

# **CTA** Acoustics, Inc.

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## Supplier Quality Manual

  
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\_\_\_\_\_  
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# Expectations

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**1.1 Purpose:** To ensure all incoming materials meet or exceed CTA requirements.

**1.2 Scope:** This process applies to all suppliers supplying raw materials to CTA Acoustics.

## 2.0 Quality Requirements:

CTA Acoustics requires all critical suppliers to be registered to ISO 9001:2000 or better. If the supplier is not registered CTA will conduct process audits to that standard to validate supplier capabilities. If the supplier loses ISO registration, they are required to contact CTA Acoustics within 5 business days. Loss of registration may excuse CTA Acoustics from any contractual agreements with the supplier.

CTA Acoustics provides top quality products and services to its customers with the goal of zero defects. To achieve that goal, the supplier must also target zero defects to its customers. CTA uses a score card to track all supplier activity related to zero defects and continuous improvement. If the supplier score falls below 60, the supplier will be put on probation pending removal from CTA Acoustics approved supplier list.

If applicable, a certificate of compliance (C of C) or certificate of analysis (C of A) will be required from each lot supplied to CTA Acoustics.

Suppliers of Fiber Glass and Organic Products will send Shipment Release samples to CTA for evaluation. Suppliers of Fiber Glass and Organic Products must have Release Authorization prior to shipment.

All samples shall be identified properly for traceability.

## 3.0 CTA's Delivery Expectations:

100% on time delivery from all subcontractors is our expectation. In the event this is not feasible, the purchasing department should be contacted immediately and notified as to the new ship date, as well as corrective/preventative actions to be implemented to ensure recurrent errors do not occur.

Within our parameters, CTA will assist in providing you the necessary information from a scheduling and releasing aspect to enable you to make on time shipments. Individual suggestions to enable this are always welcome.

Premium freight charges should not occur. If premium freight is required to make your scheduled delivery, contact the purchasing department prior to shipping. All charges related to premium freight will be the responsibility of the supplier (unless otherwise approved by CTA's Purchasing Department).

Paperwork accompanying your shipments should be complete. All deliveries should include detailed packing lists and if applicable or requested certificates of conformance and/or analysis. The purchase order with release number should be on all documentation. The shipping documents shall also be sent electronically to the following Email Addresses-  
**CoC/CoA: Certificates** <certificates@ctaacoustics.com>

**Shipping Documents: Purchasing ASNs** <pur\_asn@ctaacoustics.com>

## 4.0 Special Requirements

**4.1** The Buyer will notify the vendors that all purchased materials must satisfy government, safety and environment regulations. A material safety data sheet (MSDS) is required, for any material that is not considered to be an article, before the first shipment. The buyer will communicate this information to the vendor through the purchase orders.

**4.2** CTA encourages the use of recycled materials in dunnage and packaging purchases. Inbound shipments are to be in returnable, reusable, or recyclable containers where possible.

## 5.0 Environmental Requirements

**CTA Acoustics recognizes the need for its suppliers to be environmentally responsible. With this, any supplier that is ISO 14001 certified or working toward that certification will be given preferential consideration when quoting products or services.**

**PPAP Submission Requirements**

	REQUIREMENTS	Level 3	Level 4	COMPLIANCE
1	Part Submission Warrant (PSW)	S	S	
2	Design Record	S	R	
3	Engineering Change Documents (if any)	S	S	
4	Customer Engineering approval (if required)	S	R	
5	Design FMEA	S	R	
6	Process Flow Diagrams	S	S	
7	Process FMEA	S	S	
8	Control Plan	S	S	
9	Measurement System Analysis Studies	S**	R	
10	Dimensional Results	S***	S***	
11	Material, Performance Test Results	S****	S****	
12	Initial Process Studies	S*****	R	
13	Qualified Laboratory Documentation	S	S	
14	Appearance Approval Report (if applicable)	S	R	
15	Sample Product	S	R	
16	Master Samples	R	R	
17	Checking Aids	R	R	
18	Records of Compliance with Customer Specific Requirements: Current ISO, TS, IATF, etc. certificate	S*	S*	
19	Certificate of Compliance/Conformance (CoC) or Certificate of Analysis (CoA)	S*	S*	
20	Bulk Material Checklist (if Bulk material supplier)	S	S	

S = The organization shall submit to CTA Acoustics and retain a copy of records of documentation items at appropriate locations.

