SUPPLIER QUALITY MANUAL

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PROGRESSIVE METAL MFG. CO. – MISSION Statement

We are a low volume, short run manufacturer of metal stampings, fabrications, and assemblies.

Supplier Mission

Progressive Metal Mfg. Company's Supplier Quality Manual recognizes automotive standards and the requirements defined on manuals and publications on behalf of the automotive industry by the Automotive Industry Action Group (AIAG). This manual also recognizes all additional customer specific requirements as required. PMMCO has an established Supplier Quality Management System that has been created in conformance with ISO/TS-16949:2009 Third Edition.

1. Scope

1.1. Purpose

The purpose of this manual is intended to help suppliers understand PMMCO requirements for managing, communicating, and reporting processes and procedures.

This manual does not replace or modify in any way the requirements that are contained in any of the AIAG manuals, automotive requirements or PMMCO documentation. Purchased items, including services, are included as all products and services that can effect customer requirements such as any outsourced stamping, welding, and assembly, machining, cutting, and packaging services.

1.2. Scope

The detailed requirements of this manual shall be met in addition to the requirements on supplied customer prints, purchase order requirements or any other written requirements. In regards to any written requirements, these shall overrule the details contained in this manual.

PMMCO reserves the right to change this manual as needed. Revisions of this manual can be found on our website, www.pmmco.com

Suppliers to PMMCO are to ensure the confidentiality of all parts, new and pre-production.

1.3. Supplier Requirements

PMMCO requires the highest level of supplier quality for those who want to be a long term business partner to our organization.

In order to become a long term supplier to PMMCO, the following documentation must be supplied to our Purchasing Department:

- ISO9001:2009, Quality Management System Certification status, at a minimum, requirement to conduct business within our organization.
- ISO/TS-16949: 2009, Quality Management System Certification.
- Full list of company information that includes phone/fax numbers, contacts, and e-mail addresses.
- *Supplier not certified to ISO/TS 16949:2009 will be audited by Progressive Metal's qualified auditor. The audit will determine the ability of the supplier to produce quality product.*

Where applicable, MSDS (Material Safety Data Sheets) and/or submission into IMDS (International Material Data System) at http://www.mdsystem.com/index.jsp to Customer Code: 40951 are required.

1.4. Performance

All suppliers are required to have 100% on time delivery of parts and have zero defects.

We strive for continuous improvement within our organization. Suppliers should strive for continuous improvement on all parts supplied to PMMCO. Cost savings proposals are welcomed by alternate methods of manufacturing processes or products used on parts supplied.

1.5. Measuring Performance

Suppliers will be monitored for both product quality and delivery including:

a. Delivered product quality compared to P.O. technical specifications.
b. Complaints from production operations and also including customer returned product and field failures.

c. On-time delivery performance including instances of premium freight.
d. Special status customer notifications related to quality or delivery issues.

1.6. Approved Supplier List

All processes and products will be purchased only from the established PMMCO approved supplier list. This list is maintained on a regular basis to ensure that all suppliers are compliant to ISO/TS standards requirements. New suppliers are evaluated and added to the approved supplier list. Current copies of registration by third party registrars need to be up to date. If a certificate is expired or close to expiring, it is the responsibility of the supplier to forward a copy to PMMCO. PMMCO also may contact these suppliers who have certificates that are going to expire as a reminder that they may be on nonconformance with an expired certificate.

2. Normative Reference

The following reference documents were used in the development of the PMMCO Supplier Quality Manual:

- ISO /TS16949:2009
- AIAG Core Tool Books
- PMMCO Quality Manual

3. Terms and Definitions

The Term and Definitions are stated within the supplier manual.

4. Quality Management System

4.1. General Requirements

The supplier shall document, implement and maintain a management system that is continually evaluated for effectiveness and improved upon, according to the requirements of ISO/TS 16949:2009.

Suppliers will identify the processes and their applications as needed throughout their organization. Development of the processes will include:

- Sequence and interaction of the processes

- Criteria and methods required to ensure the effective operation and control
- Availability of resources and information needed to support process operation and monitoring
- Process monitoring, measuring, and analysis
- Implementation of actions required to meet planned results and continuous process improvement

Suppliers will manage according to the requirements ISO/ TS 16949:2009.

4.2. Documentation Requirements

4.2.1. General

The Supplier Quality Management System shall include the following documentation:

- Quality and Environmental policies that are supported by measurable objectives
- Documented procedures required by the ISO/TS 16949:2009.
- Additional documentation may be needed by Suppliers to ensure effective planning, operation and control of processes to include the records required by the above mentioned international standards.

