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1. PRESENTATION

1.1. QUALITY POLICY

Satisfaction is our goal for the Quality Policy, it is the key factor for the company's long-term success and lies at the very heart of our concerns.

ZEDCE's commitment to satisfaction is based around the following areas:

- Satisfying our Customers.
- Satisfying our Staff.
- Satisfying our Suppliers and Partners.
- Complying with Environmental rules.
- Complying with Legal provisions.
- Complying with Health and Safety.
- Implying in Continuous Improvement

ZEDCE coherence and efficiency are based upon our Quality management system which has been recognized as complying with the demands of the ISO 9001 and IATF 16949 standards.

The ZEDCE Management gives a commitment both to continuity and to the development of continuous improvements to the Quality policy, and also guarantees that any resources required in order to achieve the targets which have been set are put into place.

1.2. PURPOSE OF THE SUPPLIER QUALITY HANDBOOK

This Supplier Quality Manual (SQM) for Automotive international suppliers establishes minimum quality requirements to be met by all suppliers of materials production, products and services to ZEDCE.

Requirements set out in this SQM are provided in supplement, and do not replace or alter, the terms or conditions set out in the documentation of supply and purchase, implementation plans and/or specifications provided by ZEDCE.

The Customer Specific Requirements (CSR) of the final Customers do apply in addition of this SQM.

In case of conflict of interpretation between ZEDCE requests, the more restrictive rules of the following documentation shall apply:

- Contract of supply and purchase and/or order.
- Specifications and/or design drawings.
- Supplier Quality Manual.
- Final Customers' CSR

1.3. PERIMETER

Applies to all "Automotive Industry" suppliers of materials, products or services of ZEDCE. Suppliers must ensure their own Suppliers to fulfil the requirements of compliance across the supply chain.

1.4. RESPONSIBILITIES

ZEDCE PURCHASES and QUALITY Management are responsible for ensuring the implementation of the SQM document and have the authority to ensure that all Suppliers meet and comply with these requirements.

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The Supplier is responsible for ensuring that the products and/or services provided meet the established requirements. Suppliers must assume full responsibility with regard to the Quality.

2. REQUIREMENTS FOR SUPPLIERS

2.1. SUPPLIERS' QUALITY SYSTEM

ZEDCE request from suppliers of manufactured products a certificate of approval to ISO 9001 standards or/and IATF 16949 specifications issued by an approved authority.

For the Supplier of heat treatment, the updated CQI-9 standard must be transmitted to the ZEDCE Quality Manager once a year.

The Supplier should establish, maintain and demonstrate quality proceedings of support systems to ensure compliance of their products and services to the contracts of purchase and specifications within their institutions and all along the supply chain.

An audit (Quality assessment) of the establishment of the supplier by representatives of ZEDCE may be prescribed prior to the award of the contract and in series life.

The Supplier must ensure the traceability of all raw materials or components used in the process of manufacturing, including the upstream traceability with other Suppliers (see section 2.4 **TRACEABILITY**).

By this way the supplier is able to keep traceability of all the documentation used to manufacture the delivered goods (i.e.: drawing revisions, control plans history, FMEA, evaluation of compliance records, process or product parameters or characteristics...).

Each evolution of status of certificate of approval to standards ISO or/and IATF must be reported to ZEDCE's representatives. If need be, action plans must be implemented and shared with ZEDCE's representatives. Any structural or significant organizational changes at the Supplier will have to be communicated immediately to ZEDCE.

Consumables and services providers must produce evidence that they have an effective quality management system. If Consumables or services have a direct impact on quality of products, ZEDCE may ask the same requirements than for Suppliers of manufactured products.

2.2. PRODUCT AND PROCESS

Suppliers of manufactured products and materials must show evidence of planning quality focused on continuous improvement, defect prevention and optimization of processes.

ZEDCE uses methods described on manuals edited by *Automotive Industry Action Group's* (AIAG) and *Verband Der Automobilindustrie* (VDA).

ZEDCE encourages its suppliers to use the following methods:

- VDA 6 Part 3 (QM process audit).
- VDA 6 Part 5 (Product audit).
- AIAG APQP (Advanced Product Quality Planning and Control Plan).
- AIAG PPAP (Production Part Approval Process).
- AIAG MSA (Measurement System Analysis).
- AIAG SPC (Statistical Process Control).
- AIAG FMEA (Potential failures modes and effects analysis).

