



# **Supplier Manual**

**MURSIX Corporation**  
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## **Suppliers:**

MURSIX Corporation is committed to supplying high quality, reliable and cost-effective parts in a timely manner to our customers. Therefore, it is the goal of MURSIX to form a partnership with its' suppliers to ensure:

- Quality materials
- On-time delivery, and
- On-going price competitiveness throughout the supply chain.

This Supplier Manual is intended to ensure that all suppliers adhere to the quality, purchasing and delivery requirements of MURSIX Corporation. It is based on, but not limited to, the internal operating systems of MURSIX Corporation and the quality system requirements of ISO/TS 16949 and is intended to serve as a link between MURSIX Corporation and our suppliers, both existing and potential.

Furthermore, the requirements of this manual are designed to supplement and not replace or amend the terms and conditions specifically noted on purchase orders, engineering drawings, prints and/or specifications, agreements, or contracts.

We appreciate your cooperation, and if you have any questions they should be directed to your MURSIX Purchasing Representative.

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## Quality Systems Requirements ([to Table of Contents](#))

MURSIX Corporation is a manufacturer of precision metal stampings, machined parts and welded assemblies for general applications as well as for the automotive industry. Our aim is to enhance customer satisfaction through effective application of the Quality Management System with a focus on continual improvement and assuring the conformance of supplied parts to our customer's requirements and/or regulatory requirements.

Our automotive customers require that our QMS be compliant with and certified to ISO/TS16949, which is based on ISO9001, but expanded to encompass the necessities of automotive-related products. As a result, each of our suppliers of any automotive related material must be registered by an accredited 3<sup>rd</sup> party certification organization to the current ISO/TS16949 standard, or at a minimum the current ISO9001 standard and have a goal of achieving certification to ISO/TS16949. On occasion, because of certain circumstances, a satisfactory audit of the supplier's quality system performed by a MURSIX Corporation representative may be substituted for the 3<sup>rd</sup> party certification (see [Supplier Approval Requirements](#)).

Our suppliers of only non-automotive related material should be registered by an accredited 3<sup>rd</sup> party certification organization to the current ISO9001 standard. Otherwise, a quality system must be fully implemented and verified by a site audit conducted by a MURSIX Corporation representative to assure all requirements are met.

No business can be placed with a new supplier prior to them being placed on our Approved Supplier List.

## **Supplier Approval Requirements** ([to Table of Contents](#))

Before becoming a supplier of components or material, our Supplier Approval Process must be completed and your company added to our Approved Supplier List. This process involves the determination that your company meets the following criteria:

1. A Quality Management System is in place. This can be shown by:

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- Certification to the current ISO/TS16949 standard by an accredited third-party certification body, **or**
  - Certification to the current ISO9001 standard by an accredited third-party certification body, **or**
  - An exception from MURSIX Corporation and a site audit by a MURSIX Corporation representative to ensure a Quality Management system exists and is compliant to the requirements of the ISO standard, **or**
  - Being a customer-specified supplier of one or more of our automotive customers for the specific component or material required and a site audit by a MURSIX Corporation representative to ensure compliance to the customer requirements.
2. A PPAP can be completed (if required).
  3. A current Special Process Assessment can be provided (if required).
  4. Test reports and certifications can be supplied (if required).

Copies of documents required must be supplied upon request.

**Approved Supplier** [\(to Table of Contents\)](#)

An approved supplier is one who has met the criteria specified above. To maintain Approved Supplier status a supplier must:

1. Be fully responsible for all aspects of controlling quality and delivery of product supplied. This includes but is not limited to the product:
  - Meeting the requirements of the purchase order,
  - Is clearly labeled,
  - Is packaged to prevent damage during transit,
  - Is delivered on time
2. Ensure that all certifications and other required documentation is available,
3. Be responsible for ensuring that any sub-supplier understand and meet MURSIX requirements and expectations.

