

# SUPPLIER QUALITY MANUAL



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## SECTION 1 - QUALITY POLICY

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### Milton Roy's Quality Policy:

- Flawless Execution. We cultivate continuous improvement and reward measurable results.
- As a company and as individuals we take responsibility for the quality of everything we do.
- We share best practices and solve problems for our internal and external customers.
- We comply with all customer, statutory and regulatory requirements. And we recognize that our suppliers are an integral part of the value chain that produces and delivers excellence.

## SECTION 2 - PURPOSE

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This manual establishes the general requirements for suppliers of Milton Roy - Ivyland for the procurement and supply of production components, raw material, ancillary items, and services used in the production of our products. Milton Roy relies on the integrity of the supplier's quality systems, but recognizes good quality is only achieved through good process controls and effective monitoring of process output. As such, ISO 9001 or equivalent quality system certification is considered a good foundation but is recognized as only one aspect when addressing a supplier's capabilities.

## SECTION 3 - SCOPE

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This Supplier Quality Manual applies to all suppliers who provide goods and services to Milton Roy - Ivyland. Suppliers with programs established with one industry (e.g. QS 9000) may substitute their own forms and formats and may deviate from this supply manual upon written agreement by MRC.

## SECTION 4 - QUALITY PHILOSOPHY

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Milton Roy is a leading high technology corporation having a reputation for excellence in the pump and compressor industries. A critical component of our leadership is the world-class quality of the products and services that we provide to our customers. As a supplier, you play an integral role in helping us set the benchmark for world-class quality year after year.

The development and manufacture of any product in today's market requires an effective documented quality system which identifies, coordinates, and controls all key activities necessary to produce a quality product. The system should be based on the philosophy of collaboration and continuous improvement, emphasizing defect prevention and the reduction of variation and waste in the supply chain.

In order to meet our customers' rising expectations in terms of cost, quality, and delivery, it is imperative that the materials, machines and processes used in the manufacture of our products have the ability to satisfy the required tolerances and specifications when properly maintained and controlled. Material, machines and processes that can be controlled through the use of statistical methods and mistake proofing methods are crucial to achieving our goals for low cost, highest quality and best on-time delivery. Note that it is never acceptable to knowingly pass a defect to the next stage of the production process. A defect is anything that does not meet specifications.

Therefore, continuous improvement in both products and processes by suppliers to Milton Roy is critical for us to maintain the world-leadership position in our marketplaces. Achieving conformance to requirements by inspection, sorting, scrap, and rework is neither cost effective nor does it result in optimum quality levels. We expect our suppliers to continuously strive for improvements in the products and services that they supply to Milton Roy. This permits us to reduce progressively, the controls and checking of the products of our suppliers.

## SECTION 5 - SUPPLIER SELECTION

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Ability, capacity, integrity, financial status, geographical locations, performance, reliability, quality of product, quality management system certifications, delivery and overall customer-supplier relations are factors which govern the evaluation of all sources prior to soliciting their quotation and during the tenure of the purchase contract. We must be assured that new suppliers will be able to produce an improved product, reduce costs or offer other competitive advantages.

### 5.1 Supplier Evaluation

**5.1.1 PPM:** The supplier's delivery quality is measured in PPM (parts per million.) This calculation takes into account the amount of defective parts in relation to the total amount of delivered parts per delivery occurrence.

$$PPM = \frac{(\# \text{ of defective parts})}{(\# \text{ of delivered parts})} \times 1,000,000$$

**5.1.2 On-Time Delivery:** Milton Roy Company expects 100% adherence to delivery dates by its suppliers. This is delivery date indicated on the purchase order and confirmed by the supplier. It is the actual delivery date used to measure supplier OTD.

## Section 6 - Proper Relationships with Suppliers

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It is the policy of Milton Roy to award contracts for all goods and services on the basis of merit. Suppliers will be treated with fairness and integrity and without discrimination. To do so, all employees in any organization having contact with suppliers or potential suppliers must maintain the highest standards of ethics and business practices. The MILTON ROY IVYLAND Statement of Policy Governing Conflicts of Interest guides employees who deal with suppliers or potential suppliers.

We understand that giving business gifts is commonplace and can represent merely a desire to build goodwill. Milton Roy, however, has very restrictive policies governing receipt of business gifts by employees who have direct purchasing responsibilities. Purchasing decisions must not be influenced by a conflict of interest and must not be tainted even by the appearance of a conflict of interest.

Employees who have direct purchasing responsibilities, including employees in the purchasing department, supplier quality function, and any other individual having a role in supplier selection and appraisal, may accept only (a) beverages, light snacks and business meals served during business meetings held at the facilities of suppliers; (b) business meals when in travel status; (c) promotional or advertising items having a truly nominal value; and (d) any other business gift or thing of value if reported to and approved in writing by the Business Practices/Compliance Officer of MRC.

