

Azonosító:	TSHU-E-MIR-007
Verzió:	1
Készítette:	László Gordos
Jóváhagyta:	Péter Kovács
Érvénybelépés:	2020.06.02

# Supplier Quality Assurance Manual



## 1. Purpose

This standard communicates TS TECH Hungary Kft. minimum set of requirements to the suppliers. It is the expectation of TS TECH Hungary Kft. that all suppliers - Direct and Indirect, Logistic service, Tooling, Machinery & Equipment – comply with all the general requirements and expectations documented in the Supplier Quality Assurance Manual (SQAM).

## 2. Scope

This standard applies to all TS TECH Hungary Kft. 3rd party suppliers, as described under the purpose chapter.

## 3. Responsibility

All external suppliers (Direct and Indirect, Logistic service, Tooling, Machinery & Equipment Suppliers) are expected to comply with all requirements and expectations documented in the SQAM. Suppliers are responsible for reviewing new and revised TS TECH Hungary Kft. requirements including Customer Requirements and determining the impact on their Quality Systems and promoting awareness of the SQAM at their locations.

## 4. Process

### 4.1 General Requirements:

TS TECH Hungary Kft. expects from suppliers to demonstrate their commitment to quality, environment and the health and safety. Key to this commitment is the implementation of appropriate quality and environmental management standards and health and safety policy. (Minimum requirement for direct material suppliers: ISO 9001 actual version, IATF 16949 actual version, ISO 14001 actual version; the ISO 45001 actual version is highly appreciated. Minimum requirements for other services, subcontractors: ISO 9001 certification. ) Additional requirements may be found in the OEM customer specific requirements. It can be downloaded from the next site: <https://www.iatfglobaloversight.org/oem-requirements/customer-specific-requirements/>. Also an additional requirements may be found in the TIER 1 customer specific requirements. If you are not familiar with this requirements please contact your contact person in TS TECH Hungary Kft.

### 4.2 Manufacturing agreement:

Access to Manufacturing agreement: it may be reviewed by accessing via mail. Please contact with your business partner in TS TECH Hungary Kft. regarding the content of this document, or if you have any question about it.

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## 4.3 Social and Environmental Responsibility:

### 4.3.1 Responsibilities:

The logistic manager procuring materials and services is ultimately responsible for implementing appropriate processes and systems in order to ensure that their suppliers comply with the TS TECH Ethics Policy (<https://www.tstech.co.jp/english/company/principles.html>) or equivalent policy. Purchasing personnel will oversee suppliers to ensure compliance. Personnel from other functional areas (e.g. Quality, Environmental and Safety) will support Purchasing requested to assess supplier compliance.

TS TECH Standards recognizes the health and safety of our employees, as well as the same of our suppliers throughout the world is also important. Our work processes and standards are designed to minimize risk. We all must routinely review and improve workplace conditions to ensure a safe and healthful workplace and must report unsafe working conditions anywhere in the world to supervisors and management.

We respect the needs and concerns of the communities in which we live and work. This is exemplified in the company's long tradition of caring about the quality of the environment. Our products, services, and manufacturing methods reflect this concern and our belief in what is good for the environment is good for TS TECH. In the same respect we are committed to provide a workplace that is free of harassment or any other behavior that diminishes a person's integrity and self-esteem. Neither physical nor mental harassment, nor abuse will be tolerated.

Additional information related to TS TECH commitment to sustainability maybe found at: [https://www.tstech.co.jp/english/csr/uploads/ssg\\_E.pdf](https://www.tstech.co.jp/english/csr/uploads/ssg_E.pdf) .

