



Supplier Quality Manual

Approvals:

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Date: June 8, 2009

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Date: June 8, 2009

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SECTION I

Purpose / Scope

The purpose of this document is to communicate the Saint-Gobain Performance Plastics requirements for the structure of a fundamental quality management system for those companies that supply goods and services to Saint-Gobain Performance Plastics.

The intent of this Supplier Quality Manual is to define the minimum quality assurance requirements which shall become an integral part of the supplier's Quality System.

It should be noted that Saint-Gobain Performance Plastics is committed to facilitating assistance and partnering with our suppliers to achieve compliance the requirements of this Manual as well as the requirements of the AS 9100 Aerospace Standard.

As part of our Supplier Partnership Philosophy, Saint-Gobain Performance Plastics will be available, upon request, to assist our suppliers in improving upon their Quality Management System development.

The establishment of a Supplier Quality System is intended to assure that material provided to Saint-Gobain Performance Plastics conforms to the contracted requirements, drawings and/or specifications. The Quality System shall ensure material conformance throughout the suppliers functions pertinent to contract compliance, including, but not limited to, development, manufacturing, testing, inspection, packaging and storage. All materials shall be processed, controlled, inspected and tested continually in accordance with the requirements set forth in this and other applicable customer standards, drawings and/or specifications.

The supplier's manufacturing and support locations, including procedures, material, inspection methods, test equipment and usage, techniques, facilities, personnel, performance, and documentation may be subject to periodic review and evaluation to this Manual by Saint-Gobain Performance Plastics Quality, Engineering and Purchasing Personnel.

SECTION II

1- General Quality Expectations

The basis for the Saint-Gobain Performance Plastics Supplier Quality Manual Requirements was derived from the requirements contained within the AS 9100 Aerospace Standard.

Saint-Gobain Performance Plastics has adopted the AS 9100 Aerospace Standard as the framework for the basic quality systems required for all suppliers of production goods and services. These requirements are an integral and legally binding aspect of the Saint-Gobain Performance Plastics Purchase Order. Although this does not alter or reduce any other requirements of the contract, it does provide a concise understanding of Saint-Gobain Performance Plastics supplier quality expectations.

Saint-Gobain Performance Plastics expects that supplier's will not only meet engineering specifications, but will continuously improve products and services through process performance optimizations and through reduction in process variation.

Suppliers are responsible for developing and implementing effective operating systems to control and improve the quality of their process and products.

To enable Saint-Gobain Performance Plastics to evaluate quality products and systems, we require all suppliers to have available specified documented evidence of quality for review.

Saint-Gobain Performance Plastics reserves the right to evaluate this documented evidence at any point in the time of the products life cycle.

2- Waivers

All Commercial Requirements detailed in this Supplier Quality Manual shall be considered mandatory unless a documented signed waiver has been issued by Saint-Gobain Performance Plastics. The Purchase Order issued to suppliers may also waive requirements detailed in this Supplier Quality Manual.

In the event that the supplier provides the same product, materials or service to multiple Saint-Gobain facilities, the supplier shall submit individual written waivers to each of the Saint-Gobain facilities. Approval of a written waiver by one Saint-Gobain facility does not constitute automatic approval by the other Saint-Gobain facilities.

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3- Commercial Requirements

The supplier shall be responsible to reimburse Saint-Gobain Performance Plastics for any additional cost incurred resulting from either supplier related quality and/or delivery concerns. Reference the Saint-Gobain Performance Plastics terms and conditions. Typical charges may include, but are not restricted to:

- ❑ Excessive / Premium freight costs to Saint-Gobain Performance Plastics customer facilities
- ❑ Costs of rejected material, products or services
- ❑ Costs of testing or laboratory inspection / tests
- ❑ Labor premiums associated with overtime
- ❑ Labor cost for Saint-Gobain Performance Plastics personnel to sort / rework suspect product
- ❑ Labor costs for running replacement product
- ❑ Labor costs for Saint-Gobain Performance Plastics customer personnel sorting
- ❑ Travel costs for Saint-Gobain Performance Plastics personnel to support Saint-Gobain Performance Plastics Customer facilities
- ❑ Administrative costs

4- Accessibility to Facilities

The supplier shall provide accessibility to facilities for Saint-Gobain Performance Plastics Personnel, as well as contracted affiliates of Saint-Gobain Performance Plastics. The supplier shall also provide the same level of accessibility to customers and regulatory bodies of Saint-Gobain Performance Plastics.

