

OSRAM SYLVANIA

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Global Automotive Lighting

Supplier Handbook

## **MATERIALS DEPARTMENT**

### Supplier Handbook

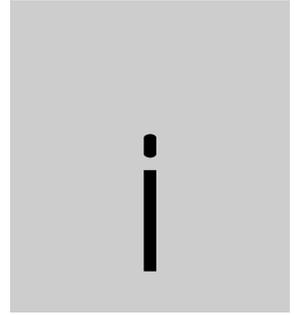
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## Introduction

**W**elcome to the Automotive Lighting Division of OSRAM SYLVANIA Inc. We are a global supplier of Automotive Lighting and the leader in supplying quality products to all major automotive manufacturers. Our leadership role in supplying quality products has been achieved by partnering with qualified suppliers that can provide quality materials.

Our Automotive lighting principles are as follows:

OUR MISSION

To be recognized by our customers as the global leader in automotive lighting solutions.

OUR TOTAL QUALITY PHILOSOPHY

Pursuit of excellence through continuous improvement in all we do:

CUSTOMER SATISFACTION

Know our customers' needs and exceed their expectations.

PEOPLE

Grow and develop a pro-active workforce that encourages teamwork and respect for the individual in a safe environment.

COST

Maintain cost leadership.

TECHNOLOGY & INNOVATION

Be first to market with innovative, value-added lighting solutions.

With that said, we expect our suppliers to utilize the standards of ISO 9001 with the ultimate goal of achieving ISO/TS 16949 certification. We strive for zero defects, because our customers mandate it. In turn we mandate that our supply chain works towards zero defects for all the materials they supply to us. Therefore, all materials are expected to be defect free and 100% on time.

As our marketplace changes we must continually revise the expectations of supplier performance. This handbook is the product of changing market conditions that we need to face jointly. Some of the specific areas covered, are the MANDATORY requirements of ISO/TS 16949 and the global automotive industry. There are several specific pieces of information, which are either required on a

quarterly or annual basis from our suppliers directly to OSRAM SYLVANIA Hillsboro, and finally an outline of the quality and delivery performance requirements. The manual defines what is expected of our expanded global supply base, and each supplier should make a point of revisiting this site and handbook to ensure they have the most recent version.

Our goal is to steadily develop a supply base, which exhibits a high level of flexibility, expands the horizons on quality, service, and new technology, and will work with the Automotive Team to produce leading edge technology to maintain a leadership role in the Global Automotive Marketplace.

Please note that as you read through this manual that OSRAM SYLVANIA Hillsboro operates on a fiscal year which runs from October 1 – September 30. Therefore our first quarter is October 1 – December 31, our second quarter is January 1 – March 31 and so on. Finally, please note that throughout the manual OSRAM SYLVANIA Hillsboro will be identified as OSI.

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**CHAPTER KEY**

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- New supplier selection process

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- Raw Material

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- Purchase for Resale

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- Machine Repair / Replacement Parts

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- Contractor Insurance Requirements

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## Supplier Qualification

*Qualifications to supply products, materials or services*

### **New Supplier selection process**

This section is included to inform potential suppliers of THE OSI supplier selection process. This process is only necessary for raw material suppliers or machine part suppliers whose products are used to manufacture an OEM lamp or a PFR supplier whose lamps are shipped directly to OEM customers.

- 1) When new suppliers for raw materials or PFR's are identified then the PURCHASING REPRESENTATIVE or SUPPLIER QUALITY ENGINEER (SQE) will forward a copy of this handbook and the self-audit form to the supplier. These documents are also available on the internet. The link to this internet page is listed in Appendix A.
- 2) The potential supplier should complete the self-audit and return it to OSI as soon as possible. The supplier must return, at a minimum, page one of the self-audit forms with their quotations to be further considered for any business.
  - a. If the supplier answers "NO" to the pre-audit questions, then the supplier is placed on a "Denied approval" status. If business conditions are such that further activity with this supplier is required, then the cover sheet must be signed by both the Purchasing manager and Quality manager before pursuing this supplier further.
    - i. Situations that would require utilizing such a supplier include, but are not limited to; sole source of certain raw material, or customer mandated supplier.
  - b. If the supplier answers "Yes" to all the pre-audit questions, then RFQ's can be submitted to that supplier.
- 3) An on-site audit must be completed before a production purchase order can be issued.

- a. An audit team is formed, and a mutually agreed upon time and audit length is established.
  - b. The audit team will perform the audit and subsequently complete the audit checklist and determine the audit score. If the supplier is NOT TS-16949 certified then the audit should evaluate the level of compliance to TS-16949. The audit team will review the score, any evidence collected, and the approval/denial status identified by their score. If the team feels comfortable with the audit results, including any corrective actions required to become TS-16949 Compliant, then they will sign off on the audit and provide feedback to the supplier.
    - i. At this time any new supplier approved for business, who is not TS-16949 complaint after the initial audit, will have a corrective action plan put in place to work towards compliance.
  - c. See **Appendix A** for a link to the self-audit.
  - d. Every effort will be made to audit a supplier before a purchase order issued. However there may be circumstances where an audit cannot be completed prior to issuing a PO, and under such conditions OSI will complete the audit as soon as is possible.
    - i. Examples of these situations are; 1) Current supply chain is unavoidably severed and time is of the essence, 2) where culture, or audit location create a dangerous environment for the audit team, 3) economy-travel restrictions.
  - e. A detailed list of our supplier requirements (raw material, purchase for resale), are listed in the next section.
- 4) Once the supplier is approved, officially or conditionally, they will be assigned a customer number. Once a supplier has received a customer number they are able to receive a purchase requisition.

## **Raw Material Suppliers**

### ***Ongoing Requirements***

- 1. All Raw Material Suppliers are expected to have a Quality Management System registered to ISO 9001 by an accredited third party certification body.
  - a. In certain cases, OSI may waive the certification requirement. This requires a written justification, and must be approved by

Supplier Quality, the Quality Manager and Purchasing. The written justification must be initiated by Purchasing.

- b. OSI, at its discretion, may conduct assessments at the supplier's facility to determine quality system compliance. All non-ISO/TS 16949 certified key suppliers will be audited no less than every five years. Audit results will be kept on file in the OSI's Quality Department (electronic). See **Appendix A** for a link to the supplier audit format and scoring.
  - i. Beyond registration of suppliers' QMS to ISO 9001, OSI encourages suppliers to become registered to ISO/TS 16949. Whether registered or not, each supplier is expected to develop their Quality Management System to be compliant with the requirements of ISO/TS 16949.
    1. The expectation for compliance with ISO/TS 16949 is targeted at systems and processes which affect the products or material supplied to OSI.
  - ii. To assess QMS conformance to the requirements of ISO/TS 16949, OSI will require all non-TS certified suppliers to complete a TS Gap Analysis Self-Assessment. Once the self-assessment is complete, each supplier is expected to develop and submit an action plan to close the gaps identified in the self-assessment and to provide periodic updates until all actions are complete and the system is effective.
    1. Tracking of the Gap Analysis self-assessments and the action plans to close those gaps must be maintained in the on line Supplier Quality System through a Supplier Development case (SDN) which is initiated by OSI Supplier Quality.
    2. OSI Supplier Quality will review the self-assessment, and determine the level of compliance based on requirements deemed to be:
      - a. Critical. Necessary to products or materials supplied.
      - b. Major. Support systems closely linked to products or materials supplied.
      - c. Minor. Processes not directly linked to products or materials supplied. Should additional information or supporting evidence be needed to complete this review, the Supplier Quality representative will notify the supplier.



