

**METRICAN**

STAMPING CO. INC.

**SUPPLIER QUALITY  
MANUAL**

**REVISION # 1**

**DATE: AUG.18, 2008**



# Supplier Quality Manual

## Section 1.0

### Letter Of Intent:

This manual has been developed to communicate **METRICAN STAMPING CO INC.** expectations and requirements for suppliers of materials, supplies and services and is intended to promote continuous improvement. It provides the means to communicate to our suppliers not only our requirement, but also a summary of how our business is conducted at **METRICAN STAMPING CO INC.** This document will be used to convey updates as they become necessary to meet changing market conditions.

The objective is to bring consistency to our supplier relationships regardless of the commodity or service being procured and will provide the means for us to achieve continuous improvement in regards to quality, product costs, delivery and supplier development. The detailing of our practices in every facet of the relationship will reduce the element of surprise and eliminate possible confusion in our interaction.

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### Frequency Of Distribution:

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## Section 3.0

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## Section 4.0

### Supplier Selection:

A supplier shall have obtained a Quality Systems certification from an Accredited Quality System Registrar, pertinent to the automotive industry.

Suppliers will be selected based on their competitiveness as they relate to quality; cost, delivery performance and value added service(s), such as JIT deliveries, consigned or supplier-managed inventories.

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### Supplier Evaluation & Performance Rating:

The evaluation of a supplier's performance is objective in nature and is supported by actual data. The performance is evaluated on a quarterly basis & distributed to the supply base. The rating includes; on time delivery (based on the total number of units received on time), PPM (Parts Per Million) & Quality (total amount of Non-Conformance Reports).

### Delivery Performance

Delivery performance will be determined by:

Percentage of late deliveries.

The objective is to achieve 100% on-time delivery.

Values will be assessed based on the following:

100%	=	0 Points
95 – 99%	=	1 Points
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### Supplier Evaluation & Performance Rating:

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Quality PPM's will be determined by using the following formula:

Number of parts (u/m) rejected / # of parts (u/m) received x 1 million

The objective is to achieve 0 PPM's. **METRICAN STAMPING CO INC** target for all supplies is a 15PPM based on a six-month rolling period.

Values will be assessed based on the following:

0	PPM	=	0 point
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26 - 50	PPM	=	4 points
51 +		=	8 points

#### **Quality Performance**

Quality performance will be determined by:

Number of Non-Conformance Reports Issued

The objective is to achieve 0 NCR reports.

Values will be assessed based on the following:

0	reports	=	0 point
1	report	=	2 points
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3+	reports	=	8 points

To remain eligible to be awarded new business from **METRICAN STAMPING CO INC.** , a supplier must maintain a minimum score of 75, which is based on the results of the Quarterly Supplier Performance evaluation.



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Before any contractor or one of their employees is allowed to perform work on **METRICAN STAMPING CO INC.** property, a Contractor Health and Safety Responsibility Agreement, and a Contractor Safety Questionnaire must be completed. Clearance Certificate from WSIB, copy of one-year accident history and adequate PL & PD insurance must be provided. All subcontractors and/or their employees/subcontractors will be required to wear personal protective equipment and to be familiar with and to observe the **METRICAN STAMPING CO INC** Contractor Safety Rules and Requirements.



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1. Have the capability to react to and meet reasonably varying levels of demand. If flexibility of production is a constraint, supplier agrees to investigate other alternatives as outlined under the heading 'Supplier Selection'.
2. A supplier may be held financially accountable for downtime costs associated with their failure to provide product based on their delivery commitment.
3. Take full responsibility and ownership for all materials being supplied to **METRICAN STAMPING CO INC.**
4. Should the supplier be unable to meet a delivery commitment they are responsible to notify their **METRICAN STAMPING CO INC.** representative immediately and advise when the material will be ready and when production will be back on schedule.
5. Should expedited freight to **METRICAN STAMPING CO INC.** be necessary in order for the supplier to maintain its delivery commitment, the logistics of the move will be arranged by the supplier at their cost and the product must be shipped "Prepaid".
6. The supplier will track their own on time delivery percentage for **METRICAN STAMPING CO INC.**



## Section 10.0

### Premium Freight:

The supplier is responsible to ensure compliance to the routing instructions detailed on our purchase order and / or routing instructions. If a carrier other than the one specified or previously agreed to by **METRICAN STAMPING CO INC.** is used and the terms are F.O.B. supplier, it will be considered as premium freight and the freight costs will be either refused or billed back to the supplier.

