



# SUPPLIER MANUAL

<b>INTRODUCTION</b>	
<b>Revision Level: E</b>	11-10-23

This manual shall be provided to suppliers of **WILKO PLASTICS**. to communicate the Quality System Requirements and Assessment process.

Purchased materials and components are pertinent to the production process and scheduling commitments of **WILKO PLASTICS** Inc. (reference to follow as **WILKO PLASTICS**). The timeliness and quality of all materials and components are imperative to the operation of our organization. All suppliers must have effective operating policies and procedures in place that ensure all products supplied conform to stated requirements and certifications.

**WILKO PLASTICS** is committed to selecting suppliers that can demonstrate the full commitment and ability to comply with the requirements of this manual.

The **WILKO PLASTICS** Quality System Requirements are based upon existing quality system standard **ISO-9001:2015** or **IATF-16949:2016**. **WILKO PLASTICS** uses this common assessment process to evaluate the efficacy of its Suppliers Quality Systems.

## QUALITY SYSTEM EXPECTATIONS

### REQUIREMENTS

1. 100% Supplier performance.
2. Submission of necessary documents:
  - a. ISO 9001:2015 OR [IATF 16949: 2016](#)
  - b. Submissions: (when required)
    1. PPAP For purchased parts
      - Evidence of approval to OEM material requirements
      - Certificates of analysis to material requirements
      - Reference AIAG PPAP Manual-Rev 4
    2. Lab Accreditation ISO /IEC 17025:2017
    3. Certificate of analysis per lot code supplied, name of lab and revision level of testing performed must be present on certificate.
    4. SDS Documentation
    5. NAFTA Certificate of Origin
3. Proper packaging, labeling (with [WILKO PLASTICS](#) part number) and quality of products and materials.
4. Notification of all incidents of premium freight, [IATF 16949:2016](#), chapter 8.4.2.4.
5. [Wilko Plastics will communicate the requirement with each supplier to ensure that purchased products, processes, and services conform to the current applicable statutory and regulatory requirements in the country of receipt, the country of shipment, and the customer-identified country of destination, if provided.](#)

[If the customer defines special controls for certain products with statutory and regulatory requirements, the WILKO PLASTICS shall ensure they are implemented and maintained as defined, including at suppliers.](#)

## SELECTION CRITERIA FOR QUALITY SYSTEM ASSESSMENT

### PURPOSE

To provide an effective method of monitoring supplier performance.

### REQUIREMENTS`

The following conditions may warrant a Quality System Assessment:

1. A new Supplier. (ISO 9001:2015 or IATF 16949:2016 certified)
2. An existing Supplier that has had a significant organizational change or added a manufacturing facility.
3. A Supplier with a significant drop in its performance rating.

## ASSESSMENT REQUIREMENTS

### REQUIREMENTS

The following steps ensure a successful assessment of the Supplier Quality System.

- 1 **WILKO PLASTICS**. will contact the supplier to discuss the need for an assessment and the Corresponding requirements.
2. The supplier shall supply **WILKO PLASTICS** with an ISO 9001:2015 or IATF 16949: 2016 certificate. If not certified, a plan with timing will be required.
3. Provide notification to all key personnel necessary to attend introduction and summary meetings

## EVALUATION OF SUPPLIERS

### REQUIREMENTS

#### A. Supplier Performance Monitoring

1. Supplier performance will be monitored bi-annually. Any supplier with a rating below 90% will be contacted regarding the level of unsatisfactory performance.

#### B. Supplier Performance Criteria

1. Percent of on-time deliveries.
2. Percent of on-time certification deliveries.
3. Percent of Quality shipment approvals / Submission Performance.
4. Incidents of Premium freight.
5. Interruptions to [WILKO PLASTICS](#) customers.
6. Quality rating impact on [WILKO PLASTICS](#) customers.

#### C. Premium Freight Tracking

Records of premium freight costs incurred by [WILKO PLASTICS](#) shall be tracked on the Premium Freight Log.

