



Supplier Quality Assurance Manual

**Prepared & Maintained
in Accordance with Samtec's Requirements and Certifications**

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Supplier Quality Assurance Manual

Purpose and Scope

1. The intent of this manual is to explain the fundamental quality certification requirements for suppliers providing components, materials and/or processes used in Samtec's operations.

Suppliers will be approved to one of the following requirements as listed below. The requirement expectation is listed on the approved vendor list:

Strategic:

TS certified, TS compliant and ISO 9001 certified, or have a schedule to become TS certified or compliant. Automotive applications must use strategic suppliers. Strategic suppliers are approved for new product development, existing products, custom products and automotive applications. A supplier must be classified strategic to supply automotive product to Samtec unless specified by the customer, or unless waived by the customer.

Preferred:

Preferred suppliers must be ISO 9001 certified and can be utilized for existing products, new product development and custom products.

Non-Preferred:

Non-Preferred Suppliers are ISO 9001 certified and approved for existing products.

Commodity:

Suppliers of off the shelf items, such as those purchased through distribution

Niche:

Unique product, capability, patent, customer supplied, or proprietary technology

2. This manual becomes effective at the time when the supplier starts any production preparation activities for production, sample components and/or shipments whichever occurs earliest.
3. This manual covers Samtec's fundamental requirements. However, the purpose of this manual does not exclude future requests from Samtec Quality Assurance Department, Purchasing and / or Engineering.

Samtec's goal is that all products will be delivered 100% on time to the supplier's confirmation date with zero defects to the conditions specified in the following documents in order.

- Samtec's print
- PO requirements
- Supplier Quality Document



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Note: All government standards and requirements will be followed as applicable for all products supplied to Samtec. (Evidence of such will be available upon request)

4. Product (which is defined as any material provided for Samtec BOM's) that does not meet the specifications of Samtec, are considered deviant and as such subject to action. This action may include sorting, replacement or financial penalties incurred by Samtec and/or its customers.



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Section 1: Environmental Compliance

Samtec requires all suppliers to meet the following requirements:

- EU-RoHS
- REACH
- WEEE
- China RoHS

This information shall be supplied to Samtec in one of the following manners:

- Documented in Inventory Suite associated with the part number selected from Samtec's Approved Material List (AML).
- If the material is not located on the AML a EU-RoHS, REACH, WEEE, or China RoHS C of C shall be E-mailed to PEC@Samtec.com

Once per year you are required to complete an Environmental Survey concerning REACH, EU-RoHS, China RoHS, and WEEE.

NOTE: See Section 9 for packaging and labeling requirements.



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Section 2: Quality System Overview of Requirements

1. *Quality System* – The supplier shall employ a quality system documented in a manual or other suitable format to ensure that all final products meets the specified requirements of Samtec and the latest revision of ISO 9001. This documentation should be made available to Samtec upon request. The system shall maintain stable quality at all times.
2. *Quality Planning* – The supplier shall have in place a system for performing quality planning
3. *Contract Review* – The supplier is expected to have in place a system of contract review to ensure production feasibility. At a minimum, this review should consist of:
 - Adequacy of requirement definition(s)
 - The supplier's capability to meet production, quality, and volume requirements
 - Any subcontractor's ability to meet production, quality, and volume requirements
4. *Drawings and Specifications* – The supplier will ensure that copies of all prints and specifications are to the current contract revision level and are available and fully understood by all personnel who are responsible for compliance to Samtec requirements. The supplier shall treat all documents generated by Samtec as "Proprietary" and are not to be shared with any other customer. Obsolete documents are to be disposed of in the appropriate manner (shredding). Any material supplied to Samtec must meet the Samtec print requirements. Layout inspections are up to the supplier's discretion as long as Samtec's print requirements are met.
5. *Control of Subcontractors* – Where specified by Samtec, the supplier shall purchase materials from approved sources. This mandate, where it exists does not alleviate the supplier's responsibility for ensuring the quality of subcontracted parts, materials, and services. It is the responsibility of the supplier to pass on Samtec requirements to their contractors.
 - In the absence of Samtec designated subcontractors, the supplier is responsible for ensuring that their supplier is capable of providing parts, materials, and/or services to the quality and volume requirements specified.
6. *Verification of Purchased Product* - Where specified, Samtec may propose to verify purchased product at the supplier's premise. In addition where specified Samtec's customer may be afforded the right to verify product at the suppliers premises to assure product conforms to specified requirements.



