



World Class Industries

Supplier Quality Manual

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This manual is not intended to replace a supplier's existing quality system. Suppliers should perform a self evaluation to determine where their quality system aligns with this manual, and should also perform an evaluation of their supply chain. **As included in the terms and conditions, acceptance of a World Class Industries purchase order constitutes acceptance of the requirements of this manual.**

Suppliers should require similar terms and conditions with their supply chain.

Suppliers are expected to have procedures in place designated to ensure that they comply with the laws, rules, and regulations of the countries and locations in which they operate.

1 Vision

Our vision is for all World Class Industries Suppliers to implement and maintain a quality system that allows them to produce and deliver to World Class Industries globally competitive products and services clearly seen by our customers as superior in performance and value.

2 Purpose

The purpose of this Supplier Quality Manual is to define the Quality Requirements that World Class Industries requires of their suppliers upon acceptance of a WCI purchase order. It also contains guidelines to define the business relationship between World Class Industries and its suppliers.

3 Scope

This manual applies to all World Class Industries suppliers of products and services. This includes suppliers to all WCI locations as well as shipments going directly to World Class Industries' customers. Suppliers who out-source any processes are responsible for ensuring that their sub suppliers meet all print and specification requirements and that these suppliers are able to provide inspection and quality data for their processes.



4 General Quality Requirements

All World Class Industries suppliers should have a Quality System that demonstrates that acceptable quality standards can be maintained. Such a quality system must be capable of providing parts with a Level 1 PPAP submittal and maintaining and providing quality records which insure that all production parts are acceptable for use as intended. These quality records would include:

- Production Inspection records (ISIR)
- Receiving inspection records (material certifications)
- Verification Warrant

WCI will not accept PPAP charges if they were not included on the original quote. All required documents shall be submitted to World Class prior to shipping parts per the WCI purchase order. All documents must be submitted in English.

Certain parts or assemblies may require additional quality documentation. These requirements will be identified by a WCI Quality Representative at the time of final design review or soon after a purchase order is placed.

These documents may include:

- Design and Process Failure Modes and Effects Analysis
- Process Flow Diagrams / Process Map
- Control Plans
- Measurement Systems Analysis Data (Gage R&R for Key Characteristics)
- Capability Studies and SPC Data
- Special Process Data (ie. Heat Treat, Plating, Painting, etc.)
- Appearance Approval Report
- Functional and Performance Test Data

4.1 ISIR Submittal

An ISIR ensures that each production part meets all specifications and part requirements.

ISIR's shall include the following:

- Full, dimensional layout using calibrated measurement tools
- Bubble print with correct revision, highlighting all dimensions that were documented
- Supporting data or documentation for all additional customer-specific requirements on the print

4.2 Material Certification

A Material Certification ensures that the material(s) called out on a print or specification are the materials used to manufacture the part(s). The material cert. shall include at minimum the following information:

- Date of certification
- Supplier name and address
- Heat, batch, or lot number of the material
- Type and grade of the material
- Chemical composition of the material

It is the responsibility of the Supplier to verify that the substances listed in the attachment below are not in any products, parts, components, or materials supplied to WCI at or above the referenced threshold.

<http://www.worldclassind.com/RestrictedMaterials.pdf>



4.3 Warrant

A Warrant is a document certifying that all requirements called out on prints, specifications, or purchase orders are met. The warrant shall include at minimum the following information:

- Part number and correct revision
- Drawing number (if applicable)
- List of submittals (what PPAP documents are being submitted along with Warrant)
- Manufacturing facility
- Quality contact name and number
- Indication that all requirements are met
- Any exceptions that the supplier is taking to the requirements
- Date of submittal
- Signature of Quality representative

5 Control of Documents and Records

Suppliers and sub-tier suppliers shall establish and maintain records to provide evidence of conformity to requirements.

Obsolete drawings shall be destroyed or appropriately identified as such. When World Class Industries is using a supplier-controlled drawing and this drawing is changed, the supplier is required to notify World Class Industries.

Suppliers are responsible to use the most current standards, to understand them, and to review changes to standards.

All quality and supply chain records shall be kept for at least three years unless otherwise agreed to by World Class Industries.

6 Product Packaging

World Class Industries expects products to be packaged in such a way to insure delivery of product intact, and in usable condition.

Parts must be rust free at time of receipt at the Ship-To facility. They must be capable of staying rust free indoors at the receiving facility for 90 days in original, unopened supplier packaging

All parts must meet the customer specification. Additionally, Hoses, Lines, and Hydraulic or Pneumatic fittings must be capped.

In accordance with USDA regulations, all pallets must be approved for use and free from infestations.

Further, packaging must be labeled with a minimum of the following:

- WCI part number
- WCI purchase order number
- Quantity
- Supplier name
- Item description
- Country of Origin
- Partial count cartons or packages must be clearly identified
- Item number and weight per container must appear on all packing lists



7 Delivery

All deliveries are expected to be 100% on time based on delivery dates agreed upon when the purchase order is issued and acknowledged. On-time for domestic suppliers is defined as '3 days prior/0 days after' the agreed upon delivery date. On-time for international suppliers is defined as '7 days prior/0 weeks after' agreed upon delivery date. Unless prior arrangements are made with World Class Industries, payment terms will be effective as of the original due date and not any early ship dates. It is the supplier's responsibility to inform World Class Industries of any change in ship dates. World Class will accommodate changes in ship dates if possible.

Suppliers are expected to have the resources necessary (personnel, property, facilities, equipment, and materials) to supply the products required to accommodate WCI's PO requirements. The supplier should provide for fluctuations in requirements due to scheduling changes.

8 Right of Entry

World Class Industries may request access to the supplier's facility to perform inspections or audits to verify the quality of work and records.

9 Notification of change

Suppliers shall notify WCI of the following changes: Location of manufacturing, materials used in manufacturing the part(s), and production processes and/or equipment affecting the manufacture of product or services. Once the change is approved, new PPAP data will be requested before the product is approved to ship.

10 Non-Conforming Material

The supplier is responsible for performing adequate inspection and/or verification activities to ensure that WCI requirements are met. If a non-conformance is identified, the supplier will be notified by World Class Industries to provide immediate containment and support to resolve the problem.

Within 24 hours of notification of non-conforming parts, the supplier must:

- Implement Containment at their facility
- Identify a plan for Containment at customer
- Report containment methods and methods to identify certified material
- Inform WCI of the plan to replace suspect material
- Identify short term corrective action

If the supplier wishes to have non-conforming material returned, they must provide a Return Material Authorization (RMA) within 24 hours of notification.

If inspection or sorting is performed by WCI or a 3rd party, all related costs will be charged to the supplier.

11 Corrective Action Request (CAR)

A supplier Corrective Action Request will be issued for non-conformances. The supplier is responsible to identify the root cause of the problem and implement corrective action to prevent recurrence. A CAR may be issued for the following reasons:

- Non-Conforming product
- Repeated early or late delivery
- Repeated over/under shipments
- Incorrect parts
- Inadequate packaging
- Lack of shipping paperwork
- Lack of timely response to concerns.