

II-05 DESIGNATION OF SUPPLIER REPRESENTATIVE

Purpose

To ensure that effective communication channels exist between ADVICS representatives and suppliers.

Supplier Responsibilities

General Requirements

Provide the following information to ADVICS North America, Inc. and all relevant North American Plants. Submit any revisions of supplier contact information within 10 days of the change using the Supplier Contact List (II-05-F01).

1. Supplier Representative (Quality)

The primary contact for all quality matters. Typically, this position is the Quality Manager or Engineer. Responsibilities include:

 - Maintaining operating systems compliant to SRM requirements
 - Problem resolution and reporting (e.g., receiving and replying to defect complaints)
 - Coordination of containment activity
 - Representing the supplier for quality matters during meetings with ADVICS personnel

1. Supplier Representative (Production Control)

The primary contact for all delivery matters. Typically, this position is the Production Control Manager or Specialist. Responsibilities include:

 - Maintaining delivery performance standards against ADVICS orders and forecasts
 - Delivery problem resolution and reporting (e.g., missed shipment prevention, packaging problems).

4. 1st, 2nd and 3rd Shift Contact

ADVICS personnel can contact these Quality staff personnel directly regarding quality problems. If the supplier does not have off-shift operations, the supplier should identify a contact person for emergency handling notification during ADVICS off-shift operations. Twenty-four hour access telephone numbers are required.

5. Product Return Contact

The contact point for returning rejected parts. Indicate on the form the correct address where to return rejected parts.

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II. BUSINESS PREPARATION

It is acceptable for the same name to appear more than once; however, the primary quality contact and secondary contact must be different.

The supplier should create an organization chart and provide it as requested by ADVICS personnel. This chart should include the quality department structure and its connection to plant management.

ADVICS North America, Inc. Responsibilities

Maintain supplier contact information.

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