From time to time, premium freight is necessary to satisfy our customer's demands. If expedited freight is **METRICAN STAMPING CO INC.** responsibility, **METRICAN STAMPING CO INC.** will specify the carrier and / or broker to be used. Failure to follow this requirement will result in a refusal on our part to accept the freight costs.

The supplier is requested to note on their Bill of Lading that premium freight was requested and to note the person who authorized the routing change.

At no time is a shipment to be held due to a dispute concerning freight costs. The shipment is to be made and the dispute resolved once the product has been received and is in production. Assignment of responsibility in disputed cases may be resolved through a joint 8D corrective action process.

## Section 11.0

### Packing Slips:

A packing slip will accompany every shipment. It must legibly contain the following information:

1. Supplier Name.
2. The specific plant and address where material is to be delivered.
3. **METRICAN STAMPING CO INC.** Part Number.
4. Part Description, Unit of Measure and Correct Quantity.
5. P.O. number and/or release number, if specified by **METRICAN STAMPING CO INC.**
6. Packing Slip Number.
7. Ship Date.
8. Shipping Terms (prepaid/collect).
9. F.O.B. Terms.

If there is an error on the packing slip, a corrected copy will be requested and it must be provided within 24 hours.



## Section 12.0

### Material Certification:

A Material Test Report or a Certificate of Compliance **must** accompany every shipment. This requirement also applies to subcontracted services such as coating and heat treatment. As an alternative, the supplier must maintain auditable, traceable records of specification compliance on each shipment. If in doubt, contact the appropriate Quality Department Representative at **METRICAN STAMPING CO INC.** for specific instructions. This is significant information that is required. Failure to provide this documentation will result in the initiation of a Non-Conformance Report.

## Section 13.0

### Export Documentation:

Export documents suitable to provide adequate clearance by Canada Customs must be provided with every shipment originating from outside of Canada to **METRICAN STAMPING CO INC.**

### **The document package must include as a minimum:**

1. Bill of Lading
2. Packing Slip
3. Commercial Invoice

If the tariff classification has changed, it is incumbent on the shipper to provide an updated Certificate of Origin that reflects that change.

If the status of goods has changed in terms of their ability to qualify under NAFTA regulations, then **METRICAN STAMPING CO INC.** must be notified.

### **Country of Origin Marking:**

All products and/or its container shall be permanently identified with the country of origin (if it originated in a foreign country) in accordance with the rules and regulations of the country where the product is being imported.



## Section 14.0

### NAFTA Certificate Of Origin:

All non-Canadian suppliers will provide a NAFTA Certificate of Origin for each item that is shipped to **METRICAN STAMPING CO INC.**

### This can be completed in one of two ways:

1. A blanket certificate identifying each unique item being shipped to **METRICAN STAMPING CO INC.** to cover the period January 1, (year) to December 31, (same year).
2. A Certificate of Origin must accompany each shipment for the specific material being transported. The supplier is responsible for the accuracy of the declaration.

If the supplier is claiming that his product meets the requirements of NAFTA, he will have the necessary traceable documents to support that qualification.

## Section 15.0

### Packaging:

Suppliers must comply with all levels of government legislation and auto industry requirements regarding “Hazardous Materials”, making certain that all expendable packaging is legally disposable. Packaging material used to safeguard the contents must be biodegradable.

## Section 16.0

### Overtime Charges:

In general, **METRICAN STAMPING CO INC.** will not accept premium charges for production to meet customer requirements.

In the event that overtime is required, as requested by MetriCan, the supplier and MetriCan will agree, prior to the overtime occurring, to the additional charges.

As all overhead expense are incorporated into the supplier’s quoted pricing structure, on the occasion(s) that overtime is requested by **METRICAN STAMPING CO INC.**, the supplier will be reimbursed on the premium portion only of the labour cost, based solely on the direct employee’s hourly rate and for only those employees working directly on our product. Reimbursement must be supported by documented labor content in the parts produced.



## Section 17.0

### Charge Back Policy:

If a supplier is unable to meet our delivery requirements, the supplier may be held accountable for downtime and other associated costs.

