their Registrar within 5 working days of being placed on New Business Hold.

For ongoing supplier performance issues or for issues that reflect a gross negligence in effectiveness of the supplier’s quality system, Inteva may contact the supplier’s Registrar and request the supplier be placed on probation.
7.5.1.1  **Failure Mode and Effects Analysis (FMEAS) and Control Plans**

Design and process controls shall focus on prevention rather than detection and correction. Special attention shall be placed on the identification of input control characteristics rather than the post processing inspection and containment.

7.5.1.6  **Production Scheduling**

For supplier locations utilizing the Inteva Supplier Portal (https://www.plexus-online.com) routing instructions will be provided by Inteva for all suppliers who ship under Inteva paid freight terms.

All shipments shall be made by normal mode at the prescribed ship window time on the Inteva authorized carrier, unless otherwise specified by Inteva.

The supplier will pay for supplier caused premium transportation. Suppliers will use authorized carriers for all modes of transportation, including supplier fault premium transportation. Excess transportation costs incurred, as a result of using incorrect carriers, will be debited from the supplier's account and corrective action taken in the form of a Problem Case.

International shipments must meet Inteva and country specifications. The supplier shall generate advanced forwarder information and customs documentation per customs regulations and to specifications. Inteva suppliers shall electronically receive ship authorizations, schedules and forecasts, and send ASNs at the time of shipment.

Suppliers who fail to provide valid, timely, and accurate ASNs may be subject to a cost recovery by the receiving Inteva location and will be expected to participate in the non-conformance process on the Inteva Supplier Portal (https://www.plexus-online.com). Inteva expects ASNs to be sent a maximum of 30 minutes after the shipment leaves the dock.

Fabrication Authorization terms will be 2 weeks and Material Authorization will be 2 additional weeks for a total of 4 weeks. All information beyond 4 weeks is for planning purposes only. Exceptions to these terms shall be agreed upon during the quoting process and documented in the purchase agreements.

Inteva will establish the shipping frequency for all production material. Supplier shall ship to the exact quantities, dates, and times specified on the release: over, under, early or late shipments and freedom of the week delivery will not be accepted. All Inteva schedules shall be in standard pack quantities in the smallest approved standard pack
container. Suppliers shall have shipping capability that matches the Inteva receiving plant’s normal production schedule.

If, for any reason, the supplier is unable to meet the schedules communicated, it is the responsibility of the supplier to notify Inteva plant Logistics personnel immediately and receive authorization for the under-shipment. Suppliers will make up all under-shipments via supplier paid premium transportation that is scheduled by the supplier to meet the originally scheduled destination window.

If Inteva’s and/or its customer’s production is interrupted by the failure of the supplier to deliver contracted goods within the terms of the contract, all costs that are incurred by Inteva and/or its customers will be the sole responsibility of the supplier and corrective action taken in the form of a Problem Case.

The scheduling lead-time will be quoted in business days and should quantify the time from receipt of order to ship availability. Steady state lead-time (when schedule and/or forecast are routinely available) is 10 business days or less. Exceptions to this lead-time requirement must be approved by the Inteva Buyer, and must be documented in the purchase agreement.

Suppliers not using the Inteva Supplier Portal shall provide 100% conformance to the delivery requirements as specified by the Inteva receiving site. Costs incurred by Inteva as a result of a delivery non-conformance caused by a supplier shall be the responsibility of the supplier.

Upon request, suppliers shall submit corrective action plans for delivery non-conformances.

For further information on Delivery and EDI requirements, refer to the applicable specifications located on the Inteva Products website at: http://www.intevaprodu cts.com/suppliers_bsf.htm.

7.5.3 Identification & Traceability

For supplier locations utilizing the Inteva Supplier Portal (https://www.plexus-online.com), reference the North American Label Specifications and European Label Specifications. Materials shall be identified in compliance with Inteva Shipping/Parts Identification Label Standard. A sample or facsimile of your label shall be provided with PPAP. Shipping containers shall be identified with the material's appropriate "COUNTRY OF ORIGIN". Containers must be identified with their own country of origin.
A legible packing slip shall be affixed next to the master label when skid packed and next to the container label if the shipment is a single container.

- Master packing lists are required for each supplier shipment, with individual packing lists on each skid listing the materials on that particular skid.
- Master and skid packing lists must be identified with the word “Master” or “Skid” Packing list.