SECTION III

Supplier Approval & Ongoing Performance Requirements

All potential new suppliers, as well as existing suppliers, must successfully address and respond to the Saint-Gobain Performance Plastics Supplier Approval / Evaluation Form (See Attachment 1).

Those suppliers, who are not registered to ISO 9001:2000, are encouraged to seek registration of their quality systems.

Once returned and reviewed and approved by SAINT Saint-Gobain Performance Plastics Quality Manger and the Materials Manger, the Supplier will be added to the Saint-Gobain Performance Plastics Approved Supplier List under a conditional status pending the satisfactory receipt of product / material shipments or the fulfillment of a service contract.

Once the quality portion of the Saint-Gobain Performance Plastics Supplier Approval / Evaluation Form has been fulfilled, the Supplier will be officially added to the Saint-Gobain Performance Plastics Approved Supplier List and will then be responsible for adhering to the ongoing performance criteria stipulated in this Manual.

Specific supplier performance will be evaluated against the following:

- ❑ On Time Delivery of products, materials or services to Saint-Gobain Performance Plastics
- ❑ The suppliers are expected to adhere to 100% on time delivery requirements. Failure to achieve this goal may result in the issuance of a corrective action. Delivery Due Dates are clearly identified on each Saint-Gobain Performance Plastics Purchase Order.
- ❑ Quality Performance
Poor Quality and/or Service performance will be communicated in the form of Corrective Actions issued to the Supplier.
- ❑ Corrective Action Responsiveness
Suppliers are expected to respond to issued Corrective Actions within the time frames specified on the individual corrective action documents.
- ❑ ISO 9001:2000 Registration
Suppliers are encouraged to obtain Third Party Registration to the ISO 9001:2000 Standard. SAINT-GOBAIN PERFORMANCE PLASTICS should be updated with regards to registration status at the completion of each Third Party Audit activity in order to assure continued registration or potentially assist the supplier is resolving issued nonconformances.

SECTION IV

1- Quality System Registration

The supplier shall provide a copy of their Quality System Registration Certificate to Saint-Gobain Performance Plastics Quality department, to retain on file. The supplier shall advise Saint-Gobain Performance Plastics, in writing, of any changes to their registration status, whether renewal, probation, revocation, upgrading or certification to additional standards.

In the event any of the supplier's other customers place them on a special status notification, the supplier shall communicate related Quality or Delivery issues to Saint-Gobain Performance Plastics Quality.

In addition, the supplier shall be able to demonstrate, when requested, compliance with national and/or international standard and regulations regarding health, safety and environmental issues relative to its business.

Saint-Gobain Performance Plastics reserves the right to request further registration certificates, as appropriate, i.e. Environmental, Medical, Laboratory, etc. Such additional requests shall be dependent upon the end use of the product, material or services or Saint-Gobain Performance Plastics customer specified requirements.

2- Continual Improvement

Each supplier is recommended to promote continual improvement in all activities such as quality, cost, delivery, and where appropriate, design and development.

Continual Improvements may be demonstrated through the use of metrics associated with the Key Processes and may include projects related to efficiency, training and cost of poor quality. Examples may include education and training in problem solving techniques

The Continual Improvement Projects shall incorporate assigned responsibilities, target dates for completion, and be reviewed regularly.

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3- First Article Inspection (FAI)

When specified by contract or purchase order, First Article Inspection data (FAI) will be submitted with or prior to shipment of the part or material. Typically, FAI will be required for new parts or when a product has been inactive for 1 year or longer.