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7. *Confidentiality* – All suppliers are required to sign Samtec’s Non-Disclosure Agreement and shall ensure confidentiality of Samtec contracted products under development and related product information. The supplier shall require the same level of confidentiality of any subcontractor supplying product or services as related to a Samtec project.
8. *Lot Control* – Suppliers are expected to have lot control procedures in effect when materials or processes require lot segregation and/or traceability for effective control. The procedure shall also include an effective system of positive recall of suspect materials.
9. *Process Control* – The supplier is expected to maintain documentation of process control. Suppliers shall comply with all Samtec requirements for designation, documentation, and control of any special characteristics. The supplier shall have in place the appropriate instruments needed for the control of processes and maintenance of the equipment.
10. *Inspection and Test Control* – During procurement, the supplier’s quality system and control of records may be reviewed. For production orders, the supplier’s inspection and testing must be documented at a frequency to assure that the product conforms to Samtec requirements.
11. *Measurement and Test Equipment* – The supplier is responsible to provide all necessary measurement and test equipment unless otherwise agreed upon between the supplier and Samtec.
12. *Calibration* – All measuring and test equipment including production tooling and fixtures used for the inspection and verification to conformance of final product must be calibrated at established intervals, in accordance with and traceable to recognized national or international standards. Calibration records must be maintained and available for review. The records must at a minimum contain:
 - Location
 - Date
 - Results of last calibration including the instruments “as received” condition.
 - The date of the next calibration.
 - Calibration of any Samtec supplied equipment must be maintained by the supplier. It is the supplier’s responsibility to return the equipment at the end of the project in a functioning condition.
13. *Corrective and Preventive Action* – Suppliers are expected to have a documented procedure for the verification of problem solving to meet the requirements of the customer. The procedure should emphasize focus on prevention rather than detection. Suppliers are expected to notify the Supplier Quality Group of changes, maintenance, modified steel, new steel, so that it can be determined if we need to inspect the next shipment.



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14. *Product Protection & Preservation* – The supplier is responsible for providing controls, which will assure that products shipped to Samtec are adequately protected against damage, contamination, or corrosion.
 15. *Record Retention & Control* – Records must be retained for 3 years after shipment of the product. The following items must be kept for 15 years:
 - a. Approval Package
 - b. Traceability of material, lot, and revision levels
 - c. CoC's &/or CoA's, as applicable, shall be submitted with each shipment of material sent to Samtec
 16. *Personnel* – The supplier's system shall provide for the satisfactory qualifications and training of all personnel who influence the quality requirements of Samtec.
 17. *Statistical Techniques* – Suppliers are expected to utilize appropriate statistical techniques for establishing, controlling, and verifying process capability for critical product characteristics.
 18. *Premium Freight* - As a method of measuring production capability and capacity records of premium freight should be maintained. Samtec may audit this information as a means to understand capability of maintaining on-time deliveries.
 19. *Automotive Requirements* - As a manufacturer of Automotive products Samtec must adhere to certain requirements that are now being rolled down to you as the vendor. The use of the prefix (ACD) Automotive Certified Design should indicate that additional requirements are present and you as the vendor should make sure that you have the appropriate information prior to quoting the business. Samtec uses the Vendor PPAP Request Form to communicate both Samtec and Customer requirements (that are in addition to Samtec's standard requirements).
- Note: TCD (Tailored Customer Design) also have additional requirements that will be communicated during the early stages of a project.
20. *Shelf Life* - Suppliers are required to use a FIFO methodology of pulling and shipping materials / items. All materials / items shipped to Samtec must have at least 6 months of usable life at the time of receiving at Samtec's dock unless previously agreed to by Samtec in writing.