R = The organization shall retain at appropriate locations and make available to CTA Acoustics upon request.

\* = The organization shall include any 3<sup>rd</sup> party certification of their quality system.

\*\* = 3 people, 10 Parts per person, 3 times each.

\*\*\* = 6 pieces (must submit data)

\*\*\*\* = Annual Testing by Accredited Lab.

\*\*\*\*\* = Capability Study: **125 pieces.**

**This form must be completed and sent with all PPAP packages.**

A. Time line is required for each individual PPAP requested.

B. Compliance to the due date must be communicated to the CTA Supplier Quality Engineer.

C. Any deviations must be approved by CTA Supplier Quality Engineer by Email.

Authorized by: \_\_\_\_\_ Company \_\_\_\_\_

Date \_\_\_\_\_

# PPAP

**1.1 Purpose** To ensure all material used in CTA finished product meets or exceeds quality and performance requirements.

**1.2 Scope** This process applies to all suppliers in which their material or product is used in CTA finished products.

## 2.0 Definitions

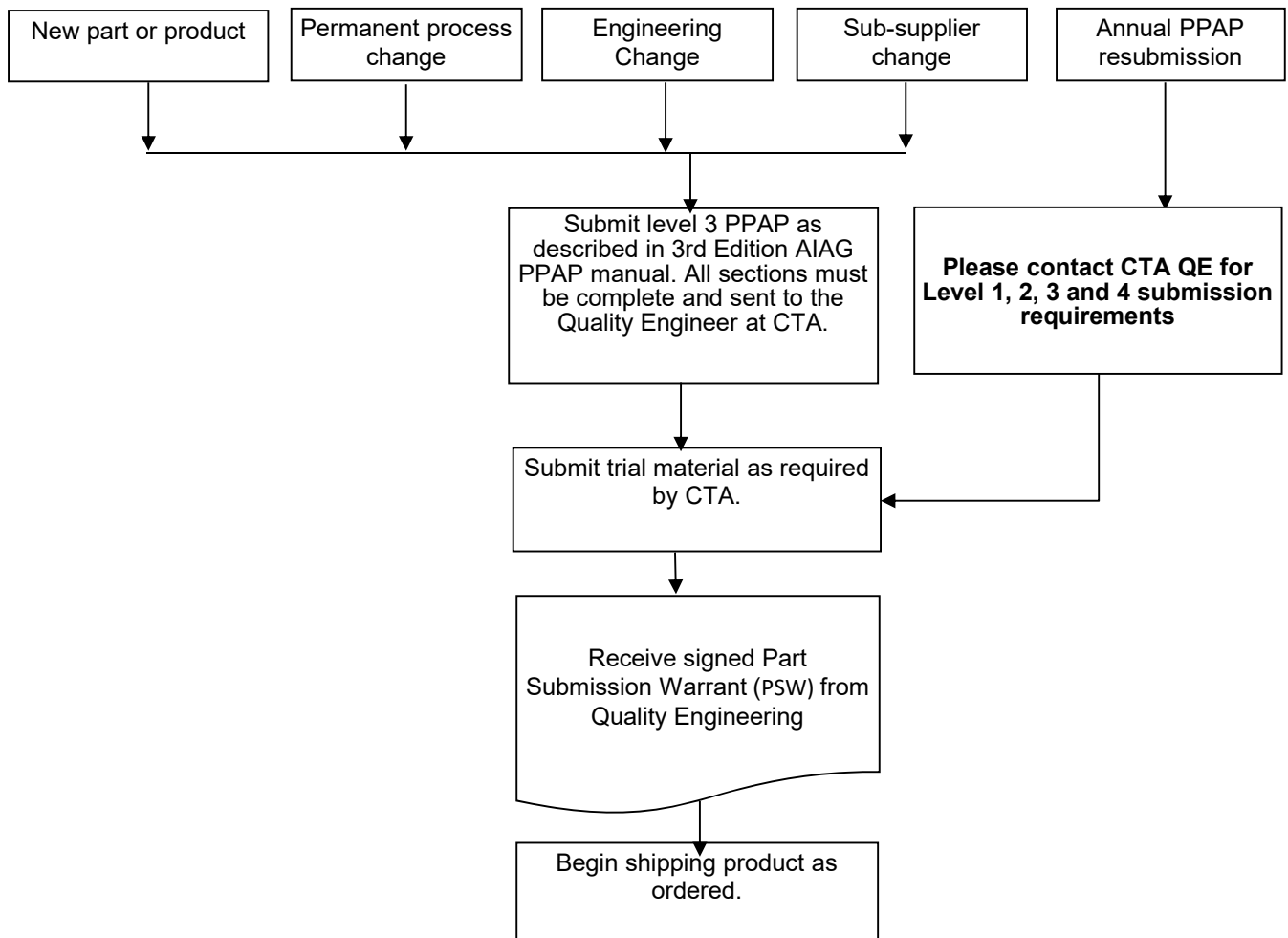
2.1 New Part - Any new business or product that has not been previously ordered by CTA.

