



SUPPLIER MANUAL
SERVICE SUPPLIERS

No.: OEGR-SC-04-58
Revision-No.: 0
Page 1 of 5

This manual has been created to assist our suppliers in understanding the purchasing expectations and quality requirements for all supplies to OETIKER. The manual is also a tool to assist OETIKER in complying with the IATF 16949 and to develop our suppliers.

The purpose of this Supplier Manual is to define the minimum requirements for all supplies. All suppliers shall be obliged to fulfil the requirements defined in this manual.

In addition local quality agreements or local supplier manuals can occur. They have complementary character.

- 1. General 2**
- 2. Supplier Categories 2**
- 3. Supplier Selection..... 2**
- 4. Auditing and Verification..... 3**
- 5. Service Delivery 3**
- 6. Supplier Evaluation and Escalation Process..... 3**
- 7. Corrective Action 4**
- 8. Containment Actions and Failure Costs 4**
- 9. Regulatory and Statutory Requirements..... 4**
- 10. Contingency Plan..... 5**
- 11. Agreement to Comply..... 6**

	Name	Date	Signature
Prepared	Christian Kunze	29 May 2018	
Controlled	Patrick Russi	29 May 2018	
Approved	Dan Roche	29 May 2018	
Replace revision no:		First release	

1. General

- 1.1 The provisions of this supplier manual, together with OETIKER purchase terms and conditions, shall apply to all current and future purchase agreements between OETIKER and the supplier.
- 1.2 On new projects, OETIKER may request changes or additions to this document, which must be approved by the supplier.
- 1.3 It is the responsibility of the supplier to make products and provide services that meet the requirements of OETIKER and its customers. The supplier is further responsible for the quality of the products provided by their sub-suppliers and ensuring that they adhere to the same quality requirements to which the supplier is obligated.
- 1.4 It is the supplier's responsibility to inform OETIKER of any change to the status of an approved quality or environmental certification and to provide proof of new or updated certification upon receipt from an approval body.
- 1.5 This supplier manual is of unlimited duration. Failure to maintain a supplier manual with OETIKER may result that the supplier being blocked for existing and future business.
- 1.6 The supplier shall keep all details of any communication, verbal or written, confidential.

2. Supplier Categories

Given by the impact of the influences to product and services that OETIKER is providing to the customers we categorize the supplier in three groups :

- Materials that are used directly in the products or subcontracting process steps (raw materials, components, coating, ...), named as DIRECT SUPPLIERS.
- Materials and services that affecting the quality of products during the production process (tools, spare parts, process oil, sorting, rework, calibration packaging, transportation, ...), named as INDIRECT SUPPLIERS.
- Services that support the business (IT services, power supplies, ...), named as SERVICE SUPPLIERS.

This allow us to identify and mitigate risks.

This supplier manual is valid only for category SERVICE SUPPLIERS.

3. Supplier Selection

To get an approved OETIKER supplier status, the candidate have to pass the following selection process:

- Self assessment
- Supplier Manual Agreement
- Acceptance of the service specifications

4. Auditing and Verification

- 4.1 OETIKER and its customers reserve the right to examine, evaluate and audit the processes and quality assurance measures of the supplier and its sub-suppliers at any time, with advanced notification.
- 4.2 The supplier commits itself to provide requested information and self-assessments promptly. Renewed management certifications must be send without request to your purchasing contact.

5. Service Delivery

- 5.1 OETIKER expect a service performance (on-time and quality) which is in accordance to OETIKER schedules.
- 5.2 Early warning and deviation permits: the supplier shall notify OETIKER of any deviation or interruptions from agreed specifications, terms and conditions. Such a notification has to be sent in advance and fully detailed with potential consequences of the deviation and a backup service for interruptions.

6. Supplier Evaluation and Escalation Process

- 6.1 It is the supplier's responsibility to maintain an industry standard management system to provide a service that meets the OETIKER specifications. In order to achieve the objective the supplier shall have an active continuous improvement program in place.
- 6.2 All suppliers will be assessed according to our supplier evaluation process in order to ensure conformity of externally provided products, processes & services to internal & external customer requirements.
- 6.3 The following indicator has to be monitored by the supplier and has to be reported once a year:
 - a) Delivered product conformity to requirements, named as SQD
 - b) Customer disruptions caused by suppliers, named as SCD
- 6.4 The supplier will be rated for each indicator by an A-, B- or C-classification.
- 6.5 Reaching B- and/or C-classification can initiate an escalation process to improve the supplier performance. The supplier must support the from OETIKER defined escalation steps.

7. Corrective Action

- 7.1 Upon notification of a concern, the supplier must respond with written documentation indicating containment actions taken to avoid further interruptions from the service. This must be provided within 24 hours of notification (counted on working days). The supplier shall use suitable problem solving techniques in 8D or similar format. First root cause analysis and actions has to be shown within 5 days.
- 7.2 The supplier must arrange backup service for interruptions that the OETIKER requirements could be met.
- 7.3 Should the supplier fail to respond adequate within 24 hours (counted on working days), OETIKER will take appropriate measures to ensure production is not jeopardized. All actions will be documented and costs tracked.
- 7.4 The supplier must update the 8D (or similar) document regarding the identification of the root cause(s), actions taken to prevent recurrence, and verification that the actions have been effective. OETIKER has to be informed on a regular base until the issue is closed.
- 7.5 The concern will be deemed closed when the supplier receives a signed-off copy of the concern from OETIKER.

8. Containment Actions and Failure Costs

- 8.1 In the event an interruption is found, OETIKER will take reasonable actions necessary to maintain production at OETIKER or customer location(s). All costs incurred will be documented and may include, but is not limited to, inspection, premium freight, travel and expenses to and from customer sites. All or some of the costs incurred may be charged to the supplier (the costs could be covered by an insurance-solution, which is limited to a defined level).
- 8.2 The supplier has to ensure the effectiveness of corrective actions. The evidence has to been shown for an adequate and from OETIKER approved period.
- 8.3 OETIKER reserves the right to participate in tests and inspections carried out by the supplier and their sub-suppliers to verify the effectiveness of corrective actions.

9. Regulatory and Statutory Requirements

- 9.1 The supplier must ensure that services delivered comply with all relevant regulatory requirements on occupational and public health and safety as well as environmental protection in both: the country of manufacture as well as in the country of sale. Supplier must ensure that all statutory and regulatory requirements are passed on to the complete supply chain.
- 9.2 The supplier must provide all regulatory required documentation for the services delivered in the languages needed.
- 9.3 OETIKER would encourage that the supplier establishes and maintains an environmental management system in accordance with ISO 14001 or equivalent. At least, environmental procedures should be in place.



10. Contingency Plan

Suppliers shall develop a contingency plan for potential catastrophes disrupting product flow to OETIKER, and advise OETIKER at the earliest in the event of an actual disaster.



SUPPLIER MANUAL
SERVICE SUPPLIERS

No.:OEGR-SC-04-58
Revision-No 0
Page 6 of 6

11. Agreement to Comply

As an authorized representative of the supplier, I certify that supplier agrees to comply with and adhere to this revision of the supplier manual.

Supplier Name _____

Product liability Insurance

Insurance name / Policy no. _____

Insured coverages _____

Address _____

Date _____

Printed Name _____

Title of Signatory _____

Signature _____

Do not fill out this section – only for internal use

Release of confirmed supplier manual (please confirm with date & initials)

declined
 accepted Purchasing _____

declined
 accepted Requisitioner _____

Comments: _____