Each packing slip (both master and individual skid) shall contain the following information: supplier number, Inteva part/material number/revision, number of containers/skids per part number, unit of measure for the material, total quantity, PO number or release number for each part number, unique load identifier (i.e. bill of lading number and must be the same as the Advanced Shipping Notice (ASN) identifier, including any special characters), bill of lading number will be bar-coded on each packing list, carrier PRO Number, Standard Carrier Alpha Codes (SCAC), quantity per pack weight of shipment deliver to location.

Invoice number (if different from BOL number), pull signal or Kanban numbers included for each part number.

For suppliers not utilizing the Inteva Supplier Portal, each container, rack, box, or pallet of material shipped to Inteva shall be identified as instructed by the Inteva receiving site. Returnable containers shall be permanently marked with the company name of ownership. Unique requirements will be identified and documented by Inteva at the Pre-Sourcing Meeting or other formal communication.

Label must follow the European or American standard (ODETTE/VDA/AIAG) in terms of format and required fields. All the information on the part-packaging label must be clearly legible in both human readable and bar coded form. Supplier must guarantee the readability of the bar-codes.

Identification shall permit traceability back to the specific supplier raw material lot numbers, as well as the manufacturing, inspection and test records. The supplier should also be able to trace where products made under similar conditions (same raw material lot, same manufacturing line/batch, etc.) were shipped. Sequence of batches must be identified on the packaging label by either a date code or batch/lot number. Safety related identification criteria shall conform to all government regulatory and Inteva requirements. No exceptions to this requirement shall be permitted unless acknowledged in writing by Inteva.
7.5.4.1 Customer Owned Production Tooling

Inteva sourced tooling (dies, patterns, molds, special tooling) and gauging shall be permanently marked with an asset tag that includes a unique serial number and company name so that the ownership of each item can be easily identified. Upon request, the supplier shall furnish a tool inventory list of all Inteva sourced tools (active and inactive). The tool inventory may contain the following information for each Inteva sourced tool: tool number, tool type, tool part number(s), current tool revision, description, customer, date parts last ordered, physical address / location of tool, quantity of parts produced from tool, remaining tool life, previous part number if tool has been changed to produce a new part number and legal owner of tool. Inteva will determine the disposition of all Inteva sourced tooling/gauging and such disposition will be formally communicated to the supplier by Inteva. No Inteva sourced tooling/gauging shall be sold or consigned to another entity without proper notification and written consent from Inteva.

All tooling manufactured for or on behalf of Inteva shall be to the specifications stated in the “Inteva Tooling Manual”.

As a part of the PPAP submission, supplier shall provide photographic evidence of the asset tag permanently affixed to the tool(s) and gauge(s). Additional photographic evidence shall be provided that shows the entire tool(s) and gauge(s). Upon request from Inteva, the supplier shall provide reproducible tooling prints for existing tools. The supplier shall establish preventive/predictive maintenance procedures on all tooling. Evidence of procedure execution shall be made available upon request.

7.5.5 Preservation of Product

Suppliers utilizing the Inteva Supplier Portal (https://www.plexus-online.com) shall provide packaging in accordance with the Inteva Products LLC Global Packaging and Shipping Manual. Copies of this document are available in the Inteva Supplier Portal and through the Inteva Buyer or Inteva Supplier Quality contact. Any deviation from the guideline shall be directed to the Inteva Supplier Quality contact and approved by an Inteva Packaging Engineer. The supplier is responsible for maintaining up to date Supplier Packaging Information (SPI) forms.

Suppliers not utilizing the Inteva Supplier Portal shall ensure their products are transported in a manner that prevents damage or deterioration to the product. Suppliers shall maintain documentation detailing proper packaging, cleanliness level, and storage and shipping instructions of its products. These instructions must conform to the Inteva receiving site requirements.
7.6.1 Measurement System Analysis (MSA)

Measurement devices not meeting the MSA acceptance requirement as determined by the Inteva receiving site, shall have:

- An action plan to correct the nonconformance
- Containment, such as 100% inspection, or an alternative means of measurement as agreed to by the Inteva receiving site

8 Measurement, Analysis and Improvement

8.2.2 Internal Audit

For multi-site suppliers, any nonconformance found in Registrar audits and internal audits shall be summarized and communicated to each of the supplier’s sites. The local management representative at each site shall evaluate the need to implement a similar corrective action.