- action or letter documenting why no action is needed should be provided with the data.
- c. Bulk raw material suppliers include; paint, gases, blacktop, and ink. Bulk material suppliers are required to maintain material certificates for each shipment for a minimum period of two years.
4. Suppliers must have a comprehensive knowledge of manuals, and automotive processes supported by AIAG. These include; Production Part Approval Process (PPAP), Advanced Product Quality Planning and Control Plan (APQP), Potential Failure Mode and Effects Analysis (FMEA), Measurement Systems Analysis (MSA), and Statistical Process Control (SPC).
    - a. More information on ISO/TS 16949 is available through IATF Oversight Organization in North America at [www.iafglobaloversight.org](http://www.iafglobaloversight.org) or AIAG (Automotive Industry Action Group) at [www.AIAG.org](http://www.AIAG.org).
    - b. Any significant changes made to the suppliers part or process must be approved by OSI via the Supplier Change Request form (see **Appendix A**).
  5. Suppliers shall provide OSI with a detailed list of materials which comprise their respective components according to a mandate enacted by the European Commission and enacted by the European Union, North America, and some Japanese automotive manufacturers. The AIAG Group has developed a set of rules for collecting the data, and the data is stored within the International Material Data System (IMDS)
    - a. See **Appendix D** for IMDS information
  6. All suppliers may be required to that their materials do not contain any restricted substances. There are various groups that manage the SOC (Substances of Concern) globally, but the goal is to manage and restrict substances that negatively impact our global community.
    - a. The current PSW format, which is required for all new raw materials and finished goods, has an SOC checkbox under the "Materials Reporting" header. Completion of the SOC question, verification of the submission format, and the PSW originator/supplier signature are the SUPPLIERS VERIFICATION of compliance to the SOC requirements.
      - i. All test records or sub-supplier compliance certificates must be retained and available upon request.
    - b. See Appendix E for further details on various organizations that help manage SOC's, and how to report compliance to this standard.

7. Suppliers will be required to sign a copy of the Confidentiality of OSRAM Documents and Code of Conduct for Suppliers agreements, which will be kept on file in the Purchasing department. Copies of these agreements can be found on the internet (see **Appendix A**).
  - a. If there is a substantial change in circumstances within the business like; a name change, new ownership, or new management, then the supplier must notify OSI to determine if a new confidentiality is required.
8. Suppliers should provide updated 3<sup>rd</sup> party certificates as soon as they become available. If at any time the certification lapses, or is revoked then the supplier must notify OSI immediately.
9. Suppliers shall be open to participation in Customer-Supplier Kaizen events. These events will be mutually agreed upon, and led by OSI Associates.
10. A copy of any of the following may requested at any time. Raw material suppliers are required to resubmit the below mentioned documents if they are revised in any way.
  - Certificate of Quality Systems Registration
  - Copy of Quality Assurance Manual
  - Description of relevant process equipment
  - Samples of similar products and/or workmanship
  - Control plans & FMEAs
  - Financial statements including credit references
  - Customer references

## **Purchase for Resale (PFR) Suppliers**

### ***Expectations***

It is OSI's expectation that lamp suppliers will consistently perform at a level that meets or exceeds our requirements for quality, on-time delivery and continuous improvements. OSRAM SYLVANIA will partner with suppliers to identify quality issues expediently and to deliver quality, timely information for the supplier to address the concern. Should OSRAM SYLVANIA suffer financial loss due to non-conforming material, the supplier will be responsible for fair and reasonable associated costs.

### ***Qualification Requirements***

All suppliers are required to provide:

1. Signed copies of the Confidentiality of OSRAM Documents and Code of Conduct for Suppliers agreements, which will be kept on file in the Purchasing department. See **Appendix A** for a link to these documents.

2. All new Key PFR suppliers are required to submit a completed copy of the supplier self-audit.
3. Copies of any number of the following as requested:
  - Certificate of Quality Systems Registration\*\*
  - Copy of Quality Assurance Manual\*\*
  - Description of relevant process equipment\*\*
  - Samples of similar product and / or workmanship
  - Financial statements including credit references
  - Customer references
4. For each lamp type submitted for qualification any number of the following may be requested. After submission and approval, the PFR supplier must make a formal request to OSRAM SYLVANIA before making any process or product changes (see **Appendix A** for a link to the Supplier Change Request form), at which time OSRAM SYLVANIA can request, at a minimum, any or all of the following:
  - PPAP (level to be determined on a case by case basis)
  - Samples
  - Photometry data
  - Dimensional data
  - Shelf life data
  - Restricted / reportable substances
  - Control Plan / FMEA
5. **All** PFR suppliers whose product is shipped to OEM customers may be requested to submit the following.
  - Photometry data for each lot shipped to OSI OR Quarterly photometry data for each lamp type sold to OSI
  - Life test data quarterly for each lamp type sold to OSI.

All purchase for resale suppliers may be subject to an on-site audit if determined necessary by OSI. All non-ISO 9001 / ISO/TS 16949 OE suppliers will be audited a minimum of every 5 years. Audit results will be kept on file in OSI's Quality Department (electronic), and any supplier who is not TS Certified will work towards compliance as described in the section above "Raw material suppliers, Qualification requirements, section 7.a"

**Qualification Maintenance:**

To maintain qualification suppliers must:

Notify OSI of all process, specification, and material changes. Any change to any of these items requires a new PPAP.

## Machine Repair and Replacement Parts

1. Proprietary machine repair and replacement part suppliers qualify by performing an on-site audit utilizing OSI's Corporate Equipment Development Self Audit. Automotive Lighting shall utilize the Quality System Audit and Certification process conducted by OSI Equipment Development Staff and maintained by OSI Corporate Purchasing.

## Contractor Insurance Requirements

OSRAM SYLVANIA is proud to provide a safe working environment in which every associate can go home at the end of the day as healthy as when they arrived. It is our objective to ensure that all contractors or suppliers performing work in our plant enjoy the same right. To that objective contractors or suppliers who enter our facility will be taught the necessary safety procedures and practices. Adherence to those procedures and practices is a requirement for all suppliers and failure to do so can result in the supplier being disqualified as a supplier.

Contractors are required to provide:

All contractors providing services to OSI and its subsidiaries, including suppliers of temporary and/or contract labor, shall be required to purchase, maintain and provide proof (via Certificate of Insurance) of the following insurance:

### **Workers' Compensation - Statutory Limits**

### **Employer's Liability Insurance - \$1 Million Per Occurrence**

### **General Liability Insurance - \$2 Million Combined Single Limit**

Policy shall include coverage for liability resulting from Premises/Operations, Products and Completed Operations, Blanket Contractual Liability.

Policy shall also include coverage for Broad Form Property Damage, including explosion, collapse and underground hazards.

Such insurance shall be on an occurrence basis.

### **Automobile Liability Insurance - \$1 Million Combined Single Limit**

Policy shall include coverage for liability resulting from the operation of all owned, non-owned and hired automobiles.

Such insurance shall be on an occurrence basis.

### **Environmental Pollution Liability Insurance - \$2 Million Combined Single Limit**

This insurance is **only** required for contractors who bring pollutants on or remove pollutants from OSI owned or leased properties. Contractors should be

covered for bodily injury or property damage arising from their transportation, handling, storage, disposal, dumping, processing or treatment of waste.