Should inspection of a supplier's product be necessary after receipt at **METRICAN STAMPING CO INC.** due to a quality defect, the supplier will be required to provide that service or replace the defective material in a timely manner such that our production schedule is not jeopardized. If that cannot be accomplished and we have the resources available to provide additional inspection services, we must receive written authorization in advance and reserve the right to charge back for these services at the rate of \$25.00 per hour. A corrective action report shall be required from the supplier (see subsection under NCR for clarification of the process).

Over shipment of product received and defective product returns is the responsibility of the supplier. The supplier is allowed five working days to pick up their product. If this does not occur, **METRICAN STAMPING CO INC.** may elect to return product freight 'collect'.

## Section 18.0

### Quality & Documentation

All suppliers are required to be TS-16949:2002 or ISO 9001:2000 registered.

Suppliers are required to provide a copy of their latest certificate to our Purchasing Department.

All suppliers will be subject to in-house inspections or audits, as deemed necessary

### **Production Part Approval Process (P.P.A.P):**

The supplier shall make all P.P.A.P. sample submissions to **METRICAN STAMPING CO INC.** in accordance with the requirements set forth in the A.I.A.G. - P.P.A.P. manual latest edition. The level 3 P.P.A.P. is the default, unless otherwise specified. PPAP samples must accompany the PPAP documentation.

Annual re-submissions of the PPAP package including a six piece layout & capability study on all SC's & CC's designations are required unless specifically advised otherwise by the responsible part approval authority. A level two submission is the default level for all Annual Re-submissions.

For any changes / modifications made to a part or process which is already in production & PPAP approved, an engineering change request must be submitted & approved by METRICAN STAMPING CO prior to any changes taking place. This includes any location change, process modification, or any other deviation that effects fit, form or function.



## Section 18.0 (Cont'd)

### Quality & Documentation

#### **Parts Per Million (PPM):**

**METRICAN STAMPING CO INC.** Tracks the supplier's PPM rating on a monthly basis and communicates the results on charts that are prepared with agreed upon goals. The tracking is only associated with production parts once PPAP approval has been given. The target for all suppliers is 15PPM. **METRICAN STAMPING CO INC.** reserves the right to schedule a meeting or perform an internal audit to help initiate corrective action to assist improving the supplier's performance rating. The PPM is calculated using the following guidelines: The number of parts rejected is divided by the number received and that number is multiplied by 1,000,000 to arrive at the number of parts per million.

#### **Parts Per Million (PPM) Cont'd:**

The following cases will not affect PPM calculations, :

1. If a NCR (Non-Conformance Report) is generated and the decision is made to use the material.
2. If a NCR is generated and the product is returned to the supplier for evaluation, the entire quantity is considered as defective. However, the supplier has fourteen (14) days from the date of return to inform our Quality Department of the actual number of defects found and we will amend our data for PPM calculations.
3. If the material meets all specifications of the print but cannot be used.
4. When the quantity in the shipment does not match the packing slip.
5. If the wrong material is received versus what was ordered and it is properly identified
6. If the supplier finds a defect after they make a shipment and we are notified before we receive and inspect the material and replacement material arrives in time to avoid production interruption.

#### **Advanced Product Quality Planning (APQP):**

As part of the APQP process, **METRICAN STAMPING CO INC.** has developed a Product Launch status system for each new production job awarded. The material is reviewed at regularly scheduled meetings. The document defines amongst other details, both the customer's as well as our own part numbers, part name, revision level, quoted volumes and engineering contact names for both parties.

Suppliers are required to perform APQP as defined in ISO 9001:2000 and provide program timing information as it applies to the materials or components involved.



## Section 19.0

### Non-Conformances:

A defect or discrepancy may be detected at any stage of manufacture in our plant or at an outside subcontractor. These may include: material certification, product quality, quantity discrepancy and labels. When detected, a NCR is used to communicate the specific issue(s) to the supply base and purchasing departments generally, but is not limited to only those contacts. When a defect is detected, the NCR is communicated via e-mail to an assigned distribution list.

The supplier will be required to come and sort or inspect the product within one (1) business day of notification if applicable.