8.2.2.2 Manufacturing Process Audits

Suppliers to Inteva shall audit each of their manufacturing processes to determine compliance and effectiveness. Suppliers are to utilize a layered audit approach, where personnel from all functions utilize a defined list of questions to examine products and processes. Auditors of the processes shall be qualified to assess and evaluate the particular process type. The audit summary shall document the supplier’s findings and actions taken. Inteva may request to review the audit records. In addition, the supplier shall allow Inteva, an approved 3rd party representative, or our Customers into their facility to audit the manufacturing processes.

8.2.2.3 Product Audit

Inteva requires its’ suppliers to develop and implement an Early Production Containment (EPC) plan. The main purpose of EPC is to contain defects within the supplier’s facilities and to allow the supplier to implement appropriate corrective actions to prevent defects from reaching Inteva or Inteva’s customers. The EPC is utilized for all pre-production builds and production requirements that require the AIAG PPAP. The EPC duration continues until 90 days, or a minimum of 3,000 pieces (whichever is longer) after full PPAP approval. All products produced during the EPC timeframe shall be subjected to the EPC plan.
At a minimum, the EPC plan shall include:

- Usage of a Pre-Launch Control Plan (PLCP) which is to be developed during the Advanced Product Quality Planning (APQP) process and is in accordance with the latest edition of the Advanced Product Quality Planning and Control Plan (APQP) reference manual (copies of the PLCP shall be provided to Inteva upon request). The PLCP is not a substitute for the Production Control Plan (PCP); it is a significant enhancement to the PCP and is used to validate the PCP. The PLCP shall include the following:
  - Special characteristics verified 100%
  - Increased frequency/sample size of receiving, process and/or shipping inspections, including labeling accuracy
  - Increased audits, verifying error proofing devices and key manufacturing quality fundamentals such as standard work, material handling, adherence to established quality practices
  - Addition of inspection/control items and functional testing
  - Statistical evaluations
  - Attaching a green circular sticker (or equivalent) to each container label that is signed and dated by the designated staff person. The green dot should have a diameter of 1.25 to 2 inches (3 to 5 centimeters) or as defined by receiving site instructions. Note: If any containers reach Inteva that do not meet these criteria, the container(s) in question are subject to rejection and sorting by the Inteva plant.
  - Mandated sub-supplier containment and/or sub-supplier audits
  - A designated staff person who is responsible for ensuring the effectiveness of the suppliers’ EPC process.
  - EPC stations must be off line, separate and independent from the normal manufacturing/assembly process flow.
  - Personnel trained to the standardized work performed at each EPC station.
  - A corrective action plan using appropriate problem solving methods created for every individual failure mode, and available upon request by Inteva. 100% containment is required until the corrective action is validated.

Once the EPC duration criteria have been met, suppliers may self-exit EPC if 0 PPM has been achieved at both the point of containment and at Inteva. If this has not been met, EPC must remain in effect for a minimum of 30 days after implementation of corrective actions. If at that point, no further issues are identified, the supplier can self-exit from EPC.

The EPC shall also be utilized for situations that represent significant risk to Inteva, or Inteva’s Customer facilities, as determined by the supplier or required by Inteva (such as: production start-up after an extended shutdown, significant tool or
equipment repair, out of control or incapable processes, etc). The details of the containment activities and the duration will be determined by the Inteva receiving site.

8.2.4 Monitoring and Measurement of Product

Engineering Specification (ES) Test Performance Requirements
In Process (IP) testing to the ES is typically specified through an IP test plan/control plan or in the ES. The supplier shall develop a plan to meet those requirements and submit them for approval as part of the PPAP package. Reaction plans to failures shall be included in the IP test plan.

Family data shall not be used unless the supplier can demonstrate that all parts tested are a “family” and were produced using the same process, equipment, and specifications. Clarification or approval of the use of family data shall be through Inteva Supplier Quality.

8.2.4.1 Layout Inspection and Functional Testing

The supplier shall implement continuous conformance testing for each active product supplied to assure compliance to Inteva specified requirements (ex. dimensional, material and performance), as agreed to by Inteva and the Supplier. This agreed upon continuous conformance testing shall be included in the supplier’s production control plan. Testing shall be carried out by a qualified laboratory. Continuous conformance testing documentation shall be on file at the supplier and available to Inteva personnel upon request. If a nonconformance is found during the continuous conformance testing, the supplier must notify the Inteva receiving site Quality department immediately so that appropriate action can be determined and implemented.