2.2 Permanent Process Change - Change involving equipment move, facility move, or order of processing

2.3 Engineering Change - Any design changes by CTA or by the supplier.

2.4 Sub-supplier change - Any sub-supplier change related to the material purchased.

## 3.0 Procedure



## Corrective Action

1.1 Purpose : To provide a clear understanding of what happened and the trouble-shooting process taken to resolve a problem.

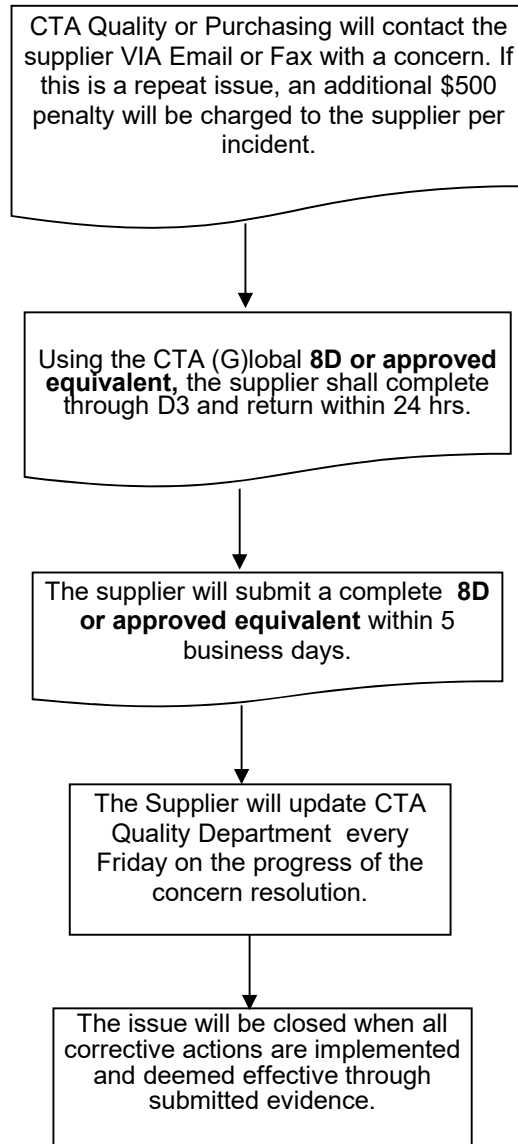
1.2 Scope: This format will be used with all supplier issues.

### 2.0 Definitions

Concern: This concern will contain all information about the defect including, if applicable, charges associated with CTA down time or customer cost.

Repeat Issue: This is an issue that appears after a corrective action has been implemented to fix the original complaint.

### 3.0 Procedure



## Corrective Action

### PROBLEM STATEMENT

This area is a single statement to easily sum up the issue for quick reference.