The FAI Report and related data shall include the following items, as applicable:

1. Part Number, Work Order No., Serial No., Purchase and/or Sales order numbers
2. The actual configuration: drawing revision, spec. level, etc.
3. Required dimensions, tolerances and actual results, including all drawing notes
4. The specific tool numbers used to manufacture and/or inspect the product
5. Validation of tooling dimensions, shapes, etc., through CMM report or other means (inspection, master transfer, etc).
6. Testing requirements are met (hardness, conductivity, transmission, etc)
7. Raw materials meet drawing/spec requirements;
8. Raw material traceability documents are verified, including any sub-tier supplier documentation (C of C, test reports, etc).
9. Special processes are identified by spec. number, revision, and are verified to be completed.
10. For Assembly or Sub-Assembly products - Verification of all items on Bill of Material, including: quantity, part numbers, etc.
11. FAA, JAA, or other authorized regulatory agency Airworthy documentation (i.e. FAA 8100-1, 8100-9, 8130-3, etc).
12. Manufacturing Order (M/O, traveler), including raw material traceability data

4- Material Safety Data Sheets (MSDS)

All product, materials or services provided to Saint-Gobain Performance Plastics shall satisfy current governmental regulations applicable to the county of sale as well as the country of manufacture. Governmental regulations typically include, but are not restricted to:

- Toxic and Hazardous Materials
- Environmental Impact
- Banned and Regulated Substances (International Material Data System – IMDS)

Material Safety Data Sheets (MSDS), with full disclosure, must be submitted to the Saint-Gobain Performance Plastics facility receiving the product, material or service. The MSDS will be reviewed prior to placing the purchase order. Subsequent shipments will only require an MSDS if there is a change in revision.

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Approval of an MSDS submission by one of the Saint-Gobain Performance Plastics facilities does not constitute automatic approval by the other Saint-Gobain Performance Plastics facilities.

5- Material and Product Specifications

For any product, material or service, specifications may be referenced on the Saint-Gobain Performance Plastics Purchase Orders.

The Saint-Gobain Performance Plastics supplier shall be responsible for:

- obtaining and maintaining the current revision of any specifications referenced
- compliance to all specifications referenced
- notifying Saint-Gobain Performance Plastics of any exceptions, deviations or waivers for stated requirements (any such notification must be documented and approved by Saint-Gobain Performance Plastics before being considered an allowable exclusion)
- the control over subcontracted suppliers. For any product, material or service, which requires the Saint-Gobain Performance Plastics supplier to subcontract to external facilities, the Saint-Gobain Performance Plastics supplier shall be responsible for ensuring compliance to specifications. The Saint-Gobain Performance Plastics supplier shall be considered responsible for all aspects of their subcontractor's performance.

Proposed changes to specifications will be sent to suppliers for review and acknowledgement. It is the supplier's responsibility to review proposed changes and respond in writing concurrence as written or request exceptions, deviations or waivers.

Suppliers are responsible for supplying products that meet the current revision level of all specifications.

Measurements provided as evidence of compliance shall be traceable to calibrated equipment that can be further traced to NIST or, in the absence of such, an industry recognized standard. This shall also apply for calibration services provided.

6- Nonconformances

Saint-Gobain Performance Plastics only accepts products that meet print or specification requirements.

Requests for deviations, concessions or waivers for non-conforming products shall be submitted

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to the Saint-Gobain Performance Plastics Quality or Engineering Department. The supplier, prior to shipment of the nonconforming product, must receive Saint-Gobain Performance

Plastics written approval and uniquely mark and/or identify the shipment so that Saint-Gobain Performance Plastics receiving personnel understand that the product / material is being received with an accepted deviation from the requirements.

In the event nonconforming product is identified at Saint-Gobain Performance Plastics, the supplier will be required to process a formal Corrective Action in order to eliminate the cause of the nonconformance.

