



**JEBCO**  
MANUFACTURING INC.



**Supplier Quality  
Manual**

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Revised : June 18, 2008

# **Jebco Manufacturing Inc.**

## **Supplier Quality Manual**



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Revised : June 18, 2008

**Approval**

Jeff Glover	<i>Michael J Glover</i>	Quality Assurance Manager	June 13, 2008
<b>Name</b>	<b>Signature</b>	<b>Title</b>	<b>Date</b>

**Revision History**

<b>Date Of Change</b>	<b>Change Summary</b>
June 13, 2008	Initial Release
June 18, 2008	Clarified acceptable indexes for capability studies and statistical monitoring



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### **Introduction**

Jebco Manufacturing Inc's Supplier Quality Manual is intended to assist our current and potential new **Suppliers** with a basis for understanding the quality expectations of Jebco Manufacturing Inc.

The contents of this manual have been determined to be the minimum mandatory requirements for approved production of materials or components used in Jebco Manufacturing Inc's finished products.

### **Purpose**

This document applies to all **Suppliers** and **Sub-Suppliers** of materials or components incorporated into Jebco Manufacturing Inc. finished products.

This document is designed with the intent to address the requirements of the International Organization for Standardization (ISO/TS 16949:2002), (ISO9001-2000) and current industry standards including ASTM, ASME and CSA.

### **Application**

Jebco Manufacturing Inc. has adopted the Quality System Requirements described in the ISO/TS 16949:2002, available through the Automotive Industry Action Group (AIAG) website ([www.aiag.org](http://www.aiag.org))

**Suppliers** must review the ISO/TS 16949:2002 "Core Tools" and follow them in conjunction with Jebco Manufacturing Inc. Quality Requirements;

- Advanced Product Quality Planning (APQP)
- Statistical Process Control (SPC)
- Failure Modes and Effects Analysis (FMEA)
- Measurement System Analysis (MSA)
- Production Part Approval Process (PPAP)

### **Supplier Qualification**

Jebco Manufacturing Inc's Management, Purchasing and Quality are responsible for the evaluation and selection of all **Suppliers**.

**Suppliers** of Automotive material or components must have current registration to ISO9001:2000 at a minimum and must comply with all AIAG Core Tool requirements and Jebco Manufacturing Inc. requirements.

Automotive **Suppliers** registered to ISO 9001-2000 must show progression toward compliance with the ISO/TS16949:2002 Standards. Jebco Manufacturing Inc. is committed to



helping all **Suppliers** attain certification to the ISO 9001-2000 & ISOTS16949:2002 Standards when requested, through sharing of information and on-site support auditing.

All other **Suppliers** must be certified to or have quality systems equivalent to the ISO9001:2000 Standard.

It is expected all **Suppliers** will maintain quality systems throughout the contract period or notify Jebco Manufacturing Inc. – Quality Department of any changes to your systems status.

### **Management Responsibility**

The **Suppliers** Management shall establish, document and maintain a quality system as a means of ensuring supplied product conforms to the specified requirements as set out by Jebco Manufacturing Inc. The **Supplier** shall, at a minimum;

- Complete the Jebco Manufacturing Inc. – Supplier Audit (QSForm24) and submit prior to commencement of planning activities
- Submit a current copy of 3<sup>rd</sup> Party Registration Certificate to the existing Quality Management System
- Make available, a time, for Jebco Manufacturing Inc. Quality Personnel to perform an On-site audit (if requested)

### **Product Planning**

The **Supplier** shall have a planning process that requires Jebco Manufacturing Inc. input when necessary. All known and unknown requirements are the **Supplier's** responsibility and must be identified during the planning process and met prior to new part submission. The Advanced Product Quality Planning process is established and utilized to ensure the requirements and timelines are understood and met.

### **Records**

The **Supplier** shall maintain all Internal and supplied Engineering, Purchasing and Quality specifications, data and records for the life of product + 18 months.

These records must be made available to Jebco Manufacturing Inc. upon request.

### **PPAP**

**Suppliers** shall submit an AIAG Level 3 PPAP from a run of 300 pcs minimum unless otherwise directed in writing from Jebco Manufacturing Inc. Quality Assurance Manager.

Capability studies must be performed on a minimum of 100 pcs from the 300 pc run for dimensions identified as critical or requested by Jebco Manufacturing Inc.