### **Errors & Omissions Liability Insurance**

This insurance is **only** required for service professionals, such as architects, engineers, accountants, etc. and provides coverage for claims resulting from economic loss and/or consequential damage resulting from any act, error or omission in the services rendered. The required limits should be equal to or greater than the full value of the project.

OSRAM SYLVANIA Inc. shall be named as an additional insured on the above-required policies, proof of which must be supplied prior to the supply of any services. The following language should appear in the "Description of Operations" section of the Certificate of Insurance:

*"The Certificate Holder, its employees, agents, parent, subsidiary and affiliated corporations are hereby added as additional insured on each of the above policies. The insurance on this certificate shall respond on a primary basis. The Insured and its insurers hereby waive their right to subrogate against the named additional insured.*

All required policies of insurance shall be endorsed to provide that the insurance company shall notify OSRAM SYLVANIA Inc. at least thirty (30) days prior to the effective date of any cancellation or material change of such policies.

All parties covered by these requirements are also required to sign the Contractor's Indemnity Agreement. See **Appendix A** for a link to this document. In addition, it is the responsibility of all contractors to confirm and provide proof that their subcontractors are in compliance with these requirements.

## Supplier Performance

*Requirements to maintain qualification to supply products, materials, or services*

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### CHAPTER KEY

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- Performance Requirements
  - Notifications
  - Available on Request
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### Performance Requirements

#### ***Raw Materials and Purchase for Resale***

Following are the basic supplier performance objectives that must be established by our suppliers. Any deviation in actual performance from the criteria will result in corrective action procedures being implemented to bring performance in line with expectations.

1. Quality defects at 0 PPM.
2. 100% On-time delivery
3. 100% responsibility to issue credit for all discrepant materials or lamps, any packaging materials and costs associated with lost labor due to discrepant product.
4. PPAP's and samples supplied as requested.

Key raw materials and Purchase for Resale / Import items are designated either ship to stock or inspection required depending on information gathered during the qualification process or based on the critical nature of the supplied part to OSI's process. Parts designated for inspection will be inspected per material inspection requirements. Nonconforming material or suspect nonconforming material will be documented on the supplier quality concern form. Nonconforming materials may be returned to the supplier and it will be the supplier's responsibility to replace rejected material as the buyer requests to maintain production at Hillsboro. Any cost associated with nonconforming materials may be charged back to the supplier.

Key supplier quality and delivery performance is monitored daily and reported monthly for both Raw Material Suppliers and Key PFR suppliers as defined by OSI Purchasing and Quality departments. OSRAM SYLVANIA's Automotive

Quality expectation is 0 parts per million, unless otherwise agreed upon between the supplier representative and Hillsboro's Purchasing and Supplier Quality groups. The supplier PPM goals are established on an annual basis prior to the start of the next fiscal year. The new goals are determined by evaluating the overall performance, volume, and PPM results from previous years. If a supplier is concerned about their new goal, once set, then they can request a review with OSI purchasing and quality to discuss it.

Supplier quality and delivery performance is reported in a monthly report card. The report card will include PPM, corrective action containment, SQC response, corrective action effectiveness, quality certification, on time delivery, and cost of quality.

## Raw Material Supplier Rating System

Buyer/Commodity Managers will contact key suppliers with their new fiscal year goals in October. Suppliers will be monitored to parts per million performances with an end goal of 0 parts per million quality performance. Supplier performance will be reported monthly. See **Appendix A** for a link to this form. Total maximum score is 100 points, with scores itemized in the following categories, and the point distribution is detailed below.

- Quality PPM = 17.5 points
- Quality Management = 52.5 points
  - Corrective action containment
  - The number of SQC's/Quality issues that month
  - Corrective action effectiveness
  - Annual Supplier Data Requirements
  - Quality Certification
- On Time Delivery = 20 points
- Cost of Quality = 10 points

1) The quality component of the supplier report card will be broken down into two main elements, which represent 70 points of the total report card score.

- a The first element is parts per million or PPM, which is calculated by the following formula.  $((\text{defective parts}/\text{total parts received}) \times 1,000,000)$  Annually each supplier will be given a PPM goal, to which they are compared to on a monthly and annual basis. The PPM element will represent 25% of quality component or 17.5 points.
- b The second element is further broken down into five factors, and is directly related to supplier quality concerns (SQC). Each factor

represents a percentage of the remaining 52.5 points allocated for the quality segment.

- ◆ **The first factor is containment, which represents 25% of this element and is the second step in the 8D process.**
  - This area will be graded based on the suppliers' ability to contain the "suspect" product. This includes pass through defects that were identified by the supplier, but not properly contained. OSI Hillsboro expects our suppliers to identify the total quantity of suspect product manufactured within the lot, or batch number identified by the SQC. This should include materials at all stocking locations, and in transit. Suppliers will provide OSI Hillsboro with their containment plan, and any information that would help minimize our exposure to defective product. If OSI Hillsboro were to receive "suspect" product after the initial containment plan was initiated, then this would represent a failure in the containment process and a repeat occurrence. The supplier must contain the defect even if a full 8D is NOT required. *The rules for assigning report card points or deductions are as follows;*
  - *Each SQC that is NOT properly contained will receive a 5-demerit penalty will be added to the report card. Two or more non-compliant SQC's will result in zero points in the containment section.*
- ◆ **The second factor is the number of SQC's, which is merely the total number of quality incidents that occurred during each month. This represents 30% of this element.**
  - SQC's are a communication tool, which often require a response in the form of an 8D, or product analysis. *The rules for assigning report card points or deductions are as follows;*
  - (1) Demerit point will be given for every SQC. Ten or more SQC's will result in zero points for the SQC section.
- ◆ The third factor is corrective action effectiveness, which represents 20% of this element.
  - If OSI Hillsboro receives a repeat (poor containment) of an issue within the same month, then the SQC corrective action was NOT effective.
    - (a) A penalty of 5 demerits will be given for a repeat SQC/defect.
    - (b) If 10 or more demerits are awarded in a given month, then there will be no points awarded for the corrective action effectiveness section.

- ◆ The fourth factor is Annual Supplier Data requirements. This section refers to the Cpk data for all key characteristics, 3<sup>rd</sup> party certification certificates. It represents 20% of this quality element.
    - For each month that the data or submission is not received the following demerit points will be imposed;
      - (a) Cpk data – 8 points per month
        - (i) Note that Cpk data, if requested, should be submitted two weeks after the end of each quarter.
      - (b) 3<sup>rd</sup> Party Certification Certificates – 5 points per month it is past due.
  - ◆ The final factor of this element is 3<sup>rd</sup> party registration, and it represents the final 5% of this element.
    - The suppliers of OSI Hillsboro are required, per our ISO/TS 16949 certification, to be at a minimum certified to ISO 9001. In order to receive any point award for this factor, you must be ISO 9001, or ISO/TS 16949 certified. *The rules for assigning report card points or deductions are as follows;*
      - (a) A 0 is given if the supplier has certification
      - (b) A 10 is given if the supplier does NOT have certification
- 2) The Purchasing performance component of the Supplier Report Card is based on Supplier On-Time Delivery performance and Cost of Quality, which represent 30 points of the total Report Card score.
- a On-time delivery is measured against your committed On Dock delivery date. (Hillsboro may revise the “Original” delivery date to meet our requirements). A delivery is considered on time if it received +/- 2 working days from the committed date. This component accounts for 20 points.
  - b Cost of quality: 2 points per SQC X \$200 (base estimate assigned by accounting)
  - c C1/S1 Customer disruptions and Premium Freight: All Supplier score card templates will include C1 and S1 Customer disruptions, premium freight and Customer special quality status.