#### D. Calculating Performance Ratings

##### A. Percent of On-Time Deliveries

1. Total number of **on-time** deliveries divided by total number of shipments.

##### B. Percent of On-Time Certifications

1. Total number of **on-time** certifications divided by total number of certifications received.

##### C. Percent of Quality Shipment Approvals

1. Total number of approvals divided by total number of shipments.

#### E. Review and Notification to Suppliers of Delivery Performance

1. Bi-Annual Review - The Materials Department will review applicable Supplier Performance Data. If a supplier falls below minimum acceptance levels, a copy of the Customer Rating Report will be sent.
2. Supplier Performance Expectation – All suppliers are expected to achieve a Performance Rating of 100 percent.

## PRODUCT IDENTIFICATION

### REQUIREMENTS

#### A. Identification of Purchased Products or In-process Product

Purchased products are to be identified by the supplier using [WILKO PLASTICS's](#) bar coding system prior to shipment. Products are to be identified as stipulated on the purchase order. All documents shall reference [WILKO PLASTICS](#) part numbers.

#### B. Identification of Raw Materials

Raw materials are to be identified by the Supplier using [WILKO PLASTICS's](#) bar coding system prior to receipt. Raw materials are to be identified as stipulated on the purchase order.

#### C. Identification of Finished Product or Finished Assembly

Finished products or assemblies are identified by the Supplier as stipulated by [WILKO PLASTICS](#).

#### D. Supplier Label Requirements

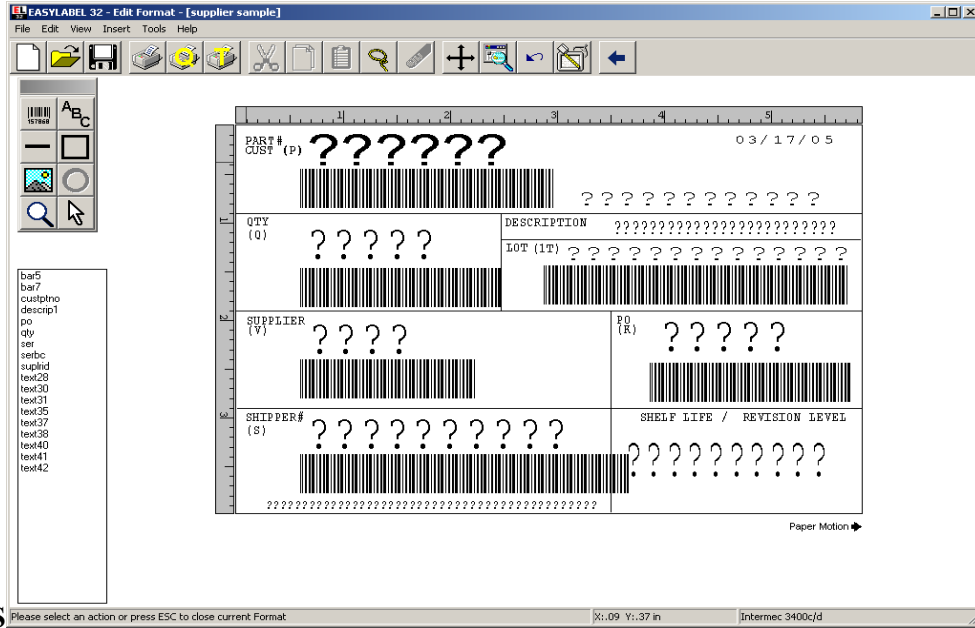
Reference Product Identification  
Shelf-life identification when applicable