A supplier may be removed from “approved” status if they:

1. Score low on consecutive quarterly supplier evaluations,
2. Fail to submit corrective action reports,

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3. Fail to correct quality problems,
4. Submit unacceptable PPAPs
5. Provide product that exhibits deterioration of product quality through an increase in PPM.

Quarterly supplier evaluations will be comprised of:

- Delivery (% on-time and incidents of premium freight) - On-time delivery rating is based on the number of shipments received within the specified time-period window. Those received prior to the commencement of this window or after the expected deliver date will be counted as NOT on-time.

In addition, evaluations could include:

- Quality (PPM) - PPM is the number of nonconforming units divided by the total number of units shipped (converted to million units), and/or
- Special status notifications related to quality or delivery issues.

### **Request for Quote (RFQ)** ([to Table of Contents](#))

A request for quote will be solicited by MURSIX Corporation. These will be the only quote that will be considered for acceptance. The quote must be:

- Returned/delivered within 5 working days, unless an exception is granted,
- Complete to print and specification requirements, and
- Offer competitive pricing.

The Supplier is responsible for:

- Understanding all the parameters of producing and supplying the product,
- Providing value added recommendations that affect production or shipping,
- Providing technical support, and
- Warranty costs directly related to the product, through the end-of life of the product.

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## **Purchase Order (PO)** ([to Table of Contents](#))

All purchase orders will include:

- P.O. Number,
- Product being purchased (part number with revision/item number),
- Quantity being ordered or service required,
- Price,
- Terms and conditions (as stated on the reverse side of the PO),
- Packaging requirements (per quote),
- Shipping requirements,
- Freight terms, and
- Other contract requirements, as required.

Cancellation of a purchase order can be executed based upon the performance of the supplier, pricing issues, change in ownership, or bankruptcy. Should a supplier receive a cancellation notice, they shall have two (2) weeks to notify MURSIX Corporation (through the Purchasing Department) in writing of any inventory for which they feel is the responsibility of MURSIX Corporation. Failure to provide the written response will result in the supplier forfeiting any future claim associated with the PO defined by the cancellation notice.

## **Production Part Approval Process (PPAP)** ([to Table of Contents](#))

MURSIX Corporation requires that all suppliers complete a part submission using the Production Part Approval Process as described in the AIAG PPAP Manual. The PPAP Manual is used in conjunction with other associated reference manuals. Part approval submission instructions and a guide to completing all the steps required prior to submitting the PPAP are included in the manual.

A supplier of bulk material will need to comply with the Bulk Material – Specific Requirements, including submission of a design matrix, as outline in the PPAP reference manual. This may include:

- Design record,
- Material certification with test results, and
- Part submission warrant.

A MURSIX Corporation Purchasing Representative will confirm this requirement, when necessary. ([to Table of Contents](#))

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Associated reference manuals include:

- Advance Product Quality Planning (APQP) and Control Plan
- Potential Failure Mode and Effects Analysis (FMEA)
- Statistical Process Control (SPC)
- Measurement Systems Analysis (MSA)
- CQI-9: Special Process: Heat Treat System Assessment
- CQI-11: Special Process: Plating System Assessment
- CQI-12: Special Process: Coating System Assessment
- CQI-15: Special Process: Welding System Assessment
- CQI-17: Special Process: Soldering System Assessment

An approved IMDS submission may be required for each part/product prior to the PPAP submission. IMDS (International Material Data System) is the automotive industry material data base (system), wherein all materials used in the automotive industry are archived and maintained. The system is utilized to satisfy requirements placed upon the automotive manufacturers by national and international standards, laws and regulations. Each component or material used in the manufacture of a part shall be reported (entered) into the IMDS, using the IMDS website.

It is the responsibility of each supplier to ensure that all “dues dates” (request for quotes, PPAP submissions, corrective action reports, etc.) are met.