Report card score and supplier status

<u>Score</u>	<u>Status</u>
90-100	Preferred supplier
80-89	Approved suppliers
70-79	Conditional suppliers
0 -69	Probationary supplier

- 1) Suppliers whose overall report card score falls between 70-79 (Conditional supplier level), or has three consecutive months of scores less than 80, may be required to submit a FORM G or corrective action plan.

Suppliers whose overall score falls below 70, or has three consecutive months with a score of less than 70 (Probationary supplier level), may be required to submit and present their Form G at the OSI BIT meeting. They may be required to do so monthly until they have met all their Form G goals, shown two consecutive months of improvement, or been notified in writing by the SQE that they no longer need to present.

## **Incoming raw material/PFR status**

Ship to Stock (STS) versus Material Inspection Department Quarantine (MIDQ)

It should be the goal of our suppliers to obtain, and maintain, ship to stock status. New and current products, which have been assigned MIDQ status, should successfully complete the following to obtain ship to stock status.

1. Obtain PPAP approval for new product or product change.
  - a. Any significant deviations from the original PPAP should pre-approved using the SCR process.
2. Pass MID inspection criteria for (3) consecutive production lots.
  - a. The first three lots submitted after a new product launch or product change, should have special labels applied identifying them as a "new production part or engineering change".
3. If a product, which has STS status, is rejected for any reason then its STS status may be revoked.
4. A product can regain its STS status when it has successfully completed the following;
  - a. Supplier has provided an adequate 8D, or detailed explanation of the root cause for the defect on the SQC form.
  - b. Passed MID inspection for (3) consecutive production lots.

## **Machine Repair Replacement Parts**

The supplier performance rating system is the means by which OSI Hillsboro monitors supplier's performance and continuous improvement. This program evaluates performance based on Quality, Delivery and Customer Service. Evaluations are calculated monthly and results issued to all suppliers and OSI management.

The M.R.R.P. rating system will be the responsibility of the Purchasing Department Buyer for machine repair parts. The buyer will assemble the required data, update the files and issue a completed report on or about the second week of the new month. The buyer will mail and or forward copies to all parties required. The buyer will address all communications, from management and / or suppliers, regarding this report.

The rating system will be based on a total possible score of 100 points, excellent being 100 pt. Each category will be evaluated based on the areas listed below.

A) Quality Measurement: Total possible value: 50 points: This measurement is based on total quantity of parts and materials received, per month, versus total volume of product returns for rework or replacement. This measurement is documented in percent defect. The maximum allowable percent defect will be 3.25%, any greater than this will get a score of 0 points for quality.

B) Delivery Measurement: Total possible value: 25 points: This measurement is based on the receipt of material by OSI Hillsboro on the required date within the SAP system, as defined below. The points assessed are a function of the percent volume received at each category. Category classifications are the following.

<u>Available</u>	<u>Receipt Category</u>	<u>Points</u>
10	Early + 10 day's	Total points
15	Early 5 to 10 days	Total points
20	Early 3 to 4 days	Total points
	On-time +/- 2 days	Total points 25
20	Late 3 to 4 days	Total points
15	Late 5 to 10 days	Total points
10	Late + 10 day's	Total points

C) Customer Service Measurement: Total possible value 25 points: This evaluation is based on the supplier's ability to be a reliable and responsible source for material, address issues in a timely manner, and respond to customer concerns when required; each missed action results in a 5 point deduction in available points. Also included in this rating will be MRB actions for suspect material waived for use as-is; 5 points will be deducted for this action.

Supplier Quality Review: In the event a supplier's performance falls below OSI stated goals, a supplier may be required to participate in a Supplier Quality Review meeting. The goal of the meeting will be to establish corrective actions that will assist the supplier towards acceptable performance. The purchasing buyer will arrange and conduct these meetings as required with management and quality representatives from the facility in concern. If within a 6 month timeline the supplier has failed to address concerns the buyer may remove this supplier from the rating system. Also included with this action may be

contractual adjustments to the current purchase requisitions for products being manufactured. Any actions will be at the discretion of the buyer in effort to maintain supplier quality.

## Supplier Change Requirements

Any product or process change, in accordance with the ISO 9001 or ISO/TS 16949 standards, must be approved and made to OSI within reasonable time to permit required testing or planning to protect our customer and comply with quality standards. All suppliers must submit a Supplier Change Request (SCR) form (see **Appendix A** for a link to this form), and obtain approval, prior to making any definitive changes. Existing key parts that incorporate any process or agreed upon specification changes may require new Part Submission Warrants as defined by AIAG.

OSRAM SYLVANIA also needs to be notified of any change in a supplier's ownership.

All notifications should be made in writing to:  
Purchasing Manager & Supplier Quality Engineer  
OSRAM SYLVANIA Inc.  
Global Automotive Lighting  
275 West Main Street  
Hillsboro, NH 03244

Or via e-mail at: [HillsboroPurchasingSCR@sylvania.com](mailto:HillsboroPurchasingSCR@sylvania.com), and  
[HillsboroQualitySCR@sylvania.com](mailto:HillsboroQualitySCR@sylvania.com)

## Critical data requests

Each key supplier is required to produce updated material certifications with lab accreditation for all parts within 48 hours of request.

Hillsboro can at any time request current SPC summaries for critical characteristics. Summaries will include characteristics studied, number of measurements taken, X-bar, r-bar, CPK values and standard deviation.

# Material Concerns and Corrective Actions

*Process and Expectations for addressing material concerns*

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## CHAPTER KEY

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- Corrective Action Model
  - Definitions
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## Corrective Action Model

OSRAM SYLVANIA uses the 8D format to document corrective action activities and corrective actions when there are product/process critical concerns. The guidelines for this process are outlined below for reference. It is important to use a structured process to understand the root cause of the rejection, and provide permanent corrective actions. All corrective actions need to include time lines for implementation and are subject to the approval of Hillsboro's Supplier Quality Manager or designee. Additionally suppliers should try including the SQC number to the subject line of their e-mails or faxes for reference.

Hillsboro utilizes MQ1/CEBOS Software to document and track supplier quality issues. Supplier performance reports will utilize information from SQC database records in the ratings calculations.

Each supplier will have access to the supplier portal associated with the SQC Database. The portal is the location where all the documentation associated with the rejection will be entered, by the supplier, to complete the corrective action.