### 4.3.2 General Expectations:

TS TECH Hungary Kft expects its suppliers to conduct their operations in a socially and environmentally responsible manner. The goal is to work collaboratively with suppliers to encourage the following:

- Compliance with applicable laws and regulations.
- Integration of environmental, occupational health and safety, and human rights and labor policies into the decision-making process based on a sound management system.
- Clear, accurate and appropriate reporting to TS TECH Hungary Kft upon request.
- Check with your TS TECH Hungary Kft representative for any customer specific forms that may be required.
- Generally, TS TECH Hungary Kft. apply a zero defect strategy. Actions must be taken for each failure causes, independent from ppm number. Supplier must deliver parts that are accepted by the actual specification.

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## 4.3.3 Labor Requirements:

Suppliers should treat workers with dignity and:

- Prohibit the use of forced, bonded, indentured or involuntary prison labor.
- Allow workers to leave employment upon reasonable notice and not require workers to hand over government-issued identification; passports or work permits as a condition of employment.
- Employ workers who are at least 16 years old. Youth (between 16 to 18 years) should enjoy all the benefits of a nurturing workplace such as training and development programs. Workers under the age of 18 should not perform hazardous work and may be restricted from night work with consideration given to educational needs.
- Set work hours to comply with local law.
- Comply with applicable wage laws, including those relating to minimum wages, overtime hours and legally mandated benefits. Employees receive at least the minimum wage required by law or the prevailing industry wages whichever is higher. Workers receive full details regarding deductions for taxes, benefits, etc. Wages are not deducted for disciplinary purposes and are paid in cash, check form or by direct deposit.
- Maintain workplaces free of physical or mental harassment, abuse, or any other behavior that diminishes a person's integrity and self-esteem. This includes harsh and inhumane treatment, including any sexual harassment, sexual abuse, corporal punishment, mental or physical coercion, verbal abuse of workers.
- Maintain workplaces free of unlawful discrimination and harassment in all of its forms, including that related to color, race, gender, sexual preference, age, pregnancy, caste, disability, union membership, ethnicity, and religious beliefs. This applies to hiring, salary, benefits, advancement, discipline, termination, and retirement.
- Respect voluntary freedom of association, including the right to organize and bargain collectively in a manner that is legally compliant. Workers' representatives are not subject to discrimination and have access to workplaces necessary to carry out their respective functions. Where worker representation and collective bargaining are restricted by law, efforts should be made to facilitate open communication and direct engagement between workers and management as alternative ways of ensuring that workers' rights, needs and views are considered and acted upon appropriately and in good faith.

More detailed information is on our website: <https://www.tstech.co.jp/english/csr/employees.html>

## 4.3.4 Health and Safety:

Suppliers should practice the following:

- Control worker exposure to potential safety hazards (e.g., electrical and other energy sources, fire, heat, vehicles, and fall hazards) through proper design, engineering and administrative controls, preventive maintenance and safe work procedures (including lockout/ tag-out). Where hazards cannot be adequately controlled by these means, provide workers

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at no cost as appropriate the proper personal protective equipment and ensure proper maintenance of the equipment. Workers are not be disciplined for raising safety concerns.

- Maintain appropriate emergency plans and response procedures, including: emergency reporting, employee notification and evacuation procedures, worker training and drills, appropriate fire detection and suppression equipment, adequate exit facilities and recovery plans.

- Manage, track and report occupational injuries and illnesses, including provisions to:

- encourage worker reporting;
- classify and record injury and illness cases;
- provide necessary medical treatment;
- investigate and implement corrective actions to eliminate their causes;
- and facilitate return of workers to work.

- Identify, evaluate and control worker exposure to chemical, biological, radiological and physical agents as well as physically demanding tasks. Provide appropriate personal protective equipment, when hazards cannot be otherwise controlled.

- Provide and properly maintain machine safeguards, interlocks and barriers.

- Provide clean toilet facilities, access to potable water and sanitary food preparation and storage facilities. Worker dormitories provided by the vendor or a labor agent are to be clean, safe, and provide emergency egress, adequate ventilation and reasonable personal space.