We ask that our suppliers be cognizant of this policy, and refrain from placing MRC employees in situations that may lead to violation of this policy.

### References:

*Excerpts taken from 0211 Code of Ethics Supplement – Business Gift Policy; Code of Ethics*

## SECTION 7 - SUPPLIER QUALITY EXPECTATIONS

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The foundation for any positive supplier-customer relationship starts with clear communication and an understanding of the customer's expectations. Accordingly, Milton Roy expects but is not limited to the following level of quality from our suppliers.

**7.1** Purchased products and services that comply with established specifications:

- Engineering specifications that apply to the product or service
- Material specifications that apply to the product or service
- Drawings that apply to a specific product or service
- Industry standards not explicitly called out in

specifications

- Products and services must meet 100% of all requirements

**7.2** Suppliers are required to review and know all Milton Roy requirements related to the product or service they are providing. Suppliers are expected to contact Milton Roy when they do not understand a requirement or are not clear on the use of their product within the product and/or assembly.

**7.3** Suppliers are required to comply with, develop and improve systems based on ISO9000 requirements including:

- Quality Management System and General Documentation
- Management Responsibility
- Human and Other Resource Management
- Planning of Product Realization and Customer Related Processes
- Design and Development
- Purchasing
- Production and Service Provision
- Measurement
- Control of Non-Conforming Product
- Analysis of Data
- Continuous Improvement

**7.4** Suppliers must maintain adequate controls over their suppliers of raw materials and components to ensure the integrity of the product or service provided. It is expected that suppliers will deploy, and be able to demonstrate this deployment, to their supply chain, expectations and controls similar in rigor to those presented here.

**7.5** Suppliers are required to maintain process and product/service documentation. Change control systems must react to changes in a timely and accurate fashion.

**7.6** Suppliers are expected to assist Milton Roy in problem resolution activities related to their products and services. This requirement includes advising Milton Roy on the proper use of their product and service, and investigating problems involving interactions with other components in the Milton Roy system. Suppliers are expected to have the expertise and resources to perform effective root causes analysis using the appropriate problem solving tools such as the 8D Method and to institute robust corrective actions in order to prevent recurrence of future non-conformances. The corrective action effectiveness must also be tracked and will be audited by Milton Roy.

**7.7** Suppliers must obtain written approval by Milton Roy prior to implementing any change to their process that affects the fit, form or function of Milton Roy components.

**7.8** Suppliers must notify Milton Roy of any and all situations that may negatively impact the supplied product's quality,

reliability and safety; Milton Roy design and/or production; or any other matter described in this manual.

## SECTION 8 - COMMUNICATIONS

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### 8.1 Contacts

While the processes in this manual attempt to reduce the number of individuals a supplier must work with, the need for speedy and efficient resolution of issues may require some direct communications. In some cases a Supplier Contact Sheet may be required.

In general the following contact points should be used.

#### 8.1.1 Primary Contact:

The Supplier's Contract Manager/Buyer is the primary contact for all matters regarding Milton Roy purchasing.

#### 8.1.2 Product Part Quality:

The source for resolution of Supplier Quality issues is the Value Stream Quality Engineer or Quality Manager.

#### 8.1.3 Warranty/Field Returns:

Field Returns are handled directly with the contact name provided.

### 8.2 Product Specific Communications:

#### 8.2.1 Country of Origin Markings

Part 134 U.S. Customs Regulations- Country of Origin Marking: 19 USC 1304 requires that every article of foreign origin imported into the United States, unless excepted by law, be marked with the name of the country of origin of the article at the time of importation. Merchandise must be marked in a conspicuous place as legibly and permanently as the nature of the product will permit. This marking should indicate to an ultimate purchaser the country of origin in English, and the purchaser should be able to find the marking easily and read it without strain. Failure to properly mark merchandise will result in financial penalties, as well as delays in clearing shipments through U.S. Customs.

Articles appearing on the J-List of Marking Exceptions (Reference Material) do not have to be marked to reflect their country of origin but the outermost shipping containers must be marked with the articles country of origin.

Supplier Compliance: The Import Export Compliance Manager (IECM) will broadcast requirements for marking to suppliers and communicate regulations to buyers as part of general import training.

Supply Chain will have the responsibility for ensuring vendor compliance with the marking regulations through written and verbal correspondence, purchase orders and agreements with the vendors. advising foreign suppliers of marking requirements, such as:

ALL MERCHANDISE ON THIS ORDER WILL BE MARKED CONSPICUOUSLY, LEGIBLY AND PERMANENTLY IN ENGLISH WITH THE COUNTRY OF ORIGIN OF THE GOODS.