A \$300 administration fee applies to ALL Non-Conformances generated. Depending upon the severity or repetitiveness of the nonconformance, the supplier may be required to certify or implement containment procedures for a specific number of subsequent shipments to ensure that root cause has been properly identified and that corrective action is effective. In house sorting may also be required depending on the current inventory within **METRICAN STAMPING CO INC.** At no time are completed assemblies allowed to be sorted by the supplier. **METRICAN STAMPING CO INC.** reserves the right to perform all sorting activities internally on all finished assemblies @ a standard rate of \$25.00 per/hr.

Where corrective action is requested, a written containment plan that includes a disposition of the defective material is required. The supplier will provide this within 24 hours of receipt of the Non-Conformance; failure to comply will result in an additional charge of \$250.00. The supplier will complete and submit a Corrective Action Plan within five business days using any recognized problem-solving format.

Once final disposition is complete, the Quality Manager will advise our Accounts Payable Department & a debit for material costs will be processed. **METRICAN STAMPING CO INC.** reserves the right to also debit the supplier's account for freight costs.

## Section 20.0

### Corrective Action:

In order to promote continuous improvement, it is periodically necessary to request that the supplier improve his processes to eliminate the root cause(s) of actual or potential nonconformance(s) and implement corrective action. It is also expected that all outside service suppliers to **METRICAN STAMPING CO INC.** exercise requests for corrective action to MetriCan. Anyone can initiate a Correction Action Request at any time however; they are most often requested by the QC Department as the result of a repeating occurrence or major defect or discrepancy. An initial response is due within 24 hrs of receipt of the Non-Conformance. A completed written response is required from the supplier is due within seven days. Extensions are possible given an agreeable timeline is presented. Implemented and verified effectiveness of corrective action(s) is typically required within 30 days.



## Section 21.0

### Returned Material Authorization (RMA):

It is expected that the supplier will issue a written authorization to cover any costs associated with sorting or inspection or with directions to return the product to the supplier. This activity is to be conducted within twenty-four (24) hours of our notice regarding a defect or nonconformance.

## Section 22.0

### MSDS:

Material Safety Data Sheets (MSDS) must be provided for every product prior to being shipped to **METRICAN STAMPING CO INC.** and they must be updated and forwarded to **METRICAN STAMPING CO INC.** whenever there is a change in chemistry or every 3 years, whichever comes first. Ideally, we request that your MSDS information be reviewed and updated every 18 to 24 months in order to eliminate 'overdue' or 'past due' situations.

## Section 23.0

### Environmental Management System (EMS):

**MetriCan Stamping CO INC.** Has a stated and published Environmental Policy, and a comprehensive Environmental Management System that complies with ISO 14001

All suppliers are required to comply with the EMS and satisfy current governmental and safety regulations on the use of restricted, toxic and hazardous materials. Further, environmental considerations, noise level exposures, air quality exposures, electrical and electromagnetic consideration must also be taken into account. All suppliers shall comply with the laws and regulations of the Workplace Hazardous Materials Information System (WHMIS). All products shipped to MetriCan Stamping Co. Inc. will be appropriately identified with WHMIS labels and current Material Safety Data Sheets (MSDS) will be provided to MetriCan Stamping Co. Inc. prior to shipment.

## Section 24.0

### Production Gages:

Inspection & Test Fixtures for production parts supplied to **METRICAN STAMPING CO INC.** must meet the following requirements.

- Reflect the approved design review concept
- Be identified with the Part Name, Number & latest Engineering Level
- Have clear operating instructions to ensure complete inspection of the part
- Complete CMM Inspection Report form an Accredited 17025 Laboratory



## Section 25.0

### Production Tooling:

All Tooling for **METRICAN STAMPING CO INC.**, refer to **METRICAN STAMPING CO INC.** Die Standards as outlined in MC-QASP-043.

## Section 26.0

### In Terms Of Follow Up

**METRICAN STAMPING INC.** reserves the right to:

1. Perform an audit of the supplier's process and quality system.
2. Require validation that the corrective actions have been successful over three (3) subsequent shipments.
3. Request third party containment.
4. Increase diligence and surveillance on incoming inspection activities.



