

# TREVES CTA



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## **Supplier Quality Manual**

Table of Contents

- Introduction ..... 3
  - Terms & Definition Clarification..... 3
  - Policy and Vision ..... 3
  - Purpose ..... 3
  - Scope..... 3
  - Responsibility ..... 3
  - Language ..... 3
  - E-Business Capabilities..... 3
  - General..... 4
  - Supplier Facility Access ..... 4
  - Contingency Plan ..... 4
  - Continuous Improvement..... 4
- Statutory/Regulatory/Customer Requirements ..... 5
  - Safety Data Sheets ..... 5
  - Packaging ..... 5
  - Government Regulatory Compliance..... 5
  - Statutory/Regulatory Requirements..... 5
- PPAP submission ..... 5
  - IMDS Reporting..... 6
- Quality Requirements ..... 8
- Delivery Requirements..... 9
- Corrective Actions..... 9
- Deviations ..... 10
- Supplier Assessments..... 10
- Probation Status ..... 10
- Supplier Scorecards..... 11
- Supplier Quality Manual Acknowledgement ..... 13

## INTRODUCTION

### Terms & Definition Clarification

- Shall – indicates a requirement
- Should – indicates a recommendation
- May – Indicates a Permission
- Can – Indicates a possibility or a capability

### Policy and Vision

TREVES CTA is committed to delivering world class products, utilizing our Business Management System. In keeping this Policy and Vision, TREVES CTA is committed to working with our suppliers to promote continuous improvement through-out our supply chain. In doing so, it is the expectation of TREVES CTA suppliers to:

- Launch through proper planning, preparing, and being disciplined to supply quality products and services.
- Maintain this performance over time by protecting against change that would be detrimental to the product quality and service by rapidly addressing all concerns and learning from mistakes, so that they are not recurring in nature.
- Continually improve by proactively improving quality and value of products and services over time.

### Purpose

The purpose of this Supplier Quality Manual (SQM) is to specify the TREVES CTA Quality System requirements for our suppliers. The requirements noted within this SQM reflect TREVES CTA's requirements that shall be 'Customer Specific Requirements' for the purposes of the Quality System and audit purposes.

### Scope

This manual applies to all suppliers, who supply materials and components to TREVES CTA that assist in the makeup of TREVES CTA "Finished Goods".

### Responsibility

Suppliers are responsible for meeting the requirements of this manual. Failure to meet these requirements may result in the loss of existing and/or future TREVES CTA business, in addition to reimbursement of the cost to TREVES CTA resulting from those failures.

### Language

TREVES CTA's official language is English. All official communication with TREVES CTA will be done in English. Documents may display the native language when integrated in parallel translation. In this instance, English is the only valid version.

### E-Business Capabilities

Suppliers shall have fax, email, internet access, and internet browser as a minimum for eBusiness capability.

Suppliers are responsible for sharing current key contact information with TREVES CTA.

Suppliers shall, submit key contact information at the beginning of our business relationship and any time changes are made. Information shall include the following.

- Points of contact within the company (title, email, office phone number, cell phone number.) One of these contacts must be a part of Leadership within the supplier's organization.
- Address of each location within the company. (locations need to be noted on manufacturing; offices; etc.)

## General

This Manual is 'distributed' via TREVES CTA website at [www.ctaacoustics.com](http://www.ctaacoustics.com). Printed copies are uncontrolled documents. The supplier must regularly check the TREVES CTA website to ensure they have the most current Supplier Quality Manual.

## Supplier Facility Access

By prior notice, suppliers shall allow TREVES CTA and TREVES CTA customers' access to their facilities and those of their suppliers, for the purpose of evaluating parts, processes, documents (i.e., FMEA, Control Plan, Instructions, records...), methodologies and systems used in manufacturing of TREVES CTA products. TREVES CTA may, at its discretion, use 3rd Party independent auditors. These individuals represent TREVES CTA and will audit the supplier's processes to establish conformance to validate quality systems. If supplier is at a Red Status, and facility access is requested for Conference/Audit, the supplier shall be responsible for all charges related to the visit. This in no way will be an attempt to obtain proprietary information, Treves CTA will only be auditing same as an IATF/ISO auditor.

## Contingency Plan

Suppliers shall develop a contingency plan for potential catastrophes disrupting product flow to TREVES CTA and advise TREVES CTA immediately (within hours - not days) in the event of an actual disaster.

