



Supplier Quality Manual

Control Number: SEN-SQM-M-1

Version 1

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Forward/ Introduction

The goal of Senneca’s Supplier Quality Manual is to clearly communicate the conditions for doing business with Senneca and to develop systems that drive continual improvement, prevent defects, and reduce variation and waste in the entire supply chain. Information presented in this manual takes precedence, unless officially notified by authorized Senneca personnel.

Suppliers are responsible for the quality of their products and services.

Our suppliers are expected to have zero incidents and zero disruptions, provide products with zero defects, flawless delivery, performance, and timely responsiveness to issues.

The original copy of this manual is a controlled document. Copies of the Senneca Supplier Quality Manual distributed to suppliers, printed or downloaded are considered uncontrolled and will not be automatically updated.

Suppliers are required to check the website periodically for revisions at: [Senneca Supplier Toolbox](#).

Mission

At Senneca Holdings, we embrace the entrepreneurial spirit of the innovators that created our brands from traffic doors, to cold storage doors to fiberglass doors and beyond. We are committed to exceeding our customers’ expectations and to provide doors that offer safety and protection to our customer’s most important assets...people, products, capital investments, and processes.

Vision

Our vision is to be a worldwide specialty door leader that differentiates itself by being a single point of contact for all customer door needs including: selling, installing and servicing all doors in our customers’ place of business.

Standard Requirements – Quality

To be a supplier to Senneca, you must meet our requirements for quality.

As an overview, our standard requirements include the following but are more detailed in subsequent pages:

1. **Advanced Product Quality Planning (APQP):** As requested, the Supplier must have resources available and capable of participating in APQP, including such efforts as Feasibility Reviews, D/PFMEAs, Design Reviews, Prototype Production, and Production Part Approval Process.
2. **Hazardous Materials:** Suppliers must supply all information related to Hazardous Materials and satisfy all governmental and safety requirements. Suppliers will be required to submit Safety Data Sheets (SDS) for all identified items. Registration to IMDS is recommended.
3. **Managing Change:** Suppliers must agree to notify Senneca of any intended process change and obtain Senneca approval *prior* to implementation. Suppliers must also make this a condition of their own entire supply chain. In some cases, samples and documentation will be required as part of the approval process.
4. **Material and Process Specifications:** Suppliers must produce Senneca products to the specific material and process specifications. In certain cases, we will require approval of sub-tier suppliers.
5. **Engineering Source Approval:** When Senneca specifies specific material (typically trade name or proprietary) or sources, Senneca must approve all material or source changes.
6. **Non-Conforming Product:** Suppliers must only ship product that meets specification or obtain a written deviation *prior* to shipment for any non-conforming product.
7. **Supplier Cost Recovery and "Charge-back Process":** A supplier shall comply with Senneca's process to recover costs associated with a supplier's unacceptable performance.
8. **Corrective Action:** In the event of a quality issue related to a supplier's products, the supplier will be required to provide a written corrective action report, in the Supplier Corrective Actions Report (SCAR) - 8D form, see Supplier Toolbox link on website: [Senneca Supplier Toolbox](#)
9. **Quality System:** Suppliers must have a documented quality system and agree to on-site assessments. Suppliers are preferred to be registered to ISO 9001 or in the process of achieving the certification.
10. **Records:** Suppliers must maintain quality records for defined periods of time as applicable regulations.

11. Shipment and Packaging Requirements: Suppliers must comply with specifications for shipping and packaging. This includes labeling specifications or requirements.
12. Supply Chain Management: Suppliers must be willing to identify and manage their own entire supply chain. It is a supplier's responsibility to ensure that its own suppliers meet Senneca product requirements. Any change points at the supplier or sub-supplier levels must be immediately reported to the Supplier Quality team.
13. Traceability: Product traceability is a requirement. Suppliers must provide unique identification of product batches/lots as required.
14. Verification of Purchased Product: Suppliers must allow on-site product or process verification by Senneca or its customer.
15. The supplier is responsible for ensuring that all material/product delivered to Senneca shall be clean and free of contamination from debris and packaged in such a manner to assure material cleanliness.

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Senneca Holdings

1.0 Specific Requirements

1.1 Purpose

The purpose of this document is to communicate Senneca Holdings (“Senneca”) requirements for quality systems of companies that provide prototype, pre-production and production goods or services to Senneca. Suppliers to Senneca are responsible for periodically checking that they are using the current revision and following this document via the Senneca Supplier Toolbox located [HERE](#).