4.2.2. Quality System Manual

This Supplier Quality System Manual:

- A defined scope and justification for exclusions as stated in Section 1.2
- A description of the core elements of this Management System
- Direction to related documentation
- References to all management system procedures
- A description of the interaction between processes within the Management system.

4.2.3. Control of Documents

A controlled document is any document, hardcopy or electronic media required by the Supplier Management System. Documentation comprises the following types of documents at a minimum:

- Management System Manual
- Procedures
- Control Plans

- Work Instruction
- Forms
- Product Technical Specifications and Drawings
- Automotive Reference Manuals
- Standards and Codes.

Engineering Specifications

Suppliers will have a process to review, distribute, and implement all Customer Engineering Specifications and changes in a timely manner. Procedure requirements facilitate the updating of all appropriate documentation, and the establishment of the effective dates of the subsequent changes.

4.2.4. Control of Records

Supplier Quality System records should be maintained and established to demonstrate conformance to specifications and the effectiveness of the Supplier Quality Management System.

Quality and Environmental records are legible and stored in a manner that provides for retrieval and protects against loss/damage.

A procedure shall be established to define the records needed for the identification, storage, protection and retention time and disposition of quality records.

5. Management Responsibility

5.1. Management Commitment

Top Management is depicted in the organizational chart. Top Management is committed to improving the effectiveness of the Management System by:

- Communicating the importance of Customer and all state/federal regulations to everyone
- Establishing Quality and Environmental Policies supported by measurable objectives
- Ensuring that employees have all the necessary resources to meet the objectives
- Conducting Management Reviews

5.2. Customer Focus

Top Management ensures that customer requirements are identified during the Quality Planning process with the goal of enhancing customer satisfaction.

5.3. Quality and Environmental Policies

Top Management shall ensure that the quality policy is communicated and understood within the organization. Suppliers are responsible to ensure Quality and Environmental Policies.

5.4. Planning

5.4.1. Supplier Quality System Objectives

Top Management will define quality objectives established at relevant functions. Quality objectives shall address customer requirements and expectations and obtained in a specific time period determined by the supplier.

5.4.1.1. Quality Objectives – Supplemental

Top Management shall define, within the business plan, the Objectives used to deploy the Management System Policies.

5.5. Responsibility and Authority, and Communication

5.5.1. Responsibility and Authority

Top Management is ultimately responsible for establishing, implementing, and maintaining the Quality Management System.
The following documents within the Quality Management System define responsibility and authority:

- Organizational Chart
- Job Descriptions
- Management System Manual
- Procedures and Work Instructions

5.5.1.1. Responsibility for Quality

Managers and other employees with responsibility and authority for corrective actions are promptly informed of product or processes which do not conform to requirements. Supplier personnel responsible for product quality have the authority to stop production and correct problems. Manufacturing operations on all shifts are staffed with personnel who are in charge of and delegated responsibility for ensuring quality product.

5.5.2. Management Respresentive

A member of management shall be appointed with responsibility and authority for reporting on the performance of the quality management system to top management.

5.5.3. Internal Communication

Top management shall ensure that appropriate communication processes are established within the organization and that communication takes place regarding the effectiveness of the quality management system.

5.6. Management Review

5.6.1. General

Top Management shall review evaluating opportunities for improvement and necessary changes to the Management System at planned intervals to ensure its continuing effectiveness. This review shall include assessing opportunities for improvement and the need for changes to the quality management system, including the quality policy and quality objectives.

These reviews shall include all requirements of the quality management system as a key part of the continuous improvement process.

5.6.2. Review Input

Top Management shall conduct Management Review meetings that address the following inputs at a minimum:

- Results of audits including internal, external and customer
- Customer feedback

- Process performance and conformity
- Status of Preventive and Corrective Action
- Progress made on action items identified at the previous meeting
- Changes that could affect the Quality Management System
- Recommendations for Continuous Improvement

5.6.3. Review Output

The output of Supplier Quality Management Review shall include:

- Improvement of the effectiveness of the Quality Management System and its processes.
- Improvement of product related to customer requirements
- Adjusted resource allocation

6. Resource Management

6.1. Provision of Resources

The supplier shall determine and provide the resources needed to:

- Implement, maintain and continually improve Management System effectiveness.
- Enhance customer satisfaction by meeting customer requirements.