# PRODUCT IDENTIFICATION

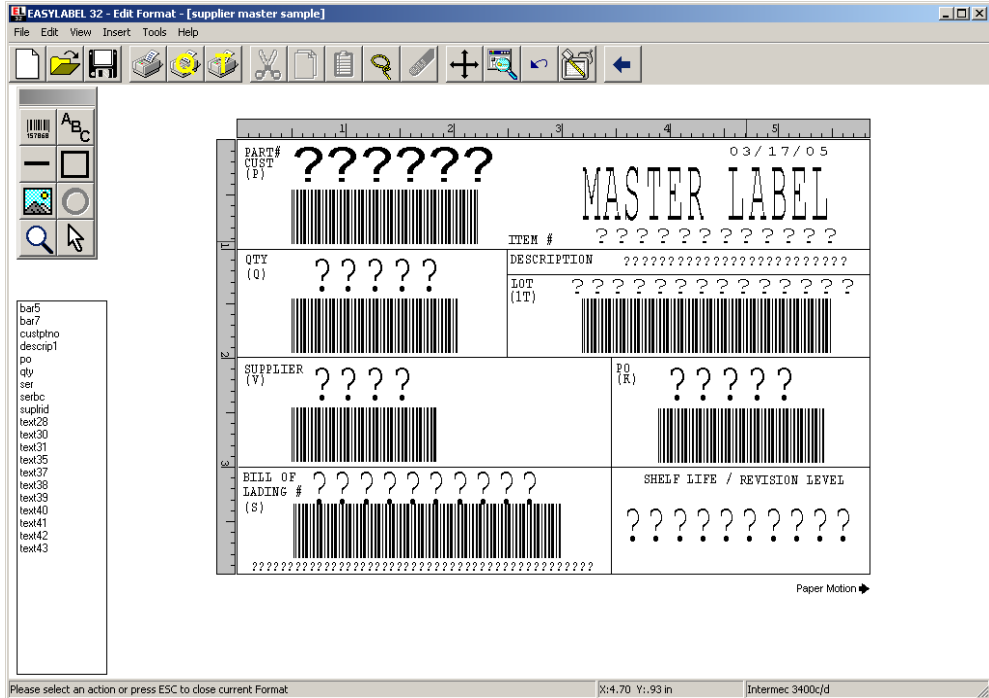
## SUPPLIER LABEL REQUIREMENTS

- Symbology: AIAG ([www.aiag.org](http://www.aiag.org)).

### SAMPLE



### LABELS



## SCHEDULING OF SHIPMENTS

### REQUIREMENTS

- A. During order placement, **WILKO PLASTICS** will provide sufficient information including quantity, delivery timing, proper material/purchased good nomenclature and required certifications. Confirmation will be required at time of Order to establish timing acceptance.
- B. Failure to deliver raw material/purchased goods in a timely manner may necessitate premium freight. All such Charges will be invoiced back to supplier at fault.
- C. Premium freight charges incurred due to quality issues or non-conforming product will also be invoiced to the supplier at fault.

## SUPPLIER PREVENTIVE / PREVENTIVE ACTION REPORT

### REQUIREMENTS

#### A. **WILKO PLASTICS Reject/Hold Process**

Upon receipt of suspect or known nonconforming material/product, **WILKO PLASTICS** will place product on hold or reject for disposition. RMA's will be requested.

#### B. **Supplier Notification**

- 1. Verbal Contact: Advise of issue.
- 2. Written Notification  
A DMN shall be e-mailed in the event nonconformances are detected.

#### C. **Supplier Requirements/Corrective Action**

The Supplier is to provide a written corrective action plan, (utilizing the supplied DMN), to **WILKO PLASTICS** within 15 business days.

- 1. Initial response within 24 hours.
- 2. Closed within 15 days.

## PRODUCTION PART APPROVAL PROCESS (PPAP)

### REQUIREMENTS

- A. Component Suppliers must submit Level 3 PPAP packages according to the latest revision from AIAG. This will be submitted to and approved by [WILKO PLASTICS's](#) Quality Department.
- B. Supplier must perform annual validation for dimensional, material & performance testing requirements As noted on the design record (blueprint) or applicable specifications. Records must be readily available.

## RAW MATERIAL CONSIDERATION PROCESS

### REQUIREMENTS

#### A. Selection Criteria

1. Suppliers must be a [WILKO PLASTICS](#) approved supplier, (refer to requirements, ISO 9001:2015 or equivalent.)
2. Required specifications must be approved to Engineering Standards as published by the O.E.M., or an Accredited body if required.
3. Non-approved sources will receive a Request for Quote if a particular commodity is only available Through that source.
4. PPAP Submissions to [WILKO PLASTICS](#) will include
  - Evidence of approval to OEM material requirements.
  - Certificates of analysis to material requirements per lot code supplied.
  - Reference AIAG PPAP Manual-4<sup>th</sup> edition.
  - SDS Documentation.
  - IMDS.
  - CAMDS (when required).