



# **Plastics Plus Technology Supplier Quality Manual**



# PPT - Supplier Quality Manual

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This Supplier Quality Manual is written to align with the ISO9001:2015 and IATF16949:2016 numbering methodology.

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## Introduction - Welcome to the Supplier Quality Manual

Plastics Plus Technology takes great pride in being a supplier of quality Plastic injection molded parts and assemblies at competitive prices. We look to our suppliers as partners in our production team. This relationship has assisted us in maintaining both our quality and our value to the ultimate customer. Our world is becoming more demanding, looking for continuous improvement, and demanding better quality at lower costs. Working together to meet these goals is paramount *to our mutual success*. We ask all of our suppliers to take on the great challenge of partnering with our customers and us.

This manual is distributed to our suppliers by email or via our website. Printed copies are considered uncontrolled documents. While Plastics Plus Technology will communicate to suppliers major revisions to the manual, it is the supplier's responsibility to remain up-to-date on Plastics Plus Technology requirements by frequently visiting [plasticsplus.com](http://plasticsplus.com). Questions regarding this manual should be directed to Plastics Plus Technology purchasing department and the representatives that you are working with on contracts and purchases orders.

Plastics Plus Technology recognizes and emphasizes the importance of continuously improving and maintaining the quality of its products. This recognition becomes both the supplier's and Plastics Plus Technology's responsibility to provide consistent quality products and services that meet Plastics Plus Technology requirements and the specifications of our customers.

## Plastics Plus Technology Quality Policy

*Plastics Plus Technology, Inc. is committed to meeting and exceeding the requirements of our internal and external customers. We strive to continuously improve the effectiveness of our Quality Management System and to fulfill our quality objectives.*

### 1 Scope

This manual applies to suppliers providing products and/or services to:

Plastics Plus Technology  
1495 Research Dr  
Redlands, CA 92374

The products and/or services purchased shall be produced, controlled, inspected, and tested in accordance to our requirements as stated on the Purchase Order. The intent of this manual is to explain Plastics Plus Technology's policy as it relates to Plastics Plus Technology suppliers as well as communicating basic requirements that must be met. It will also provide a means of communication between Plastics Plus Technology and our suppliers.



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## 2 Normative References

Plastics Plus Technology is proud to have achieved and maintain several management system credentials:

ISO9001:2015 – International Quality Management System

ISO13485:2016 – International Quality Management System for Medical Devices

IATF16949:2016 – International Automotive Task Force Quality Management System

## 3 Terms & Definitions

Plastics Plus Technology defines an **Approved Supplier** as a supplier who provides raw material(s), and/or primary manufacturing equipment used in the manufacturing process. Approved suppliers are further defined as those suppliers whose failure to support from established quality or delivery performance requirements will have a direct impact on the production process, the final product, or could cause a significant degradation to production volumes and/or loss of revenue to the organization. Approved Suppliers files have:

1. A completed Supplier Self survey form, or
2. A Current Certificate of Accreditations showing a certified ISO9001:2015 quality system, IATF16949:2016 quality system, and/or ISO/IEC17025 testing and calibration laboratories, as applicable.

Plastics Plus Technology designated Approved Suppliers hold a valid Quality Management System certification from a recognized governing body, with the ultimate target for automotive suppliers to PPT of becoming certified to IATF 16949. If a designated Approved Supplier does not hold such a certification, submittal and acceptance of the Plastics Plus Technology Self-Assessment Survey, by Plastics Plus Technology Purchasing Department, may be an acceptable alternative.

Plastics Plus Technology's Purchasing team along with the appropriate Plastics Plus Technology facility management establishes the designation of an Approved Supplier. The list of Approved Suppliers is maintained, and reviewed periodically by the Purchasing team. If at any time during the supply relationship, the Purchasing team or PPT Management deem a specific supplier a risk, that supplier may be removed from the Approved Supplier list. If removed from the Approved Supplier list, Plastics Plus Technology reserves the right to prohibit any purchases until sufficient corrective action has been provided to mitigate the supplier's specific identified risk.