## Continuous Improvement

TREVES CTA considers supplier continuous improvement to be an integral part of the overall quality management system continuous improvement process. At a minimum Suppliers should develop plans that improve internal systems that address and support launching of new products/components/sub-systems, value enhancements, cost competitiveness, and achievement of quality targets, with a plan to achieve zero defects in support of on-going operational excellence. This plan should include Lessons Learned from previous launch, cost, and quality issues, and how these lessons have been incorporated into respective continuous improvement projects. Suppliers should be able to discuss their intent to maintain (or achieve) strategic status.

## STATUTORY/REGULATORY/CUSTOMER REQUIREMENTS

### Safety Data Sheets

All purchased materials must satisfy government, safety, and environment regulations. A Safety Data Sheet (SDS) 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.

### Packaging

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

### Government Regulatory Compliance

TREVES CTA's goal for all suppliers of materials and services affecting production material is to demonstrate compliance to IATF 16949:2016. Suppliers to TREVES CTA shall have a plan to achieve conformity to IATF 16949:2016. Unless otherwise specified, conformity may be demonstrated by third party certification to ISO 9001:2015 (at minimum) or IATF 16949:2016. This is consistent with the expectations of TREVES CTA's customers and our business system that complies to IATF 16949:2016 requirements.

If the supplier loses registration, it is required to inform TREVES CTA within 5 business days. Loss of registration may excuse TREVES CTA from any contractual agreements with the supplier.

TREVES CTA will evaluate the use of non-certified suppliers on a case-by-case basis. These case-by-case scenarios will be determined by the suppliers Scorecard, Self-Assessment, Quality/Delivery performance. Dependent on the results TREVES CTA may issue a waiver of exemption.

Suppliers at minimum should be following the minimum requirements for IATF 16949:2016 compliance, MAQMSR (Minimum Automotive Quality Management System Requirements for Sub-Tier Suppliers), which can be found at the IATF website. Suppliers without certification will have a lower scorecard score.

### Statutory/Regulatory Requirements

TREVES CTA requires all suppliers to submit a compliance statement on the supplier's company letterhead annually. This statement must confirm the company meets all Statutory and Regulatory requirements of the country in which the materials are produced and the country that material ships to. This compliance statement must be received no later than July 31 of each calendar year. Failure to meet this requirement will result in a lowered scorecard score and may also result in suspension of business and/or cancellation of Purchase Orders.

### PPAP SUBMISSION

Supplier shall ensure that the PPAP document and sample submissions are in accordance with the requirements of the Automotive Industry Action Group (AIAG) PPAP Manual.

PPAP submission is required for the following

- New Part submission – any new business/product that has not been previously ordered by TREVES CTA.
- Permanent Process Change – Change involving equipment move, facility move, or order of processing.
- Engineering Change – Any design changes by TREVES CTA/TREVES CTA's customer/supplier.
- Sub-Supplier Change – Any sub-supplier changes related to the material purchased.

A level 3 PPAP (as described in AIAG PPAP Manual 4<sup>th</sup> edition) is required for New Part submissions, permanent process change, engineering change, and sub-supplier change. Level 1 PPAP is acceptable at TREVES CTA discretion (PSW only).

After the approval of PPAP package, and with the start of serial production, suppliers shall participate in Safe Launch Planning.

- For a predetermined period, the supplier will employ an expanded inspection process on key characteristics (if applicable)
- The supplier shall provide the TREVES CTA Supplier Quality Engineer with the inspection results.
- Supply Quality Engineer can then release the product from Safe Launch activity based on the data from the inspection.

During the full Launch Process any product shipped to TREVES CTA must be properly identified with an 8" X11" placard, on all four sides of container, with the following information:

- 'LAUNCH PRODUCT'
- Part Number
- ATTN: Supplier Quality Engineer

#### IMDS Reporting

The International Material Data System (IMDS) has been developed by vehicle manufacturers to collect and manage this data. Suppliers shall submit the required IMDS data to TREVES CTA as soon as possible upon award of new business, but in any case, prior to the PPAP submission. TREVES CTA requires suppliers to submit by direct entry into IMDS via the Internet ([www.mdssystem.com](http://www.mdssystem.com)). There is also an IMDS Helpdesk that can help with any additional technical assistance

