

## Scope

Purpose of this manual is to define the way for Tristone Flowtech and its Supplier for handling the quality aspects of cooperation and to inform about Tristone Flowtech special requirements.

## RFQ process

- All specifications listed on the drawing that was submitted in the RFQ must be taken in to consideration when submitting the quotation. any deviation from the drawing needs to be stated in the quotation.
- Supplier is allowed to propose the design change to the original one but it needs to be stated in the quotation.
- Sampling and Manufacturing feasibility needs to be reviewed by supplier before submitting the quotation.
- By sending the quotation supplier is confirming the capacity considering any bottlenecks, that is calculated based on 5 day working week and 48 working weeks a year. 20% additional capacity related to the annual demands needs to be guaranteed for Tristone Flowtech. if capacity can not be met it needs to be stated in the offer.
- Additional costs that are appearing after submitting the quotation related to the points above can be recharged to supplier by Tristone Flowtech.

## New Part Approval Process

- New part submission must be carried out as required to the latest version available to the PPAP manual or VDA 2 manual. Detailed information about the submission levels and quantities of samples will be submitted with the Initial Sample Order.
- All values specified on the drawing and related documents listed on the drawing needs to be measured and reported in the file.
- If sampling is not complete or incorrect Tristone Flowtech reserves the right to charge the supplier with the administrative cost. Cost of the additional sampling is listed in the appendix A.
- Tristone Flowtech reserves the right to charge the supplier for additional sampling that needs to be done on the request of the supplier. Cost is listed in the appendix A.

## Series Deliveries

- The supplier is fully responsible for the quality of supplies from their sub-suppliers. Transfer of the requirements to sub-suppliers must be supported by contractual relationship.
- Tristone Flowtech requires from suppliers to implement 0 defects policy when designing the products and processes for Tristone Flowtech. If the target is not met supplier is obligated to implement necessary corrective actions.
- The supplier is liable for damages caused by defective product, costs of operation complaints and safety risks connected with the use of their product throughout the whole product service life.
- Complaints must be handled without the delay, and reported back to Tristone Flowtech within 24 hours (D3), 10 days (D4) and 20 days (8D). Failure to reach this time frame may resolve in issuing another complain.
- Tristone reserves the right to charge the administrative cost for each claim that is listed in the appendix A.
- Supplier is responsible to ensure the selection at Tristone Flowtech. If the selection fails or supplier is not communicating about the way to handle the issue Tristone Flowtech reserves the right to charge the supplier with the cost of the sorting. Cost of hour of sorting is listed in appendix A.

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- Supplier is obligated to keep 1 week of safety stock that is calculated based on the 3 months deliveries average. All costs related to the failure of the delivery date or the ordered quantity shall be re-invoiced to the supplier.

#### Purchased Part Change Management

- Supplier needs to inform Tristone Flowtech in case one of situation appears: modification of the product, modification of the design, specification or material, modification of the production process, long stoppage of the production, new sub-supplier, new tooling construction.
- In this case supplier needs to ask for the engineering change or the deviation to relevant Tristone Flowtech plant.
- Each first delivery of a new/changed product must be marked on each LU with an A4 label: "Attention: New/Changed Part in Delivery".

#### Supplier Development

- All suppliers must be certified at least with the latest version of ISO 9001, but the target for all Tristone Flowtech suppliers is the latest version of IATF 16949.
- Supplier not certified with IATF 16949 has to fulfill requirements of Continuous Improvement and FMEA process according IATF norm.
- All the documentation supporting the evidence of fulfilling the requirements of the ISO 9001 or IATF 16949 can be reviewed by Tristone Flowtech auditor at least on Supplier site during the official audits.
- Supplier has to take necessary measures in order to fulfill the requirements of REACH regulation (No. 1907/2006 Registration Evaluation Authorization and Restriction of Chemicals)
- Tristone Flowtech is recommending the suppliers to fulfill the requirements of ISO 14001.

#### Supplier Evaluation

- If the supplier receives a "business hold" grade on the supplier evaluation, it is obligated to prepare the action plan and submit it to Tristone Flowtech within 2 weeks after receiving the information.
- If the action plan is not improving the situation within the next 3 months after the information is received the information or there is no response from the supplier side, Tristone Flowtech reserves the right to perform the additional audit at the supplier base and charge the supplier with additional cost of this activity. Hourly cost of the audit is listed in the Appendix A.

#### Critical Characteristics (CC) and Special Characteristics (SC)

- For all SC or CC listed on the drawing or agreed in the kick off meeting supplier needs to follow the SPC analysis
- For initial SPC at least 125 parts needs to be measured and the value of Ppk can not be lower than 1,67.
- For the production phase the value for Cpk can not be lower than 1,33. If the value measured is lower supplier needs to perform 100% inspection and implement the necessary corrective actions to fix the problem.
- Inspection records shall be kept for inspection at any time.

#### FMEA requirements

- For all Tristone Flowtech projects supplier is obligated to introduce FMEA procedure according to requirements of IATF 16949 latest version.

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- All CC and SC needs to be implemented in FMEA and for CC severity needs to have value 9 or 10, for SC needs to have 8.
- For all risks rated with severity 8 or higher supplier needs to implement preventive actions and report them in FMEA,
- Tristone Flowtech requires a continuous improvement process to decrease the total RPN by implementing preventive actions on the regular basis.

Tooling

- Minor design iterations to meet quoted functional, performance and design specifications will not be considered for cost review.
- Major design, performance and functional changes will be reviewed jointly for cost impacts prior to the approval of the change.
- All potential piece price and tool cost changes must be communicated immediately in writing to the responsible of Tristone Flowtech Purchasing Department by automatically providing a complete new QAF (Quotation Analysis Form) for all design changes.
- All tools that belong to Tristone need to be marked according to Tristone requirements. On demand of Tristone tooling inventory needs to be done and documentation confirming such as photos and lists to be supplied to Tristone Purchasing Department.

After sales

- After sales and CKD (Completely Knocked down) requirements during the model life of this part at the up-to-date series price, plus three years after model run-out for the latest series price.
- It is further agreed, that After sales requirements will be supplied for a period of 12 years after run out, unless the supply contract is terminated.

Appendix A: Penalties

Description of issue	Amount	Currency
Additional assessment of initial samples	250	€ per case
Issuing quality or delivery claim	250	€ per case
Tristone Flowtech direct labor cost	30	€ per hour
Tristone Flowtech indirect labor cost	50	€ per hour
Tristone Flowtech Machine stop	300	€ per hour
Special Transport to Tristone Flowtech customer		According to invoice

Changes History

Date	Change Description	Issued by
17.11.2011	Procedure creation	M. Placek
01.07.2019	Change from ISO/TS to IATF	G.F. Buscemi

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