1.2 General

Suppliers should be registered to the latest version of ISO 9001 or in process of obtaining the certification or demonstrate process control by providing enough evidence to ensure process and product meet specifications outlined in this manual and engineering records for sourced product and/or processes.

For new suppliers, a self-assessment questionnaire (see 2.2) will be furnished so you can assess yourself then return it to Senneca. This self-assessment is normally a precursor to an on-site appraisal.

1.3 Supporting Documents

The Supporting Documents section referenced in this manual, along with their sources, shall be used as references. A current document version can be downloaded from the Senneca website as needed. It is the responsibility of all Senneca suppliers, both current and prospective, to obtain and maintain a current issue of these documents.

1.4 Additional Requirements

The supplier may expect other specific requirements in addition to the requirements of this Manual. If applicable, these requirements shall be communicated to the supplier through Senneca’s Global Supply Chain Management.

If a supplier perceives a conflict between the needs of two or more Senneca facilities, the supplier shall contact Senneca’s Global Supply Chain Management and request a determination of the applicable Senneca Standard.

2.0 Requirements for Supplier Approval

2.1 Global Supply Chain Management Contact

All requests to become a supplier to Senneca must go through Global Supply Chain. The pertinent Commodity Manager will initially assess any business opportunities that are of mutual interest and will initiate the approval process within Senneca.

2.2 Supplier Quality System Site Self-Assessment

A supplier or potential supplier should have completed the *Supplier Site Self-Assessment* to provide Senneca with a general understanding of their quality management system. If you have not done so, contact your Senneca Supplier Quality Engineer (SQE) for assistance. The Supplier Site Assessment Questionnaire Form can be accessed via the Senneca website at [Supplier Tool Box](#)

2.3 On-Site Quality System Site Assessment

An on-site quality system assessment / audit will be required prior to issuance of any initial purchasing agreement. The assessment will be conducted by a Senneca representative(s) and will verify the existence of a quality system and the disciplines necessary to meet Senneca's requirements.

Senneca reserves the right to re-assess current suppliers prior to placement of new business, because of a supplier's overall performance, when there is a change point in the supplier's facility or processes, a change in ownership, a significant change in the nature of the product previously supplied, or as part of Senneca's Supplier Quality Surveillance Program (also applies to Tier 2 suppliers).

2.4 Special or Key Characteristics

Special or Key Characteristics shown or identified on Senneca drawings are supplier's responsibility to incorporate them into the Control Plans, PFMEAs, and Work Instructions of all products supplied to Senneca. Other important characteristics shall be conveyed by the receiving plant's Quality Manager or Engineering.

Suppliers are expected to have their key processes under statistical control ($Cpk > 1.67$) or 100% inspection to achieve Zero Defect target. Proof of either or will be required.

2.5 Advanced Product Quality Planning (APQP)

Suppliers are required to have a fully implemented APQP process as defined by the Senneca SQE based on component complexity and criticality. This assures new products or processes for prototype, pre-production and production achieve the intended results by a date agreed upon with Senneca.

2.6 Part Approval Process (PPAP)

Formal PPAP approval is required for all submissions unless specified otherwise by Supplier Quality Engineering for the facility accepting delivery of the material or as otherwise identified on the purchase order and specified in the Quality Approval Checklist (QAC) at the time of sourcing (see Supplier Toolbox for forms).

Your Supplier Quality Engineering representative will advise what Level PPAP submission is required per part number. The requirements per each level are called out on the Part Submission Warrant (PSW). When no level is specified, the default PPAP level for Senneca is a Level 3 and shall entail PSW, Ballooned Print, Process Flow, Control Plan, PFMEA, Dimensional Inspection Report, Material

Certs, Approved Packaging Standard and Three numbered samples correlating to the Dimensional Results.

PPAP packets are to be submitted directly to the Supplier Quality Representative for the receiving plant or as shown on the purchase order. Copy of all forms can be located under Supplier Toolbox [HERE](#).

PSW disposition for submitted PPAP, unless otherwise specify by responsible Supplier Quality Representative, will be classified by one of three (3) states:

1. **Approved-Interim**; PPAP approved to ship components to current engineering level and terms outlined in purchase order for period, Start of Production (SOP) plus ninety (90) days.
2. **Approved- Full**; product was ninety (90) days in production after SOP and all product and delivery performance were deemed in accordance with purchasing terms and Supplier Quality requirements. Supplier may be invited to participate in PPAP closing meeting and lessons learned review.
3. **Rejected**; PPAP submission did not meet objectives outlined in QA checklist.