6.2. Human Resources

6.2.1. General

Supplier personnel performing work having a significant impact on the environment, or affecting product quality are competent based on evaluation of their education, training, skills, and experience. Competence levels are defined, and documented on individual Job Descriptions.

6.2.2. Competence, Awareness, and Training

The organization identifies the education, skills, experience and training needs for all personnel and provides training for:

- Meeting job requirements
- Quality and Environmental Policies and Objectives
- Emergency preparedness and response

- Benefits of improved personal performance, and the consequences of departure from standard operating procedures

6.2.2.1 Training

The organization shall establish, and maintain documented procedures that describe how training needs are identified, and how competency of all personnel is achieved. All personnel performing specific tasks shall be qualified with particular attention paid to customer satisfaction.

6.2.2.2 Training on the Job

The organization shall provide on-the-job training for new or modified jobs. This training includes informing the personnel of the consequences to the customer of nonconformities.

6.2.2.3. Employee Motivation and Empowerment

The supplier shall have a process to motivate employees to achieve quality objectives, to make continuous improvement suggestions and to create an environment that promotes innovation. This process promotes quality and technological awareness throughout the organization.

6.3. Infrastructure

The supplier shall determine, provide, and maintain the infrastructure required to achieve conformity to product requirements. Infrastructure shall include:

- Buildings, workspace, and associated utilities
- Process equipment (both hardware, and software)
- Supporting services

6.3.1. Contingency Plans

The supplier shall prepare contingency plans to satisfy customer requirements in the event of an emergency. Such as utility interruptions, labor shortage, key equipment failure and field returns.

6.4. Work Environment

The supplier shall manage the work environment to achieve conformity to product requirements during the Advanced Product Quality Planning process.

6.4.1. Personnel Safety to Achieve Product Quality

Product safety and methods to minimize potential risks to employees shall be addressed by the organization during the design, development process, and in manufacturing processes, and activities.

6.4.2. Cleanliness of the Premises

The supplier shall maintain its premises in a state of order, cleanliness and repair that is consistent with the product and manufacturing process needs.

7. Product Realization

7.1. Planning of Product Realization

The organization shall plan and develop the manufacturing process for each part awarded by PMMCO using advanced product quality planning techniques (APQP).

Planning of product realization is consistent with other requirements of the Quality Management System.
Planning of product realization results in determining the following:

- Quality objectives and requirements of the product
- The need to establish processes, documents, and provide resources specific to the product
- Required verification, validation, monitoring, inspection and test activities specific to the product and the criteria for product acceptance
- Records needed to provide evidence that the realization processes and resulting product meets customer requirements

The output of the planning process is typically the items included in a Production Part Approval Process (PPAP) submission.

7.1.1 Confidentiality

The organization shall ensure the confidentiality of customer-contracted products / projects under development and the related product information.

7.1.2 Change Control

The organization shall determine all requirements to control, and react to changes that impact product realization. The effects of any change, including suppliers, are assessed, verified and validated to ensure compliance with customer requirements.

7.2. Customer –Related Processes

7.2.1. Determination of Requirements Related to the Product

The organization shall maintain documented procedures to determine the following:

- Customer specified requirements including delivery and post delivery activities
- Requirements not stated by the customer but necessary for specified or intended use
- Compliance to all applicable government, safety and environmental regulations as applied to acquisition, storage, handling, recycling, elimination or disposal of materials
- Additional requirements determined by PMMCO
- Identification of the environmental aspects related to its product activities and services including information updates
- Identification of all environmental legal requirements and other requirements to which PMMCO subscribes

7.2.2. Customer Designated Special Characteristics

The supplier shall maintain documented procedures to identify responsibilities for identification, data collection, analysis and maintenance of records for customer special characteristics.

7.2.3. Review of Environmental and Product Requirements

The organization shall review all product requirements prior to our commitment to supply the product to the customer. This review includes changes to the contract or order.

This review verifies:

- The requirements are adequately defined and documented.
- Any requirements differing from the previous quote are resolved.
- Ability to meet contract requirements.

When product requirements are changed, that relevant documents are amended and relevant personnel are made aware of changed product requirements.

7.2.3.1. Organization Manufacturing Feasibility

The organization shall conduct a multi-disciplinary team feasibility study to confirm and document the manufacturing feasibility of the proposed products including risk analysis.