In the event the buyer has a question concerning the acceptable marking of a new product, the buyer should submit a sample and detailed explanation to the IECM Department.

Verification of Marking Compliance: As part of Milton Roy's commitment to compliance, imported merchandise may be inspected at the local facility to ensure proper country of origin markings.

Any merchandise found to be improperly marked or not marked will not be stocked until properly marked with the country of origin.

The IECM Department will contact the buyer responsible for obtaining the improperly marked merchandise. Purchasing will be responsible for drafting a letter or other appropriate communication that will be sent to the vendor explaining our policies for the proper marking of merchandise. This letter should emphasize the potential for financial penalties to Milton Roy and the fact that we will not be able to transact business with suppliers who do not properly mark merchandise.

#### 8.2.2 Traceability

Suppliers are required to be able to provide material certifications on production components if required for any order current or completed. Traceability is required for all forms of raw material including bar, forgings, castings, and resin. Records retention procedures at the supplier's facility should enable Milton Roy to trace from the heat/pour/melt number/date code to the certifications on the raw material use in the production of Milton Roy parts.

#### 8.2.3 Hierarchy of Technical Information

As part of the purchase order process, suppliers will be provided with numerous forms of information. Suppliers are to utilize the following hierarchy of information as they process our purchase orders.

##### 1 - Drawing:

This is the primary document defining the technical requirements in cases where a drawing is provided with the order. For those drawings that do not specify the materials of construction, materials are called out in the purchase order text.

## **2 - Purchase Order:**

The text information provided with our purchase orders is also used to control the configuration of our parts. On parts with accompanying drawings, purchase order text is used to supplement drawing information. For instance, material specifications and any supplemental requirements will be defined in the purchase order text. For parts that do not require drawings, purchase order text is the governing document and will provide sufficient information for the supplier to respond to our purchase order. For instance, the text might call out the manufacturer's part number, or specific dimensions and material requirements for industry standard parts.

## **3 - Milton Roy Specifications:**

In rare cases, Milton Roy Companies will provide a proprietary specification defining specific product details. The Milton Roy Specification document will be referenced on the drawing or in the purchase order text.

## **4 - Industry specifications:**

Industry standard specifications are used whenever possible. Suppliers will find reference to ASTM, DIN, JIS, BS and other international standards organizations.

### 8.2.4 Proprietary Information

Suppliers are reminded that any information provided in the course of doing business with Milton Roy Companies is considered proprietary. Consequently suppliers have an obligation to protect such information from inadvertent disclosure. Appropriate cautions must be employed in the event any sub-contract operations are performed outside of the supplier's control. An executed Proprietary Information Agreement (PIA) must be on file with Milton Roy.

### 9.2.1 When to submit:

- Suppliers must submit all documentation called for on the New/Revised Component Purchase Order.
- The supplier is responsible to alert Milton Roy whenever production circumstances (e.g., movement of production or tooling location.)
- Submit Documentation in electronic form to the assigned Quality Engineer.

### 9.2.2 What to submit:

- Initial Sample Submission: The Supplier Part Submission Cover Sheet form will be used to transmit the initial sample submission documents or information. (See Appendix A2: Supplier Part Submission Cover Sheet)
- Sample Pieces: The specific sample size will vary based on factors such as component size, complexity, cost of manufacture, and projected volume, and will be communicated to the supplier by Milton Roy. Where multiple production molds, cavities, dies or machines are to be utilized, samples will be required from each to be used during follow-on production. Samples must be taken or made from actual production tooling and/or processes unless otherwise approved in writing.
- First Article Data Report: Dimensional results of the submitted samples, referenced to the part drawing requirements, must be provided. Actual measurements must be provided, not attribute data (e.g. "Good", "Bad").

- Material, performance, and durability test results as specified: For certain critical parts, Milton Roy may require testing by third parties. If required, the supplier, or a qualified independent third party, must supply specific material, performance and/or durability test results. Actual results must be compared with agreed upon specifications. Products that do not meet requirements will be rejected. Suppliers should discuss results with Milton Roy.

- Other Documentation as Specified: Milton Roy may impose other requirements as necessary such as Process Flow Diagrams, Control Plans, and external drawings such as production sketches, Heat Treatment records, Plating and/or Painting. Milton Roy will identify these additional requirements early in the Approval Process for Production Parts via the Purchase Order.

## **SECTION 9 - GENERAL REQUIREMENTS**

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### 9.1 Quality Audits

A properly-functioning quality management system at the supplier site is a prerequisite for meeting the MRC required competitive cost and quality requirements for all products and services. The supplier shall permit MRC to audit its systems, processes and products at an agreed and appointed time.