## 4 Context of the organization

Suppliers are responsible for all provisions of the purchase order. This manual defines the quality systems the supplier must employ to control products and/or services subject to Plastics Plus Technology purchase orders. These requirements supplement and are an extension of the requirements of the purchase order. In the pages ahead, Plastics Plus Technology also has responsibilities to the supplier.

Plastics Plus Technology will call on suppliers for assistance, as necessary, in applications of their products. It is only through an atmosphere of mutual assistance and free exchange that this relationship can achieve maximum benefits for each of us.

It is the supplier responsibility to work with the Plastics Plus Technology Purchasing Department to resolve all questions relating to fulfillment of the contract before accepting the purchase order. In addition, it is the supplier responsibility to maintain specific procedures and controls necessary to assure on time shipments



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of consistent and acceptable quality products. Plastics Plus Technology's Quality Assurance Management through the Purchasing Department will assist suppliers in the interpretation and applications of these requirements, if needed.

An ISO9001:2015 system may not be required based on the size of your organization and commodity you provide to Plastics Plus Technology. Suppliers must submit their initial and renewal quality system certifications to the Plastics Plus Technology Purchasing Department. In addition, all Plastics Plus Technology suppliers are required to immediately notify Plastics Plus Technology if their third party registrar places them on "Probationary" status.

For suppliers who provide calibration and/or laboratory services, such as tests, to our Plastics Plus Technology Labs, we require these suppliers to have an established and registered ISO/IEC17025 system. Certified suppliers must submit their current ISO/IEC17025 certificate to the Plastics Plus Technology Purchasing Department.

Suppliers must perform or have performed the inspection and tests required to substantiate product conformance to drawings, specifications, and purchase order requirements. The supplier's quality system to control products and/or services shall be documented and be available for review by Plastics Plus Technology representatives when requested.



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## 5 Leadership

The intent of this requirement is to ensure that top management visibly demonstrates leadership and commitment in maintaining focus on meeting Plastics Plus Technology's requirements and enhancing customer satisfaction.

## 6 Planning

### 6.1.2.3 Contingency Plans

Plastics Plus Technology requires that suppliers have a current contingency plan. Suppliers are required to have contingency plans for continuity of supply in the event of any of the following: key equipment failures; interruption from externally provided products, processes, and services; recurring natural disasters; fire; utility interruptions; labor shortages; or infrastructure disruptions.

## 7 Support

### 7.1.3 Infrastructure

#### Facilities, Equipment, and Process Planning

The supplier shall utilize a systematic approach to facilities, equipment, and process planning, incorporating cross-functional involvement to optimize performance.

## 8 Operations

### 8.2.3 Review of the Requirements for Products and Services (Plastics Plus Technology Specific Requirements)

#### 1. Specific Documentation:

Our customers, from time to time, request that we provide the contents of the parts we supply. The Reportable Substance Report will be provided when deemed necessary by our customer as part of the purchase order.

#### 2. Material and Testing Certification

Plastics Plus Technology requires suppliers, who are subcontracted to perform tests and calibrations, to provide the appropriate certifications as defined on the Purchase Orders.

#### 3. Packaging

The supplier must pack and label the products as defined by Plastics Plus Technology. These instructions may be communicated through various types of communications such as purchase orders, contracts, or via email correspondence or telephone conversations.

#### 4. Supplier Request for an Amendment to a Contract

If there is a need to amend an established contract, the Plastics Plus Technology Purchasing Team will be available to discuss and work cooperatively with the supplier to rewrite contracts and/or lease agreements.

#### 5. Cost-savings Partnership

We encourage our suppliers to submit cost saving suggestions that will not affect product quality or reliability and are beneficial to both of us.