7.2.4. Customer and External Communication

The organization shall determine and implement procedures to ensure and maintain effective communications with the customer and other external interested parties regarding:

- Product information
- Enquiries, contracts or order handling including contract amendments
- Customer feedback to include customer complaints
- Receiving, documenting and responding to enquiries regarding identified significant aspects.

7.3. Design and Development

The organization shall use a multidisciplinary approach during the process design, including the review of the requirements, such as engineering specs, special characteristics, cost timeline and experience from previous developments.

7.3.1. Manufacturing Process Design Output

Manufacturing design outputs are expressed in terms that can be verified and validated against manufacturing process design input requirements. Manufacturing process design outputs include:

- Specifications and drawings
- A manufacturing process flow
- Manufacturing process FMEA
- Control Plan
- Work instructions
- Process approval acceptance criteria
- Data for quality, reliability, maintainability and measurability
- Results of error proofing activities as appropriate
- Methods of rapid detection and feedback of product/manufacturing process nonconformance's

7.3.2. Design and Development Review

Systematic reviews are held at suitable stages according to the Design and Development Plan. The reviews ensure the ability of design and development results to meet requirements, identify problems, and propose necessary actions.

Reviews include representatives of the functions concerned. Results of the reviews and necessary actions are maintained.

7.3.3. Monitoring

Measurements of design and development shall be taken, analyzed, and reported at appropriate stages as defined in the Design and Development Plan. Summarized results of these measurements are input for Quality Management Review.

7.3.4. Design and Development Verification

Verification is performed according to the Design and Development Plan. This verification ensures that the design and development outputs meet the input requirements. Records of verification and any resulting actions are maintained.

7.3.5. Design and Development Validation

Validation is performed according to the Design and Development Plan. Validation ensures the ability of process is capable of meeting the intended application or use. Validation is completed prior to the delivery or implementation of product. Records of validation and any resulting actions are maintained.

7.3.6. Prototype Program

When required by the customer, the organization shall develop a Prototype Control Plan. The organization shall use the same suppliers, tooling and manufacturing process that will be used in production whenever possible.

All performance testing activities shall be monitored for timely completion and conformance to requirements.

7.3.6.1. Product Approval Process (PPAP)

The supplier shall conform to a product and manufacturing approval processes. Product approval is the last step after validation of the manufacturing process.

7.3.7. Control of Design and Development Changes

Design and Development changes shall be identified and records maintained. The changes shall be reviewed, verified, validated, and approved prior to implementation. Reviews include the evaluation of the effect changes have on constituent parts and product already delivered.

7.4. Purchasing

7.4.1. Purchasing Process

The supplier shall implement procedures to ensure that purchased product and services conforms to specified purchase requirements.

The type and extent of control applied to the supplier and purchased product or service is dependent upon the effect of the product or service on the subsequent product realization or the final product.
The supplier shall evaluate and select suppliers based on their ability to supply product or services in accordance with the organizations requirements. The

procedures identify criteria for selection, evaluation and re-evaluation shall be established. Records of the results of evaluations, and any necessary actions arising from the evaluation shall be maintained.

7.4.1.1. Supplier Quality Management System Development

The supplier shall perform sub-supplier quality management development with the goal of supplier conformity with this technical specification. Conformity with ISO 9001:2008 is the first step of achieving this goal. The goal of PMMCO is conformity with ISO/TS-16949.

7.4.1.2. Customer-approved Sources

When specified by the contract, the organization shall purchase products, materials or services from approved sources. The use of customer-designated sources including tool & gage suppliers does not relieve the organization of the responsibility for ensuring the quality of purchased products.

7.4.2. Purchasing Information

Purchase orders for products or services shall contain the following information as applicable:

- Requirements for approval of product, procedures/processes and equipment
- Requirements for qualifications of personnel
- Quality management system requirements

7.4.2.1. Incoming Product Quality

The supplier shall have a process that implements a Receiving Inspection procedure to ensure that purchased product or service that affects the quality of the product using one or more of the following methods:

- Receipt and evaluation of statistical data by the Supplier
- Receiving Inspection sampling plan based on performance
- Second or third party audits of Supplier sites, when combined with records of acceptable delivered product
- Part evaluation by a designated laboratory
- Other methods agreed upon by the Customer.