2.6.1 Enhanced Launch Control Plan (Safe-Launch)

For major new product launches, Senneca implements an enhanced launch control plan as an extra precaution to insure there are no issues during a major production launch. The length of time and specific details are developed in conjunction with our customer. Senneca expects that our suppliers also implement an enhanced launch control plan for the same length of time that is required by our customer. Our SQE will work with you on the specific details and characteristics to be controlled utilizing the Safe Launch process.

2.7 Label Identification Requirements – 1st Production Shipment and PPAP

The initial PPAP submission to Senneca shall be clearly identified on **all four sides** of the shipping container using the Special Notification Label (SNL) found on the Senneca website. This labeling requirement also applies for shipping products under approved deviations. Any deviations to this requirement must be approved by your SQE. The Supporting Documents section shows an example of the label. To view and download this label click [HERE](#).

NOTE: Any shipment of first production lots shall be preceded by a PPAP submittal and approval. Any deviation to this requirement must be approved by your SQE per the formal Senneca deviation process.

2.8 Material/Product Deviation

The supplier shall not deviate from Senneca's engineering drawings, specifications or other Senneca requirements without written approval and/or deviation authorization from Product Engineering and/or Supplier Quality Engineering.

The supplier is responsible for the quality level of all material and/or product delivered to Senneca. If the supplier detects a non-conforming condition, they must immediately contain all non-conforming material and not allow it into the value

stream. If the supplier feels the non-conformance will not affect form, fit, function or performance of the final assembly, they may submit a Supplier Request for Deviation (SRD) for review of product acceptance. The Supporting Documents section shows an example of a Supplier Request for Deviation (SRD) form and instructions. To view and download this form click [HERE](#). The written request shall be submitted through Senneca's Supplier Quality Engineering representative for the receiving facility along with the following information:

- Part number and latest engineering change letter
- Quantity of parts affected
- Specification(s) involved
- Statistical analysis of the non-conforming characteristic(s), as applicable
- A statement of the requested deviation
- The containment plan to be implemented
- Corrective/preventative action to be taken along with the timeline for implementation

A Non-Conformance Report (NCR) or Product Deviation will be issued. Reference to the NCR or Product Deviation number issued shall be clearly noted on the Special Notification Label (SNL) and other documentation of the non-conforming shipment.

2.9 Traceability

Product traceability is a Senneca and customer requirement. Suppliers must provide unique identification of batches/lots or individual component parts as required. In most instances' components should be traceable to the raw material.

2.10 Supplier Evaluations

Senneca maintains records to evaluate suppliers. Consideration for the continuation, expansion, or termination of business is based on these evaluations. Examples of such records are:

- Parts per Million (PPM) of non-conforming material (The goal is 0 PPM)
- Non-Conforming Material Reports (NCRs)
- Stop shipment(s) due to quality concerns
- Supplier responsiveness to quality issues
- Effectiveness of corrective action
- Warranty performance
- 100% on-time delivery with required quantities
- Cost reduction proposals
- Competitiveness and ability to meet marketplace pricing

Key suppliers shall be issued monthly scorecards. Written corrective actions shall be required if a supplier's performance fails to meet expectations for either quality or delivery. Supplier and/or sub-supplier audits may be conducted by Senneca to re-evaluate their status as approved suppliers to Senneca. An example of the Supplier Scorecard is shown in Supporting Documents section of this document.

2.11 Cleanliness Requirements

Senneca requires that all material shall be clean and free of contamination including debris. The supplier is responsible for ensuring that all material/product/packaging delivered to Senneca shall be clean and free of contamination from debris and packaged in such a manner to assure material cleanliness.

2.12 Packaging Requirements

Senneca requires that all suppliers provide packaging that is adequate to protect material/product from damage and contamination. Senneca reserves the right to require specific packaging practices such as, packing materials, bag-in-bag packaging, and restrictions on packaging size. These requirements shall be communicated through engineering specifications, drawings, and/or purchase order requirements.

As part of the APQP/PPAP processes noted in sections 2.5 & 2.6, **Packaging Specification** (form is available [HERE](#)) shall be developed by the supplier and submitted to your responsible Buyer and Supplier Quality Engineer prior to any shipments being made. Supplier Quality will respond with final approval once Packaging Specifications are reviewed by the appropriate team.