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The SPC must be set up to ensure the monitoring of all the critical characteristics. A follow up of the data recordings must be implemented in order to communicate the scores of capabilities to ZEDCE and to avoid deviations that could lead to poor quality.

Capabilities targets required (except if more restrictive requirements on final Customers' CSR) :

- for Cp/Cpk = 1,33
- for Cm/Cmk = 1,67

2.3. DOCUMENTATION AND QUALITY RECORDINGS

The Supplier must provide all documentation and information in French or English to ensure that they are transmitted and understood at ZEDCE.

Quality records such as certificates of analysis, controls performed on the product, quality plans, descriptions of processes, etc. must be stored on a readable electronic or paper support. These documents must be available for consultation on request, this over a 5-year period minimum or a 15-year period minimum for the safety parts.

The administrative records such as purchase orders, invoices, and delivery notes must be kept for 10 years.

Suppliers must use ZEDCE's form sheets when it is specified.

2.4. TRACEABILITY

The Supplier undertakes to implement the following:

- A management system for delivery of goods to ZEDCE using the FIFO (First In First Out) method, to avoid any possibility of product obsolescence or deterioration over time.
- Manufacturing batch traceability.
- In the event of any process being subcontracted: batch traceability linked to the number featuring on the ZEDCE document entitled "*envoi en sous-traitance*" ('subcontracting'). This number must appear on each Supplier's delivery note.

The Supplier shall be able to provide ZEDCE with all the information required to carry out the following investigations:

- Identification of the manufacturing origins (upstream traceability): the Supplier must be able to retrieve the manufacturing details of an item from a batch number, a packaging unit number, a handling unit number, or a delivery note number.
- Identification of impacted items (downstream traceability): the Supplier must be able to provide ZEDCE with details of all the batches to which the same characteristics apply (specifying the packaging unit, handling unit, and delivery note numbers in question) on the basis of the manufacturing log.

Any incident detected by the Supplier must be reported to the ZEDCE Quality Manager. The Supplier shall establish which production has been carried out using the product concerned by the incident, using its own traceability system.

If defective products are detected by ZEDCE, The ZEDCE Quality Manager shall inform the Supplier; the latter shall carry out all relevant investigations using its own traceability system, in order to provide ZEDCE with the batch details (packaging unit, handling unit, and delivery note numbers) as well as the delivery note(s) featuring all the "doubtful" products.

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2.5. PROGRAM EXCHANGE

If applicable, suppliers must adopt the methods of electronic communication with ZEDCE to exchange calendars of production, stock statements, purchase orders, changes of purchase orders invoices, etc.

ZEDCE accepts two methods of electronic data transfer: the exchange of electronic data interchange (EDI) and E-mails.

2.6. CORRECTIVE AND PREVENTIVE ACTION

2.6.1. General comment

The ZEDCE suppliers have the responsibility to provide conformable products and services. In case of quality issue, the Supplier is obliged to determine the cause, and perform corrective and preventive actions to solve the detected problem and ensure that it will not happen again. The Supplier must bring the technical assistance required to rectify any non-compliance found.

2.6.2. Nonconformity

Defective services and materials can be identified at any stage of the process and use, including final customer and claims under warranty.

As stakeholder of the Global Supply Chain, Suppliers will be notified by communication of a demand of corrective and preventive action as soon as the detection of the material and/or non-compliant service and/or a delayed delivery may generate stoppage of a production in the global supply chain (ZEDCE and the final customers).

Non-compliance detected by ZEDCE will be processed to one of the following ways:

- Rejection of the entire batch and back to the supplier at the Supplier's cost.
- Derogation at the request of the supplier and approved (the product cannot be shipped or consumed prior to the approval of the derogation request).
- Sorting by internal or by external company at the supplier expenses. Non-conformable parts may be scrapped or shipped back to the supplier at the Supplier's cost in both cases.
- Rework by internal or by external company at the Supplier's cost.

2.6.3. Answer of nonconformity

Suppliers must answer to nonconformity by using the ZEDCE 8D template.

- 8D step 1 to step 3 within 24 hours.
- 8D step 4 to step 8 within 30 days.

These deadlines may be shortened depending on the customer's CSR (see section 1 **PURPOSE OF THE SUPPLIER QUALITY HANDBOOK**).