#### 4.3.5 Environmental:

Adverse effects on the community, environment and natural resources are to be minimized while safeguarding the health and safety of the public as well as ensure the following:

- Obtain, keep current and follow required environmental permits (e.g. discharge monitoring) and registrations.
- Implement programs to conserve water and energy and reduce waste.
- Identify and manage the materials posing a hazard if released to the environment are to ensure safe handling, movement, storage, recycling or reuse and disposal.
- Monitor, treat and control air emissions, wastewater and waste as required prior to discharge or disposal.
- Adhere to applicable laws and contract requirements regarding prohibition or restriction of specific substances, materials and waste.

#### 4.3.6 Diversity:

Suppliers should recognize, promote and practice the principles of a sustainable business woven into the fabric of how they will conduct themselves. Elements which suppliers will consider include:

- Our commitment to sustainability includes being a leader in promoting diversity in the supply base. TS TECH Hungary Kft recognizes the benefits of purchasing goods and services from minority- and women-owned businesses, and when we share these values across our networks we amplify our ability to support and grow these important businesses.

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- Our ongoing relationships with diverse suppliers are key to our success; enabling innovation across our supply chain and strengthening our go-to-market capabilities. When we partner with diverse-owned businesses we also promote economic growth in the automotive seating industry and throughout our communities. This commitment supports our customers' expectations and provides TS TECH Hungary Kft with a competitive advantage that contributes to the overall growth of our business.
- We expect our suppliers to incorporate supplier diversity best practices and objectives into their own supply chain.

Additional information regarding our Supplier Diversity Business Development initiatives can be found at <https://www.tstech.co.jp/english/csr/partners.html>.

Additional information regarding Supplier Sustainability can be found at [https://www.tstech.co.jp/english/csr/uploads/ssg\\_E.pdf](https://www.tstech.co.jp/english/csr/uploads/ssg_E.pdf).

#### 4.3.7 Conflict Minerals:

- TS Tech Hungary Kft is required to comply with existing and future reporting requirements regarding the use of conflict minerals in its products under:
  - Section 1502 of the US Dodd-Frank Wall Street Reform and Consumer Protection Act and the U.S. Securities and Exchange Commission ("SEC") rules and regulations.
  - the EU non-financial reporting directive 2014/95/EU as laid down in the guideline published in the official journal of the EU (2017/C215/01).
- TS TECH Hungary Kft must perform due diligence on and make disclosures concerning its use of conflict minerals originating in the Democratic Republic of the Congo and adjoining countries or any other high risk country as defined by the legal authorities.
- All suppliers of TS TECH Hungary Kft are required to respond to information requests from TS TECH Hungary Kft. regarding the uses and sources of conflict minerals in their products including information about minerals that are recycled or scrap.
- In order to respond to TS TECH Hungary Kft.'s information requests, suppliers will need to make similar inquiries to their suppliers as a means to investigate the source of materials in their products, and to provide TS TECH Hungary Kft. the requested information based upon the results of such inquiries.
- TS TECH Hungary Kft. may be required, and may require its suppliers, to perform due diligence on the source and chain of custody of its conflict minerals in accordance with the "OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas." In addition, suppliers may be required to make certain representations / certifications with respect to the use of conflict minerals.
- Additional information on conflict minerals may be obtained through links on the SEC website (<http://www.sec.gov>) or the European Commission Trade website (<http://www.ec.europa.eu/trade/>).

You will find the detailed regulation regarding the CM on the following web site: <https://www.tstech.co.jp/english/csr/partners.html>.

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## 4.3.8 Ethics:

TS TECH Ethics Policy provides guidance to help suppliers meet the environmental and social obligations. The TS Tech Ethics Policy may be viewed at: <https://www.tstech.co.jp/english/company/principles.html>

Suppliers are expected to uphold the highest ethical standards to include:

- Prohibit corruption, extortion and embezzlement, bribery, or other means of obtaining undue or improper advantage and to ensure fair business, advertising and competition.
- Properly disclose and protect business information, customer information, and intellectual property rights in accordance with applicable requirements and prevailing industry practices.
- Protect supplier and employee whistleblower confidentiality.