Whenever Inteva is required to submit PPAP to their customer, suppliers with PPAP documentation over one year old may be required to re-PPAP as directed by the Inteva receiving site Quality department.

8.3 Control of Nonconforming Product

The supplier shall have processes and systems in place to prevent the shipping of non-conforming material to any Inteva facility or any of Inteva’s customer’s facilities. It is the policy of Inteva not to accept product that does not meet the requirements of the applicable drawings and specifications. Repaired, reworked, or out-of-process product shall be re-inspected to all control plan requirements and documented procedures. If it is possible for the non-conforming product to be used by Inteva, the receiving plant must be provided with a request for deviation. This request for deviation must be
reviewed and approved by Inteva’s quality personnel prior to the supplier’s shipment. Deviations shall be approved only for a specific time period or quantity of parts. No permanent deviations are permitted.

A deviation request shall be accompanied by the supplier’s problem solving analysis. This report shall include the identification of a clean point and the manner in which product will be identified, including how traceability will be maintained. Refer to section 7.1.4 of this document for additional information on submitting deviation requests.

8.5.1 Continual Improvement

The supplier shall continually improve quality, delivery, cost, and other services provided. Examples include First Time Quality (FTQ), On-Time Delivery Percentage, Responsiveness, etc. To aid in fulfillment of this requirement the supplier’s organization shall establish, monitor, prioritize, and act upon key performance objectives and targets. The objectives and targets should be established based upon (at a minimum) business plans, management systems, product quality, process capability, and customer satisfaction goals. It should be noted that actions taken to regain previously sustained levels of performance are corrective actions, not continuous improvement.

Inteva reserves the right to visit any supplier site to assess its continuous improvement programs and lean manufacturing practices, and make recommendations for improvement. In addition, Inteva may deploy personnel to focus on a specific improvement issues.

8.5.2 Corrective Action

Suppliers shall have personnel formally trained in problem solving (such as the AIAG 8D training course) who have the ability to quickly and permanently resolve product and process issues using data driven problem resolution tools and techniques. Problem resolution must be conducted using a defined, structured process like the 8-Discipline process, Six Sigma DMAIC (Define, Measure, Analyze, Improve, Control) or any process that includes verification of the root cause and validation of corrective action effectiveness.

When a problem occurs, suppliers are expected to immediately put their operations in containment to protect Inteva, or Inteva’s Customers, from receiving non-conforming material. Suppliers will receive a Problem Case (PC) or Defective Material Notice (DMN) that will identify the problem resolution steps required by Inteva. Suppliers shall respond to all PC's and DMN's issued by Inteva. The initial response to a problem is due, utilizing the problem solving format prescribed by the Inteva issuing location, within 24
hours. This initial response shall include details as to how the supplier is 100% containing for the non-conformance at their location, in transit, and at the Inteva location(s). Final response, with verified root cause analysis, is due within 15 calendar days, unless otherwise directed or approved by the Inteva Problem Owner. Suppliers shall complete a 5-Why Analysis as a means of identifying root cause(s).

In the event that the non-conformance has a severe impact and / or is a repeat problem, Inteva may require Controlled Shipping. Controlled Shipping is a formal demand by Inteva for a supplier to put in place an additional offline inspection process to sort for nonconforming material, while implementing root-cause analysis and corrective actions. The intent of Controlled Shipping is to implement a rigorous process that protects Inteva from the receipt of additional nonconforming material. Inteva decides whether Controlled Shipping Level 1 (CS1) or Level 2 (CS2) would be appropriate. CS1 is defined as containment activity that is performed by the supplier’s personnel, in an area off-line from the manufacturing cell. CS2 is defined as containment activity that is performed by an ISO 9001 or ISO/TS 16949:2009 certified outside sorting company or third party (at the supplier’s expense), off-line from the manufacturing cell. The Controlled Shipping process is in addition to normal controls. The data obtained from the Controlled Shipping inspection process is critical as both a measure of the effectiveness of the containment process and the corrective actions taken to eliminate the initial nonconformance. This data shall be reported per the Inteva receiving site personnel requirements.