PPAP Submission Requirements				
	Requirements	Level 3	Level 4	Compliance
1	Design Record	S	R	
2	Engineering Change Documents (if any)	S	S	
3	Customer Engineering Approval (if required)	S	R	
4	Design FMEA	S	R	
5	Process Flow Diagrams	S	S	
6	Process FMEA	S	S	
7	Control Plan	S	S	
8	Measurement System Analysis (MSA's)	S**	R	
9	Dimensional Results	S***	S***	
10	Material, Performance Test Results	S****	S****	
11	Initial Process Studies	S*****	R	
12	Qualified Laboratory Documents	S	S	
13	Appearance Approval Report	S	R	
14	Sample Product	S	R	
15	Master Samples	R	R	
16	Checking Aids	R	R	
17	Record of Compliance with CSR's	S*****	S*****	
18	Part Submission Warrant (PSW)	S	S	
<p>S = The organization shall submit to the customer and retain a copy of records/documentation items at appropriate locations  R = The organization shall retain at appropriate locations and make available to the customer on request.  **= 3 people, 10 parts/person, 3 times each  ***= 6 pieces per cavity (if applicable) (must submit data)  ****= Annual Testing by accredited lab  *****= Capability Study: 125 pieces  *****= Must include QC0174 Supplier Capacity Plan (completed)</p> <p>This form must be completed and sent with all PPAP packages (you may request this form by contacting the TREVES CTA Supplier Quality Engineer).</p> <p>A. A timeline is required for each individual PPAP request  B. Compliance to the due date must be communicated to the TREVES CTA Supplier Quality Engineer  C. Any deviations must be approved by the TREVES CTA supplier Quality Engineer by Email</p> <p>Authorized by: _____ Company: _____</p> <p>Date: _____</p>				

## QUALITY REQUIREMENTS

The supplier shall Target a Zero defect to customers.

All suppliers to TREVES CTA shall have an effective lot of definition and traceability procedure. The shipper number will be linked to the lot traceability procedure in such a way that the delivered product can be traced back to the raw material.

At a minimum, suppliers shall implement process controls for Special Characteristics as designated on TREVES CTA drawings. Additional characteristics deemed germane to be 'predictors of process stability and feedback should also be identified in the supplier's Control Plan. These relate to product safety, government regulation, product performance, and the ability to assemble product or customer satisfaction features. These are identified by various symbols, requiring specific levels of special controls and process capability.

The supplier must calculate and report the process capability as Ppk. For those characteristics/features showing a Ppk of less than 1.67, the supplier must create an action plan that defines both containment and process improvements. Process capability can be conducted with both variable and attribute data. The minimum acceptable sample size for variable data is 100 pieces, and for attribute is 300 pieces, unless a sample size exception is approved by the respective TREVES CTA SDE/SQE. Containment must effectively separate non-conforming material from the population. Containment, generally either 100% sort or some form of mistake proofing, must continue until such time that the process CpK demonstrates capability greater than, or equal to, 1.33, unless specified by a product line designation.

Suppliers shall submit a written request for product or process change and obtain TREVES CTA approval prior to implementing the change. This includes changes at Sub-suppliers throughout the supply chain. Changes shall not be implemented prior to the receipt of written approval from TREVES CTA.

A complete annual layout inspection, including all sub-components, is required for all parts. All suppliers shall annually revalidate their respective production components. Suppliers shall compile revalidations and document this requirement in the Production Control Plan for all parts supplied regardless of the product line/region. Those features/characteristics/notes that will be part of the revalidation package need to be designated such at the time of initial PPAP, but at a minimum shall also include a PSW and valid material certification report(s) not more than 12 months old, a full dimensional report, and a capability study for all print designated special characteristics. Documented proof of these activities needs to remain on file at the Supplier, and be available for Treves CTA is needed.

All Quality related Documents shall be emailed to:

- [Corbin-Quality@ctaacoustics.com](mailto:Corbin-Quality@ctaacoustics.com)
  - a) COC/COA
  - b) Statutory & Regulatory Letters
  - c) IATF/ISO Certs



- d) Self-Assessments
- e) Corrective Actions

## DELIVERY REQUIREMENTS

100% on time delivery from all suppliers is our expectations. 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 the corrective/preventative action (on TREVES CTA 8D format) to be implemented to ensure recurrent errors do not occur.

Within our parameters, TREVES CTA will assist in providing you with 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 charged related to premium freight will be the responsibility of the supplier (this includes line stoppage, overtime, premium freight to our customer) (unless otherwise approved by TREVES CTA's Purchasing department).

Paperwork accompanying your shipments should be complete. All deliveries should include detailed packing lists and certificates of conformance and/or analysis. The purchase order with the release number should be on all documentation.