## 4.3.9 Records and Logs:

Suppliers are expected to maintain audit results, records, and performance measures to share with TS TECH Hungary Kft as appropriate.

## 4.4 First article samples:

The direct supplier needs to provide the first article samples before they start to produce under serial conditions. The supplier do not supply the serial products without approval PPAP sample! The PPAP sample have to meet the requirements of TS TECH Hungary Kft & his customers. If the customer expectation is not clear for the supplier, supplier need to request it from his contact person at TS TECH Hungary Kft. The PPAP document needs to contain all processes which were defined on the Cover Sheet. Cover Sheet was specified by TS TECH Hungary Kft, or his customers. The supplier needs to provide the material certificate for all PPAP samples.

Material Certification: should have to send for all PPAP samples and for every serial shipment.

First Sampling: requires the sampling according the VDA Band 2, Level 2. Any other requirements must be agreed in writing form with TS TECH Hungary Kft. All initial (not released) parts must be send separately and marked with a red tag with a "sample" note on it. (Appendix B)

Release of processes: All production processes has to be documented in the control plan. The control plan is released by the PPAP process and the content is checked within a process audit. In the following cases Supplier has to inform TS TECH Hungary Kft and Supplier has to follow the instructions of TS TECH Hungary Kft:

- A process is done that is not part of the released control plan.
- A process is not done although it is part of the released control plan.
- Processes are not done according to the flow of the released control plan.
- A process of the released control plan that is done more often than documented in the plan.

## 4.5 Claim management – all suppliers:

Incoming, In-process, Okm and Field failures:

After 1 day: Immediate reply and start containment actions

After 2 day: 8D report filled till D3 and rough D4

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After 14 days: 8D report with finished root cause/ D5 defined

After 30 days: final 8D report

If the final customer has a different timeline for the 8D handling, Supplier needs to follow that way. In this case, TSHU will share the requirements with his Subcontractor.

## Reaction on failures:

Sorting actions needed. It is supplier's responsibility to implement the effective D3 actions to clean whole supply chain. The decision to stop or not to do sorting must be confirmed by TS TECH Hungary Kft..

8D Reports will be evaluated by TS TECH Hungary Kft.. If the actions in the 8D are not effective according to TS TECH Hungary Kft., the supplier must provide further actions to avoid the failure.

TS TECH Hungary Kft. will charge the supplier an administration fee of 120€ after every claim.

In case of delay TS TECH Hungary Kft. will start his escalation process, as described in the TSHU-E-LOG-004\_Supplier management procedure & TSHU-LOG-011\_Monitoring of external provider work instruction.

## **4.6 Claim and additional costs – all suppliers:**

Claims and additional costs – if the cause is in supplier's responsibility – will be charged towards to the supplier. The compensation cost to be paid to TS TECH Hungary Kft. by Supplier is composed of the costs of the following clause:

- (1) Cost of parts  
Prices of parts delivered to TS TECH Hungary Kft.
- (2) Processing/assembling cost  
Parts prices and wages paid by TS TECH Hungary Kft. to process, repair, and replace the claim parts
- (3) Packaging/unpacking cost  
Costs required for packaging and unpacking due to suspension of shipping
- (4) Customs duties and transportation costs  
Costs paid by TS TECH Hungary Kft. as transportation costs and customs duties for the substitutes for the claim parts
- (5) Damage to third party  
If any damage is caused to the life, body or property of any third party attributable to the parts manufactured by Supplier for the reason attributable to the responsibility of Supplier, Supplier shall be responsible, and Supplier shall discuss on the settlement in advance with TS TECH Hungary Kft.. If any damage is caused to the life, body or property of any of TS TECH Hungary Kft.'s employees or any third party for the reason attributable to the responsibility of TS TECH Hungary Kft., the settlement shall be made on the responsibility of TS TECH Hungary Kft. and it shall not be subject to the compensation payment to TS TECH Hungary Kft. by Supplier.
- (6) Penalty costs by the customer or another 3rd party
- (7) Costs that belongs to issues caused by Supplier (e.g. quality issues or delay of delivery).
- (8) Other costs recognized has to be paid by Supplier.