STEP	TIMING	REQUIREMENT
Notification to the supplier  (1 <sup>st</sup> step of 8D, problem description)	When available, samples will be sent out "Next Day Delivery" by MID, and/or photos will be e-mailed	<b>Review the "Supplier Quality Concern" <u>Develop Team:</u></b>  OSRAM SYLVANIA Hillsboro processes an SQC (Supplier Quality Concern) document describing the product discrepant condition detected (Faxed or E-mail notification). Included will be the pertinent lot information for the specific parts noted. The <b>first activity</b> will be to construct a team to review the processes and potentials of the defective material concern. An RMA (Return Material Authorization) will be requested to return suspect material.
Required supplier Response  (2 <sup>nd</sup> step of 8D)	Supplier response should occur within <b>24 hours</b> , with Documents Faxed or E-Mailed describing updated containment.	<b>"Containment actions"</b>  Suppliers are to identify the extent of the concern, via Process Documentation, Certs, Inspection reports, Retain Samples, and SPC Charts. <b>The Supplier should provide Containment Requirements for inventories at both their and the customer's Facilities! An acknowledgment is required even if no product is present!</b> Replacement Material for this concern will be arranged by purchasing, to support manufacturing. Information on any certification of material and labeling should be acknowledged at this time.
Required supplier Response  (3 <sup>rd</sup> step of 8D)	Response should occur within <b>the same 24 hours</b> and include results of containment and root cause review.	<b>"Find and Verify Root Cause"</b>  Suppliers should identify the <u>Root Cause</u> of this concern. The response may include some of the related information, but should identify the final and real issue responsible. This final result can be determined through test and inspection, DOE, fishbone diagram, etc. This space is reserved for the Actual Fact, a "Problem Solving" document may be included for support of end results.
Required supplier Response  (4 <sup>th</sup> step of 8D)	Response should occur within <b>48 hours and</b> documentation of SQC Forms or reports should be issued.	<b>"Short Term/Interim Corrective Action"</b>  Suppliers are to identify <u>ACTUAL activities</u> that will be put in place to correct the <u>initial concern</u> . <b>This is the activity that is initiated to eliminate any suspect product from being released prior to a permanent resolution!</b> This activity may be an interim corrective action and will include any temporary inspection, verification, sorting, labeling or other activities required to protect the customer's inventory.

<p>Required supplier Response</p> <p>(5 &amp; 6<sup>th</sup> step of 8D)</p>	<p>Response should occur within 7 to 28 days, documented SQC Forms and or reports issued to Hillsboro with supporting documentation included.</p>	<p><b>"Permanent Corrective Action and Verification"</b></p> <p><b>Suppliers are to identify ACTUAL activities that will be put in place to correct concern. This is the activity that is initiated to RESOLVE the concern to a permanent resolution! This activity will include any permanent changes, modifications, or additions to current processes required to correct the concern. Included will be any inspection / verification tools utilized to measure changes or improvements. Results must be validated and documented.</b></p>
<p>Required supplier Response</p> <p>(7<sup>th</sup> step of 8D)</p>	<p>Response should be complete within 45 days. If resolved Hillsboro will close; if unresolved, issue will remain open until mutually agreed upon closure is established.</p>	<p><b>"Prevent System Problem"</b></p> <p><b>Suppliers are to report on data obtained from monitoring the new and / or revised activities and determine the effectiveness of corrective actions put in place to resolve concerns. Has the issue been resolved or is further improvement required? Final analysis question: do we need to re-submit PPAP's and or Warrants based on required process changes? In the event this issue is not resolved this concern may be submitted as a long-term activity or PQI requirement project. Action plans and enhanced sampling and process monitoring will be identified for material control until final resolution of this issue. Either case will close this SQC document.</b></p>

The 8<sup>th</sup> step of the 8D is to congratulate the team!

## Definitions

### REJECTED MATERIAL "VOLUMES":

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Supplier's PPM rating is based on the volume of material received versus the volume of material rejected. Materials are normally returned in lots issued. These lots will be a pallet, carton, or box, depending on packaging. Initially this will be the rejected volume. A supplier may, through sorting, reduce this volume returned. The supplier should document the activity and results in order to have their defective quantity updated, and include this information in the 8D/corrective action correspondence.

### SUPPLIER QUALITY REVIEW MEETINGS AT HILLSBORO:

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Upon issues of multiple concerns or noted performance declines Hillsboro may request the Supplier to attend meetings at Hillsboro to review concerns. The focus of meetings will be based on problem solving and establishing a plan to regain quality performance levels. Suppliers are required to be prepared to present data and facts on current performance levels in place at their facility. Supplier Quality will present requests for supplier's attendance at Hillsboro.

## CHAPTER KEY

- Transportation
- Raw Material Label Requirements
- Purchase Product Label Specifications
- Product Preparation

## Logistics

*Requirements to insure timely and cost effective transportation and processing of shipments for all supply chain members*

### Transportation

#### *Domestic*

OSRAM SYLVANIA maintains freight contracts for all modes of transportation. Vendors shipping under the freight terms of collect to any OSRAM SYLVANIA location are expected to abide by the routing instructions as provided by the buyer or they can be found on the OSRAM SYLVANIA Corporate Purchasing website( under Automotive Carrier Routing) at:

<http://www.osram.us/cb/home/about-osram/index-2.jsp>

OSRAM SYLVANIA utilizes outside entities for warehousing and manufacturing. The Bill of Lading for collect shipments to these locations must specify OSRAM SYLVANIA Inc., 275 West Main Street, Hillsboro, NH 03244, as the 3rd party billing.

#### *International*

All imports must specify the correct consignee/importer of record and import broker as advised by the buyer. Import paperwork must be correct and clearly state the commodity, price and quantities. OSRAM SYLVANIA mandates that all US Customs requirements be met at all times. Failure to provide proper shipping documents in a timely manner can result in customs delays and/or penalties.

#### *Import Documentation*

OSRAM SYLVANIA Vendors, or their agents, will prepare the commercial invoice and shipping documentation as follows:

- **Consignee/Importer of record:** OSRAM SYLVANIA Inc., Automotive Division, 275 West Main Street, Hillsboro, NH, 03244 as the Importer of record

- **Notify Party & Import Broker:** Customs broker information will be provided at time of contract
- **Ship to party:** As designated by OSRAM SYLVANIA

A complete set of documents, including the commercial invoice, packing list and bill of lading will be sent to the designated customs broker and to the buyer. Compliance with these instructions will be noted in the supplier ratings.

Any questions should be directed to the buyer as soon as possible.

### **Vendor Rating**

Adherence to the above transportation issues will be addressed in the vendor rating.

## **Raw Material Label Requirements**

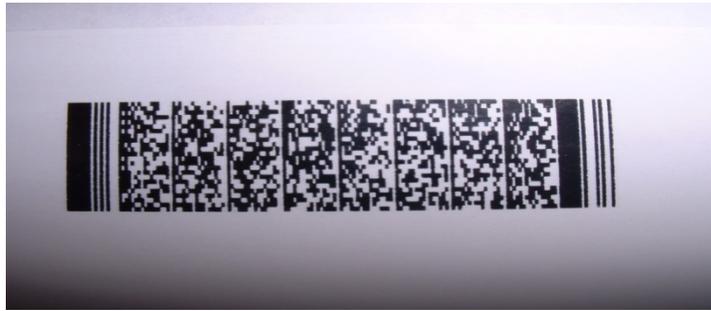
As of January 15, 2004 all Raw Materials shipped to OSI Hillsboro must contain a PDF-417, 2D bar code on all labels for both inner and outer boxes. The bar code must contain the same information that is presently provided. Buyers will discuss data requirements with new suppliers upon inception. It is not necessary for suppliers to replace their existing labels. The decision to change or add a new label is at the discretion of the supplier as long as the information on both is consistent and accurate.

Each data item within the PDF-417 format must contain a data identifier at the start of the data string, ex: (P) = part number (P123456). The required data identifiers will be provided to each supplier on an individual basis. The label must conform to basic AIAG standards of reflectivity and scan ability. The PDF-417 bar code does not require any human readable information.