## **Acknowledgement of Receipt:**

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Supplier (Company) Name

Revision #:

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Supplier Representative

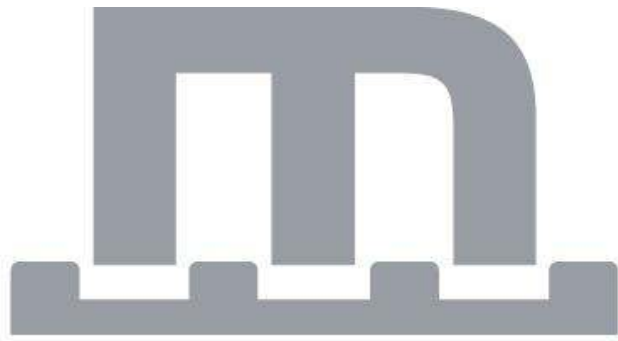
---

Date

**Return To: MetriCan Stamping Co Inc. Purchasing Department**

Att: Mario Esposito

Fax # 905-332-6569



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A packing slip will accompany every shipment. It must legibly contain the following information:

1. Supplier Name.
2. The specific plant and address where material is to be delivered.
3. **METRICAN STAMPING CO INC.** Part Number.
4. Part Description, Unit of Measure and Correct Quantity.
5. P.O. number and/or release number, if specified by **METRICAN STAMPING CO INC.**
6. Packing Slip Number.
7. Ship Date.
8. Shipping Terms (prepaid/collect).
9. F.O.B. Terms.

If there is an error on the packing slip, a corrected copy will be requested and it must be provided within 24 hours.



## Section 12.0

### Material Certification:

A Material Test Report or a Certificate of Compliance **must** accompany every shipment. This requirement also applies to subcontracted services such as coating and heat treatment. As an alternative, the supplier must maintain auditable, traceable records of specification compliance on each shipment. If in doubt, contact the appropriate Quality Department Representative at **METRICAN STAMPING CO INC.** for specific instructions. This is significant information that is required. Failure to provide this documentation will result in the initiation of a Non-Conformance Report.

## Section 13.0

### Export Documentation:

Export documents suitable to provide adequate clearance by Canada Customs must be provided with every shipment originating from outside of Canada to **METRICAN STAMPING CO INC.**

### **The document package must include as a minimum:**

1. Bill of Lading
2. Packing Slip
3. Commercial Invoice

If the tariff classification has changed, it is incumbent on the shipper to provide an updated Certificate of Origin that reflects that change.

If the status of goods has changed in terms of their ability to qualify under NAFTA regulations, then **METRICAN STAMPING CO INC.** must be notified.

### **Country of Origin Marking:**

All products and/or its container shall be permanently identified with the country of origin (if it originated in a foreign country) in accordance with the rules and regulations of the country where the product is being imported.



## Section 14.0

### NAFTA Certificate Of Origin:

All non-Canadian suppliers will provide a NAFTA Certificate of Origin for each item that is shipped to **METRICAN STAMPING CO INC.**

### This can be completed in one of two ways:

1. 1. A blanket certificate identifying each unique item being shipped to **METRICAN STAMPING CO INC.** to cover the period January 1, (year) to December 31, (same year).
2. 2. A Certificate of Origin must accompany each shipment for the specific material being transported. The supplier is responsible for the accuracy of the declaration.

If the supplier is claiming that his product meets the requirements of NAFTA, he will have the necessary traceable documents to support that qualification.

## Section 15.0

### Packaging:

Suppliers must comply with all levels of government legislation and auto industry requirements regarding “Hazardous Materials”, making certain that all expendable packaging is legally disposable. Packaging material used to safeguard the contents must be biodegradable.

## Section 16.0

### Overtime Charges:

In general, **METRICAN STAMPING CO INC.** will not accept premium charges for production to meet customer requirements.

In the event that overtime is required, as requested by MetriCan, the supplier and MetriCan will agree, prior to the overtime occurring, to the additional charges.

As all overhead expense are incorporated into the supplier’s quoted pricing structure, on the occasion(s) that overtime is requested by **METRICAN STAMPING CO INC.**, the supplier will be reimbursed on the premium portion only of the labour cost, based solely on the direct employee’s hourly rate and for only those employees working directly on our product. Reimbursement must be supported by documented labor content in the parts produced.



## Section 17.0

### Charge Back Policy:

If a supplier is unable to meet our delivery requirements, the supplier may be held accountable for downtime and other associated costs.