2.6.4. Charges and cost for poor quality

ZEDCE reserves the right to recover the justified expenses of costs implied at ZEDCE and the final Customers that could result from failures caused by the Supplier (quality defaults, late deliveries, unfulfilled protocols or obligations, administrative costs, ZEDCE specific requests due to poor quality...).

If so the FCNQ form (Fiche de Coûts de Non Qualité // Non-Quality Cost Form) will be released by ZEDCE.

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2.6.5. Deviation request

All deviation requests must be explicitly written-transmitted to ZEDCE with all the needed information (quantity, traceability, nature of the default(s)...).

Deviation requests may be accepted within a limited period only. No open (without time and/or quantity limits) deviation request shall be accepted.

There shall be no shipment of defective parts from the Supplier without the ZEDCE's expressed and written consent. Any deliveries without previous ZEDCE approval will be rejected by ZEDCE and the Supplier will support all the costs resulting of.

In case of ZEDCE acceptance, all deliveries (pallets and/or parcels) will have to be identified according to the ZEDCE requirements, independently of the usual logistic standards implemented at the Supplier or agreed in normal conditions between ZEDCE and the Supplier, whatever they are.

2.7. PROCESS OR DESIGN CHANGE REQUEST

All changes of the manufacturing process or design must be properly documented and approved in writing by the ZEDCE Quality Manager.

A new approval of parts then may be necessary.

If there is a doubt about the need to submit a change request, the supplier must contact the ZEDCE Quality Manager.

Examples (not exhaustive list):

- Movement of the chain of production (machine move...).
- Change of equipment / machines in the production chain.
- Changes of the tooling or of the configuration of the machine.
- Changes of the location of manufacturing (new plant).
- Transfer, new, replacement or addition of tools.
- Change of supply source (including subcontractors having impact on transformation).
- Change of material, design.

The completed form may be obtained and submitted to the Quality department contact.

2.8. PACKAGING, LABELLING AND DELIVERY DOCUMENTATION

Packaging, labelling and delivery documentation are essential in Quality performance and traceability. So ZEDCE is very attentive to these points.

Any nonconformity detected at ZEDCE goods inwards may delay or prevent the components being made available, and thus create disruption in the ZEDCE manufacturing process and ZEDCE's customers potentially.

Such disruptions may be invoiced to the Supplier, and result in a nonconformity report.

2.8.1. Packaging

In progress and finished products must be properly packaged to protect against the risk of damages (including oxidation and respect of expected cleanliness). The packaging shall be in accordance with the relevant laws, codes and regulations of all shipping mode.

A method for packaging and palletizing including notions of risk of shock, corrosion and pollution must be developed each time thru common work between the Supplier and ZEDCE.

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An instruction document must be published and applied.

The handling unit shall be uniform, with a single reference per pallet.

For safety, regulatory and practical aspects, packaging units shall comply with the following requirements:

- Packaging shall be appropriate for the planned type of shipping (road, sea, air, rail).
- Wood packaging must conform to standard NIMP15
- For ergonomic reasons, packaging units shall not exceed 13 kg in weight or less in specific case.
- Pallet and box packaging shall comply with the GALIA standard and regulations in force.
- Pallets shall have 3 skids, except for those for heavy loads, for which 5 skids are acceptable.
- Pallets shall be film-wrapped or wooden-box or multi-corrugated cardboard box.
- Package labels shall be placed on the outer side of the pallet for ease of scanning.

In case of reusable packaging owned by ZEDCE: the Supplier shall bear all risks pertaining to the custody of all such packaging and shall take all necessary measures to ensure that it is looked after and operates properly throughout the product life-cycle.

Being the exclusive property of ZEDCE, all such packaging shall be exclusively reserved for performance of the Order.

If the Supplier is unable to package components in the planned packaging, it must submit a derogation request to the ZEDCE Quality Manager prior to shipping the parts in question. This derogation request must be approved by ZEDCE before being implemented. The Supplier shall not be entitled to request any form of supplementary payment from ZEDCE in connection with any additional costs incurred by the use of this packaging. On the other hand ZEDCE shall invoice additional costs if extra operations are involved (labour costs, specific handling means, elimination of waste...).

Specific case for materials in bars or tubes: bundles must not exceed 1 ton. Within a bundle, the material must be attached altogether in a way to enable safety handling and storage conditions for the ZEDCE's staff.

2.8.2. Labelling

All handling units and packaging units (parcels) shall be identified with labels pursuant to the GALIA/ODETTE standard. The labels will enable ZEDCE to trace each batch and will allow the Supplier to ensure the upstream traceability by pallet and parcels.

Batch definition: continuous production (campaign), with no changes in materials, processes, or parameters, and with the same revision number. All parts accepted pursuant to a given derogation number shall be considered as a specific batch.

2.8.3. Delivery Documentation

All deliveries must be identified with a delivery note.

To avoid any disputes arising, the Supplier must check :

- Physical goods = information shown on the delivery documentation (in quantity and item number)
- unit and handling unit labels all correspond exactly.

The delivery note shall comply with the GALIA standard. The following items shall appear on each delivery note:

- ZEDCE product reference,
- Part and drawing revision numbers,

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- Quantity and number of packages,
- No. of basic packaging units (UC), specifying each related handling unit (UM),
- Order no.,
- Supplier Code,
- Any batch change details,
- Specific information if derogation request for example.

For each delivery, the Supplier of material will have to provide a 3.1.B certificate per batch. Materials under safety regulations may require other specific requirements.

The Supplier of heat treatment will have to provide the heat treatment certificate with all the requested results.

In attachment of the delivery note, other documentation may be required (material certificate, heat treatment / surface treatment certificate, certified parts form, other specific documentation).

2.8.4. Audit

ZEDCE and its Customers may proceed to visits and audits of Suppliers to establish their capacity and Quality System (process / product / continuous improvement) before and after the award of contracts.

Visits and audits are subject to a schedule mutually agreed.

A Self audit may be requested by ZEDCE on its own or on ZEDCE customer's request

The copy of the annual product audit may be requested.

2.9. MANAGEMENT OF THE TOOLING OWNED BY ZEDCE

This shall remain the property of ZEDCE once it has been paid for in full by the latter.

An identification number supplied by ZEDCE must be fixed to all such equipment on a compatible surface, allowing ownership of the property to be determined; this shall apply throughout the lifetime of all such equipment. A photograph including the identification plate shall be supplied to the ZEDCE Purchasing Manager.

In the event of ZEDCE funding tooling and/or other specific equipment required for performance of the Order, the item number information is entered as reference in the registration of the purchase order transaction.

The Supplier shall bear all risks pertaining to the custody of all such equipment and shall take all necessary measures to ensure that it is looked after and operates properly throughout the product life-cycle (including the calibration, the verification etc.). The Supplier shall insure all such equipment for its replacement value and maintain it at its expense throughout the product life-cycle.

Being the exclusive property of ZEDCE, all such tooling shall be exclusively reserved for performance of the Order and/or other services commissioned by ZEDCE. Should the Supplier wish to use said tooling for any other purpose, it shall make a written request to the ZEDCE Purchasing Manager and obtain the latter's written permission prior to any use. ZEDCE shall retain full rights to decide whether or not this tooling may be used; no grounds need be supplied in the event of a refusal.

In no circumstances may the Supplier engage ZEDCE's liability or make any claim against ZEDCE in the event of direct or indirect damage arising from the use or custodianship of this equipment. In addition, the Supplier will be responsible for supporting the repair costs in case of damages of the tooling.

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2.10. GOVERNMENT REGULATIONS, SECURITY AND ENVIRONMENT

All materials and services provided must meet Government constraints related to the laws of trade, security and the environment. It is up to each vendor to be informed and to take the necessary steps for this purpose which is applicable to the country of manufacture and sale.

The Supplier is subject to the REACH and IMDS declarations and commit to the EU regulation concerning the work of minors and anti-corruption rules.

The Supplier commits to respect the international regulation in terms of transportation, whatever the mode (air, sea, road...). The Supplier is fully responsible of the chartering operations he is in charge of. By this way the Supplier makes sure that its subcontractors fully respect the regulations.

2.11. CONFIDENTIALITY

Except legal dispositions, all the information, correspondences, documents shared between ZEDCE and its Suppliers are under cover of strict confidentiality. The data must not be communicated to a third party without any express consent (written authorization) of the opposite party.

3. APPROVAL OF SUPPLIER

3.1. GLOBAL FRAME

The ZEDCE sourcing committee implemented a process of selection and sourcing of Suppliers to evaluate and identify potential Supply partners.

The Supplier must meet the objectives of quality, delivery, cost and continuous improvement and are evaluated in this regard. Supplier's approval is done after evaluation.

Potential suppliers may also be subject to a self-assessment questionnaire and/or an assessment on their plant to assess their effectiveness on key functional areas as supply, engineering, manufacturing and quality.

3.2. LIST OF SUPPLIERS APPROVED BY ZEDCE

There are two types of supplier status:

- Supplier approved.
- In-approval Suppliers (process started to approve a Supplier).

The global Purchase department maintains a list of approved suppliers from which buyers may decide to award a contract. This main file contains the coordinates, status and the approval of the suppliers including evidences.

3.3. SUPPLIER' SUBCONTRACTORS

The Supplier must cascade the ZEDCE's SQM and ZEDCE's Customers CSR to its Subcontractors and Suppliers involved in the product supply chain.

Supplier's subcontractors will have to be notified in the PPAP submitted to ZEDCE. Changes in the selected Subcontractors is linked to the section **2.7 PROCESS OR DESIGN CHANGE REQUEST**

As part of the global process may ZEDCE lead some audits to the Subcontractors' premises according to the rules defined in the section **2.8.4 Audit**

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The Supplier will be entirely liable of the performance of its subcontractors. ZEDCE will not take part in disputes that could arise between the Supplier and its subcontractors whatever the cause.

3.4. PRODUCT AND PROCESS EVALUATION

Full PPAP approval must be submitted by suppliers for validation by ZEDCE and/or its customer in case of:

- New part / new supplier.
- New process.
- Product modified by engineering change.
- Correction of discrepancy on a previously submitted part.
- Situations described in section 2.7 **PROCESS OR DESIGN CHANGE REQUEST**
- And IATF requirements and/or customers CSR

Once a year ZEDCE may require the Supplier to provide a control report on 3 parts with measures on all the characteristics.

3.5. EVALUATION AND MONITORING OF SUPPLIERS

3.5.1. Supplier Score card

The Purchasing and Quality departments establish an annual evaluation of the ZEDCE strategic Suppliers.

Details are given in the ZEDCE document SE06055.

Notation values are followed and evaluated to determine the continuity and the tendency of the performance. The Suppliers below the ZEDCE expectations will have to submit an action plan to meet the targets.

3.5.2. Certification & Continuous Improvement

If the supplier is not IATF 16949 certified, he shall at least be ISO 9001 certified by third party.

ZEDCE encourages all its suppliers to be certified with the IATF 16949 standards and to conduct a policy to a sustainable development.

Suppliers are required to demonstrate their commitment to continuous improvement of products and processes provided to ZEDCE.

The focus must be on prevention rather than on the detection of non-compliance.

ZEDCE encourages suppliers to implement anti-error devices and processes contributing to the reduction or removal of costs.

3.6. LOGISTIC CAPACITY AND EVALUATION

The Supplier must declare its capacity commitment which must be within the capacity expressed in its commercial offer.

The Supplier must demonstrate an available capacity of 20% beyond the maximum demand:

- within a 120-hour basis (or 3 x shifts per day x 5 days for 1 week),
- within 47 week per year basis.

A self Run@Rate evaluation may be asked by ZEDCE as well as a demonstrate Run@Rate conducted by ZEDCE and/or ZEDCE's customers.

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The Supplier must anticipate its shutdown periods (summer and winter holidays, internal re-organization...) as well as the maintenance operations. In any case shall ZEDCE and its Customer be in shortage.

Once a year the Supplier will transmit to ZEDCE the number of the express freights carried out over the requested period and their amount.

3.7. FINANCIAL RESULTS

In accordance to the ZEDCE Risk Assessment Analysis of potential failures:

Once a year the Supplier will transmit to ZEDCE the following financial results (currency is €):

- Equity,
- Turnover,
- EBITDA,
- Net result,
- % of ZEDCE turnover in global turnover.

In the event ZEDCE represents more than 30% of the Supplier's turnover, ZEDCE may ask the Supplier an industrial and business action plan to reduce its economic dependency on ZEDCE.

4. PART APPROVAL

4.1. GENERAL COMMENT

ZEDCE can proceed to a qualification of a part only if the supplier is approved by the ZEDCE sourcing committee. The annual evaluation is a key factor of award of a new business.

It is the responsibility of the Supplier to satisfy all requirements.

The Supplier is not allowed to ship the parts and/or components to ZEDCE prior to the approval of parts and/or process.

4.2. PROCESS OF PART APPROVAL

4.2.1. Global process

The process of part approval may contain one or all of the several steps listed below:

- Prototypes,
- Off-tool parts,
- Initial Samples (IS) which includes PPAP submission.

Each of this step must be properly documented as required by the ZEDCE Quality Management. Transmission to ZEDCE is ensured through a readable electronic format

4.2.2. PPAP submission

The ZEDCE Quality Manager defines the PPAP level (1 to 5) with the PPAP check-list to be completed by the Supplier.

The PPAP documentation must be returned to ZEDCE in respect of the ZEDCE requirements (this may include a PPAP presentation according to the ZEDCE's Customer template/form).

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The PSW form must be filled by the Supplier who will notify all the deviations met for the PPAP presentation. A corrective action plan shall be implemented and submitted to ZEDCE by the Supplier to meet the initial expectations agreed with ZEDCE.

4.2.3. Project Management tools

The Supplier must undertake the following tools at the minimum to reach the ZEDCE' expectations. In case of failures for submission of conformable parts and ZEDCE's rejection of the Supplier's derogation request, shall the Supplier proceed to a new submission with corrections without financial surcharge to ZEDCE.

Team Feasibility Commitment (TFC):

This tool gives the opportunity to each operational process to confirm the feasibility of performing the Order. It must be carried out at the pre-project stage by filling the ZEDCE form SE02368. All technical drawings and specifications, logistic, production and QSE aspects must be reviewed and clearly detailed and explained in case of feasibility limit(s).

Advanced Product Quality Planning (APQP):

This method must be launched by the Supplier at the pre-project stage.

FMEA (Potential failures modes and effects analysis)

Throughout the product cycle life, the Suppliers must establish a FMEA documentation and commit to update and make it available upon ZEDCE's request. All the characteristics and specifications shown on each drawing must appear on the Quality Plan and the control report.

Common protocol of measurement

A common protocol of measurement must be defined and agreed between ZEDCE and the Supplier. All the control devices shown in the Quality Plan must be securitized with a backup solution able to ensure a serial production without any disturbances in deliveries requirements, quality and costs. All the control devices must be periodically mastered according to the IATF standards.

4.2.4. Product Quality Assurance (PQA)

The supplier is responsible, whenever in the product development or in mass production, of the conformity of the product on all aspects (drawing and additional specifications)

PQA status means that ZEDCE does not perform incoming inspection when receiving the goods (goods automatically available for production). Prior to this PQA status, ZEDCE has approved IS with mass production agreement or has a significant return of experience allowing to switch to PQA status.

The PQA status might be removed by the ZEDCE Quality Manager depending on the Quality results. The Supplier will be aware of and will have to implement an appropriate action plan to recover the PQA status.

If quality issues exist on a long period or in case of ZEDCE's Customer complaint, measurements reports and mass production validation for each batch delivered could be required to the Supplier in order to guarantee the delivered quality till the validation of the Supplier's corrective actions.

Finally, in such case, and following preliminary information from the ZEDCE Quality or Purchasing Management, all extra costs related to incoming inspection carried out by ZEDCE may be invoiced to the Supplier.

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5. TERMINOLOGY

IATF (International Automotive Task Force).
 SQM (Supplier Quality Manual) = ZEDCE CSR (Customer Specific Requirements)
 AIAG (Automotive Industry Action Group).
 VDA (Verband Der Automobilindustrie).
 APQP (Advanced Product Quality Planning).
 TFC (Team Feasibility Commitment).
 PPAP (Production Part Approval Process).
 PQA (Product Quality Assurance).
 MSA (Measurement System Analysis).
 SPC (Statistical Process Control).
 FMEA (Potential failures modes and effects analysis).
 EDI (Electronic Data Interchange).
 8D (Eight Disciplines) (problem solving technique developed by automotive industry)
 REACH (Registration, Evaluation, Authorization and Restriction of Chemical Substances).
 IMDS (International Material Data System).