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Section 3: Evaluation of potential Suppliers

1. All new Suppliers will be evaluated to determine if they have the proper quality systems and manufacturing capabilities in place to adequately supply parts to Samtec.
2. A "Samtec Supplier Information Questionnaire" is sent to supplier to evaluate the adequacy as a Samtec supplier.
3. The perspective supplier will be required to complete and return in 10 working days from date of issue unless otherwise stated.
4. Samtec reserves the right to perform an on sight audit if deemed necessary.



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Section 4: Risk assessment and feasibility

1. Suppliers shall have a defined process for evaluating each project.
2. This process shall:
 - a. Confirm the feasibility for producing the product successfully. (resources and technical capability)
 - b. Drawing conditions must be met
 - i. Confirm customer's requirements can be met
 - ii. Tolerancing &/ or critical dimensions
 - c. Life of project
 - d. Confirm capacity of the tooling
 - e. Can meet stated EAUs
3. Records of this assessment shall be documented and maintained

Note: A formal FMEA may be required.



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Section 5 Supplier Production Approval Process

Samtec requires all products submitted to be built to the specifications given in its drawings and Purchase Orders to be met on each part. Items not in specification are the responsibility of the Vendor (examples being sorted, re-work, & recall of the components, materials and assemblies at Samtec and its customers).

The following section illustrates the process for product approval to help limit issues at the Vendor, Samtec and its Customers.

Samtec has a number of different classes / types of products that must be treated differently.

Projects Types:

- a. Automotive – Projects intended for inclusion in an ACD product and used in Automotive applications
- b. TCD – Tailored Customer Design – This is product that has specific quality requirements and may involve Automotive practices and requirements as applicable.
- c. Application Specific Products (ex – ASP, HDR, etc) – Specialized product intended for specific customer applications (not catalog product).
- d. Delta – A part that has been modified (as with an Engineering change. It's data submission is limited to the modification point(s) and those elements that could have been impacted by the change.
- e. Standard Products – This is a product that is intended for serial production and intended to be listed in Samtec's Catalog.



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Submission Matrix:

This illustrates the information required for approval of the product and how & / or if it should be submitted to Samtec.

First Article Inspection:

First articles come in three types (as explained below). The types are called out in:

- Type 1 – 5 pieces required all criticals per tool (cavity or stamping out)
- Type 2 – 5 pieces per dimension (whether toleranced or not) and 30 pieces per critical per tool (cavity or stamping out) along with SPC results on its performance.
- Type 3 – 5 pieces per dimension (whether toleranced or not) and 30 pieces per standard critical per tool (cavity or stamping out) along with SPC results on its performance.

Project Type	Type 1 FAI	Type 2 FAI	Type 3 FAI	Control Plan	Flow Chart	Gage R&R	Material Certification	Run@Rate	Design and Process FMEA
Automotive			O	O	O	O	O	O	O
TCD			O	X	X	X	X	O	
Standard New Product	X								
ASP	X								
Delta	X								
			As appropriate reference Automotive Form for details to these items.						

O – Means minimum requirement per Samtec’s format (or as stated in request paperwork)

X – Means minimum requirement can be in vendor’s format

Highlighted items – must be available in vendors format for review by Samtec if requested for all products and projects

Shaded Cells

– Must be requested on a project by reject level by Samtec.



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The Samtec engineer or Project Manager can request additional information for the submission but cannot reduce the requirements shown above. Submission of the information to Samtec is at the discretion of the Samtec Engineer or Project Manager.