### 9.2 Milton Roy New/Revised Component Approval Process

The Milton Roy New/Revised Component Approval Process will be used to determine if the supplier properly understands all Milton Roy requirements and the supplier's process has the capability to meet these requirements during actual production runs. The components must be produced using the actual process under consideration. The process qualifies production for specific circumstances such as: specific tooling, equipment, line, factory, and sub-tier production processes. The submission must reflect this. (See Appendix A1: New/Revised Component Approval Process flow chart.)

## **SECTION 10 - SPECIFIC REQUIREMENTS**

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### 10.1 Non-Conformance/Corrective Action Requests (NCM/CAR)

In the event that supplier defects are discovered at Milton Roy, the parts/components in question will be identified and segregated to preclude further use. Milton Roy will make a determination of the next steps to be made in the process based on several criteria, including the defect's criticality, quantity, cost, and other factors. Based on this evaluation, Milton Roy will determine whether the:

- Defective parts are:
  - Returned to the supplier (RTV).
  - Scrapped
  - Sorted at Milton Roy at Supplier's expense.
  - Reworked at Milton Roy at Supplier's expense.

Milton Roy will request a supplier to submit a formal written corrective action to address specific non-conformances identified at either a plant or in the field. The need for a formal corrective action request will be evaluated in terms of potential impact upon production costs, quality costs, performance, reliability, safety, and customer satisfaction. Suppliers are expected to fully comply with these requests.

Supplier Corrective Action Requests (SCARs) will be issued to the supplier. The supplier's response must include root cause analysis, containment action (short-term corrective action), and permanent (long-term) corrective action and mistake proofing (preventive action) using the 8D method. **Typical response times to SCARs will be within 21-30 days, depending on critically of the nonconformance.**

Suppliers must track the effectiveness of their mistake proofing. Repeat escapes after implementation of mistake proofing shall trigger further SCARs.

### 10.2 Product/Process Deviation Request

In certain instances, it may be necessary for the supplier to deviate from Milton Roy requirements and specifications. Request for such deviations shall be made prior to shipping the parts/material, using the Milton Roy Product/Process Deviation Request (DR) form (see Appendix A2: DR form).

A deviation request may arise from the following situations:

- A supplier may initiate the deviation request because of non-conforming material found at their facility.
- A supplier may initiate the deviation to request a substitution of material, processing method, or change in procedures.
- Milton Roy may initiate the request to document a change to specifications prior to a formal product change authorization being completed.

The Deviation Request (DR) form must provide all required and pertinent information about the requested deviation. The supplier is responsible for the segregation and non-shipment of the non-conforming material until a deviation is granted. Discrepant material received at Milton Roy without an approved DR will be rejected and returned to the supplier at the supplier's expense with all additional handling and shipping costs incurred by the supplier.

No discrepant material will be processed until all required personnel approve a deviation. All supplier initiated requests for deviations must be accompanied by a written corrective action plan (if applicable). Once approved by Milton Roy, all material shipped to Milton Roy must be accompanied by a copy of the approved DR. Milton Roy views the excessive use of DR's for non-conforming material as abusive and an indicator that a supplier may have a serious breakdown in their quality system. Suppliers are discouraged from using the DR as a mechanism to ship non-conforming material. The Deviation Request shall not be used to cover up or replace proper quality systems and process controls at the supplier location.

### 10.3 Reliability and Maintainability Test Results

Suppliers will be required to provide reliability and/or maintainability test results to Milton Roy as requested. In these cases the test plans will be submitted to Milton Roy for approval. Suppliers shall submit all results, with test parts if requested, at the completion of the test.

### 10.4 Subcontracting Requirements

Subcontracting is generally permitted for machining and inspection operations. However, the use of subcontracting for special processes such as heat treat, plating, and other critical processes will require our prime supplier to disclose that contractor's responsibilities and capabilities to the appropriate Milton Roy buying organization. Milton Roy reserves the right to review, approve and audit any subcontractors providing processes and services critical to the function of our equipment. When a supplier subcontracts, it is the supplier's responsibility to obtain any certifications required by Milton Roy.

### 10.5 Measurement and Inspection Analysis

Milton Roy expects suppliers to maintain a robust gage calibration system. Supplier inspection data may be required for dock to stock items or items going to Milton Roy's Receiving Inspection.

## SECTION 11 - CONFIGURATION CONTROL

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Milton Roy will provide the supplier with changes to drawings or specifications. The supplier will ensure that changes are implemented throughout the production process and that supporting documents such as Work Instructions, Control Plans and Inspection Plans are updated.

For changes initiated by the Supplier, the supplier will ensure that the correct revision level of the part is provided to Milton Roy. (Note: The supplier must contact Milton Roy and obtain written approval prior to implementing the change.)