7.4.2.2. Supplier Monitoring

Sub Supplier performance shall be monitored using the following indicators:

- Delivered product quality
- Customer complaints including returned product and field failures
- Delivery performance including instances of premium freight
- Special status customer notifications related to quality or delivery issues

7.5. Production and Service Provision

7.5.1. Control of Production and Service

The supplier shall carry out production under the following controlled conditions as applicable:

- Availability of information describing the product characteristics
- Availability of necessary work instructions
- Use of suitable equipment
- Availability and use of monitoring and measuring devices
- Implementation of monitoring and measuring
- Implementation of release and delivery activities

7.5.1.1. Control Plan

The organization shall develop a Control Plan for each part number. Control Plans that take into account the Design FMEA, when provided by the customer, and Manufacturing FMEA outputs are identified as either Pre-Launch or Production. Supplier control plans shall include:

- The controls used for the manufacturing process
- Methods for monitoring of control exercised over special characteristics defined by either PMMCO or the Customer.
- Customer required information as applicable
- The specified reaction plan when the process becomes unstable or not statistically capable

Control Plans are reviewed and updated when any change occur which affects product, manufacturing process, measurement, logistics, supply sources or FMEA.

Customer requirements for approval of revised Control Plans are evaluated according to the requirements of the PPAP manual.

7.5.1.2. Work Instructions

The organization shall prepare documented work instructions for all employees having the responsibilities for the operation of processes that impact product quality.

7.5.1.3. Verification of Job Set-ups

Manufacturing job set-ups shall be verified at the start of each run and at running production lot changes.
Work instructions shall be available for set-up personnel. The organization shall use statistical methods of verification where applicable.

7.5.1.4. Preventive and Predictive Maintenance

The organization shall identify key process equipment and provides resources for machine/equipment maintenance and develop an effective planned total preventative maintenance system. As a minimum, this system shall include the following:

- Planned maintenance activities
- Packaging and preservation of equipment, tooling and gauging
- All machines, equipment and instruments associated with identified significant aspects are included in this plan
- Inventory of replacement parts for key manufacturing equipment
- Reporting, evaluating and improving maintenance objectives

7.5.1.5. Production Scheduling

Production shall be scheduled in order to meet PMMCO requirements, such as just-in-time shipments supported by an information system that permits access to production at key stages of the process and is order driven.

7.5.2. Identification and Traceability

The supplier shall develop a procedure for the identification and product status, with respect to monitoring and measurement requirements, throughout product realization.

The supplier shall have a system to maintain traceability to the manufacturing process and inputs.

7.5.3. Customer Properly

The supplier shall exercise care with the property of PMMCO while it is under their control or being used by the supplier.

If any property of PMMCO is lost, damaged or otherwise found to be unsuitable for use this shall be reported to PMMCO and records shall be maintained.

7.5.3.1. Customer-owned Production Tooling

PMMCO owned equipment shall be permanently marked (manufacturing, test, inspection tooling and equipment) so that ownership is visible.

7.5.4. Preservation of Product

The organization shall preserve the conformity of product is preserved during internal processing and delivery to the customer. Preservation includes identification, handling, packaging, storage and protection. Preservation also extends to assembly components.

7.5.4.1 Storage and Inventory

The organization shall use an inventory management system to optimize inventory turns over time and assure stock rotation (FIFO). Obsolete product shall be controlled in a similar manner to non-conforming products.

7.6. Control of Monitoring and Measuring Devices

Suppliers shall determine the method of monitoring and measuring and the devices required to provide evidence of product conformity during the Quality Planning process and any devices used for the monitoring and measurement of activities associated with the identified significant aspects.

Measuring equipment shall be calibrated, verified at specified intervals or prior to use, against measurement standards traceable to international or national standards. When standards do not exist, the basis used for calibration or verification shall be recorded.

If equipment is found to be out of calibration, validity of prior inspections is assessed and customers are notified if shipment of suspect product is involved. Records of calibration and verification shall be maintained.

7.6.1. Measurement System Analysis

Statistical studies shall be conducted to determine the variation present in the results of each type of measuring and test equipment identified on the Control Plan as requiring SPC.

The analytical methods and acceptance criteria used conforms to the MSA manual. Other analytical methods and acceptance criteria must be approved by PMMCO.