Details on PDF-417 barcodes can be found in the attachment "Standard for Material Labeling with PDF-417 Barcode" (see **Appendix A**).

The PDF-417 format can contain up to 1850 characters and will allow OSI to better utilize the manufacturing information that our Suppliers presently provide.

Below is a PDF-417 2D bar code format containing the following information: (V) Vendor, (P) Part number, (2P) Rev Level, (D1) Mfg. date/time, (S) Serial number, (T) Lot number, (1F) Frame number, (C1) Cavity, (CI) C.I.M. ID number and (SO) SO number.



## Purchased Product Label Specification

### *Format:*

The label format below utilizes a label size of 4" x 6". The bar code is **code 128**. All bar-coded data must have human readable text above the bar code. All bar codes must start with the "data identifier" shown in each respective box. The label material must be of good reflectivity and must meet AIAG standards for scan ability.

The human readable font must be at least 1/4 " in height but no more than 5/8 ". The 128 bar code must be at least 1/2" and no more than 3/4" in height.

### Description

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The description of the product that is used by OSRAM SYLVANIA.

### Manufacturing Date

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This is the date the product was manufactured in the following 10 character format: YY DD MM dd CO. YY = year, DD = day, MM = month, dd = manufacturing deck/machine, CO = country of origin. Example: 031602W4DE. This is Feb. 16, 2003 W4 manufacturing equipment DE is Germany. Contact the buyer at OSRAM SYLVANIA if the two characters code AIAG for the country of origin is unknown.

### Quantity

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The quantity of lamps in each individual box. If there are smaller boxes inside a larger shipping box both boxes must be labeled accordingly.

### Part #

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The part number assigned by OSRAM SYLVANIA and not the part number of the supplier.

Identification code

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Manufacturer or Supplier part number assigned to the product.

Certification

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OSRAM SYLVANIA will use this box as needed.

Country of Origin

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The country where the lamps were assembled/manufactured. This is a two-digit code assigned to countries by the AIAG. The code is from the ISO3166 standard. If you are not sure of this code please contact OSRAM SYLVANIA.

Machine/Deck

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The designation of the assembly deck or machine on which the lamp was manufactured. OSRAM SYLVANIA will utilize this in discussion with the supplier in cases where there is a known quality issue prevalent to a specific piece of manufacturing equipment.

DESCRIPTION	MANUFACTURER'S DATECODE (D)
QUANTITY (Q)	IDENT CODE (1P)
PART NO. (P)	CERTIFICATION
	COUNTRY OF ORIGIN(MADE IN) (4L)
	MACHINE / DECK (10S)

Examples:

DESCRIPTION <b>7528L</b> <b>P21 / 5W</b>		MANUFACTURER'S DATECODE (D) <b>01 / 1W4 / 49 / 02</b> 	
QUANTITY (Q) <b>320</b> 		IDENT CODE (1P) <b>A2499011002</b> CERTIFICATION 	
PART NO. (P) <b>39438</b> 		COUNTRY OF ORIGIN(MADE IN) (4L) <b>DE</b> 	MACHINE / DECK (10S) <b>W4</b> 

DESCRIPTION <b>1234567890</b> <b>12345678</b>		MANUFACTURER'S DATECODE (D) <b>1234ABCD1234</b> 	
QUANTITY (Q) <b>1234A</b> 		IDENT CODE (1P) <b>1234ABCD1234</b> CERTIFICATION 	
PART NO. (P) <b>1234A</b> 		COUNTRY OF ORIGIN(MADE IN) (4L) <b>A2</b> 	MACHINE / DECK (10S) <b>1234AB</b> 

## Product Preparation

### *Pallets:*

- All shipments originating outside of the 48 Continental United States on wooden pallets must conform to the IPPC ISPM\_15 International Standard.
- All shipments originating within the U.S. on wooden pallets must be constructed of hardwood materials
- The pallet must be capable of carrying weights of up to 1000 lbs.
- Cardboard or plastic pallets can **only** be used with prior approval of the OSI Purchasing/Warehouse Manager.
- All pallets must have 4-way entry
- All pallets must be of one the following dimensions: 44x44, 48x48 or 42x48
- Recycled pallets may be used after notification and approval of your buyer and must be in good condition
- Pallets must be shrink wrapped with the shrink wrap starting below the top decking of the pallets so that product will not slip during transit
- **Do not** mix product on any pallet unless arrangements have been made in advance with your respective Buyer
- If the Buyer agrees to mixed product on a pallet, the pallet must be clearly identified as a "Mixed Pallet" and the each product identified by "part #", "description" and "total number of boxes" on that particular pallet
- Pallets **cannot be** more than 54" in height. This includes the shipping pallet
- Product **cannot** overhang the edges of the pallet

### *Labeling:*

- A label specification will be provided to properly identify the product you are shipping to Hillsboro
- All labels must utilize the 128 bar code
- The PDF 417 barcode is optional for purchased product.

- If you ship product that is in a master pack both the master pack and the inner box must be labeled appropriately
- If you have any questions regarding these label requirements please contact you Commodity Manager.

**Safety:**

- No shipping carton may weigh more than 27 lbs.
- All shipping cartons must be of sufficient strength and quality to protect the product during transit to Hillsboro.
- Recycled boxes may be used as long as any previous labels have been removed and the box is in good condition.

**Paperwork:**

- Packing list must include the following information:
  - Part number
  - Quantity per box
  - Total quantity by part number in shipment
  - Description
  - Total number of boxes by part number
  - PO number
  - A unique number to identify this particular shipment
- Packing List must be securely fastened to the side of a pallet/material and easily found.

## Appendix A

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### DOCUMENT LINKS

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Use the link located at: <http://www.osram.us/cb/home/about-osram/index-2.jsp> to access current copies of the following documents and forms:

- Supplier Handbook
- Contractors Indemnity Agreement
- Confidentiality of OSRAM Documents
- Standard for Material Labeling with PDF-417 Barcode
- Supplier Change Request (SCR)
- Pre-audit Sheet
- Supplier Quality Audit (reference)
- Supplier Report Card (format for reference)
- Supplier Self-audit

## Appendix B

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### SUPPLIER SORTING, CERTIFICATION, AND/OR MATERIAL REPLACEMENT EXPECTATIONS