It is the supplier's responsibility to communicate with Milton Roy on any discrepancies or misunderstandings. For errors or mistakes found on Milton Roy documents, the supplier shall use the Deviation Request Form.

## **SECTION 12 - PROCESS CONTROL**

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Suppliers shall control their production processes to ensure that they are stable and in control. Controls should include:

- First piece inspections to qualify machines/processes for production use
- In process inspections to monitor production runs
- Final inspection to verify requirements are met
- Measuring equipment is calibrated and there is a documented calibration system
- Preventive maintenance program for machinery
- Precautions are made to prevent part damage while going through the supplier's process and during shipping
- Generally Accepted Manufacturing Workmanship Standards such as:
  - MSS SP-55-2006 – Quality Standard for Steel Castings for Valves, Flanges, Fittings, and Other Piping Components, Visual Method for Evaluation of Surface Irregularities.
  - ASTM A802/A802M – Standard Practice for Steel Castings, Surface Acceptance Standards, Visual Examination.
  - ASTM A48/A48M-03 – Standard Specifications for Gray Iron Castings
  - ANSI B46.1 Surface Roughness and Waviness

## **SECTION 13 - WARRANTY REQUIREMENTS**

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Definitions of warranty obligations of suppliers are provided in the commercial contract in force between the supplier and Milton Roy. In certain circumstances the supplier may be expected to reimburse Milton Roy for warranty claims due to product non-conformance.

## **SECTION 14 - CONTINUOUS IMPROVEMENT**

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Milton Roy wants to work with supplier to continuously improve performance in terms of cost, quality, and delivery. Specific measures of performance will be communicated to

suppliers by the particular Milton Roy plant for which products and services will be provided.

It is the supplier's responsibility to track their own performance, and to improve the value provided by their product or service to Milton Roy. Improvements that result in changes to processes or product must be addressed through Deviation Requests as required by this manual and the supplier's specific contract.

## **SECTION 15 - CERTIFICATIONS**

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Certain customers of Milton Roy and our affiliated companies require material certifications (from mills and/or resin suppliers, etc.) for our products. If certifications are required from our supply base to support this requirement, the requirements will be specified on the drawings or specified in the purchase order text.

Any documentation that is provided under this section is to be clear and legible so as to enable good quality reproductions when received by the Milton Roy entity. Submit documentation in electronic form to the appropriate entity location:

Ivyland, PA
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E-mail: <a href="mailto:matcertivy@miltonroy.com">matcertivy@miltonroy.com</a>
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**All certifications are to be provided in the English language.**

## **SECTION 16 - SPECIAL TESTING**

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Supplier's performance for Milton Roy may include requirements for other than just manufactured components. Occasionally our customers require documentation such as performance test reports or in some cases, even destructive tests. These and other special requirements will be specified in the purchase order text.

## **SECTION 17 - NON-DESTRUCTIVE TEST**

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The use of non-destructive testing such as magnetic particle inspection, dye penetrant inspection, radiographic inspection, and other non-destructive inspection techniques will be as specified on the purchase order information or drawing or both. Certificates of conformance and/or other objective evidence of the tests are to be provided in the documentation provided with supplier's shipment. The purchase order will reference the specific test method standard that applies to the particular item tested.

## **SECTION 18 - CASTINGS**

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Castings shall not be weld repaired, unless specifically allowed by the material specification, and without prior written approval from Milton Roy. For further detail see Milton Roy Workmanship Standard for Metal Castings QOP-10-19.

## **SECTION 19 - PACKAGING AND PROTECTION**

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Components are to be packaged appropriately (to prevent part damage during shipping, handling and storage) for the transportation mode, and utilizing materials friendly to the environment and easy to dispose of or recycle at the receiving facility. Under no circumstance are materials such as foam popcorn or any other bulk materials that exhibit static charge to be used.

Parts that can be easily damaged, such as machined parts with exposed threads, are to be separated from each other to preclude handling or transportation damage.

Items shipped in enclosed wood crates should be constructed with heat treated government approved wood using screws for ease of disassembly and reuse. Reference International Standards For Phytosanitary Measures No. 15 (ISPM 15)

Milton Roy and the supplier will mutually agree upon suitable packaging materials used in the process of supplying parts. We encourage the use of the supplier's standard techniques to minimize costs.

The use of returnable packaging is encouraged where practical.

### **19.1 Part Marking**

Parts may be required to be identified with an appropriate part marking method to show supplier identification, part number, revision level, and the lot number or heat number of the raw material used in the manufacture of the parts. These markings are to be visible after machining. If it is impractical to physically mark the parts, bagging and/or tagging methods may be employed provided the marking method includes the above information.

