

# Harvan Manufacturing Ltd. – Supplier Manual



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## **1.0 INTRODUCTION**

### **1.1 STATEMENT OF PURPOSE AND INTENT**

A total commitment to customer satisfaction and continuous quality improvement must be shared by Harvan Engineering Limited and all of its suppliers. Together we must maintain an effective quality management system if we are to remain competitive in the market place.

This manual is a tool to inform suppliers of Harvan Engineering Limited expectations. The requirements set forth in this manual shall apply to all suppliers including, but not limited to those providing production materials, heat treating, painting, plating, or other finishing services to Harvan Engineering Limited.

### **1.2 APPLICATION**

The requirement stated in this manual are in addition to any of the requirements outlined in Harvan Engineering Limited issued purchase orders, engineering drawings, and specification requirements.

## **2.0 SUPPLY BASE MANAGEMENT**

### **2.1 NEW SUPPLIERS**

A new supplier is a company that has never done business with Harvan Engineering Limited or a past supplier who has not supplied product to Harvan Engineering Limited within the last three years. All new suppliers must be qualified prior to the awarding of new business.

### **3.0 QUALITY PLANNING**

#### **3.1 ADVANCED PRODUCT QUALITY PLANNING**

Advanced product quality planning is a structured method of defining and establishing the steps necessary to assure that a product satisfies the customer.

#### **3.2 PROTOTYPE PARTS**

Prototype or sample material may be required for functional testing and plant trial run purposes. Facility personnel will coordinate requirements with the suppliers.

#### **3.3 PRODUCTION PART APPROVAL PROCESS (PPAP)**

Harvan Engineering Limited follows Production Part Approval Process (PPAP) for validation of all purchased materials required for production applications. Suppliers shall obtain a list of specific PPAP requirements from Harvan Engineering Limited Quality Engineering Department. PPAP submissions are to be submitted to Harvan Engineering Limited Quality Engineering Department. Supplier is required to submit the Harvan Engineering Limited – PPAP Submission Package for approval by the Quality Engineering department.

##### **3.3.1 SUPPLIER PPAP SUBMISSION EXCLUSION**

Suppliers that supply raw material such as: commercially available round bar stock, do not require PPAP submission. Suppliers that supply round bar stock are required to submit a material certificate that meets the requirements of our purchase order comments and/or this document. This exclusion does not apply for mill run materials.

#### **3.4 SUBMISSION REQUIREMENTS**

Harvan Engineering Limited requires that all PPAP documentation shall be completed and available for review. Any applicable MSDS shall be

included with the PPAP submissions as well as all documentation for any customer specific requirements.

#### **4.0 ONGOING QUALITY REQUIREMENTS**

##### **4.1 MATERIAL CERTIFICATIONS, CERTIFICATE OF COMPLIANCE AND PROOF OF COMPLIANCE**

Suppliers are required to submit Certificates of Compliance or Material Certifications (original point of origin) with each shipment of material. It is required that the certifications state the actual test results or measurements listed on the purchasing specification and/or print. All purchase order requirements must be met and must be stated on the Certificate of Compliance. The material certification is also to identify the purchase order, lot or batch and specific quantity of material covered by the certification.

The material certification shall be provided to Harvan Engineering Limited before or at the time of material arrival.

##### **4.2 NON CONFORMANCE MATERIAL**

Suppliers are obligated to immediately notify Harvan Engineering Limited of non-conforming or suspect material that may be in transit or already delivered. Such action is appreciated by Harvan Engineering Limited and may reduce the severity of the quality incident.

In the event a non conformance is detected at Harvan Engineering Limited a Supplier Non Conformance Report (SNCR) will be issued after being approved by Harvan's Management team. Acknowledgement of the SNCR will be required in the form of a signed copy of the SNCR emailed or faxed back to the issuer within 24 hours of the incident.

Suppliers are expected to react immediately and authoritatively to contain the nonconforming material and ensure the impact on Harvan Engineering Limited production is minimal. Nonconforming material shall be contained by the supplier.

Harvan Engineering Limited has the option to request assistance from the supplier for on-site inspection of nonconforming material at either, or both, Harvan Engineering Limited and the end user's facility.

### 4.3 CHARGEBACK

In the event that costs are incurred associated with a supplier non conformance the supplier shall be held responsible for all costs including but not limited to the following:

### 4.4 SUPPLIER CORRECTIVE ACTION REQUESTS

Suppliers are welcome to use their systems or the Harvan Engineering Limited system as long as a cross-functional team is able to identify the root cause of a problem and implement permanent corrective actions.

The root cause definition should include the “process” root cause (how did the manufacturing process fail) and the “system” root cause (how did the quality system fail) and the “detection” root cause (why was the nonconformance not discovered). Suppliers should evaluate the effectiveness of the corrective actions for long-term system support within their company.

### 4.5 DEVIATION REQUEST

Suppliers are obligated to quarantine any non-conforming, suspect, or unapproved material. Under certain circumstances, suppliers may be granted a deviation in order to continue shipments. A deviation request shall be directed to the Quality Engineering department for further review. Harvan Engineering Limited will evaluate the risks of using the non-conforming material and consider the impact on the production schedule and customer delivery before approval of the request. Material may not be shipped until the deviation has been approved in writing by Harvan Engineering Limited’s Quality Engineering Department.

If a deviation is granted and these parts are shipped to Harvan Engineering Limited, the parts shall be labeled and clearly identified as approved deviated parts.