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## 4.7 Internal audit – direct suppliers:

In order to assess and improve the quality capability of businesses to the supplier IATF 16949 (Section 9.2.2) and the formula Q-ability must regularly conduct internal audits in accordance with the requirements of VDA 6.3 and 6.5.

If the supplier will get during the quarterly evaluation B or C rank, they need to conduct a self-audit based on VDA 6.3 + customer specific requirements.

TS TECH Hungary Kft. reserve the right to perform a process and product audit according to VDA 6.3. and/or 6.5. any time.

Some of the OEM's and TIER 1 suppliers require different methods for the internal process and product audits. The supplier is solely responsible for checking and applying these kind of mandatory methods.

## 4.8 Engineering Changes – direct suppliers:

In general, the supplier must follow the VDA Volume 2, Appendix 2, Trigger Matrix in the event of ECs (Engineering Change).

Beside the actions outlined in the trigger matrix Supplier must inform TS TECH Hungary Kft. in the following cases:

- Every changes regarding the product, production line, production process and testing process.

All changes of components and special releases (e.g.: deviation request) must be tracked by the supplier's Part History Sheet. This sheet must be sent to TS TECH Hungary Kft. Quality department after every changes.

Marking the new versions: after an EC (Engineering Change) the first three deliveries must be marked according to the following:

- Marking the pallet with a yellow sheet (Appendix A)
- Marking all boxes with a yellow tag (Appendix A)
- Inform the Logistics and Quality department of TS TECH Hungary Kft about the delivery, and send a copy of the shipping note.

### Traceability:

Supplier must be able to assure that its product can be traced throughout the whole supply chain. The way how to manage the traceability has to be confirmed by TS TECH Hungary Kft.

## 4.9 Supplier development program and escalation process – direct suppliers:

If there are serious discrepancies in quality requirements, such as deviation from standards of delivery, the quality engineer of TS TECH Hungary Kft escalates the supplier in the "Critical suppliers program". The program consists of three defined Critical Shipping Levels (CSL):

- CSL 1: Recurring failure (100% additional control for all parts at the manufacturing location by the supplier's in-house staff); Self-audit based on VDA 6.3 + Customer specific requirements. TS TECH Hungary Kft. needs to be provided with the result.
- CSL 2: Supplier requires external help to guarantee its supply capability. CLS-2 includes the same processes as outlined in CLS-1 extended with an additional inspection + additional engineering support performed by a third party representing the customer's interests specific to the containment and problem handling activity. The



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third party is selected and/or approved by TS TECH Hungary Kft, but paid for by the party under controlled shipping. Additional engineering support is dependent on the seriousness of the problem about which the decision is made by TS TECH Hungary Kft.. Onsite support and review is arranged by Quality Team of TS TECH Hungary Kft. If the supplier is nominated by the customer, an escalation process will also be started towards the customer.

Self-audit based on VDA 6.3 + Customer specific requirements are mandatory. TS TECH Hungary Kft. needs to be provided with the result. Additionally, TS TECH Hungary Kft. will do a supplier audit based on VDA 6.3 + Customer specific requirements.

- CSL 3: Supplier does not meet the quality required (new business on hold)

Data must be collected by the Supplier for each level of containment to ensure the effectiveness of the containment, batch control and traceability of all suspect or “controlled” parts and to demonstrate the permanent corrective actions are effective. In some cases the controlled shipping task team may verify “interim actions”. Reaching this level may have the consequence of terminating the business. Until the time the Supplier is selected by TS TECH Hungary Kft. and production relocation is finished CSL1 + CSL2 actions must be maintained.