7.6.2. Laboratory Requirements

7.6.2.1. Internal Laboratory

The supplier's internal laboratories shall have a defined scope to include capability to perform the required inspections, tests and calibration services. Laboratory scopes are defined in applicable procedures to specify and implement requirements for:

- Adequacy of laboratory procedures
- Competency of laboratory personnel
- Testing of product
- Capability to perform these services correctly, traceable to relevant ASTM standards
- Review of related records

8. Measurement, Analysis, and Improvement

8.1. General

The supplier shall plan and implement the monitoring, measurement, analysis and improvement processes needed to:

- Demonstrate conformity of product
- Ensure conformity of the Management System
- Continually improve the effectiveness of the Management System

8.1.1. Identification of Statistical Tools

Appropriate statistical techniques in each manufacturing process shall be determined during the Quality Planning processes included in the control plan.

8.2. Monitoring and Measurement

8.2.1. Customer Satisfaction

The supplier shall monitor the customer's perception of as to whether the organization has met customer requirements. The methods for obtaining and using this information shall be determined.

8.2.2. Internal Audit

The supplier shall conduct internal audits of the Management System at planned intervals to determine:

- Conformance to the planned arrangements identified in paragraph 7.1, requirements of ISO/TS 16949:2009
- The effectiveness of its implementation and maintenance

The supplier shall have internal auditors who are qualified to perform a quality audit.

8.2.3. Monitoring and Measurement of Processes

The supplier shall apply suitable methods for monitoring and measuring processes of the Quality Management System to ensure that planned results are achieved. When planned results are not achieved, correction and corrective action is taken as appropriate, to ensure conformity of the product.

8.2.4. Monitoring and Measurement of Product

The supplier shall monitor and measure product characteristics at various stages in the manufacturing process, according to planned arrangements, to verify that product requirements have been met.

8.2.4.1. Layout Inspection and Functional Testing

The supplier shall conduct layout inspections and functional verifications to applicable customer engineering material and performance standards for each product as specified in the control plan.

8.3. Control of Nonconforming Product, Processes and Conditions

The organization shall ensure that product which does not conform to product or process requirements is identified and controlled to prevent unintended use or delivery. The procedure describes the responsibility and authority for control and disposition of nonconforming product.

The organization shall deal with the disposition of nonconforming product include one or more of the following:

- Taking action to eliminate the detected nonconformance
- Authorizing the use, release or acceptance under concession (deviation) by the customer
- Scrap to preclude use or application (discard)

The types of nonconformance's and actions taken, including concessions shall be recorded and maintained.
All nonconforming products that are reworked or repaired are inspected to ensure conformity to specifications.

8.3.1 Customer Waiver

The supplier shall obtain procedures that require customer deviations to be obtained prior to shipping when product or manufacturing process is different from that which is currently approved. The following shall apply:

- Maintain a record of the expiration date or quantity authorized
- Properly identify each container of deviated product when shipping to the customer
- Ensure compliance with the original specifications when deviation expires

8.4. Analysis of Data

The supplier shall maintain a procedure for review of the Management System. The procedure identifies responsibilities to:

- Determine, collect and analyze appropriate data to evaluate the suitability and effectiveness
- Evaluate data generated as a result of monitoring, measurement and other relevant sources
- Evaluate where continuous improvement of the effectiveness of the system can be made

Analysis of data provides information relating to:

- Customer satisfaction
- Conformity to product requirements
- Characteristics and trends of processes and products including opportunities for Preventive Action

8.5. Improvement

8.5.1. Continual Improvement

The organization shall continually improve the effectiveness of the Management System with Quality and Environmental Policies and Objectives, audit results, analysis of data, corrective and preventive actions and management reviews.

8.5.2. Corrective Action

The supplier shall maintain procedures to eliminate the cause of nonconformances in order to prevent recurrence. Corrective actions are appropriate to the effects of the nonconformance. Procedures define requirements for:

- Reviewing nonconformance's
- Determining the causes of nonconformance's
- Evaluating the need for action to ensure that nonconformance's do not recur
- Determining and implementing action needed
- Records of actions taken are maintained
- Corrective Action review is accomplished

8.5.3. Preventive Action

The supplier shall maintain a procedure for preventive action to eliminate the causes of potential nonconformances. Preventive Action is appropriate to the effects of the potential problem. The procedure defines the requirements for:

- Determining potential nonconformance's and their causes
- Evaluating the need for action to prevent occurrence of nonconformance's

- Determining and implementing action needed
- Records of results of actions taken are maintained
- Reviews of preventive action taken

It is the responsibility of the reader to review the revisions to this document listed below.
Contact the Originator listed in the heading for further clarification if necessary.

Date	Description of Change
10/23/2006	RELEASE
12/6/2016	Section 1.5 page 6 deletion: we no longer send out annual supplier performance Scorecards.