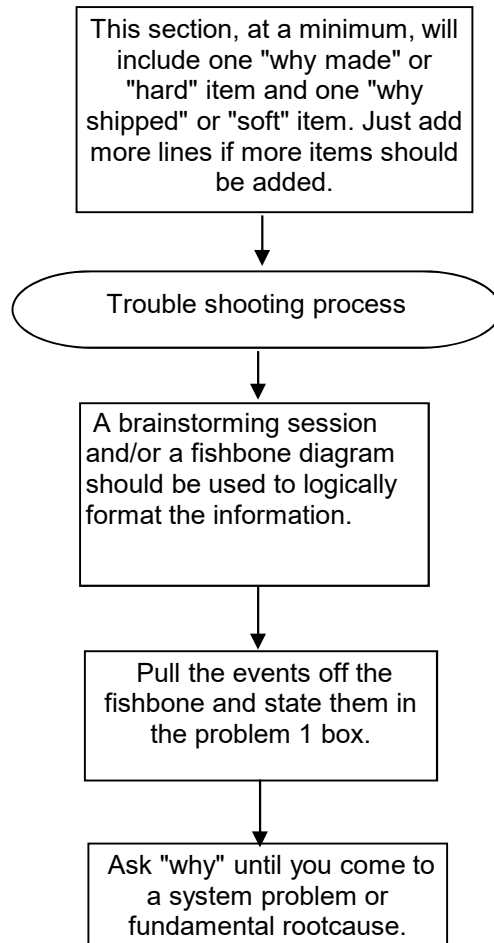
### Define (D2)

Define all the details of the problem. "problem side" means from the perspective of the customer or wherever the problem is.

### Start (D3)

Fill in all the details of containment

### Why/How (D4)



## Corrective Action

### **Choose (D5)**

Identify all countermeasures for both process and system root causes.

### **Remedy (D6)**

Add dates of completion and any notes to clarify the implementation.

### **Prevent (D7)**

List potential other failures that were witnesses in this same process or product.

List any like type process or product that the same action will be applied.

### **Close/Celebrate (D8)**

List all team members the were involved in the resolution and date completed.  
Also, verify and formally sign as closed.

What 5S activity was done? What other activities were performed To Simplify, Combine, Eliminate and Automate.



Date Opened:   
 Reference Number:

Assign (D1)	Company:	<input type="text"/>	Champion:	<input type="text"/>
	Address:	<input type="text"/>	Team Members:	<input type="text"/>
	Contact:	<input type="text"/>		<input type="text"/>
	Email:	<input type="text"/>		<input type="text"/>
	Phone:	<input type="text"/>		<input type="text"/>

Define (D2)	Part/Process:	<input type="text"/>	Problem/Symptom: <input type="text"/>
	Description:	<input type="text"/>	
	File Number:	<input type="text"/>	
	Ship Ref#:	<input type="text"/>	

Start (D3)	Interim Action:	<input type="text"/>	Date Implemented:	<input type="text"/>	Expected Outcome:	<input type="text"/>
	<input type="text"/>		<input type="text"/>			

Why/How (D4)	Process Root Cause(s):	<input type="text"/>	<i>(Ask: Why was issue created?)</i>
	<input type="text"/>		

Why/How (D4)	System Root Cause(s):	<input type="text"/>	<i>(Ask: Why was the issue shipped/passed?)</i>
	<input type="text"/>		

Choose (D5)	Permanent Process Corrective Action(s):	<input type="text"/>
	Permanent System Corrective Action(s):	<input type="text"/>

Choose (D5)	Permanent Process Corrective Action(s):	<input type="text"/>
	Permanent System Corrective Action(s):	<input type="text"/>

Remedy (D6)	Complete Process Corrective Action(s) Date:	<input type="text"/>	Notes:	<input type="text"/>
	Complete System Corrective Action(s) Date:	<input type="text"/>	Notes:	<input type="text"/>

Prevent (D7)	List potential other failures on this part/process?	<input type="text"/>
	List like type part/process that could benefit from actions?	<input type="text"/>

Close (D8)	Team and Individual Recognition:	<input type="text"/>	Date Closed:	<input type="text"/>
	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p>Signature</p> <hr style="width: 100%;"/> <p>Verified Ready to Close</p> </div> <div style="text-align: center;"> <p>Date</p> <hr style="width: 100%;"/> <p>Verified Date</p> </div> </div>			