2.13 Raw Material Requirements – Applies Only To Raw Material Suppliers

These requirements are applicable only for raw material that is procured for the purpose of manufacturing components within Senneca.

This does not apply to component suppliers. Component suppliers will reference the component part drawing for material requirements.

Senneca requirements for raw materials are conveyed to the supplier with the Request for Quote through Raw Material Specification Drawing “RXXX” where “X” represents a numeric character.

3.0 Supplier Support Procedures

3.1 Engineering Change Request

There shall be no change to the Engineering Specifications, Part Drawings, and Purchase Order Requirements or to the Process without written approval from Senneca.

If the supplier has an improvement or concern that can only be resolved with Engineering's assistance, a Supplier Change Request containing a complete description of the change with the reason accompanied by supporting documentation, should be submitted to the Senneca Purchasing Department. Supporting Documents Section shows an example of a Supplier Change Request (SCR) form and instructions. To view and download this form, go [HERE](#)

3.2 Non-Conforming Product

If product is found to be non-conforming at Senneca, the supplier is expected to provide the resources necessary to contain, evaluate, sort and/or scrap the non-conforming product. Costs associated with processing an NCR/SCAR for confirmed nonconforming product will be debited to the supplier's account in the amount of (\$150.00 USD).

A Non-Conformance Report (NCR) and Supplier Corrective Action Request (SCAR) shall be issued to the supplier when a Senneca facility detects non-conforming product. **The supplier's initial response including containment plan, shall be provided to Senneca SQE within 24 hours (one working day) from the date the supplier receives notification of the non-conformance.**

Senneca and the supplier shall determine if the product can be inspected to remove defects from the "lot" that has been contained. It will be determined whether product is sorted on site or returned to the supplier. If time does not allow the supplier's personnel time to sort, then the supplier must contract with a 3rd party inspection service. If it is determined that inspection alone cannot detect the defect, the product will be returned to the supplier or scrapped as agreed.

If the purchased product is needed for urgent production at a Senneca facility, the supplier shall provide a rapid inspection team to Senneca's production facility for inspection or provide a third-party inspection service with the cost of service being assumed by the supplier. The use of a third party to sort defective product does not relieve the supplier of their responsibility for the quality or delivery of product.

A written preliminary corrective action must be sent to the Senneca Supplier Quality Assurance Department within ten (10) days identifying the root cause. Final resolution of the corrective action should be made within thirty (30) days of the supplier's submittal. A Supplier Corrective Action Report (SCAR) must be furnished that outlines the problem using a formal problem resolution method,

such as an 8D Methodology as well as any affected PFMEA on Control Plan documents if applicable.

Any request for additional time should be directed to the appropriate Supplier Quality Engineer in writing. The written request shall include the action plan and timeline for implementation. If the supplier fails to fulfill the requirements for complaint responsiveness and effectiveness of problem resolution, they may have Controlled Shipping invoked and be put on new business hold until resolved.

3.3 Controlled Shipping

Controlled Shipping Level 1 (CS1) - Controlled Shipping CS1 is a demand by Senneca that a supplier put in place a redundant inspection process at the supplying location to 100% sort for a specific and specified nonconformance to isolate Senneca from receipt of nonconforming parts/material. The redundant inspection must be in addition to the normal process controls.

Implementation criteria for Controlled Shipping Level 1:

- Repetitive issue
- Suppliers current controls are not sufficient to ensure conformance to requirements
- Duration, quality, and/or severity of the concern
- Major disruptions
- Quality concern at a customer

Exit criteria for Controlled Shipping:

- Twenty working days of data (from implementation of corrective action) verifying that the normal production controls are effective for controlling the discrepancy identified in the Controlled Shipping activity. Note: Volume to be determined by Senneca where suppliers use batch processes.
- Senneca Supplier Quality has the option to alter the timeframe.
- Documentation showing root cause was identified and verified.
- Documentation indicating that corrective action was implemented and validated.
- Copies of all documentation revised as required (Control Plan, PFMEA, operator instructions, etc.)
- Request exit from Controlled Shipping Level 1 and provide supporting documentation and assessments on performance and corrective actions to the appropriate Customer representative.

Note: Senneca's approval must be given prior to Supplier stopping Controlled Shipping. An audit by Senneca may be required prior to approval.