Should inspection of a supplier's product be necessary after receipt at **METRICAN STAMPING CO INC.** due to a quality defect, the supplier will be required to provide that service or replace the defective material in a timely manner such that our production schedule is not jeopardized. If that cannot be accomplished and we have the resources available to provide additional inspection services, we must receive written authorization in advance and reserve the right to charge back for these services at the rate of \$25.00 per hour. A corrective action report shall be required from the supplier (see subsection under NCR for clarification of the process).

Over shipment of product received and defective product returns is the responsibility of the supplier. The supplier is allowed five working days to pick up their product. If this does not occur, **METRICAN STAMPING CO INC.** may elect to return product freight 'collect'.

## Section 18.0

### Quality & Documentation

All suppliers are required to be TS-16949:2002 or ISO 9001:2000 registered.

Suppliers are required to provide a copy of their latest certificate to our Purchasing Department.

All suppliers will be subject to in-house inspections or audits, as deemed necessary

### **Production Part Approval Process (P.P.A.P):**

The supplier shall make all P.P.A.P. sample submissions to **METRICAN STAMPING CO INC.** in accordance with the requirements set forth in the A.I.A.G. - P.P.A.P. manual latest edition. The level 3 P.P.A.P. is the default, unless otherwise specified. PPAP samples must accompany the PPAP documentation.

Annual re-submissions of the PPAP package including a six piece layout & capability study on all SC's & CC's designations are required unless specifically advised otherwise by the responsible part approval authority. A level two submission is the default level for all Annual Re-submissions.

For any changes / modifications made to a part or process which is already in production & PPAP approved, an engineering change request must be submitted & approved by METRICAN STAMPING CO prior to any changes taking place. This includes any location change, process modification, or any other deviation that effects fit, form or function.



## Section 18.0 (Cont'd)

### Quality & Documentation

#### **Parts Per Million (PPM):**

**METRICAN STAMPING CO INC.** Tracks the supplier's PPM rating on a monthly basis and communicates the results on charts that are prepared with agreed upon goals. The tracking is only associated with production parts once PPAP approval has been given. The target for all suppliers is 15PPM. **METRICAN STAMPING CO INC.** reserves the right to schedule a meeting or perform an internal audit to help initiate corrective action to assist improving the supplier's performance rating. The PPM is calculated using the following guidelines: The number of parts rejected is divided by the number received and that number is multiplied by 1,000,000 to arrive at the number of parts per million.

#### **Parts Per Million (PPM) Cont'd:**

The following cases will not affect PPM calculations, :

1. If a NCR (Non-Conformance Report) is generated and the decision is made to use the material.
2. If a NCR is generated and the product is returned to the supplier for evaluation, the entire quantity is considered as defective. However, the supplier has fourteen (14) days from the date of return to inform our Quality Department of the actual number of defects found and we will amend our data for PPM calculations.
3. If the material meets all specifications of the print but cannot be used.
4. When the quantity in the shipment does not match the packing slip.
5. If the wrong material is received versus what was ordered and it is properly identified
6. If the supplier finds a defect after they make a shipment and we are notified before we receive and inspect the material and replacement material arrives in time to avoid production interruption.

#### **Advanced Product Quality Planning (APQP):**

As part of the APQP process, **METRICAN STAMPING CO INC.** has developed a Product Launch status system for each new production job awarded. The material is reviewed at regularly scheduled meetings. The document defines amongst other details, both the customer's as well as our own part numbers, part name, revision level, quoted volumes and engineering contact names for both parties.

Suppliers are required to perform APQP as defined in ISO 9001:2000 and provide program timing information as it applies to the materials or components involved.



## Section 19.0

### Non-Conformances:

A defect or discrepancy may be detected at any stage of manufacture in our plant or at an outside subcontractor. These may include: material certification, product quality, quantity discrepancy and labels. When detected, a NCR is used to communicate the specific issue(s) to the supply base and purchasing departments generally, but is not limited to only those contacts. When a defect is detected, the NCR is communicated via e-mail to an assigned distribution list.

The supplier will be required to come and sort or inspect the product within one (1) business day of notification if applicable.