Data must be submitted on the first three shipments.

- The data must be enclosed in an envelope that protects it from damage
- The data must be attached to the shipment
- A yellow SQAM-14002 tag must be attached to the envelope to help identify the data's intent.

Approval Communication:

- For Automotive and TCD projects the vendor will receive a signed PSW saying the product is ready for Mass Production.
- For other project types the drawing revision is the indicator that the parts have been approved for production.

Labeling – Parts listed as NR (in the part number) or using a numeric Rev (ex -01) require no special labeling. Other parts must use the tag SQAM-14002 on each box / parcel.



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Section 6: Control of Component Prints

1. Normally, Samtec will issue prints for components to its suppliers. These prints are to be used for the purposes of supplying products for Samtec.
 - A. The print may be submitted to a sub-supplier for the purpose of quotations. In the case that business is not received the print should be returned or destroyed as requested by the Samtec contact.
 - B. Prints are to be used for generation of documentation, systems or tooling needed for the production of Samtec components or products. Any deviations from the print must be approved by Samtec in accordance with requirements of this manual.
2. These prints are issued to the supplier but remain the property of Samtec and at the termination of a products life must be disposed of.
3. It is the responsibility of the supplier to maintain the prints in a safe environment and to the current revision level. {Revisions to the prints will be submitted to the supplier as changes are made at Samtec.}
4. Criticals on Samtec prints will be identified by either a hexagon or a right facing flag. The right facing flag is also called a CPC (control plan critical).
5. Prints generated by Samtec that contain a numeric revision represent components that are of the non-released status (new product). Prints generated by Samtec that contain alphabetical revisions indicate components that are engineering approved.
6. When a revised print is sent to a supplier, the supplier shall compare the revision of the Print with the revision level on the purchase order. In the event there is a discrepancy, the supplier is to immediately notify Samtec QA or Samtec Purchasing for clarification.
7. If the print revision alters the issued documents (i.e. Control Plan, FMEA, etc.) the supplier must update them as required, submission to Samtec is not needed unless requested.
8. If requested by Samtec, the supplier must submit an evaluation plan, etc...



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Section 7: Process Changes

1. Process Change Requests cover all changes in a process that are not design related.

The following process changes require a request for engineering change which can be found in section 10. All requests should be forwarded to the Supplier Quality Group. Under these conditions Samtec may require added safe guards such as safety stock, a Samtec person on sight to review the change, etc

- a) A change in tooling, dies, jigs, or added cavities to current dies
- b) A production location change. (Defined as a different building as previously approved)
- c) A sub-supplier change

The following process changes require the Supplier to maintain records of the change and the validation of the change.

- a) A change in process equipment
 - b) A production method or condition change
 - c) An inspection process or method change
2. If during any process change, a defect or deviation affecting the part form, fit or function is found, the supplier should follow the SQAM as appropriate.
 3. Initial shipment of this change should include SQAM-14002 Tag on each box/parcel.



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Section 8: Requests for Temporary Engineering Changes (TEC) or Engineering Changes Request (ECR)

1. When the supplier produces a quantity of non-conforming parts, (defective parts) and believe that these parts can be used without adversely affecting appearance, assembly, performance, durability, etc., a limited quantity of these parts may be accepted.
 - a. If these parts are a limited quantity.
 - b. If the countermeasures are planned (up to 90 days) or have been implemented.
2. When the supplier has identified an issue that requires permanent change, a TEC should be made with communication that the change is permanent so an ECR will be initiated. This should be communicated in the “Reason for Change” section.
3. In this case of a TEC, the supplier must notify Samtec Supplier Quality Group of the investigated results. Then, after discussion with Samtec SQG the supplier must submit a TEC by going into the Samtec Global Network. If supplier is unable to enter a TEC, then they should discuss the deviation request with Samtec Supplier Quality Group and have SQG enter the TEC on the supplier’s behalf. Samtec may request samples to verify this item.