### **19.2 Part Segregation**

Do not combine different parts in the same box or bag. Properly identified and clearly marked Individual boxes or bags may be consolidated into a larger box for shipping purposes.

### **19.3 Corrosion Protection**

The supplier is expected to work with Milton Roy to provide acceptable corrosion protection techniques that take into account the shelf life of the part and the transportation mode.

## **SECTION 20 - ENVIRONMENTAL HEALTH AND SAFETY**

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### **20.1 Suppliers Visiting MRC Sites**

Effective management of environmental resources is extremely important to MRC. Continuous improvement in environmental issues is an important part of MRC's mission. All material purchased from MRC suppliers and used in the manufacturing of MRC products must meet the relevant and valid legal and MRC requirements regarding environmental protection and occupational safety.

Contractors or suppliers visiting any MRC location: Milton Roy requires that all applicable Environmental, Health and Safety measures be followed by contractors or vendors during all phases of work on all projects to ensure the safety of contractor personnel, Milton Roy employees and property. The contractor, as a minimum, must comply with applicable Occupational, Safety and Health Act (OSHA) sections 1910 and 1926 National Fire Protection Association (NFPA), and Environmental Protection Agency (EPA) regulations.

### **20.2 Five Minimum Expectations for Supplier EH&S**

- Provide safe working conditions for all employees, customer and contractors.
- Adhere to all applicable national, regional, state and local laws and regulations governing Environment, Health & Safety.
- Operate in a manner that minimizes the impact to the environment.
- Limit the use of natural resources and promote sustainable natural resource practices.
- Extend and communicate these EH&S requirements to their employees and suppliers.