All checklist components of the AIAG Level 3 PPAP must be submitted with or prior to product sample submission. Any components of the checklist missing may be cause for rejection or delay approval of the submission.

A PPAP shall be submitted for the following reasons;

- Initial production of a new or modified component and/or material
- Correction of a discrepancy from a previous submission
- Any change in process design or tooling (except perishable tooling)
- Any change in the manufacturing location
- Specifically requested by Jebco Manufacturing Inc.

The **Supplier** is responsible for submitting the results of all material performance data noted on the drawing and/or requested by Jebco Manufacturing Inc. If the **Supplier** is not capable of performing the required tests they may sub-contract to a third party test facility providing they are accredited to the ISO17025 Standard and accreditation certificate is provided with the initial submission.

**Suppliers** must submit a minimum of 2 layout samples per cavity/die. Layouts will include all dimensions and notes on the drawing and must be accompanied by a bubbled print noting the inspection item number for each characteristic.

### **Special Characteristics**

**Suppliers** are responsible for the identification of significant, key or critical characteristics to their process, important to Jebco Manufacturing Inc. processes or designated as such on the approved drawing or specification. If noted, these characteristics must be statistically monitored for compliance to the specifications. Optimal indexes are as follows;

Capability studies submitted with PPAP's must meet a minimum of 1.67 Ppk  
Statistically monitored features in production must meet a minimum of 1.67 Cpk

Indexes greater than 1.33 could be acceptable but must show improvement. Contact the Quality Assurance Manager for improvement and timeline requirements.

### **Packaging**

**Suppliers** are responsible to package parts for shipment in a manner that will not allow deterioration or damage during delivery.

Packaging supplied by Jebco Manufacturing Inc. for re-use must be maintained in a clean, un-damaged condition. For **Suppliers** who drop ship to Jebco Manufacturing Inc. customers, Jebco Manufacturing Inc. must be notified of damaged or un-useable packaging for replacement so as not to delay the shipment or cause a customer complaint.



### **Shipments**

All shipments of material or components (initial and production) **must** be accompanied by a material certification with actual chemical analysis from the originating mill at a minimum.

Material or component test data may also be requested for initial or periodic shipments as directed by Jebco Manufacturing Inc. Quality Manager.

### **Traceability**

All Material, Components and or documentation supplied to Jebco Manufacturing Inc. must be identified with the Jebco Manufacturing Inc. Part Number and P.O. Number at a minimum. Material, Product or Documentation not conforming to this requirement will be considered non-conforming and will be quarantined until the proper documentation is received. Material or components may be rejected if this is not done in a timely manner.

### **Nonconformance**

Jebco Manufacturing Inc. will notify **Suppliers** of nonconforming product detected at our location with an e-mail requesting a corrective action. It is the **Suppliers** responsibility to notify Jebco Manufacturing Inc. of product inadvertently shipped and subsequently identified as nonconforming.

**Suppliers** must respond to corrective actions within **24** hours and have permanent corrective actions identified and scheduled within **10** days using an 8D or similar format. Verification to the corrective action being effective must be within **90** days unless no shipments have been made within the time frame. Follow-up verification must be submitted once complete.

**Suppliers** will be responsible for all costs incurred by Jebco Manufacturing Inc. due to an internal or supplier pass through nonconformance.

### **Nonconformance Charges**

All costs incurred at Jebco Manufacturing Inc. associated with the administration of detected nonconformance will be charged back to the **Supplier** including;

- External (supplier pass through) and Internal Administration costs for detection and quarantining of product
- Third Party sorting
- Jebco Manufacturing Inc. internal sorting costs (off line or in-process)
- Re-working or other corrective steps taken due to **Supplier** neglect
- Re-inspection and certifying new product



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### **Supplier Performance**

**Supplier** performance is monitored monthly and includes the following indicators;

- Late Delivery
- Product Quality
- Service Concerns encountered

**Suppliers** that do not meet the minimum score for the month are notified by letter and must complete a corrective action stating the root cause and implemented actions to bring the score back within acceptable limits.

**Suppliers** who fail to meet the minimum requirements 3 consecutive months will be suspended from quoting new product and may be removed from Jebco Manufacturing Inc Approved Supplier List.

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### **Questions about this document contact;**

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