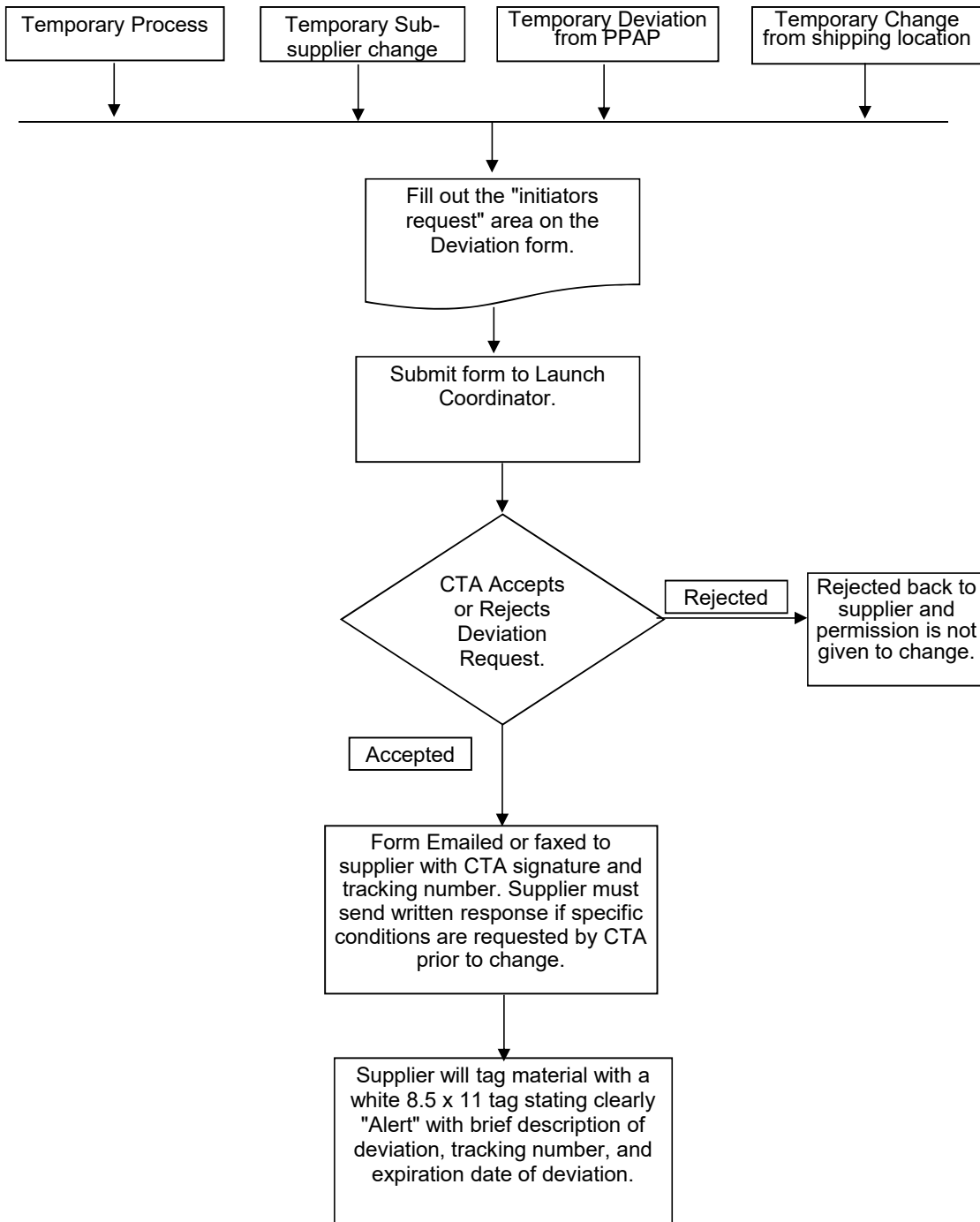
## Temporary Deviation Process

1.1 **Purpose** To provide a method of monitoring supplier temporary change.

1.2 **Scope** This applies to all CTA suppliers who contribute material to the finished product.

2.0 **Definitions**

3.0 **Procedure**





## CTA Acoustics Supplier Confirmation of Expectations

We \_\_\_\_\_ have read and accept all requirements within this  
Manual.  
Company Name

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Sign and Date

Purchasing Manager (or above) must sign.

Return this signed acknowledgement to the Purchasing Manager of CTA Acoustics before the 1st production shipment.