



Printed copies are reference only

WMP PUR-14 Rev: 01/16/19

Supplier Quality Manual

West Michigan Plastics
5745 143rd Ave, Holland, MI 49423
Phone: (616) 394-9269
<https://www.wmiplastics.com/>



Printed copies are reference only

WMP PUR-14 Rev: 01/16/19

Table of Contents

1. Introduction
 - a. Purpose
 - b. Scope
 - c. Environmental Policy
 - d. Product Design
2. Supplier Approval Process
 - a. Suppliers to Automotive Programs
 - b. Suppliers to Non -Automotive Programs
 - c. Laboratories
 - d. Additional Requirements
 - e. Conflict materials statement
3. New Supplier Assessment
 - a. Assessment Results
4. Performance Rating and Monitoring
 - a. Supplier Evaluation
 - b. On -Site Audits
5. Production Part Approval Process (PPAP)
 - a. New Components
 - b. PPAP Timeliness
 - c. Annual Revalidation
 - d. Other PPAP Situations
 - e. Supplier Process or Product Changes
6. Shipping and Receiving
 - a. Packaging
 - b. Labeling
 - c. Material Certification
 - d. Sample Product
 - e. Receiving Hours
 - f. Hazardous Material
7. Delivery
 - a. On-Time
 - b. Quality and Accuracy
8. Corrective Action Process
 - a. Initiating Corrective Action
 - b. Corrective Action Response
 - c. Accountability and Cost of Quality
9. Supplier Acknowledgement Page



Printed copies are reference only

WMP PUR-14 Rev: 01/16/19

1. Introduction

- a) Purpose - The purpose of this manual is to define the requirements and expectations of the partnership between West Michigan Plastics and our suppliers. This manual outlines and explains the required quality standards for purchased commodities and services from suppliers.
- b) Scope - This manual is available to all existing and potential suppliers of purchased goods and services to West Michigan Plastics. It outlines the process for becoming a supplier to West Michigan Plastics and explains the expectations and requirements regarding delivered products and services.
- c) Environmental Policy - All material delivered to West Michigan Plastics shall satisfy current governmental and safety constraints on restricted, toxic and hazardous materials.
- d) Product Design – WMP is excluded from 8.3 Product Design Requirements.

2. Supplier Approval Process

- a) Suppliers to Automotive Programs are preferred to be ISO 9001:2015 with the ultimate objective of becoming certified to IATF 16949 registered through an accredited third party registrar. The supplier should reference the current Automotive Industry Action Group (AIAG) manuals for the most up to date policies and procedures.
- b) Suppliers to Non-Automotive Programs Suppliers to non-automotive programs are preferred to be ISO 9001:2015 registered through an accredited third party registrar. Provisions will be made for suppliers that are not ISO certified but show a fully implemented quality system.
- c) Laboratories – All suppliers that are commercial or independent laboratories must be accredited to ISO/IEC 17025 or national equivalent.
- d) WMP will communicate to the supplier any Statutory and Regulatory requirements of its customers. WMP's Suppliers are required to meet all WMP's applicable customer, statutory and regulatory requirements. In addition all suppliers are expected to comply with IMDS and European Directive EC 1907/2006 (REACH).
- e) Suppliers will have a zero tolerance policy with regards to Conflict Materials.

3. New Supplier Assessment

New suppliers can be added to the prospective supplier list with the following:

- Submittal of a Third Party Registrars' certificate that is valid to the current applicable ISO family standard or automotive industry standard.
 - If not certified to the current ISO standard, by completing and returning a Supplier Self-Assessment Questionnaire (WMP PUR-09) that is then reviewed by West Michigan Plastics.
 - An on-site visit may be requested upon review of the assessment.
 - Second-party audit performed
 - If West Michigan Plastics customer requests the new supplier be used.
- a) Assessment Results - Upon review of the Supplier Self-Assessment Questionnaire (Form WMP PUR-09 – include risk assessment on form) and or Second Party Audit findings.






Printed copies are reference only

WMP PUR-14 Rev: 01/16/19

Suppliers who have been supplying WMP for at least six months prior to implementation of this manual and whose performance is deemed satisfactory are exempt from the requirement for the initial evaluation and qualification. There are no exemptions from continuous quality performance monitoring regardless of past quality performance.

