|  |  |  |
| --- | --- | --- |
| Titre | **AQF**  **rdManagement de la Relation Fournisseurs** |  |
| RefDoc | MRF |  |
| Ind | 1 |  |
| Date | 20/01/2009 |  |

Supplier

Relationship

Management

[ External Providers ]

*The English translation is for information only.*

*If there is any contradiction between the French version of the Agreement and the English translation, the French version shall prevail.*

|  |  |  |
| --- | --- | --- |
| May 15 ,2019 | 3 | UPDATE IATF16949, Purchasing Policy,.. |
| June 10, 2015 | 2 | UPDATE: family tables, purchasing policy, annual circulars,.. |
| March 18, 2011 | 1 | Table of SUPPLIER families, IV-2 claim logistic and III-2 |
| February 18, 2010 | F | Selection, Update III7, Add III8 |
| December 2, 2008 | E | Update Management processes |
| June 23, 2008 | D | Modifications –-§I -§ III 12 |
| October 2004 | C | Modifications -§ II.4 -§ III. 3 – 4 - 10 |
| November 2003 | B | Modifications introduction -§ II.4-§ III.6-9 |
| August 2002 | A | Creation of document 9460 |
| Date | Level | Type of modification |

Société par Actions simplifiée au capital de 4.712.183 Euros - 602 820 896 RCS Besançon

**SCHRADER s.a.s.** - 48, rue de Salins - 25300 Pontarlier - France

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INTRODUCTION:

**SCHRADER S.A.S. is part, since August 31, 2018, of PACIFIC INDUSTRIAL GROUP**, Group which aims for excellence to deliver its customers in the best possible conditions of Quality, Cost, Time and Innovation.

This objective is transversal for all activity sectors in which we are involved: aeronautics, automotive, industry.

To achieve these objectives of excellence and best satisfy our customers, the entire Supply Chain must be integrated and we expect our SUPPLIERS to participate actively in this process.

Our desire to integrate SUPPLIERS into our approach is reflected in the requirements formulated in this manual. Our SUPPLIERS are fully responsible for the quality of their products and services and we expect them to deploy principles of excellence to work towards the goal of zero defect and their Corporate Social Responsibility (CSR).

In no way the requirements formulated in this manual are limitations to the standards in force (IATF16949, EN 9100, ISO 9001: 2015, etc.). They are to be considered as complementary.

We therefore encourage you to implement a QHSE and CSR approach in your company. Appendix 32



In addition, the attached questionnaire must be returned to us with the AR of this SRM. Appendix 22

Questionnaire

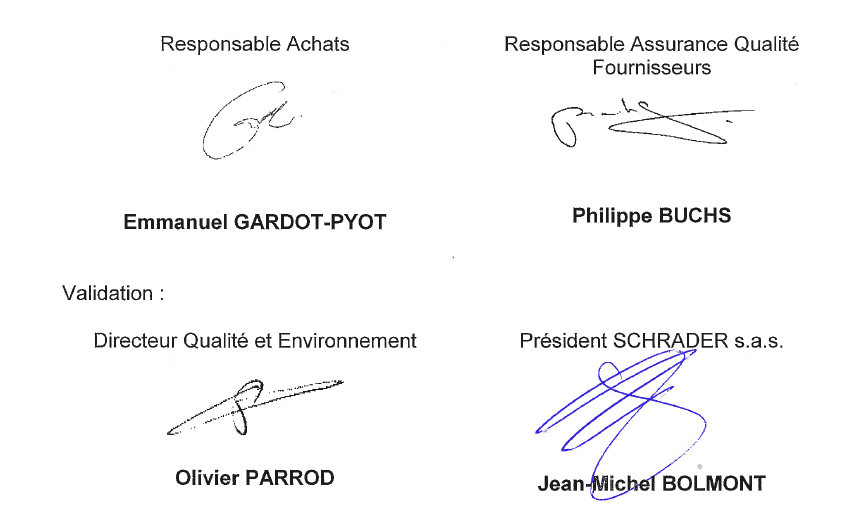
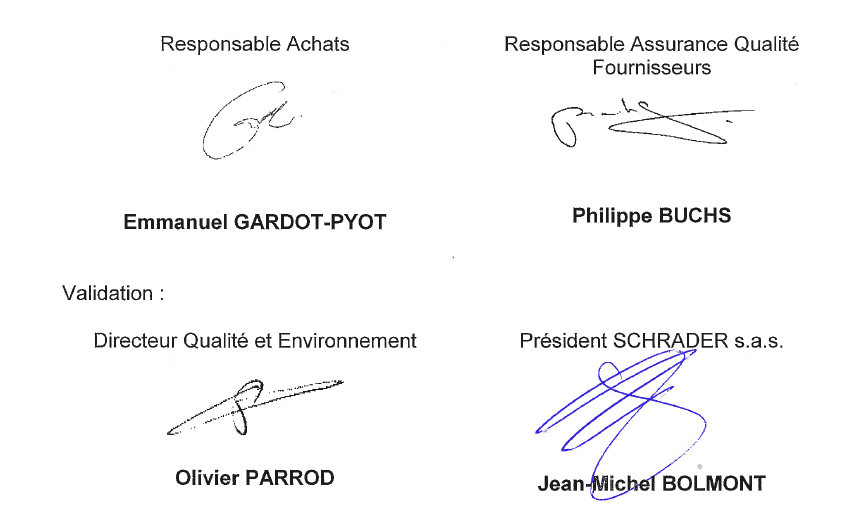