Following is an example of the TEC and the information needed:

<p>ECR Type <input type="text" value="MODIFY EXISTING DRAWING"/></p> <p>Drawing Name <input type="text"/></p> <p>Drawing Revision <input type="text"/></p> <p>CAD Type <input type="text" value="Select from List"/></p> <p>Initiator <input type="text"/></p> <p>Priority: <input type="text" value="Standard"/></p> <p>1) Need a CIVR Form? <input type="radio"/> Yes <input type="radio"/> No</p> <p>2) Is this a Form, fit, and function change? <input type="radio"/> Yes <input type="radio"/> No</p> <p>3) If #2 is a FFF change, is there a corresponding FFF ECR for a component or sub-assembly? <input type="radio"/> Yes <input type="radio"/> No</p> <p>4) Is packaging affected? <input type="radio"/> Yes <input type="radio"/> No</p> <p>5) Could assembly tooling be affected? <input type="radio"/> Yes <input type="radio"/> No</p> <p>6) Is the catalog or website affected? <input type="radio"/> Yes <input type="radio"/> No</p> <p>7) Is a Process Change Notice needed? <input type="radio"/> Yes <input type="radio"/> No</p>	<p>Text Instructions <input type="text"/></p> <p>Reason for Change <input type="text"/></p> <p>Approver Group Selection</p> <div style="border: 1px solid gray; padding: 2px;"> AccliMate ACD COMPONENTS ASP - Modification ASP - New ASP ITAR Modifications </div> <p><input type="checkbox"/> Send email to ASP associate and client on admin close</p>
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Note: No product to be shipped until the TEC is approved by Samtec personnel.

4. The TEC or request to SQG should be submitted along with inspection data, material certifications as appropriate to the deviation.
5. If the request is approved by Samtec Supplier Quality Group, the approval will be communicated to the supplier. The parts can then be shipped along with the QP Label or SQAM-14002 label which is to be placed on the package. The SQAM-14002 label option should reference the TEC number granted by Samtec or the QP number.



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Section 9: Packaging and Labeling Requirements

1. Packaging Requirements.

- a. The Supplier must ensure that all items are packaged and preserved adequately to guarantee that the content is delivered to Samtec undamaged. Unless otherwise specified, all contents shall be packaged and preserved in accordance with the drawing, applicable specifications, or purchase order requirements.
 - i. Must meet ISTA-3A Packaging Requirements
 - ii. ANSI/ESD S541 as appropriate
 - iii. EIA 481 as appropriate
 - iv. ANSI/EIA 960 as appropriate
 - v. WEEE
 - vi. Comply and marked in accordance with ISPM 15 as appropriate
- b. Pallets for stamped products should be 24" x 24" or 25" x 25". The material and processing of the pallets must meet the guidelines of the country of destination. For the larger 30" reels, we require no larger than 32" x 32" pallet.
- c. All material shall fall within the footprint of the pallet.
- d. Prohibited Packaging: Void material that carries static charge and/or is non-recyclable
 - i. Example: Styrofoam Peanuts

2. Labeling Requirements:

- a. All Labels as a minimum are to have the following information (Use of Samtec Inventory Suite meets the requirements)
 - i. Samtec Part Number
 - ii. Quantity
 - iii. Lot Date or Lot Code
 - iv. P.O.Number/ Release Number
 - v. Reference piece weight in grams
 - vi. Base Material
 - vii. Base Lot Number
 - viii. Expiration Date
- b. Suppliers without Inventory suite must comply with the above requirements and the following additional requirements.