### **Request for Change** [\(to Table of Contents\)](#)

The supplier shall request in writing all proposed changes to currently approved product or materials in accordance with the purchase order and PPAP requirements prior to implementation. This includes, but not limited to:

- Supply of raw material.
- Method of control.
- Method of manufacturing.
- Packaging.
- Labeling.
- Delivery.

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The supplier shall have written authorization from MURSIX Corporation through the PPAP approval process, prior to incorporating any changes into production that may affect the fit, form and function of any product or component supplied (a copy of a Temporary Deviation Permit is attached for reference [To Permit](#)).

### **Commodity Requirements** ([to Table of Contents](#))

MURSIX logistics manual (link found on the MURSIX Corporation web page) provides guidelines for the various types of commodities that are supplied. These guidelines include the requirements for identifying the material according to print and/or purchase order and lot traceability using the AIAG labeling guidelines for part shipping labels; document B-10 (a copy of the Shipping Label Specifications is attached for reference [to Labeling Specifications](#)). Any product specific requirements will also be listed.

Unless otherwise specified, the supplier is responsible for developing packaging and submitting packaging drawings for approval. The supplier is free to use its' own format for package concept submission.

### **Receiving inspection, containment and corrective action requirements**

To verify that shipments are defect free, MURSIX may choose a number of methods to verify conformance which include:

- Analysis of the statistical data received,
- Evaluation of Certificates of Analysis (CofA) received,
- Evaluation by an independent laboratory,
- Inspection and/or testing of quality characteristics by random sampling with a c=0 acceptance criteria or 100% inspection, or
- Any agreed upon method.

In the event that a shipment is rejected, whether at time of receipt or during processing, the shipment will be quarantined and the supplier will be contacted. At this point:

- a concession (deviation) can be issued for use of the material, with any additional costs associated with the use debited to the supplier, or
- the material or product returned for replacement, or

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- the material or parts be sorted with the costs associated with the sort and discarded material/parts debited to the supplier.

Additionally, a supplier corrective action report (SCAR) may be issued which will require the nonconformity to be investigated and the proposed corrective action to prevent recurrence be reported (a copy of this SCAR form is attached for reference [to SCAR](#)).

An interim response submitted via fax or e-mail is required within two (2) work days and the completed response, which address permanent corrective actions within two (2) weeks (14 calendar days).

### **MURSIX Corporation Owned Property** ([to Table of Contents](#))

Any MURSIX Corporation property that is in a supplier's control; such as, tooling, containers or intellectual property that is provided shall be identified and protected. If any become lost, damage or found to have been rendered unusable, it is the responsibility of the supplier to maintain records and notify MURSIX Corporation as soon as possible after the event was discovered.





## Supplier Corrective Action Report

**Note: Reference last page for instructions on how to complete this CAR Form**

**If this document was not opened as read only, please close and re-open as "read only"**

(A) SCAR #	Issue Date:	Due Date:
Part #:	Part Description:	Supplier:
Lot #:	Supplier Part Number:	Quantity Total: Qty Defective:
(B) Problem Description: (Be specific)		
(C) Champion:	Team Members: Dept.	Individual:
(D) Initial Action: (Initial Action, Countermeasure, Containment, Other)		
Action implemented	% Effective	Implementation Date
(E) Root Cause(s):		% Contribution:
(F) Immediate Corrective Action implemented		% Effective Verification
(G) Permanent Corrective Action:		Date of implementation:
(H) Review/Revise/Create:		
FMEA <input type="checkbox"/>	PPAP <input type="checkbox"/>	Control Plan <input type="checkbox"/>
Work Instruction <input type="checkbox"/>	Visual Aids <input type="checkbox"/>	Training <input type="checkbox"/>
(I) Effectiveness of Corrective Action:		
Section G completed: Yes <input type="checkbox"/> Date:		
Evidence:		
Date for Effectiveness Review:	Verification completed by:	
	Date:	
Approved by MURSIX Representative:	Date:	

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