Supplier Self Assessment Ratings:

	High Risk	0-74% Not Approved
	Medium Risk	75-89% Need Internal Discussion
	Low Risk	90-100% Approved

4. Performance Rating, Monitoring, and Control of External Services

- a) Supplier Evaluation –
 - a. Each of WMP's suppliers will be evaluated rated on:
 - i. Quality Incidents (Delivered product conformity to requirements) (WMP M-01)
 - ii. the number of corrective actions issued – includes customer disruptions at the receiving plan, including yard holds and stop ships.
 - iii. Delivery performance
 - iv. delivery incidents (Delivery schedule performance and # of occurrences of premium freight)

The evaluation data is reviewed taken annually in WMP's management review and unsatisfactory performance of suppliers reviewed and possible removal if low ratings.

If provided by our customer, WMP will also include the following, as appropriate, in our performance monitoring;

- i. Special status customer notifications related to quality or delivery issues;
 - ii. Dealer returns, warranty, field actions, and recalls.
- b) On-Site Audits, second-party audits and Inspections are used as a development tool, West Michigan Plastics and or WMP's Customers reserve the right to conduct random supplier audits. An agreed upon time will be negotiated with the supplier and an on-site visit will be conducted. West Michigan Plastics and its Customers also retains the right to inspect product at the Supplier for part verification. This may include West Michigan Plastics employees performing the inspection to verify the product's conformity and release. On-Site, Second-party audits and inspections may be used for the following:
 - i. Supplier risk assessment;
 - ii. Supplier monitoring;
 - iii. Supplier QMS development;
 - iv. Product audits;
 - v. Process audits.

5. Production Part Approval Process (PPAP)

- a) New Components - All suppliers of automotive parts are required to submit a level 3 PPAP. Non-automotive parts will require a PPAP if it is required by West Michigan Plastics customer, or deemed otherwise necessary.



Printed copies are reference only

WMP PUR-14 Rev: 01/16/19

- b) PPAP Timeliness - Once a PPAP request is submitted to the supplier, they will have 2 weeks to submit their PPAP for annual validations or other changes and 30 days for new programs. If the requested due date cannot be met, the supplier must contact West Michigan Plastics with an acceptable date. If a due date is missed without notification, the supplier rating score will be affected.
- c) Annual Revalidation - A Level 4 annual revalidation is required for all current component suppliers to West Michigan Plastics. Revalidation request must be submitted within 2 weeks from requested date.
- d) Other PPAP Situations - Other situations that will require a PPAP:
 - a. Engineering Changes
 - b. Tool moves or additional production facilities
 - c. Tool Inactivity (over 1 year)
 - d. Change to Optimal Construction or Material
 - e. Sub Supplier or Material Source Change
 - f. Significant Process Changes Required PPAP levels will be discussed with the supplier and West Michigan Plastics depending on customer requirements.

WMP will pass down all applicable statutory and regulatory requirements and special product and process characteristics to our suppliers and we require our suppliers to cascade all applicable requirements down the supply chain to the point of manufacture.

- e) Supplier Product or Process Changes – Automotive: West Michigan Plastics must be notified in writing of any changes in process, material, design, tooling or any other factors that could potentially affect the fit or function of the product. A PPAP must be submitted to West Michigan Plastics for any of these subsequent changes. Non-Automotive Products: West Michigan Plastics must be notified in writing of any changes in process, material, design, tooling or any other factors that could potentially affect the fit or function of the product. A PPAP may be required for any of these subsequent changes.

6. Shipping and Receiving

- a) Packaging - All products should be packaged in adequate containers to insure the safe arrival of the material. Once the shipment arrives it will be inspected for any damage that may have occurred during shipping. If an issue arises with the quality of the packaging West Michigan Plastics will non-conform the damaged product and contact the supplier for further instructions.
- b) Labeling - All products should be identified with a minimum of:
 - a. Part Number
 - b. Description
 - c. Quantity in container
 - d. Date of manufacture
 - e. Lot Number
- c) Material Certification - All Material Certifications must be sent with shipment. If Material Certification is not with shipment, product may be returned at supplier's expense until proper Material Certification is available.



