

## EU Supplier Qualification Potential Requirements, Potential Questions

Regarding:

### 1. Company Management

- Do you have a business plan for your company/group of companies? Please provide a copy of your latest business plan. A business plan should include for the next years forecast volumes and financial results, target products and customers, quality/environment/health and safety management deployment, training and staffing, capital expenditures ...
- Have you implemented a quality management system according to ISO 9001:2000, or equivalent third party certification? If yes, please provide a copy of your certification. If not, please provide a copy of your Quality Manual.
- Is your system for environmental management certified, by an accredited certification body, to ISO 14001:2004 or an equivalent standard? If yes, please provide a copy of your certification. If not, have you identified and documented the significant environmental aspects related to the supply of products/services to our company? Can you verify that the environmental aspects related to supply of products/service to our company are in legal compliance?
- Is your system for occupational health and safety management certified, by an accredited certification body, to OHSAS 18001 or

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an equivalent guideline? If yes, please provide a copy of your certification. If not, have you identified and documented occupational safety risks related to the supply of products/service to our company? Have you documented and implemented procedures to minimize health and safety risks for employees involved in the supply of products/services to our company?

- Does your social policy meet or exceed the requirements of the Social Accountability 8000 Standard? If yes, please provide a copy of your social policy and any appropriate certifications.
- Do you commit to follow the Company Code of Conduct in your relationship with our company?
- Will you allow our company access to your facilities, personnel, documents and relevant financial information? Please provide a copy of your latest financial report.
- Do you commit to strictly follow the company's Supplier Requirements?

## 2. Product/Process Design

- Do you have a system to ensure quality requirements are considered in the product/process design phase? This system should include at least Design Reviews, Product/Process Control Plan, Gauge Capability, Process Qualification, Product Qualification or equivalents. Please provide examples.
- Do you commit to present to our company a Quality File according to the Supplier Requirements, for each component/service you will deliver, and update constantly?
- Do you have a Product and/or Process Innovation Department which is committed to share design improvements or innovations

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with our company? Please provide examples of last innovations proposed to customers.

### 3. Operational Excellence

- Do you use product/process control throughout your operation? This ensures personnel and processes are qualified and controlled, non-conformities are identified, and preventive and corrective actions are taken. Please provide example of your standard control plan.
- Are continuous improvement methodologies (First Pass Yield, SPC, ...) being used to monitor your processes and being used to drive improvements to reduce variability? Please provide examples.
- Do you ensure quality performance from your sub-suppliers, through selection and on-going monitoring?
- Do you use process improvement tools such as TPM, SMED, 5S, Hoshin, DMAIC ...? Please provide examples.
- Are materials and products identified and traceable through your processes all the way to the company site?
- Do you commit not to make product or process changes without prior company written notification? Includes changes to orders, deliveries, part design, materials, sub-suppliers or manufacturing location.
- Do you commit to communicate progress and update (planned) delivery times/schedules to your customers?
- Do you have international experience?
- Please precise the areas you have experience with, the delivery frequency, ...
- Do you have a business continuity plan that describes the

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emergency measures you take in case of unexpected events?  
Please provide a copy of your backup plan.

- Do you apply advanced logistical concepts (Kanban, Vendor Managed Inventory, XML-ordering and invoicing, EDI)? Please provide examples.

#### 4. Continuous Improvement

- Do you agree, when a problem occurs, to immediately put your operations in 'containment' to protect our company and its customers from non conformances?
- Do you commit to monitor problems and provide an initial response to a problem within 24 hours, and to send a final response (with root cause analysis and corrective action plan) within 15 calendar days - unless additional time is requested and approved?
- Do you commit to provide statistics on the quality of products or services you provide to your customers related to quality performance, non-conformances?
- Do you commit to submit evidence of statistical control to each receiving facility on a regular basis, if requested?

#### 5. Costs

- Will you provide our company all details concerning the cost breakdowns, according to our company formats?
- Do you agree to bear financial responsibilities for non-conforming material or services and their effects, to include warranty issues and cost recoveries for any charges incurred due to non-conformities? Please provide a copy of your liability/third

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party insurance policy.

- Do you agree to participate in joint activities with our company such as Value Stream Mapping, VA/VE analysis, Kaizen events...?
- Do you commit to cooperate in efforts to reduce cost by documenting price reductions, submitting suggestions, participating in give-back programs etc. with our company?

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