3.4 Supplier Cost Recovery Process

If non-conforming products enter Senneca or become a warranty problem, it shall be the supplier's responsibility to aid Senneca in evaluating and correcting the problem. Senneca shall be entitled to recover from the supplier all costs and expenses reasonably incurred in taking corrective action.

3.5 Error – Proofing

Senneca's expectation is zero defects.

Achieving this level of quality requires capable processes combined with statistical process control techniques and the utilization of error-proofing methodology.

When causes of non-conformance are determined, the supplier shall employ solutions in the process to prevent or detect these non-conformances. These solutions shall be independent of operator's actions and "Operator Error" shall not be used as a Root Cause.

Solutions shall be designed and installed integral to the process to prevent or detect defects.

3.6 Continuous Improvement Process

The supplier should promote and implement a continuous improvement philosophy applying proven methodology and processes.

These methods and processes shall be used throughout the Supplier organization to continually improve the quality, delivery, cost and service of supplier products.

Recommended tools of the continuous improvement process are:

- Benchmarking
- Brainstorming
- Pareto Analysis
- 5-Way Analysis
- Decision Tree Charts
- Cost Benefit Analysis
- Cause and Effect
- Process Capability/Performance
- Process Mapping, etc.

3.7 Statistical Techniques

Suppliers will be requested to monitor process performance using the appropriate statistical techniques in accordance with *AIAG Statistical Process Control* manual if applicable. The determination of need is based on the ability to control and verify the process capability and product characteristics. Statistical monitoring (SPC) shall be used for any key characteristics on the drawing and submitted to your Senneca SQE. The use of quality planning tools such as Design Failure Mode and Effects Analysis (DFMEA) and/or Process Failure Mode and Effects Analysis (PFMEA) is essential.

Suppliers are encouraged to use statistical techniques including:

- Gauge R&R Study
- Defect Analysis
- Predictive Maintenance
- Sampling and Process Analysis
- Process Analysis with Control Charting
- And other Graphical Methods Methods

3.7.1 Cp/Cpk Information

Senneca will monitor process Cp/Cpk indices for all Major, Significant and Critical characteristics on our drawings identified by engineering and SQE. All key characteristics should be under statistical process control and results demonstrated upon request. General dimensions shall be capable of a greater than or equal to 1.33 Cpk while Critical characteristics shall be capable of greater than or equal to 1.67 Cpk.

3.8 Packaging and Shipping Identification

Products are to be packaged in such a manner to provide adequate protection against subsequent product degradation and contamination. Each container shall be clearly marked and identified as outlined in Senneca's Barcode Specification guidelines. A copy of this guideline is located at [Senneca Supplier Toolbox](#) .

3.9 Record Retention Guidelines

All quality records should be retained a minimum of three years unless otherwise specified in the supplier's quality manual and agreed to by Senneca. These records shall be stored in an environment that does not allow document deterioration and are readily accessible upon request by a Senneca representative. It is also expected that the supply chain records pertaining to Senneca products shall be retained in the same manner. Section 3.13 lists examples of typical records.

3.10 Cost Reduction and Continuous Improvement

Cost reductions are viewed as an essential aspect of maintaining a competitive position for both the supplier and Senneca. The supplier shall endeavor to provide cost reduction and continuous improvement suggestions to Senneca. All proposals shall be submitted to the Purchasing Department. A supplier may be asked to provide a commercial review for a cost or continuous improvement proposal. See also 3.6.

3.11 Governmental and Safety Constraints

All materials and products must satisfy current governmental and safety constraints. This shall include, as a minimum, certification of material content. It is required that suppliers be compliant to the following:

- **IMDS (International Material Data System)**

Since 2000, the International Material Data System (IMDS) is a collective, computer-based material data system used primarily by automotive OEMs to manage environmentally relevant aspects of the different parts used in vehicles. It has been adopted as the global standard for reporting material content in the automotive industry. Link: <http://www.mdssystem.com/>

- **REACH (Registration, Evaluation, Authorization, and Restriction of Chemicals)**

The main aims of REACH are to ensure a high level of protection of human health and the environment from the risks that can be posed by chemicals, the promotion of alternative test methods, and the free circulation of substances on the internal market and enhancing competitiveness and innovation. It entered into force on June 1, 2007.