Shipping documents shall also be sent electronically to the following email addresses

- [pur\\_asn@ctaacoustics.com](mailto:pur_asn@ctaacoustics.com)
- [Corbin-Logistics@ctaacoustics.com](mailto:Corbin-Logistics@ctaacoustics.com)

Nonconformance's within the delivery requirements will affect the supplier score card.

## CORRECTIVE ACTIONS

Upon receiving a Quality/Delivery Concern from TREVES CTA, the supplier shall:

- Supplier has 48 hours to request part return and issue an RMA#.
- Within 24 hours the 8D report must be returned and filled out through section D3 – Interim Containment Action(s). Quality Alert and copy of certified shipment label must be submitted with 8D report.
- Within 15 total days, the completed 8D.

Suppliers shall immediately notify TREVES CTA upon discovery that they might have shipped nonconforming/suspect material to TREVES CTA. (A TREVES CTA 8D will be required)

Once TREVES CTA closes the concern, TREVES CTA will submit a cost recovery for all costs associated with the corrective action. Suppliers are responsible for all costs and expenses created

by any defect on the material supplied. If non-conformance is a repetitive issue, an additional \$500 penalty will be charged to the supplier per incident.

## DEVIATIONS

The following actions require the supplier to submit a Deviation to TREVES CTA SQE.

- Temporary Process Change
- Temporary Sub-Supplier Change
- Temporary Deviation from PPAP
- Temporary change from production/shipping location

Supplier must request TREVES CTA Deviation Form

Supplier must complete the “Initiators Request” section and return to TREVES CTA SQE.

If Deviation is accepted a signed form will be returned to the supplier.

Supplier must send written response, if any specific conditions were requested by TREVES CTA prior to the change.

Supplier must tag material with a white 8.5”x11” tag, stating clearly “ALERT” with a brief description of the deviation, tracking number, and expiration date of deviation.

## SUPPLIER ASSESSMENTS

A yearly self-assessment is required by each supplier.

TREVES CTA Audit Form (QC0102) will be supplied for self-assessment purposes. Please follow the instructions attached with the Assessment form.

The self-Assessment must be returned by July, each year.

If Score is ‘YELLOW’ a warning will be issued.

If Score is a ‘RED’, the supplier will be put on Probation status, and a conference call will be required to discuss additional actions needed.

Assessments will reflect on Supplier Score card.

## PROBATION STATUS

Suppliers are placed on Probation Status after having a ‘RED’ rating within an audit and/or Supplier scorecard.

Suppliers may be placed on Probation Status after having a ‘YELLOW’ rating three times in a row on Scorecard.

When placed on Probation Status, a Conference call will be required to discuss additional actions needed.

Supplier must submit an Action Plan the details how the supplier is working on improving their scoring.

Suppliers have 6 months to improve their score. If at 6 months the score has not improved, TREVES CTA may place supplier on; HOLD, second or third party audit may be required, or Remove supplier from Approved Supplier List.

### SUPPLIER SCORECARDS

Supplier Scorecards will be completed monthly and sent to supplier contact each month if below Orange rating.

Scorecard Color	Scorecard Score
Green	Score 85 - 100
Orange	Score 75 - 84
Yellow	Score 60 - 74
Red	Score 0 - 59

Scorecard Metric Breakdown			
Category	Explanation of Category	Weight of Category	Points Possible
PPM	Parts per million found defective at customer	0 = 15 0+ - 2 = 10 3 - 5 = 5 6+ = 0	15
Corrective Actions	Official Concerns written by CTA against supply base	0 = 15 1 = 10 2 = 5 3+ = 0	15
On Time Delivery	Delivery of product relative to CTA requirements under Purchasing Agreement	0 = 15 1 = 10 2 = 5 3+ = 0	15
Line Disruptions	An issue that causes downtime at CTA or CTA's customer	0 = 20 1 = 10 2+ = 0	20

Premium Freight	Excessive costs related to delivering supplied goods	0 = 10 1 = 5 2+ = 0	10
Communications	CoC & CoA submission with each delivery/lot	100=5 85-99 = 4 75-84 = 3 60-74 = 1 0-59 = 0	5
Audits, Certificates, Statutory & Regulatory Letter, & Finance	<p><b>Audits</b> = Self-Assessment  <b>Certificates</b> = ISO/IATF Certs  <b>Stat &amp; Reg Letter</b> = Letter stating compliance  <b>Financial Risk</b> = Potential risk to CTA</p> <p>Each section is worth 5 points of the 20 total for this section. Yes/No scenario.</p>	Yes = 5 No = 0	20