We thank you in advance, for collaborating in this process.

**Purchasing Manager Suppliers Quality Assurance**

**Emmanuel GARDOT-PYOT Manager**

**Philippe BUCHS**



**Quality & Environment Manager General Manager**

**Olivier PARROD Damien TOURNIER**

****

****

***Purchasing Policy,***

Our ambition is to consolidate our position as leader, through innovation and development of our product portfolio in the Fluid control field.

Purchasing control is a strategic challenge for SCHRADER's competitiveness.

Policy Objectives are:

- Customer satisfaction.

- SUPPLIERS’ feedback for new requirements.

- Technical expertise to support SCHRADER's development.

- Green SUPPLIER Score Card and SUPPLIER Awards.

Five stage Purchasing Policy:

- SUPPLIER risk management based on dual-sourcing for strategic products.

- Reduction of costs for services provided and purchased products.

- Development of new SUPPLIERS for our future markets.

- SUPPLIERS' performance appraisal, in terms of Quality, Costs and Lead Time, responsible for the success of our partners.

- Continuous improvement approach, Lean Manufacturing.

Beyond the cost approach, we select our SUPPLIERS according to the following strategic criteria:

- Ability to meet Annual Capacity Commitments.

- Responsiveness and flexibility towards SCHRADER’s requests.

- Innovation capacity.

- Loyalty and confidentiality.

Quality certifications to collaborate with SCHRADER are as follows:

- IATF 16949 for the OE Automotive Industry.

- ISO 14001 and ISO 45001 management system or an approach towards it.

- In any case, ISO 9001 is recommended (unless a derogation is provided)

The philosophy of this policy is based on the following precepts:

- Target essential needs.

- Zero defect Initial Samples.

- CSR guidelines towards responsible behavior.

- The respect of Environment with regard to the design and production of goods

- Legal compliance, ethical value, prohibiting child labour and exploitation compliance.

SCHRADER S.A.S. mobilises its efforts towards combating illegal work in accordance with articles L8211-1 and seq. of Labour Code and requires its SUPPLIERS to comply with Labour law.

# MANAGEMENT PRINCIPLES REGARDING SUPPLIER RELATIONSHIP

**SCHRADER S.A.S.** defines our requirements towards SUPPLIERS depending on activities:

These activities are identified in this document as follows-:

* [A] for the Aeronautics sector
* [T] for the Automobile industry
* [I] for Industry
* [R] for the Aftermarket business

If there is no [A], [T], [I] or [R] mentioned, it means that requirements apply to all SUPPLIERS.

For the sake of simplification, ISO 9001 requirements have not been mentioned in this document although they are to be applied by SUPPLIERS.

The following main principles are valid all through the SUPPLIER relationship.

* Use of Expert SUPPLIERS: SUPPLIER part of the panel that has a recognized know-how in its field of activity that can provide a relevant technical expertise in the pre-project stage and project stage of a product.
* SCHRADER S.A.S. defines the need for purchased Goods, selects its SUPPLIERS and leads them towards their contractual commitment in Quality, Costs, Lead-time, Safety and Environment.
* Concerning the definition of the requirements for purchased Goods, SCHRADER S.A.S. provides the SUPPLIERS with the conditions of use of its Goods in the manufacturing process.
* SCHRADER S.A.S. makes information available to the SUPPLIER and means that can be necessary to deal with issues that might occur and more particularly, its experience on similar products.
* If SCHRADER S.A.S. finds out that the SUPPLIER has not respected its contractual commitment during one of the Good’s stage of life, SCHRADER S.A.S. has the right to check or do audits at the SUPPLIER’s and, if necessary, may help the SUPPLIER in checking operations at its own sub-contractors.