○ Link: https://ec.europa.eu/growth/sectors/chemicals/reach_en

• **RoHS (Restriction of the Use of Certain Hazardous Substances)**

The restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012 (SI 2012 No. 3032), (“the RoHS Regulations 2012”) will implement the provisions of European Parliament and Council Directive on the Restrictions of the use of certain Hazardous Substances in electrical and electronic equipment (2011/65/EU5 (“RoHS 2”). The original RoHS Regulations have restricted the placing on the UK market of new Electrical and Electronic Equipment (EEE) containing more than the permitted levels of lead, cadmium, mercury, hexavalent chromium and both polybrominated biphenyl (PBB) and polybrominated diphenyl ether (PBDE) flame retardants in certain products since July 1, 2006.

○ Link: http://ec.europa.eu/environment/waste/rohs_eee/

• **Conflict Minerals**

Under Dodd-Frank, SEC-registered companies are required to report annually to the SEC on (a) their worldwide use of conflict minerals in products they manufacture or contract to manufacture, and (b) the cooperation of their supply chains in identifying the use of conflict minerals; identifying the country of origin for any tantalum, tin, tungsten, and gold; and determining whether conflict minerals from the DCR region are “conflict free” (that is, they do not directly or indirectly finance armed groups through mining or mineral trading in the DCR region).

○ Link: <http://www.sec.gov/spotlight/dodd-frank/speccorpdisclosure.html>

• **Packaging & Waste Materials**

This directive harmonized actions taken by EU nations to promote reuse and recycling and to manage packaging and packaging wastes. The 1994 Packaging Directive focuses on prevention, reuse, recycling, and other forms of recovery, and establishes the rudiments of extended producer responsibility principles. These principles require manufacturers to play a role in mitigating the post-consumer environmental impacts of products from which they profit. ○ Link:

<http://www.epa.gov/oswer/international/factsheets/200610-packagingdirectives.htm>

3.12 Prototype Components

Prototype components serve a critical function towards qualifying products for the market. Manufacturing components from a process similar to the intended production process and having documentation of that process will affect the success of a program. At a minimum, a prototype supplier should have in place a Process Flow Chart and Control Plan to support Advanced Product Quality Planning. The AIAG Control Plan works best. The supplier is not restricted to using the forms that are found in the AIAG manuals. A supplier may, at their discretion, use any suitable means to document their processes used to produce

a prototype part or assembly, provided it has been reviewed and approved by a Senneca SQE. The Supporting Documents section shows an example of a Control Plan Worksheet. To view and download this form, go [HERE](#).

A PROTOTYPE Control Plan should consider at a minimum, the following:

- Characteristics - Process characteristics determined by the supplier or product characteristics as defined on the Senneca drawing.
- Special Characteristics - Classification such as Critical, Major, Significant Process Significant, or High Impact - (to be agreed with Engineering and SQE)
- Evaluation & Measurement Technique – Identify the measurement system being used. Gauge type and accuracy of gauge for the tolerance being measured.
- Gauges and test equipment identified on the Control Plan.
- Sample size and frequency of taking measurements.
- Plan policy should state re-work or repair requires Senneca approval.
- Senneca may request the opportunity to approve the prototype-build Control Plan.

Process Flow Charts serve to identify strategic functions and sequence of operations within the process flow. A process flow chart should be submitted with the first sample of prototype parts and again during the PPAP submission phase.

After producing components, the supplier shall provide a **Sample Inspection Report (SIR)** which lists all of the characteristics identified on the Senneca print. The Supporting Documents section shows an example of a Sample Inspection Report (SIR). To view and download this form, go [HERE](#). All documentation supplied to Senneca should reference “Prototype Parts” in the header. The supplier must utilize the balloon numbering assigned to dimensions by Senneca if they apply. If the Senneca print does not relate the dimensions with balloons, then the supplier shall do so and submit a copy of that ballooned print along with the matching first article inspection results to Senneca. A copy of the inspection results must be submitted with the parts shipment regardless of the quantity. In addition to the above, each supplier of prototype product shall be required to provide certification for material and any special processes, (heat treat, coating, etc.) when it is applicable.

3.13 Record Retention

Examples of records for retention may include, but are not limited to:

- Measurement Data
- Measurement System Analysis Data
- Gauge Calibration and Maintenance Records
- Capability and SPC Data
- Heat Treatment Processing Data

- Destructive and Non-Destructive Testing Data
- Functional and Performance Test Data
- Quality Rejections and Disposition Records
- Corrective Action Requests and Responses
- Major Process Change data
- Production Lot Control Data ○ Product ID / Traceability
- Initial Sample Inspection Report
«Document.CurrentRevision.Title»

4.0 Supporting Documents

The supplier must have the current editions of the following documents and any other reference documents available for review at all appropriate manufacturing locations.