Reasons of the CSL escalation level could be but not limited to:

- dramatically deteriorating performance at supplier side;
- no improvement in supplier performance (2 times B or C evaluation);
- other reasons that has an effect to the TS TECH Hungary Kft. performance or its customer process.

As a main rule, the ratings have a time limit. Suppliers which can provide evidence of the sustainability of the measures taken are deescalated.

The quality manager of TS TECH Hungary Kft. reserves the right to enforce a direct level 2 rating in exceptional circumstances.

## 4.10 Quarterly reports from Logistic and Quality – direct suppliers:

All suppliers will receive a quarterly report regarding the actual logistics and quality status.

### Aspects:

1.	Delivered quality	15%
2.	Number of complaints for incoming goods	15%
3.	24H/8D after deadline	10%
4.	Communication (general, requests, reaction times etc.)	10%
5.	On Time Delivery Performance – TIME	15%
6.	On Time Delivery Performance – QUANTITY	15%
7.	Premium freights	5%
8.	Document accuracy	5%
9.	Communication ability (reaction time, proactivity, customer focus)	5%
10.	Problem resolution ability	5%

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## Possible final ranking:

A – Good evaluation, no problem with the supplier;

B – Acceptable level, supplier need to conduct a self-audit based on VDA 6.3 + customer specific requirements. Action plan mandatory. Details written in the TSHU-U-LOG-011.

C – Not acceptable – TS TECH Hungary Kft. will make a supplier audit based on the VDA 6.3 & Customer specific requirements.

## Escalation because of the supplier evaluation:

Level 1: the supplier does not keep to the deadlines, performance deteriorates. Quality manager level of TS TECH Hungary Kft.

Level 2: Plant manager level, he will make a support of this activity.

Level 3: Managing director level, it may result in the involvement of other organization of TS TECH Hungary Kft..

Level 4:

- Directed by customer: Customer level. Common work with the customer to handle, improve the supplier performance.
- Own suppliers: CSL escalation. Based on the decision of the quality manager or logistics manager together with plant manager and/or managing director.

### **4.11 Requalification / Layout inspection – direct suppliers:**

Supplier must guarantee the quality by carrying out a regular requalification of its scope of supply in accordance with IATF 16949 and in accordance with VDA Robust Production Processes (section 5.3.4). TS TECH Hungary Kft. require a yearly full requalification. It needs to be included in the Control Plan.

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## 5. Appendix: Appendix A: Engineering change form:

**ATTENTION!**

**ENGINEERING  
CHANGE**

**The material in this container is  
from the first 3 deliveries.**

Engineering Change number:

<p><b><u>ATTENTION!</u></b> <b>ENGINEERING CHANGE</b></p> <p>The material in this container is from the first 3 deliveries. Engineering Change number: .....</p>	<p><b><u>ATTENTION!</u></b> <b>ENGINEERING CHANGE</b></p> <p>The material in this container is from the first 3 deliveries. Engineering Change number: .....</p>	<p><b><u>ATTENTION!</u></b> <b>ENGINEERING CHANGE</b></p> <p>The material in this container is from the first 3 deliveries. Engineering Change number: .....</p>
<p><b><u>ATTENTION!</u></b> <b>ENGINEERING CHANGE</b></p> <p>The material in this container is from the first 3 deliveries. Engineering Change number: .....</p>	<p><b><u>ATTENTION!</u></b> <b>ENGINEERING CHANGE</b></p> <p>The material in this container is from the first 3 deliveries. Engineering Change number: .....</p>	<p><b><u>ATTENTION!</u></b> <b>ENGINEERING CHANGE</b></p> <p>The material in this container is from the first 3 deliveries. Engineering Change number: .....</p>
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## Appendix B: Sample marking form:

**SAMPLE**  
**MINTA**

**Please inform the quality department!**  
**Értesítse a minőségbiztosítási részleget!**