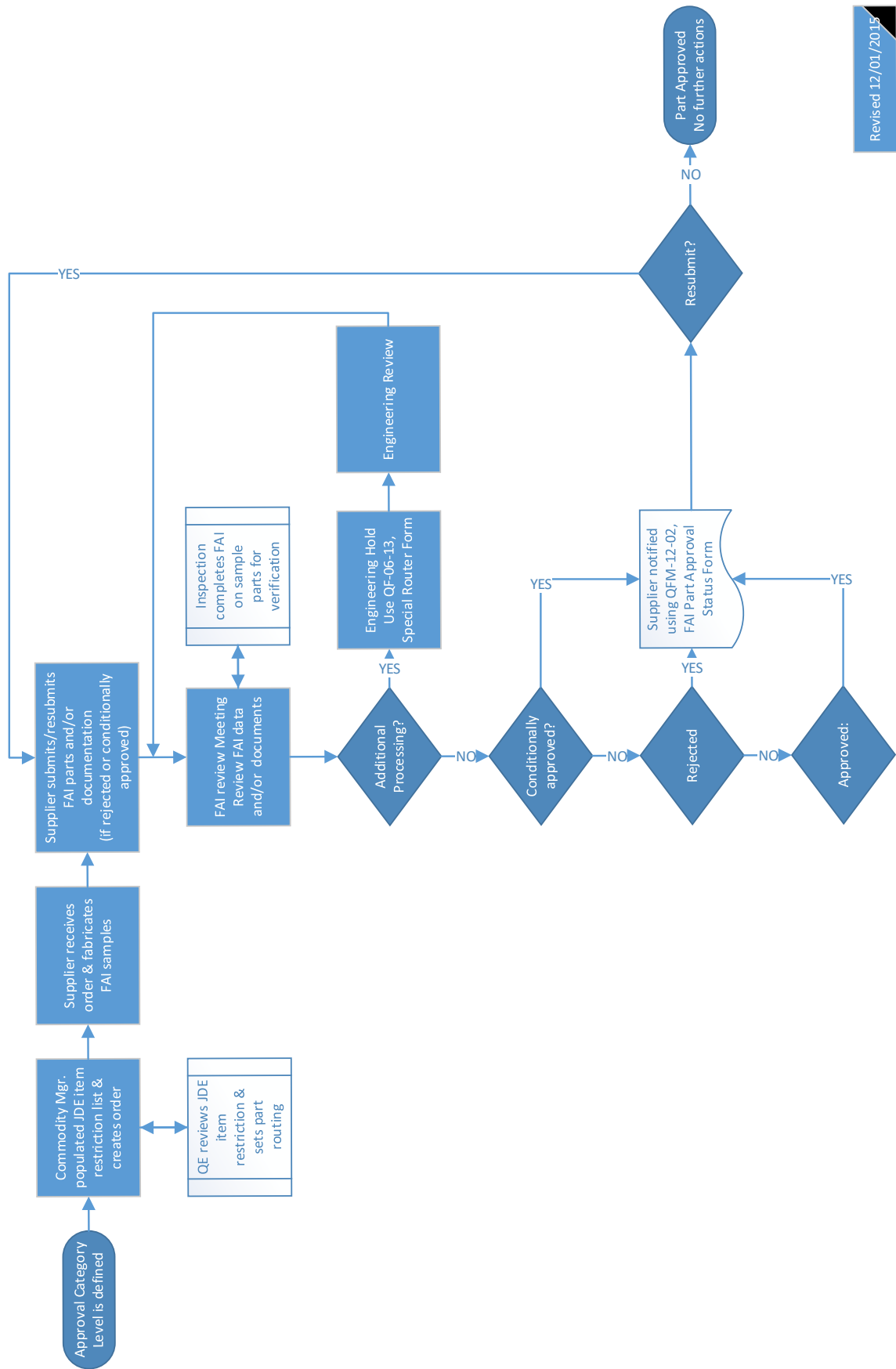
#### *Reference*

*Safety Guidelines for Contractors and Vendors, EHS-17-01*

### **20.3 Contractors must provide the following information on their EH&S Program per EHS-00-17 Contractor Program**

- TRIR, LDIR, and DART rates for the last 3 years.
- OSHA Logs for the last three years
- WC EMR for the last year years
- Information on any regulatory inspections and fines
- Certificate of Insurance
- Safety Manual
- Records of employee training required to perform the project work e.g. Lockout/Tagout, Confined Space, Electrical Safety, Fall Protection
- Pre-job hazard assessment

**Chart 1 – First Article Approval Process Flow Chart**



Appendix A2: Form QFM-06-02 Supplier Part Submission Cover Sheet



## Supplier Part Submission Cover Sheet

**Part Number:** \_\_\_\_\_  
**Part Description:** \_\_\_\_\_  
**Drawing Number:** \_\_\_\_\_  
**Drawing Revision:** \_\_\_\_\_  
**Supplier Name:** \_\_\_\_\_  
**Supplier Address:** \_\_\_\_\_  
**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

### REASON FOR SUBMISSION

- Initial Submission
- Engineering Change (s)
- Tooling : Transfer, Replacement, Refurbishment, or additional
- Correction of Discrepancy
- Sub-Supplier of Materials Source Change
- Part Process Change
- Part Production Location Change

### INFORMATION SUBMITTED

- Cover Sheet
- First Article Inspection Results
- Raw Material Certificate of Analysis
- Process Flow Chart
- Control Plan
- Packaging Information (including descriptions, drawings and/or pictures)

### DECLARATION

I hereby affirm that the samples represented by this warrant are representative of our parts, having been made to the applicable Milton Roy Part Approval Requirements. I have noted deviations from this declaration below:

### **EXPLANATION/ COMMENTS:**

\_\_\_\_\_

**Print Name:** \_\_\_\_\_ **Title:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supplier Authorized Signature:** \_\_\_\_\_

**Appendix A2: Form QFM-06-02 Supplier Part Submission Cover Sheet**

**INSTRUCTIONS FOR COMPLETING INITIAL SAMPLE SUBMISSION Cover Sheet FORM (QFM-06-02)**


**1. General**

The Initial Sample Submission – Dimensional Analysis form should be completed and sent in to MRC whenever dimensional analysis is required on sample parts per the Production Part Approval Process.

**2. Instructions**

- A. Part Number** – Enter the part number of the submitted part; completed by Supplier.
- B. Part Description** – Enter the part name of the submitted part; completed by the Supplier.
- C. Drawing Number and Revision Level** – Enter the drawing number and the revision level of the submitted part; completed by the Supplier.
- E. Supplier Name** – Supplier submitting the analysis; completed by the Supplier.
- F. Supplier Location** – Location of supplier facility that produced the part; completed by the Supplier.
- G. Reason for Submission** – Check off reason for submission; completed by the Supplier.
- H. Information Submitted** – Check off all information submitted in package; completed by the Supplier.
- I. Declaration** – Read declaration and insert labor hours, complete explanation of deviations; completed by the Supplier.
- J. Supplier Signature** – The form is to be signed by an authorized supplier representative, and include their title and the date; completed by Supplier