- Advanced Product Quality Planning (APQP) and Control Plan Manual
- Production Part Approval Process (PPAP) Manual
- Failure Mode and Effects Analysis (FMEA) Manual
- Measurement Systems Analysis (MSA) Reference Manual
- Statistical Process Control (SPC) Reference Manual

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4.1 Senneca Website - Supplier Toolbox

senneca.com/about-us/supplier-toolbox/#

Find on page: biq No results Options

SENNECA HOLDINGS

About us Philosophy Management Team Corporate Development Business Segments

SUPPLIER TOOLBOX

ABOUT US

- Overview
- Corporate Social Responsibility
- Lean Enterprise
- Supplier Toolbox**
- News Room
- Careers

Supplier Expectations

To increase shareholder value, Senneca requires quality goods, services, and materials worldwide at the best total cost from qualified suppliers.

Senneca's business system strongly embraces built-in quality systems.

To support this mission, we expect our suppliers to:

- Drive continuous improvement in their organization using tools such as, Kaizen Blitzes, Value Analysis/Value Engineering, and Excellence in Manufacturing.
- Dramatically reduce defective Parts Per Million (PPM) rates toward our corporate goal of 10 or less and reduce incidents by 50% or less for 2018.

http://senneca.com/about-us/supplier-toolbox/

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4.3 Supplier Request for Deviation (SRD)



Supplier Request for Deviation (SRD)

SECTION 1 – TO BE FILLED OUR BY THE SUPPLIER:

Supplier Address: _____	Requestor: _____
_____	Phone Number: _____
_____	Fax Number: _____
Date of Request: _____	E-Mail: _____

2. Part Number: _____ Revision: _____ Quantity: _____

3. Part Number: _____

4. Inventory Status: Existing Inventory Components Not Yet Produced

5. Description of Current Process of Specification:

6. Reason for Deviation and Description of Proposed Process or Specification:

7. Target Exit Date and Corrective Action:

8. Proposed Deviation Effectivity Date: *(Note: Deviation approval may take an extended period of time when Senneca customer approval is required. Changes shall not be implemented prior to the receipt of written approval from Senneca.)*

SECTION 2 – TO BE FILLED OUT BY SENNECA:
 *If approved, indicate data required form Supplier such as capturing starting or ending serial numbers, lot numbers, special component identification, special packing identification, error proofing, etc.

Deviation #:

Supplier Quality Signature:	Date:	Approved:	Rejected:	Comments:

Comments:

4.4 Supplier Change Request



Supplier Change Request (SCR)

General	
Supplier: _____	Requestor: _____
Address: _____	Phone Number: _____
	Fax Number: _____
Date of Request: _____	Track #: _____ E-Mail: _____

Section 1 – Change Request

1. Request Type: Drawing Change Manufacturing Change-location, process, tooling... Specify
 Supplier Change Other _____

2. Part Number: _____ Rev. _____
 Part Description: _____ Tool Asset #: _____ Cavity(s)# _____

3. Description of Current Process or Specification:

4. Reason for Change and Description of Proposed Process or Specification:

5. Qualification Plan with Target Date:

8. Proposed Change Effectivity Date: (Note: Deviation approval may take an extended period of time when Senneca customer approval is required. Changes shall not be implemented prior to the receipt of written approval from Senneca.):

SECTION 2 – TO BE FILLED OUT BY SENNECA:
 *If approved, indicate data required from Supplier such as capturing starting or ending serial numbers, lot numbers, special component identification, special packing identification, error proofing, etc.

SCR/ ECR #:

Supplier Quality Signature:	Date:	Approved:	Rejected:	Comments:

Comments:

If approved indicate data required from Supplier:

PPAP Required Level: _____ Submit by Date: _____
 None Comments: _____
 Other _____

4.5 Special Notification Label (SNL)



SPECIAL NOTIFICATION LABEL

Attention Quality Department!

PPAP Submission First Production Shipment Notification

Part Number:	Revision Level
Quantity:	NCR #
Starting Serial:	SCR#
Ship Date:	SRD# (circle one)
Supplier:	
Supplier Contact Name	Phone:

Note/ Instructions:

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