A \$300 administration fee applies to ALL Non-Conformances generated. Depending upon the severity or repetitiveness of the nonconformance, the supplier may be required to certify or implement containment procedures for a specific number of subsequent shipments to ensure that root cause has been properly identified and that corrective action is effective. In house sorting may also be required depending on the current inventory within **METRICAN STAMPING CO INC.** At no time are completed assemblies allowed to be sorted by the supplier. **METRICAN STAMPING CO INC.** reserves the right to perform all sorting activities internally on all finished assemblies @ a standard rate of \$25.00 per/hr.

Where corrective action is requested, a written containment plan that includes a disposition of the defective material is required. The supplier will provide this within 24 hours of receipt of the Non-Conformance; failure to comply will result in an additional charge of \$250.00. The supplier will complete and submit a Corrective Action Plan within five business days using any recognized problem-solving format.

Once final disposition is complete, the Quality Manager will advise our Accounts Payable Department & a debit for material costs will be processed. **METRICAN STAMPING CO INC.** reserves the right to also debit the supplier's account for freight costs.

## Section 20.0

### Corrective Action:

In order to promote continuous improvement, it is periodically necessary to request that the supplier improve his processes to eliminate the root cause(s) of actual or potential nonconformance(s) and implement corrective action. It is also expected that all outside service suppliers to **METRICAN STAMPING CO INC.** exercise requests for corrective action to MetriCan. Anyone can initiate a Correction Action Request at any time however; they are most often requested by the QC Department as the result of a repeating occurrence or major defect or discrepancy. An initial response is due within 24 hrs of receipt of the Non-Conformance. A completed written response is required from the supplier is due within seven days. Extensions are possible given an agreeable timeline is presented. Implemented and verified effectiveness of corrective action(s) is typically required within 30 days.



## Section 21.0

### Returned Material Authorization (RMA):

It is expected that the supplier will issue a written authorization to cover any costs associated with sorting or inspection or with directions to return the product to the supplier. This activity is to be conducted within twenty-four (24) hours of our notice regarding a defect or nonconformance.

## Section 22.0

### MSDS:

Material Safety Data Sheets (MSDS) must be provided for every product prior to being shipped to **METRICAN STAMPING CO INC.** and they must be updated and forwarded to **METRICAN STAMPING CO INC.** whenever there is a change in chemistry or every 3 years, whichever comes first. Ideally, we request that your MSDS information be reviewed and updated every 18 to 24 months in order to eliminate 'overdue' or 'past due' situations.

## Section 23.0

### Environmental Management System (EMS):

**MetriCan Stamping CO INC.** Has a stated and published Environmental Policy, and a comprehensive Environmental Management System that complies with ISO 14001

All suppliers are required to comply with the EMS and satisfy current governmental and safety regulations on the use of restricted, toxic and hazardous materials. Further, environmental considerations, noise level exposures, air quality exposures, electrical and electromagnetic consideration must also be taken into account. All suppliers shall comply with the laws and regulations of the Workplace Hazardous Materials Information System (WHMIS). All products shipped to MetriCan Stamping Co. Inc. will be appropriately identified with WHMIS labels and current Material Safety Data Sheets (MSDS) will be provided to MetriCan Stamping Co. Inc. prior to shipment.

## Section 24.0

### Production Gages:

Inspection & Test Fixtures for production parts supplied to **METRICAN STAMPING CO INC.** must meet the following requirements.

- Reflect the approved design review concept
- Be identified with the Part Name, Number & latest Engineering Level
- Have clear operating instructions to ensure complete inspection of the part
- Complete CMM Inspection Report form an Accredited 17025 Laboratory



## Section 25.0

### Production Tooling:

All Tooling for **METRICAN STAMPING CO INC.**, refer to **METRICAN STAMPING CO INC.** Die Standards as outlined in MC-QASP-043.

## Section 26.0

### In Terms Of Follow Up

**METRICAN STAMPING INC.** reserves the right to:

1. Perform an audit of the supplier's process and quality system.
2. Require validation that the corrective actions have been successful over three (3) subsequent shipments.
3. Request third party containment.
4. Increase diligence and surveillance on incoming inspection activities.



## **Acknowledgement of Receipt:**

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Supplier (Company) Name

Revision #:

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Supplier Representative

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Date

**Return To: MetriCan Stamping Co Inc. Purchasing Department**

Att: Mario Esposito

Fax # 905-332-6569