3. Recycling Label Requirements:



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All materials are to have the recycling labels clearly marked

4. Samtec reserves the right to reject any packaging that does not meet the specifications above. Any deviations must be submitted to Samtec and approved prior to shipment.
5. All orders received must have evidence of the acceptance prior to shipment.
6. Non-certified material / component / parts must be identified by the Attention Receiving tag, SQAM 14002 or QP Label.”
7. Weight Limitations:
 - a. Hand held containers; including bundles are not to exceed 50 pounds (22.7 KG) gross weight.
 - b. Parcels in excess of 50 pounds shall be put on skids or pallets to permit mechanical handling.
 - c. Hand held containers may be skidded or palletized to consolidate a shipment, but containers must be properly identified, stacked, and secured to the pallet. Note, shipments not to exceed 39 inches in total height. Shipping skids/pallets or boxes shall not exceed 2,500 pounds (1,136 KG) gross weight, and have appropriately placed pallet jack compatible fork truck slots or openings to allow mechanical handling.
8. Exterior Shipping Container:
 - a. The exterior shipping container shall be sufficiently strong and functional to ensure product delivery, packaging identification and subsequent distribution and must withstand superimposed stacking loads, both as presented to the carrier and as may be expected during shipment. It is the Supplier’s responsibility to designate items that cannot be stacked and provide a method to insure it was not stacked during shipping.
9. Hazardous Materials and Dangerous Goods:
 - a. The Supplier shall define, mark, label and prepare for hazardous goods, dangerous material and/or dangerous equipment for shipment in accordance with local and international laws as appropriate for the shipments destination.



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Section 10: Sub Supplier Quality Assurance

1. The supplier shall pass on to their suppliers the requirements of this manual as appropriate. This includes, as a minimum, areas of Quality Standards, Environmental Standards, Operational Controls, and Qualification of Suppliers.
2. A Supplier Quality Assurance Manual (SQAM) should be provided for your suppliers or pass along the Samtec SQAM. This provides guidelines and expectations for your suppliers.



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Section 11: Quality Problem Reporting

1. Suppliers SHALL NOT ship parts that do not meet Samtec's print requirements.
2. When defective parts are found at the supplier:
 - a. If defective parts are found in the supplier's process and there is a possibility that some have already been shipped to Samtec, the supplier shall immediately inform the Samtec Supplier Quality Group by telephone and E-mail. If the defects are found before Samtec uses them and no delays are caused with Samtec production a SCAR will be issued for documentation purposes requiring a corrective action. This will not count against your scorecard. The supplier shall support Samtec in replacing, reworking or sorting parts in Samtec
3. When defective parts are found at Samtec:
 - a. If defective parts are found at Samtec, Samtec SQG will inform the supplier. As soon as the supplier receives information from SQG, the supplier shall take immediate Containment actions and temporary Corrective Action for:
 - i. Parts in the supplier's process
 - ii. Parts in transit to Samtec
 - iii. Parts in Samtec 's process (as required by Samtec)
4. Temporary Corrective Action includes the identification of initial defective parts (Reference Section 8 Engineering Change Requests). This should occur within 24 hours.
5. The supplier must support Samtec in replacing, reworking and/or sorting parts at Samtec.
6. Any box/parcel that has been sorted for the condition shall be identified with SQAM-14002 label.
7. Samtec QA will issue a "Supplier Corrective Action Report" (SCAR) to the supplier for the situations described above. The SCAR is auto populated by the QP system which then sends the updated form to the supplier to complete and return within the allotted time. A SCAR may also be issued when a supplier's monthly scorecard shows a score of 1 on Delivery, Deviations, and / or Support. Other instances of SCARs being issued may occur but will be explained on a case by case situation with the supplier.
8. The supplier shall investigate the problem and implement a corrective action addressing the issue and non-detection. The corrective actions shall be documented on the SCAR form and



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returned to the SQG within 10 days. Any late responses are subject to an additional SCAR for not responding.

9. When a "Prevention of Recurrence" is taken, the preventive action shall be applied to similar processes and/or products.