The Controlled Shipping containment process includes the following:

- A highly visible and properly lighted and equipped containment area, offline from the supplier’s normal production process.
- A well-defined efficient material flow including clearly identified areas for incoming and outgoing material.
- Provisions for repairs/rework separate from the containment area.
- Information boards prominently displaying non-conformances, metrics, inspection results (e.g. SPC charts, trend charts, etc.), action plans and status, and other results from the containment activity.
- Daily review of updated charts by top supplier management.
- A documented and data driven team problem solving activity.
- Proper job instructions, quality standards, boundary samples, tools, equipment, and qualified measurement devices to facilitate the containment operations.
- Proper operator training with adequate details of the process.
- An area/storage container marked in a way that quickly and clearly identifies any contents as SUSPECT or NON-CONFORMING (Work Place Organization and Visual Controls).
- Proper preventative maintenance as required.
The CS1 process starts with notification by the Supplier Quality contact or receiving plant representative to an appropriate staff level member of the supplying location through issuance of Level 1 Controlled Shipping Problem Case or Defective Material Notice.

The CS2 process starts with notification by the Supplier Quality contact or the receiving plant to an appropriate staff level member of the supplying location through issuance of Level 2 Controlled Shipping Problem Case or Defective Material Notice. The non-conformance communication includes the reason for CS2, inspection checks required, and exit criteria required to be achieved. The supplier shall notify their ISO 9001 or ISO/TS 16949 Registrar when they are placed in CS2.

Supplier shall remain in Controlled Shipping until permanent corrective action has been implemented and its effectiveness validated. Suppliers may exit from CS1, or request exit from CS2, when the following criteria have been met:

a) Thirty consecutive days of production have shown zero defects at the point of containment, unless otherwise specified by Inteva.

b) A problem solving analysis, with supporting evidence, for the concern that caused the containment to be initiated has been submitted to the Inteva receiving site and closure has been agreed.

c) For issues where an Inteva supplier non-conformance reached Inteva’s Customer, Inteva has received approval to exit Controlled Shipping from our Customer.

The PC/DMN is the communication tool for reporting and resolving problems. It is expected that suppliers work toward reducing their number of PC’s/DMN’s over time.

Suppliers have financial responsibilities for non-conforming materials and their effects, and Inteva will issue cost recoveries to document these costs. Cost recoveries are broken down into categories for rework / repair / sorting labor, downtime, freight, scrap material cost, and other charges. Cost recoveries will include inefficiencies that the receiving plant incurs due to shipping, quality, packaging, and customer satisfaction type issues. Examples of these may include customer charges, validation testing, on-time shipping, PPAP rejection, Inteva problem solving, shipment of unapproved product, dimensional revisions, warranty issues, floor space for sorting activities, etc. The cost recovery will be communicated with a PC or DMN and debited through the Inteva plant financial department.
Revision History:

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<th>Reason for Revision</th>
<th>Effective Date</th>
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<td>Initial Issue</td>
<td>March 1, 2008</td>
<td>Erin Clemente</td>
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<td>Integration of the Supplier Quality System Requirements (SQSR) manual revision 5a dated April 10, 2006 / revision 6 dated January 3, 2011 and the Customer Specific Requirements (CSR) manual due to acquisition activities</td>
<td>June 1, 2011</td>
<td>Brian Allen, Erin Clemente</td>
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<td>Section 1 – Added “bulk material” to SRM Scope</td>
<td>June 15, 2012</td>
<td>Brian Allen</td>
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<td>Section 7.1.4 – a) Added “Suppliers who implement unauthorized product and/or process changes will be placed immediately on Controlled Shipping Level 2 (CS2)”. b) Eliminated the “Supplier Change Request” process for suppliers who do not use Plex. These suppliers will follow the SCR process</td>
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<td>Section 7.2.1 (SPICE) – Added note that SPICE compliancy is determined by Inteva’s Customers</td>
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<td>Section 7.2.1.1 – Modified Special Characteristics wording to include all Special Characteristics to be addressed (removed reference to only Special Characteristics identified on the drawing to be addressed)</td>
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<td>Section 7.4.3.2 – Updated Supplier Incoming Quality Escalation process. Added “Suppliers who are placed on New Business Hold are required to notify their Registrar within 5 working days”</td>
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Approvals:

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<td>Mary Foster</td>
<td>Vice President, Supply Chain Management</td>
<td>June 4, 2012</td>
<td>Signature On File</td>
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<tr>
<td>Munminder LaVelle</td>
<td>Executive Director, Quality</td>
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