Printed copies are reference only

WMP PUR-14 Rev: 01/16/19

- d) Sample Product - Sample product has the same packaging and labeling requirements as production material. Product should be marked as "Sample" and the name of the person that requested the product indicated on the label.
- e) Receiving Hours - West Michigan Plastics hours for receiving are 8am and 3pm, Monday through Friday. If unable to deliver during these times, you must contact West Michigan Plastics to make alternate arrangements.
- f) Hazardous Material Suppliers must follow all relevant Health, Safety and Environmental regulations. MSDS / SDS sheets must be provided in accordance with state and federal regulations. Ensure all proper markings are on containers and proper paperwork is supplied before you deliver. West Michigan Plastics reserves the right to refuse any delivery that does not conform to these delivery conditions.

7. Delivery

- a) On-time - West Michigan Plastics requires that shipments will be received on the date specified on the purchase order. If West Michigan Plastics has not been notified and did not approve a different delivery date, the shipment will be considered late and will affect the supplier's rating.
- b) Quality and Accuracy - All products shall meet the quality standards as agreed upon by West Michigan Plastics and the supplier. The quantity of material (unless otherwise agreed upon) will be accurate for all shipments.

8. Corrective Action Process

- a) Initiating Corrective Action - When defective material is identified by West Michigan Plastics, [WMP M-39]. Once an investigation of the discrepant material is completed and West Michigan Plastics has proven the issue is not related to any of West Michigan Plastics' processes, the supplier will be notified. A Corrective Action Request [WMP Q-13] or [RMA Q-41] will be generated and forwarded to the supplier representative immediately along with any samples of the nonconforming parts, if available. Interim action will be discussed by West Michigan Plastics and the supplier to determine the necessary steps that need to take place to protect our customer until the Corrective Action is verified and accepted. The non-conforming material will be identified and held pending investigation. Once the material is recognized as non-conforming it will be documented and communicated to the supplier. A Return Material Authorization (RMA) number will be requested for the suspect material that is returned to the supplier at their expense unless other arrangements have been discussed. The material will then be debited from the supplier's account unless agreed upon otherwise.
- b) Corrective Action Response – A Corrective Action Request Form is issued to a supplier it is West Michigan Plastics expectation that an initial response that covers containment action will be submitted within 24 hours. The root cause, corrective action, preventative action, systematic action, and verification activities are to be completed and submitted to West Michigan Plastics within 14 business days of issue date. If this deadline is not feasible, West Michigan Plastics must be notified and a new due date must be agreed upon. If a deadline is missed without notification, the supplier's rating may be affected.
- c) Accountability and Cost of Quality - Suppliers are expected to provide quality, defect-free products, provide expert knowledge of the product and proactive support. Suppliers may be held accountable for any and all costs incurred due to defective material produced by the supplier and shipped to West Michigan Plastics. These costs may include, but not limited to:
 - a. Costs due to an automotive recall
 - b. Downtime at customer facilities
 - c. Overtime hours at West Michigan Plastics



Printed copies are reference only

WMP PUR-14 Rev: 01/16/19

- d. Downtime at West Michigan Plastics
- e. Expedited freight charges and air shipment expenses
- f. Third party testing
- g. Scrap or reworking of finished goods
- h. Labor costs for sorting and/or reworking at end customer
- i. Labor costs for sorting and/or reworking finished goods
- j. Labor costs for sorting and/or reworking raw stock
- k. Labor costs for third party sorting and/or reworking

9. Supplier Acknowledgement Page

Below are the designated Management Representatives for West Michigan Plastics and its Supplier. Unless otherwise indicated in this manual, the persons named herein will be responsible for all communication, acceptance, and approval of changes to this manual's stated requirements. They further agree to be bound by the requirements set herein. Any exceptions to these requirements must be communicated in writing to West Michigan Plastics within 2 weeks of the date of issue.

Signature: _____ Date: _____
Name: Greg Cook
Title: President
Email: grcook@wmiplastics.com

Signature: _____ Date: _____
Name: Bryan Tomberlin
Title: Quality Manager
Email: btomberlin@wmiplastics.com

Signature: _____ Date: _____
Name: Nick Schoenborn
Title: Operations Manager
Email: nschoenborn@wmiplastics.com



Printed copies are reference only

WMP PUR-14 Rev: 01/16/19

WMP Supplier Acknowledgement

By signing below, we acknowledge that we have read, understand, and agree to the requirements set forth in West Michigan Plastics supplier manual.

Company Name: _____

Signature: _____ **Date:** _____

Name:

Title:

Email:

Signature: _____ **Date:** _____

Name:

Title:

Email: