

# Service Centres & Automotive Supplier Quality Manual, Rev. 01



Integrity



Respect



Ownership



Agility



Courage

**Samuel, Son & Co., Limited and its affiliates (Samuel) believe that our suppliers are our partners. This means that you, as our approved supplier, play an integral part with the Service Centre facilities. It is imperative that you are aware of our quality assurance systems requirements and that you have provisions in place to ensure that your organization is aware of:**

- Your contribution to product and service conformity.
- Your contribution to product safety, statutory and regulatory requirements relative to product and service provided.
- The importance of ethical behavior



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- ❖ It is the supplier's responsibility to report any questions or concerns regarding this manual or any other related documentation received from Samuel.
- ❖ In addition to this manual, suppliers are expected to comply with Samuel's Supplier Code of Conduct (<https://www.samuel.com/globalassets/about-samuel/pdfs/supplier-code-of-conduct-english.pdf>).



## 1. Purpose, Scope, and Quality Management System Expectation:

**Purpose:** This manual sets out Samuel's Quality Assurance/Quality System requirements and expectations for companies that are approved to provide products and services. The requirements set out in this manual are critical to Samuel's ability to meet our customer's requirements and expectations.

**Scope:** This manual applies to all suppliers of raw material (metals) and/or processing, including "special services" (i.e., heat treating, anodizing etc.) as well suppliers of laboratory testing and measuring device calibration services.

**Quality Management System Expectation:** Samuel requires all suppliers to have a quality management system in place that, as a minimum, meets the requirements of current ISO 9001. It is preferred that suppliers of raw material and out for processing services (cutting/splitting and any special services) be registered to the current ISO 9001 or another recognized international standard such as AS9100, AS9120, IATF 16949.

If required by Samuel, suppliers must complete a Vendor Quality System Questionnaire (VQSQ). Additional quality program requirements will be communicated as necessary to suppliers.

For IATF 16949, as a minimum, the supplier shall be registered to the current ISO 9001 quality management system standard. In addition, the suppliers are expected to work with Samuel to meet the intent of IATF 16949.

### **Requirement For:**

**Testing Laboratories:** accreditation to current ISO/IEC 17025, state certification or national equivalent is required. The Laboratory scope must include devices serviced by the testing laboratory or provider.

**Calibration Services:** third party registration to current ISO/IEC 17025, state certification or national equivalent.

Suppliers will provide their Samuel contact with a copy of their current QMS registration certificate when requested.

## 2. Quality:

**a) Quality Expectations:** Upon shipment of material, or the provisions of the services/activities to be provided, the supplier agrees that it shall comply with all the required/noted product specifications, technical specifications, and any specific device calibration controls set out in the applicable Samuel purchase order, contract release and/or attached instructions (**Samuel PO**). All suppliers are required to submit legible inspection reports when required. It is the supplier's responsibility to notify their Samuel representative of any discrepancies relating to any requested product specification and the supplier's ability to meet the specification/requirement.



Upon request, suppliers may be required to provide access to Samuel (or its customers or applicable regulatory authorities) to its facilities and provide related quality information for the purposes of confirming compliance with this manual and any requirements set out in the Samuel PO.

**b) Supplier Evaluation:** Samuel may elect to conduct a Supplier Quality Assessment/Audit of suppliers. This audit shall be at scheduled times and may occur throughout the term of the applicable Samuel PO. The assessment can occur through any of, or combination of the formats listed below:

- Supplier has a Quality Management System (QMS) that is current and registered to a recognized international standard (i.e., ISO 9001, AS9120, IATF 16949, ARR).
- As required, completion of Vendor Quality System Questionnaire.
- If any supplier does not meet Samuel's quality expectations, they will be subject to increased evaluation frequency and possible redesignated approved vendor status.
  - Refer to section e) below.
  - Multiple corrective actions.
- All suppliers will be re-evaluated at least every three (3) years.

**c) Processing Change Notification:** Suppliers are to notify the appropriate Samuel Quality and Purchasing representatives of any planned changes to processes that could affect material supply, delivery, and product quality.

**d) Nonconforming Material: includes suspect, counterfeit, and foreign object detection (FOD):** Suppliers must notify their Samuel representative/contact immediately of any nonconformance arising from the supplier's internal processes/services. The supplier will be responsible for ensuring that any product identified as non-conforming (including FOD) or potentially non-conforming (including inventory at the supplier's facility), has been contained to prevent any shipment or unintended use.

- **Prevention of Suspect, counterfeit part/products, and foreign object detection:** Suppliers must have processes ensuring the prevention, and removal of any suspect, unapproved counterfeit parts/products and for the detection and removal of foreign objects. Suppliers will notify Samuel in writing of any actual or suspected counterfeit or foreign object detention.
- In the event a non-conformance is identified after product has been received at Samuel facility, the facility will conduct a containment plan and the supplier will be notified and advised of the issue. To determine the liability of non-conforming material, an investigation may be conducted with the supplier's representative. The product will remain in containment until disposition is provided and an agreement reached.



**e) Corrective Action Requests:** Samuel may issue a request for corrective action to the supplier. The supplier will notify the Samuel QA contact/representative to acknowledge receipt of the nonconformance within 24 hours after receiving the Nonconformance Report. The completion of the corrective action shall include a root cause analysis, an action plan, and a follow up for effectiveness, stating the results of the implemented corrective action. All corrective action reports from suppliers shall be submitted on a Samuel Nonconformance Report, unless another format is agreed upon. The Supplier is required to complete the form and return it to the Samuel representative within the requested or agreed timeframe. Failure to respond to any Corrective Action Request may result in the redesignation of Approved Supplier status (reference section **2 b**)).

**f) Documentation and Retention:** Quality requirements will be set out in the Samuel PO. The PO may also call out external documents such as drawings, specifications, certifications, or statutory or regulatory requirements. The supplier shall have a process to control revisions to drawing, specifications, or purchase orders. The process will include proper distribution of the revised documents to points of use, as well as the subsequent removal of obsolete documents for unintended use.

Suppliers shall work with Samuel to provide the documents required to complete Production Part Approval Process (PPAP) and/or First Article Inspection.

Unless otherwise agreed upon, Suppliers are to retain documentation and quality records for a minimum of 7 years for non-Aerospace based, 10 years for Aerospace based product, after shipment. Additional retention period may be required and will be specified in writing by Samuel.

#### **Records for the Acceptance and Release of Product and Services**

Suppliers are responsible for the formal release of products as set out in the applicable Samuel PO. The supplier shall have a process to inspect, record, and only release products or services that conform to the Samuel requirements which may ship directly to a Samuel facility, non-Samuel location and/or directly to a Samuel customer, as requested. The acceptance process shall include a permanent record which may include dimensional inspection reports, check sheets, signed certifications of conformance, or other methods that indicate the acceptance of the product or service as approved by Samuel (reference section **2 f**)).

### **3. Inspection, Measuring and Test Equipment (IMTE)**

Suppliers shall have a process, with appropriate documentation/quality records, which ensures that the monitoring and measuring of product can be (and is) conducted. This process must include calibration and verification (as appropriate) of all Inspection, measuring, and test devices (scales, calipers, micrometers, etc.) at specific intervals, against measurement standards traceable to international or national standards (NIST). If any equipment is found out of calibration, the supplier



must ensure that an investigation is taken to determine extent of product affected and immediately notify Samuel in writing, when an instrument used for verifying/validating product conformance is found and could affect material supplied to Samuel.

All inspection devices must be able to discern all dimensions within requested tolerances.

**Note:** Having an accreditation to ISO/IEC 17025 can be used to demonstrate in house laboratory conformity.

#### **4. Calibration and Laboratory Services**

Providers of calibration services will have as a minimum a program that is registered to the current ISO/IEC 17025 and has a laboratory scope that includes the devices that the laboratory provider is being asked to perform calibration services. All calibration services are to be conducted at set frequencies to the requirements specified by the Samuel PO, and calibration certificates are to be provided to show that the services provided have been met in accordance with the Samuel PO. The calibration laboratory/provider will ensure calibrations are traceable to international or national standards.

**Note:** it is the responsibility of the calibration laboratory to advise Samuel if any device they perform services on is not within their laboratory scope qualifications.

#### **5. Packaging and Labeling**

Refer to [www.Samuel.com](http://www.Samuel.com) Terms and Conditions.

#### **6. Identification and Traceability**

The supplier shall have a process establishing a system for identification and traceability of all material from receipt through all phases of processing, inspection, testing (if required), and shipping. All material must be traceable to the producing mill and heat, slab, or serial number (as required). For those suppliers involved in providing further processing services on material, the original identification of the material must be traceable throughout the process.

#### **7. Delivery**

Suppliers are required to provide 100% on time delivery on all shipments. The suppliers will have the required material available for shipments at the time set out in the applicable Samuel PO. On time delivery is defined as zero days late. The material may be shipped late pending approval from Samuel.



**Note: This page is for Samuel, Son & Co., Limited use only:**

## **8. Document Control and Change History**

1. December 07, 2023. Standardization of all Samuel, Son & Co., Limited Service Centres in one Supplier Manual to include all Service Centres in Canada, USA and Samuel Automotive.