#### 6. Supplier Provided Credits

The supplier may be held responsible for non-standard costs associated with incidents that cause delays, disruptions, or inefficiencies at Plastics Plus Technology. For those incidents, a cooperative team at Plastics Plus Technology will initiate and submit a statement of credit to the supplier to recover costs incurred by Plastics Plus Technology.

The credit for nonconforming products or services will be the responsibility of the Supplier and are expected to cover failure costs imposed by the end customer of Plastics Plus Technology.



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## 7. Production Part Approval Process (PPAP)

In the event, that Plastics Plus Technology requires a production part approval, the Plastics Plus Technology buyer will communicate this request to the supplier. Sample submissions and required documents are to be directed to Plastics Plus Technology Purchasing following the Automotive Industry Action Group (AIAG) guidelines as defined in the Production Part Approval Process (PPAP) manual.

### 8.4.1.2 Supplier selection process

When a supplier has not been previously approved as a supplier by Plastics Plus Technology, the choice of a new supplier takes place through the coordinating efforts of a team of individuals from Plastics Plus Technology's Purchasing, quality and other functions, as appropriate, to the program. This supplier sourcing strategy must be completed prior to the awarding of a contract.

The Plastics Plus Technology sourcing strategy includes various steps including but not limited to the following:

- A) Source Evaluation
  - Customer specified
  - Identification, contact and information exchange
  - Preliminary information review and decision on future actions
  - Information exchange, review and recommendation
  - Request for Quotation (RFQ)
- B) Source Selection
  - Customer specified
  - Competitive economic cost
  - Technical and support capability
  - Delivery performance
  - Quality performance
  - Quality system status
  - Supplier compliance with statutory or regulatory requirements and/or regulations
  - Results of on-site technical and/or quality assessment, when appropriate
  - Recommendation by Plastics Plus Technology
- C) PPAP Submission (if required)
  - Documentation
  - Submission

### 8.4.2.3 Supplier quality management system development

Plastics Plus Technology holds current Quality Management System (QMS) certifications to meet our customer requirements. To meet the QMS requirements, as stated in the ISO9001:2015 and IATF16949:2016 standards, Plastics Plus Technology is approaching some of our Approved Suppliers to go on-site, to conduct second party audits. We value all of our suppliers and the intent of these on-site visit/audits is to become familiar with our Approved Suppliers quality management system. These on-site visit/audits will be planned as a mutual agreed upon event with selected Approved Suppliers.



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Plastics Plus Technology requires the Approved Suppliers of products and services to develop, implement, and improve a quality management system certified to ISO9001.





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## **8.5.2 Identification and Traceability**

The supplier must have a method in place to identify the product throughout the production and service operations. Some organizations use travelers, bar codes, scanners to accomplish this. The product status must be identified for monitoring and measurement requirements. This identification could be drawings, tags, labels, and for some industries, configuration management will suffice. Traceability is a requirement and the supplier must have a method to control and record the unique identification of the product.

## **8.5.6 Control of changes**

The supplier is responsible to ensure that the integrity of production and service provision is retained by controlling changes. For any change, the supplier should use a systematic and wide approach. Typical activities for controlling change include:

1. Review
2. Verification or validation before implementation
3. Approval, including Plastics Plus Technology's authorization, where appropriate,
4. Implementation measures, including updating elements of the supplier's QMS.

## **8.6.5 Statutory and regulatory conformity**

As noted in the "Terms and Conditions" document as referenced on the purchase order, Plastics Plus Technology requires that for all supplier provided products into our production flow, the supplier shall confirm and be able to provide evidence that externally provided processes, products, and services conform to the latest applicable statutory, regulatory, and other requirements in the countries where they are manufactured.



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## 9 Performance evaluation

### 9.1 Monitoring, Measurement, Analysis, and Evaluation

#### Annual Supplier Performance Report Process - Approved Suppliers only

The purpose of monitoring supplier performance and provide supplier performance feedback is to:

- Communicate to our Approved Suppliers Plastics Plus Technology's assessment of their performance so that appropriate improvements can be implemented.
- Provide an internal measurement system in order to better evaluate and manage our supply base.
- Assist in determining new business awards.