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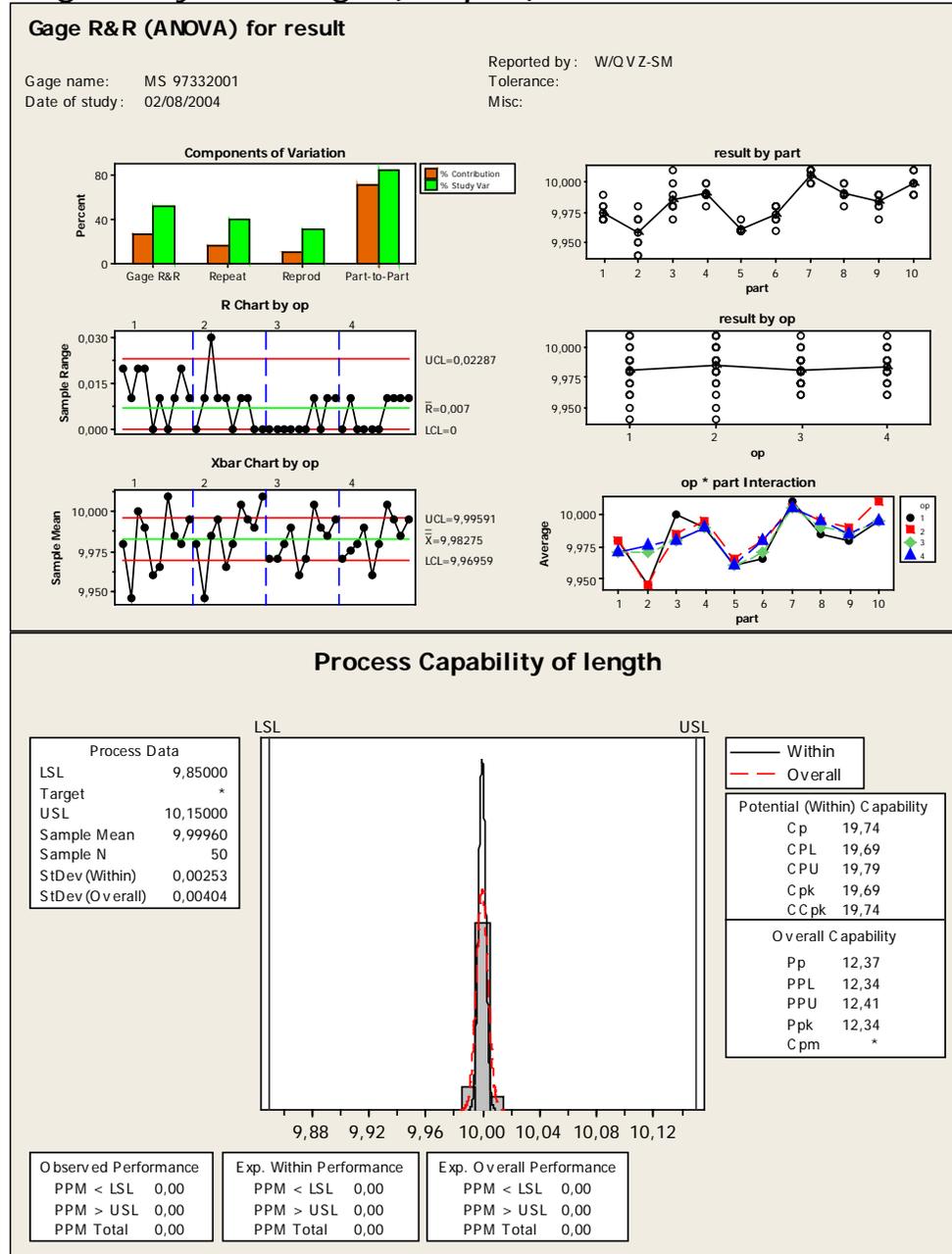
Raw materials and finished goods purchased by OSRAM SYLVANIA Hillsboro are expected to meet our specification. If Hillsboro receives product that does not meet specification, then it is the supplier's responsibility to insure that all defective product is contained, and that they undertake all aspect associated with providing certified replacement material.

- 1) Once the supplier has been notified by our MID department (SOC issued), or has found the defect internally at their facility, they should contact the OSRAM SYLVANIA Hillsboro buyer to determine how critical the inventory level is.
  - a) If time permits and replacement material is available, then the first option should be to return all defective material to the supplier for sort or scrap.
  - b) If time does not permit the return of the material to the supplier, then it is the suppliers responsibility to do one of the following, in this order;
    - i) Send an associate from their facility to sort the defective material
    - ii) Set up the sorting activity with an external sorting supplier, at their own cost.
      - (1) Call MID supervisor or personnel for external sorting supplier contact information.
    - iii) If both option (i) and (ii) are exhausted, or cannot be implemented fast enough, then the supplier can request the use of Hillsboro personnel to sort.
      - (1) Base sort rate is \$25 per hour, unless otherwise agreed upon between Hillsboro and the supplier, and the supplier must submit a written request to Quality, Purchasing, and MID staff requesting the use of Hillsboro personnel for sorting. This is commonly documented by e-mail.
- 2) If the supplier and Hillsboro are not in agreement with the rejection, then it is still the responsibility of the supplier to ensure that Hillsboro does not shut down while the supplier and Hillsboro investigate the rejection. Until the product is approved, the rejected inventory is removed from inventory, and must be replaced in some fashion.

# Appendix C

## CPK EXAMPLE

### Gage Analysis for length (callipers)



## Appendix D

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### IMDS

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#### **IMDS Compliance:**

The International Material Data System (IMDS) system tracks chemical ingredients of parts and assemblies across the entire automotive supply chain. The solution helps original equipment manufacturers (OEMs) comply with the increasing number of national and EU regulations related to material handling and disposal.

IMDS consists of a centralized, automated application and database that's accessible globally via a Web-based portal. The system captures data from suppliers and distributes it to an OEM in the form of standardized data sheets and interfaces.

#### **LINKS:**

IMDS and ELV (EUROPEAN DIRECTIVE 2000/53/EC) requirements and updates can be retrieved by visiting the IMDS website <http://www.mdsystem.com/index.jsp>.

#### **ELV (EUROPEAN DIRECTIVE 2000/53/EC)**

- The European End-of-Life-Vehicles (ELV) Directive 2000/53EC that has been entered into force on October 21st, 2000, imposes specific rules for materials used in cars.
- Article 4: prohibits the use of Pb, Cd, CrVI, Hg (with exception of the cases listed in Annex II) in vehicles put on the market after July 1st 2003.
- Article 8: know the location of all hazardous substances (according to EU Directive 67/548) in vehicles when they are dismantled, available from October 2002 for each type of new vehicle put on the market.
- Article 7: recycling targets, 85% recyclability / 95% recoverability: type approval will be requested by homologation authority from 2005 for both new type-approved vehicles and all new vehicles.
- You as our Supplier are responsible to ensure that the ELV-Directive is fulfilled, and need to inform us about the contents of every part you deliver to GM/Fiat.
- Even parts that contain items or materials that are presently exempted (in Annex II of the ELV-Directive) must be declared via IMDS.

#### **IMDS Background**

The IMDS is the automotive industry material data system. It was jointly developed by Audi, BMW, DaimlerChrysler, Ford, Opel, Porsche, VW and Volvo. Additional manufacturers have joined the [community](#) and talks are being held with others regarding their participation.

In the IMDS, all materials used for car manufacture are archived and maintained. Only in this way is it possible to meet the obligations placed on car manufacturers, and thus on their suppliers, by national and international standards, laws and regulations.

The link to the main **IMDS** page is here:

<http://www.mdssystem.com/index.jsp>

By clicking on "Public IMDS Pages", you can access the FAQ. Here you will find user manuals, instructions and other help when using the system. You will also find the "Lists" category. This is where you can access the following:

- [GADSL](#) (Global Automotive Declarable Substance List)
- Company specific lists (e.g. Renault BGO)
- Appl. rel. subst. (Application relevant substances)

In the "News" section, you can find press releases, archives, information on system modifications and upgrades, as well as, anything the steering committee may be working on.