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Section 12: Samtec Supplied Tools

1. Samtec tools must be identified by some permanent manner, which is non-destructive to the tool, with Samtec name and/or tool identification number.
EXAMPLES:
 - a. Etched identification
 - b. A labeled container clearly identified
2. Tools must be stored in the proper environment to insure protection from the elements, plant traffic, etc. (Maintenance of the steel is the responsibility of the supplier. No rust, contamination, or other harmful conditions are acceptable.)
3. Maintenance logs should be kept on all tools. All preventive maintenance, predictive maintenance, repairs, etc. should be listed along with those responsible and the date.
4. Preventive Maintenance should be scheduled and tracked to insure the tools are kept in proper operation.
5. Tool Modifications, not including Preventive Maintenance, shall not be performed without Samtec written approval.
6. Tooling Status- Tools should be easily identified as to their status.
EXAMPLES:
 - Red tag shows that the tool is unfit for production
 - Yellow tag shows the tools needs to be approved, (after PM or repair).
 - Green tag shows the tools are ready for production.

NOTE: These should be standard practices for tools in a production facility, not only Samtec supplied tools.



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Section 13: Supplier Evaluation/Scorecard

1. Samtec will evaluate a supplier's overall total quality performance monthly. The evaluation program will measure each supplier's ability as described below.
2. The Supplier Scorecard employs a 5 point system, 5 being the highest and 1 the lowest. (Listed below is an explanation on the fields used.)
3. Measurement Items on scorecard:
 - a. **PPM** (Based on defects found at Samtec and the number of parts received within that month).
 - b. **Delivery %** (Based on the shipments, which miss the supplier's own dock date commitment to arrive at Samtec).
 - c. **3 Day Window %** (Based on the number of shipments, which come in within three days, this is commit date plus two days).
 - d. **S.C.A.R. Rank:** (Based on the number of S.C.A.R.'s issued in a single month and the on time response of S.C.A.R's due).
 - e. **Support** (Based upon supplier's ability to expedite orders, sort and quarantine defective product, debug / resolve molding issues, ship replacements, and other support as deemed appropriate)

Note: Industry Date % (Based on the shipments, which hit supplier's standard delivery date.) These will be tracked but not scored on the scorecard. This is an attempt to measure a supplier's ability to ship based on the standard lead time regardless of existing business levels. The goal is to measure the supplier's ability to maintain their commit dates, and not change them frequently. (This is an indicator used by Samtec that will show up on the scorecard but is used in the evaluation of supplier lead times only)

4. The data from above is placed into a 5 point system, based on the tables at the end of this section.
5. The results are then calculated by adding the (Score) X for each measurement and dividing by 5.
6. Any supplier, who averages a rolling quarter score of 3.5 or less, will be reviewed to potentially receive a poor performance SCAR. A poor performance score may also result in an audit or that supplier being put on probation.



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Note: Industry On Time Delivery % - Suppliers will generally provide a standard lead time according to the commodity they provide in line with industry expectations. Samtec will measure supplier shipments against the suppliers standard lead time regardless of business levels. The goal is to measure the suppliers ability to maintain standard lead times. (this is an indicator used by Samtec that will show up on the scorecard but is used in the evaluation of supplier lead times only)

SCORING TABLES

PPM Scale

Rank	Range
5	0-500 PPM
4	501-2500 PPM
3	2501-10000 PPM
2	10001-20000 PPM
1	20001- Above PPM

Delivery Scale /3 Day Window Scale

Rank	Range
5	100% – 98%
4	97% - 95%
3	94% - 90%
2	89% - 80%
1	79% and Below

SCAR Scale

Rank	Range
5	0 SCAR's Issue
4	1 SCAR Issued
3	2 SCAR Issued
2	3 SCAR Issued
1	4 SCAR issues and above



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Support

Each month, we review the supplier's ability to support engineering, purchasing, component quality, ect. Suppliers can score higher than 5 for superior performance. Examples include releasing tools ahead of schedule, providing price reductions, or improving deliveries.