Plastics Plus Technology Purchasing Department will select a grouping of the top Approved suppliers annually to issue supplier scorecards. Each chosen Approved supplier is rated on a 100-point scale weighted as follows:

Category	Definition	Maximum Points
Quality	<ul style="list-style-type: none"> <li>• Quality of Product or Service Delivered</li> </ul>	25
Quantity	<ul style="list-style-type: none"> <li>• Quantity of Product meets Ordered Quantity</li> </ul>	20
On Time Delivery	<ul style="list-style-type: none"> <li>• Delivery met Confirmed Delivery Date</li> </ul>	25
FRT?	<ul style="list-style-type: none"> <li>•</li> </ul>	10
Line?	<ul style="list-style-type: none"> <li>•</li> </ul>	20
Total Possible Points		100

Rating Scale:

Supplier Performance Levels	Description of Supplier Evaluation	Score Range
Level One	Supplier is in EXCELLENT standing with Plastics Plus Technology	90-100
Level Two	Supplier is in GOOD standing with Plastics Plus Technology	80-89
Level Three	Performance improvement needed. A performance improvement action plan is required in 30 days.	60-79
Level Four	Improvement required to sustain current business. A performance improvement action plan is required in 30 days.	0-59

### 9.2 Internal audit

Suppliers are responsible for auditing their total quality system in their organization and must have a documented audit procedure if they are an ISO9001 certified organization. Audit results must be reviewed by the supplier's management and documented corrective action, if required, must remain on file per the agreed upon retention period.

Summary of third party reports conducted at suppliers sites shall be shared with Plastics Plus Technology



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Quality Assurance Management upon request.



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## **10 Continuous Improvement**

### **10.2 Nonconformity and Corrective Action Supplier Corrective Action Request-(SCAR)**

Suppliers receiving Supplier Corrective Action Requests from Plastics Plus Technology are responsible to respond with an appropriate response within 10 working days. This includes a meaningful, defined process root cause, defined system root cause, containment action, and corrective action. We recognize that identified corrective actions may take a period of time to complete; therefore, we expect a timeline for anticipated completion dates. We encourage the SCAR response to clearly define the completion timeline.

Verification of the implemented corrective action may require supplier provided documents or a PPT on-site visit. A delivery SCAR may impact the supplier's delivery rating. A quality SCAR will impact the supplier's quality rating.

A supplier failing to protect Plastics Plus Technology and/or our customers from repeated incidences will be subject to the escalation process, up to and including resourcing.

### **10.3 Continual Improvement**

The supplier management systems and practices must promote continuous improvement in quality, cost, and delivery performance.

#### **Key System Components**

Each department within the supplier will pursue continuous improvement in all aspects of their performance, with emphasis on Plastics Plus Technology perceived quality, cost, and delivery factors.

Executive and operating management will monitor selected objective indicators of performance.



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## **Acknowledgement of Review or Acceptance:**

Suppliers to Plastics Plus Technology who have received a Supplier Quality Manual are requested to complete this information below and return this signed Acknowledgement of Review or Acceptance to the Purchasing Department at Plastics Plus Technology. The Supplier's authorized representative's signature is an acknowledgement of receiving and understanding the content of this manual.

Supplier Company Name (please print legibly) : \_\_\_\_\_

Primary Products/Services: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Date Signed \_\_\_\_\_

For our recordkeeping purposes, if we do not receive your signed acknowledgement of this Supplier Quality Manual within 30 days from the date of this correspondence, Plastics Plus Technology assumes that your organization has accepted this manual as written. We will update our supplier approval records of your acceptance. You may scan and email this signed Acknowledgement of Review or Acceptance to:

[purchasing@plasticsplus.com](mailto:purchasing@plasticsplus.com)

If you have any questions regarding the content of this Plastics Plus Technology Supplier Quality Manual, please contact your Plastics Plus Technology Buyer.