**NOTE: CERTIFICATES OF COMPLAINE ARE NOT AN ACCEPTABLE MEANS OF IMDS DISCLOSURE. WE MUST RECEIVE AN MDS FOR EACH PART OR MATERIAL VIA THE IMDS SYSTEM. THE MDS MUST BE SUBMITTED AT THE TIME OF PPAP SUBMISSION FOR REVIEW. THE PPAP WILL NOT BE ACCEPTED UNLESS THE MDS SUBMISSION HAS PROPER DETAIL AND STRUCTURE.**

The OSRAM SYLVANIA - HILLSBORO IMDS LOCATION ID NUMBER is **6856**

## Appendix E

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### SOC (SUBSTANCES OF CONCERN)

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The primary substances of concern are lead (Pb), mercury (Hg), cadmium (Cd), hexavalent Chromium (CrVI), polybrominated biphenyls (PBB) and polybrominated diphenyl ethers (PBDE). These materials are hazardous to the environment and pollute landfills, and are dangerous in terms of exposure during manufacturing and recycling. The six substances mentioned above and in the tables below are not the ONLY substances, but are the primary ones. A new global group, Global Automotive Declarable Substance List (GADSL) has compiled a GLOBAL list that can be found on their website (Link provided below).

All "new" raw materials or finished goods must comply with the automotive SOC regulations. These include our Customer testing requirements for SOC's and RoHS (Restriction of Hazardous Substances) for products shipped to European Union countries.

#### General description of SOC regulatory groups:

**RoHS:** "RoHS is the acronym for Restriction of Hazardous Substances. RoHS, also known as Directive 2002/95/EC, originated in the European Union and restricts the use of specific hazardous materials found in electrical and electronic products. All applicable products in the EU market after **July 1, 2006** must pass RoHS compliance."<sup>1</sup>

**REACH:** "REACH is a regulation of the European Union, adopted to improve the protection of human health and the environment from the risks that can be posed by chemicals, while enhancing the competitiveness of the EU chemicals industry. It also promotes alternative methods for the hazard assessment of substances in order to reduce the number of tests on animals.

In principle, REACH applies to all chemical substances, not only those used in the industrial processes but also in our day-today lives, for example in cleaning products, paints as well as in articles such as clothes, furniture and electrical appliances. Therefore, the regulation has an impact on most companies across the EU."<sup>2</sup>

**Automotive Declarable Substance List (GADSL):** "The GADSL is the result of the efforts of a global team from the automotive, automotive parts supplier (tier supplier) and chemical/plastics industries who have organized the Global Automotive Stakeholders Group (GASG). The GASG's purpose is to facilitate communication and exchange of information regarding the use of certain substances in automotive products throughout the supply chain. The GADSL only covers substances that are expected to be present in a material or part that remains in a vehicle at point of sale."<sup>3</sup>

1. This excerpt was copied from the <http://rohsguide.com/>, site FAQ page. Please use this link to research any questions you have about RoHS.
2. This excerpt was copied from the <http://echa.europa.eu/regulations/reach> site. Please use this link to research any questions you have about REACH.
3. This excerpt was copied from <http://gadsl.org/> website. Please use this link to research any questions you have about GADSL.

As stated in the body of the text above. The Supplier signed PSW submitted to OSI for any raw material or finished good is the verification of the supplier.

## Appendix G

### REVISION HISTORY

Date	Revision	Revision description
1/1/2001	A	Initial issue
09/01/2001	B	Added ISO9000 not need audit, added Date to Acknowledge letter, changed qualifications to evaluations and made match purchasing procedures spec., adjusted audit scoring
10/12/2001	C	Changed the supplier goals so that they do not set the goals. Buyer/Commodity Managers set the goals and relay them to the Supplier. Attachment D removed and E became D.
02/01/2002	D	Change performance requirements to have material cert. w/lab accreditations available w/in 48 hours instead of on file here.
05/31/2002	E	Changed Performance Requirements to reflect actual use of the 8D format and when it is utilized.
08/05/2002	F	Changed Performance Requirements to make SPC summaries available upon request and took out Ship to Stock portion
09/03/2002	G	Update Table of Contents
08/04/2003	H	Update and revised entire manual
09/01/2003	J	Add Letter of Acknowledgement and revision page back in.
01/20/2004	K	Updated supplier report card format and performance measurement system. Added requirement for raw material and PFR suppliers to submit any document or process change.
03/10/2004	L	Revised Qualification Maintenance of Machine Repair & Replacement Parts Revised Raw Material Supplier Rating System - deleted first sentence
7/14/05	M	Revised Qualification Maintenance of Machine Repair & Replacement Parts
5/12/06	N	Complete update to manual including addition of new supplier requirements, annual supplier requirements, quality responsiveness and containment activity, and supplier sort responsibility.
10/09/2006	P	Updated SCR form, removed Forever Document, added generic e-mail addresses for purchasing and quality, and updated SOC information. Updated OSRAM Sylvania logo on all attachments that displayed old one.
01/25/2007	Q	Added Supplier Forever Document and updated SCR form to allow selection of PPAP level in Hillsboro SQE section.
7/18/2007	R	Removed reference to machine parts in the following sections: New Supplier selection process section 1 and 3d. Removed website referenced in Machine Repair and Replacement Parts sections 1.
01/18/2008	S	Updated revision history to provide a revision level/letter. Added supplier acknowledgement letter.

Date	Revision	Revision description
05/26/2008	T	Removed annual "self audit" requirement, and all reference documents from appendices. All documents referenced in the handbook are found at internet site. Update made to add more detail to SOC reporting.
12/10/2008	U	Supplier report card scoring model change, removal of references to the Forever Document (not used with suppliers), SOC requirements updated, and fixed several document errors.
04/08/2009	V	Changed SCR form (reformatted Section 5, 22b cell to black text on the ENG Specific tab) – no changes to content. Correct page numbers in Table of Contents.
02/16/2010	W	<ul style="list-style-type: none"> <li>• Corrected all locations ref. ISO/TS that were incorrect</li> <li>• Cpk data rqmt: updated it to reflect actual process followed</li> <li>• Audit rqmt updated: Added caveat for performing an audit prior to a PO, and updated the audit requirements for suppliers not 3<sup>rd</sup> party certified.</li> <li>• Changed RoHS testing requirement to "may", because OSI often performs testing for supplier.</li> <li>• Changed NDA rqmt to "as required."</li> <li>• Added description of annual goal (PPM) process for suppliers</li> <li>• Added "cost of quality" calculation.</li> <li>• MIDQ/STS: updated to reflect actual process/requirements.</li> </ul>
10/25/10	X	Replaced Non Disclosure Agreement (NDA) with Confidentiality of OSRAM Documents. Added Code of Conduct for Suppliers and Standard for Material Labeling with PDF-417 Barcode documents. Updated Supplier Change Request form and Certification of RoHS Compliance. Made editorial corrections throughout. Deleted invalid links (mdsmap) in Appendix D and the reference to a specific individual as a company contact in Appendix E.
6/07/2013	Y	Updated Qualification requirements section to include TS Gap Analysis process. Added reference to the Corrective action model section regarding the Supplier Quality Concern system and supplier portal.
1/06/2014	Z	Updated audit frequency for non-TS certified suppliers to annually from every 5 years. Updated the SOC/RoHS section of the handbook and appendix to better manage SOC verification by suppliers, removed RoHS form, removed code of conduct form, added "reference" to Supplier Audit file, added mutual supplier kaizen requirement, and updated corrective action outline to include name of software (MQ1/CEBOS).
8/22/2017	AA	Updated link to internet website for Supplier Handbook. Changed Purchasing Manager's phone #. Added C1/S1& Premium Freight reporting to Supplier Scorecards.