**Appendix A3: Deviation Request (DR) QFM-13-01**

		<h2 style="margin: 0;">Deviation Request (DR)</h2>	
		DR Number: <input style="width: 150px;" type="text"/>	
<b>Sections to be filled out by requester. Form is REQUIRED for any of the following:</b>			
<ul style="list-style-type: none"> <li>▪ Deviation from Milton Roy drawing or Spec.</li> <li>▪ Change in Material (including aesthetic changes) from previous submissions.</li> <li>▪ Production from tooling and equipment transferred to a different plant location.</li> </ul>		<ul style="list-style-type: none"> <li>▪ Change of Packaging.</li> <li>▪ Production from new/modified tooling, dies, molds or patterns (Excluding perishable tooling).</li> <li>▪ Change of manufacturing, assembly, or inspection processes to the product.</li> </ul>	
-Any of the above changes that occur at a subcontractor or 2nd tier supplier.			
<b>Supplier / Requester Information</b>		<b>Part / Process Information</b>	
Date:		Part Number:	
Company Name:		Part Description:	
Contact Person:		Revision:	
Phone:		PO / WO Number:	
Email:		Quantity:	
<b>Deviation Information</b>			
<input type="checkbox"/> Permanent		<input type="checkbox"/> Product Related	
<input type="checkbox"/> Temporary		<input type="checkbox"/> Process Related	
Effective Date: <input style="width: 150px;" type="text"/>		<input type="checkbox"/> 1st Time	
Duration: <input style="width: 150px;" type="text"/>		<input type="checkbox"/> Repeat	
<b>Current Process</b>		<b>Proposed Process</b>	
* Reference Additional Pages / Documents If Necessary			
<b>Reason for Deviation</b>			
<b>This Request Affects:</b>			
<input type="checkbox"/> Cost		<input type="checkbox"/> Delivery	
<input type="checkbox"/> Reliability		<input type="checkbox"/> Performance	
		<input type="checkbox"/> Schedule	
		<input type="checkbox"/> Other	
<b>Milton Roy Approvals (X marks required approvals)</b>			
	Enter Name When Approved	Date	Comments
<input type="checkbox"/> Supply Chain			
<input type="checkbox"/> Quality			
<input type="checkbox"/> Production			
<input type="checkbox"/> Engineering			
<b>Action Items (X marks required actions)</b>			
<input type="checkbox"/> Drawing Change		<input type="checkbox"/> Corrective Action Response	
<input type="checkbox"/> Standard Work Development/Change		<input type="checkbox"/> PPAP Required	
List corresponding document numbers (ECNs, SCAR, Standard Work, etc):			
UNCONTROLLED DOCUMENT			

**Appendix A3: Instructions Completing DR QFM-13-01**

**INSTRUCTIONS FOR COMPLETING DEVIATION REQUEST (QFM-13-01)**

**1. General**

The Deviation Request (DR) is used by the supplier to document a request for a product or process deviation. This form is to be sent to the designated MRC contact person for processing. Refer to the MRC Supplier Quality Manual, Section 10.3 for more details.

**2. Instructions**

- A. DR Number** – Tracking number for MRC; completed by MRC.
- B. Supplier Information** – Enter the current date, supplier’s name (and location), name of supplier contact, telephone # and e-mail address; completed by Supplier.
- C. Part Information** – Enter the specific part number, part description, drawing revision level, PO number, and quantity of the parts being requested for deviation; completed by Supplier.
- D. Deviation Request** – Identify whether the request is (*completed by Supplier*):
  - 1. product or process related
  - 2. a 1st time request or a repeat request
  - 3. a permanent or temporary request
  - 4. effective date
  - 5. duration
- E. Current Requirement/Process** – Fully describe the current requirement/specification or process; completed by Supplier.
- F. Proposed Deviation** – Fully describe the requested deviation from the current requirement/specification or process; completed by Supplier
- G. Reason for Deviation/Corrective Action** – Fully describe the reason for the deviation. Also identify the corrective actions to be taken to prevent a similar deviation in the future, if applicable; completed by Supplier.
- H. MRC Approval/Disapproval** – The responsible persons representing each function will indicate their approval or disapproval, and sign and date the form; completed by MRC.
- I. Action Items** – Identify whether the deviation requires a permanent drawing change, standard work development/change, corrective action response, and/or PPAP. If so, list the corresponding document numbers; completed by MRC.

NOTE: Contact your Milton Roy representative for a copy of the latest revision of the Deviation Request Form (QFM-13-01) or the latest revision of the Product/Process Deviation Request Procedure (QOP-13-20)

Appendix A4: Supplier Corrective Action Request



IvylandQA@MiltonRoy.com

## Supplier Corrective Action Request (SCAR)

NCM #:	_____	Quantity:	_____
Date Issued:	_____	Response Request Date:	_____

Supplier:	_____	P.O:	_____
Part Number:	_____	Dwg. No./Rev.:	_____
Part Description:	_____	MDS No.(Acton only):	_____

Description of Non Conformance:

Root Cause of Non Conformance:

Corrective Action to Prevent Recurrence ( <i>"Retraining of operator" is not an acceptable response</i> ):

<b>Corrective action effectivity date?</b>
--------------------------------------------

Supplier Contact Name:	Title:	Date:
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