A Saint-Gobain Performance Plastics Corrective Action Form (see Attachment 2) will be issued detailing the suppliers responsibility for applying a short term containment action, investigating and identifying the root cause of the situation, applying a long term corrective action solution, and following up to verify whether the corrective action applied was implemented and has effectively eliminated the nonconformance from recurring.

The supplier is reminded that the nature and number of nonconformances, as well as the effectiveness in resolving Corrective Actions make up an integral part of the Saint-Gobain Performance Plastics Supplier Ongoing Monitoring and Performance Criteria. Failure to meet the ongoing monitoring and performance criteria may be grounds for removal from the SAINT-GOBAIN PERFORMANCE PLASTICS Approved Supplier List and the awarding of additional business.

7- Corrective Actions

For Corrective Action, the supplier will be required to complete the Saint-Gobain Performance Plastics Corrective Action Form (Attachment 2) in accordance with the directions provided for each individual instance.

It is acceptable, and recommended, to utilize your own corrective action form when processing any Saint-Gobain Performance Plastics Supplier Corrective Actions for the purpose of ensuring that information regarding the nonconformance(s) is being captured in your own corrective action system.

Other corrective action formats may be requested in order to satisfy Saint-Gobain Performance Plastics Customer Requirements.

Upon notification of a nonconformance, the supplier will be provided with a Saint-Gobain Performance Plastics Supplier Corrective Action and shall be required to complete the necessary investigations and action plans within the time frame specified.

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As previously stated, corrective actions returned to Saint-Gobain Performance Plastics must include:

- The application of a short term fix (containment action),
- Records of the investigation and identity of the root cause of the situation,
- Application of a long term corrective action solution,
- Follow up verification activities with records to support corrective action implementation and overall effectiveness in eliminating the initially identified nonconformance and its recurrence.

NOTE: Containment actions shall be short term temporary solutions to a nonconformance, until long term corrective actions can be implemented and proven effective. Containment actions will not be accepted as a long term corrective action.

8- Traceability

Suppliers shall establish a documented system, which provides for positive identification and record keeping for each lot throughout the production process per shift, from receipt through to delivery.

9- Labeling

At a minimum, the label on the final product and/or material provided to Saint-Gobain Performance Plastics must include:

- Supplier Name
- Supplier Part Number
- Saint-Gobain Performance Plastics Part Number
- Part Description
- Manufacturing Date
- Lot Number

The Lot Number and/or Manufacturing Date must ensure traceability of product from raw materials to finished goods in the supplier's manufacturing process.

10- Packaging & Shipping

All products and/or materials supplied to Saint-Gobain Performance Plastics facilities must be in suitable packaging to prevent damage and reasonable protect the products / materials during shipment to Saint-Gobain Performance Plastics.

Suitable packaging methods have been defined as:

- The use of a suitable pallet (size and strength),
- The use of a suitable product container and packing material (as applicable),
- Shrink wrap or other protective barrier,
- Banded products and materials,
- No shipping containers or boxes shall hang over the edge of any pallet

Additional packaging instructions (special instructions) may be specified on the individual Saint-Gobain Performance Plastics Purchase Order Documents or on the Saint-Gobain Performance Plastics Specification Data Sheet for Packaging.

SECTION V

Revision History and Supplier Acceptance

Rev #	Revision Date	Description of Change	Supplier Signature accepting the revision	Date	Deviation Requested Y / N ?
-	6/8/2009	Initial release of the Saint-Gobain Performance Plastics Supplier Quality Manual			

Please review the latest Revision to the Saint-Gobain Performance Plastics Supplier Quality Manual on our website.

Once you have read and understand the requirements contained within the document, please sign and date this page and make a copy for your records.

Any exceptions or deviations to these requirements must be documented on a separate cover, and accompany a copy of this page being returned to Saint-Gobain Performance Plastics Quality Department to review and to retain on file

Only after having received written confirmation and acceptance from Saint-Gobain Performance Plastics will the noted exceptions be considered authorized.