Note: Suppliers will be discounted in the Supplier Support Score for not communicating with Samtec within 1-5 days for Supplier Corrective Action Requests

Rank	Range
5	0
4	1
3	2
2	3
1	4 and above



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Section 14: Document and Data Control

1. To insure that the information needed to run an operation is available the Supplier shall identify and control its documentation through a designated system.
2. The required documents shall include but are not limited to the following:
 - Samtec and customer prints shall be maintained for the life of the project.
 - Production Retains, start-up and in-process inspections shall be maintained for a minimum of 2 years.)
 - Engineering Retains, at an Engineering Change initiated by Samtec or the Supplier must be kept indefinitely (until the next change.) {Only samples for the current engineering change need be maintained but having a small crossover time may be prudent should you need to review previous conditions.}
 - Inspection data (Maintained for 1 year minimum)
 - Government requirements, as specified by the government.
 - Release data (Final Approval) for a tool or product, shall be maintained for the life of the product.
 - Contracts should be maintained for the life of the product.
 - Other items as required by Samtec on an individual basis.
3. All information paper, electronic, or other format shall be maintained in a safe environment so that it doesn't deteriorate during its needed lifetime.



Supplier Quality Assurance Manual

Section 15: Probationary Status

1. To insure that Samtec continues to meet the needs of our customers it is necessary to have a Probationary Status for suppliers. This status is given under the following conditions.
 - Engineering, or another Samtec department, is testing a new supplier with samples products.
 - A supplier has failed to meet Samtec's performance requirements as outlined in Section 13.
 - Samtec Purchasing has labeled as such, for reasons that will be discussed with the supplier (ex. Failing to meet development goals.)

2. Consequences of Probation could be the following.
 - Requirement that all shipments have data submitted with them.
 - Third party audit of products, at Samtec or the Supplier.
 - Labeling of all product coming to Samtec (with the yellow Attn: QA tag)
 - Freeze on any future projects and / or tools.
 - On site audit by Samtec.
 - Other items as specified by Samtec.



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Appendix A: Reference Information

For additional information on completion of **Control Plans, PPAP, and FMEA's** please contact:

Automotive Industry Action Group (A.I.A.G.)

Dept. 77839

P.O. Box 77000

Detroit, MI 48277-0839

Telephone No.: (248) 358-3003

Fax No.: (248) 799-7995

Website: www.aiag.org

Social Responsibility Statement:

Samtec believes in the highest level of integrity in its business dealings with both customers and vendors alike. If you feel that any unfair business practices have been engaged in by any Samtec associate we encourage you to send your concerns to the following e-mail address: www.samtec-fairpracticesgroup.com. Please include detailed information on the incident and those groups or individuals that were involved.



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SQAM-14002

Tag for Identification of Product for Inspection

Attention: Samtec Receiving

Inspection Required

_____ Previously Rejected
_____ New Product
_____ Engineering Change (TEC #) _____
_____ Process Change
_____ Other (explain) _____

Initiator: _____

PASS SHIPMENT IMMEDIATELY TO QA FOR INSPECTION

This tag is to be placed on the packing slip, and each box of all material that requires inspection. This is the responsibility of the supplier.

The source below is the original manufacturer of the labels. The supplier shall if desired find and use their own supplier as long as the label is identical in size, color, and content which includes black lettering on a yellow background.

Label Source: *Louisville Label*

417 South 32nd Street
Louisville, KY 40212
Ph# (502) 774-5776



Supplier Quality Assurance Manual

Revisions

Revision Date: 5/9/11: Complete re-release

Revision Date: 5/15/12: Added Index, Modified Supplier Category listings, Section 1: Clarified, Section 2: Added 15C and 19, Section 3: Clarified, Combined sections 5, 6 and 9 to only 5, Section 6: Added CPC reference, Section 13: Added note; Updated PPM Charts for Scoring, Appendix A: Added fair practices reference

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