.

* SCHRADER S.A.S. reserves the right to audit its SUPPLIERS at any time but generally with their agreement on their Quality Managing System and on the product process.

This right is also valid for all SCHRADER S.A.S’ customers and for the regulation Authorities.

The SUPPLIER commits to respect the confidentiality rules. The same applies to SCHRADER S.A.S.

* **The SUPPLIER** is responsible for the respect of its contractual commitment.

Thus,

* + The SUPPLIER is responsible for adequacy of the conception of Goods for which it has been selected with product requirements specified by SCHRADER S.A.S. and for establishing models of products’ definition that meet these requirements.
  + The SUPPLIER is responsible for implementing an industrial system to respect its contractual commitments and especially concerning the conformity of the goods ordered.
  + The SUPPLIER is responsible for respecting the delivery programs according to the contract agreed.
  + The SUPPLIER is responsible for the choice of its subcontractors. The SUPPLIER should be able to justify its choice to SCHRADER, showing that the subcontractors he has selected have all the qualities to meet SCHRADER’s requirements. Anyhow, the SUPPLIER remains the only one responsible for the respect of its contractual commitment towards SCHRADER S.A.S.
  + The SUPPLIER manages subcontractors he has selected for the development, industrialisation and production of the Goods purchased on Quality, Cost, Lead time, Safety and Environment.
  + The SUPPLIER informs SCHRADER S.A.S. and launches the appropriate corrective actions if there’s a problem or a risk which could impact the respect of its commitment.

The process of the relationship between SCHRADER S.A.S. and the SUPPLIER is organised according to the following scheme:

**II. Development of product and**

**process of manufacturing**

**IV.**

**SUPPLIER**

**assessment**

**Process Qualif**

**III.**

**Series Production**

**I.**

**Purchasing**

**process**

**Contract**

**Table of SUPPLIERS’ families**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **N°** | **FIELD OF ACTIVITY** | **FAMILIES** | **STAGE OF PROCESS** | **MINIMUM CERTIFICATION**  **HABILITATION** |
| **10** | **AUTOMOTIVE**  **And**  **INDUSTRY** | * **Metal components** * **Plastic components** * **Elastomer components** * **Electronic Components** * **Raw material** * **Valve Core** * **Surface Treatment** |  | **ISO 9001**  ***IATF 16949***  ***Recommended for Automotive*** |
| **20** | **AERONAUTICS** | * **Metal components** * **Raw material** * **Core** * **Elastomer Components** |  | **ISO 9001**  ***EN 9100***  ***recommended*** |
| * **Surface Treatment** |  | **ISO 9001 &**  **NADCAP** |
| **30** | **AFTERMARKET** | * **After Market** * **Gauge** * **Valve Core** |  | **According to requirements on order**  ***ISO 9001 recommended*** |
| **40** | **EXTERNAL**  **PROVIDER** | * **Overhead costs** * **Park machine** * **Prototype** * **Transport** * **Manpower (interim)** * **Cutting tool** * **Oil / Grease / Chemistry** * **Design office** * **Laboratory** * **Packaging** |  | **For Laboratory ISO CEI 17025 or equivalent at the national level**  **Others: According to requirements on order** |
| **50** | **REGULATIONS** | * **Environmental services Treatment of waste** |  | **ISO 9001 & (ISO 14001 and/or prefectoral decree)** |
| * **Gauges / Measurement Components** |  | **According to requirements on order**  ***ISO 9001 recommended*** |

# PURCHASING PROCESS

**I.**

**Purchasingprocess**

**Qualif..**

**Process**

**III.**

**Series Production**

**IV.**

**SUPPLIER assessment**

**II. Development**

**of product and process of manufacturing**

**Contract**

**Study**

**Schrader**

**Specifications**

**SUPPLIER**

**Offer**

**Contract Commitment**

**SUPPLIER**

**Selection**

This process is aimed at selecting the SUPPLIER and establishing a contract which links both parts.

1. SELECTION

This general selection process of SUPPLIER follows the steps below:

In order to carry out a consultation requests of a new SUPPLIER, our process requires:

* The signature of a mutual non-disclosure agreement. Appendix MRFA28 NDA



* A financial analysis of new SUPPLIER.

The SUPPLIERS are consulted regarding one or several Goods in the same technical field.

For each Good, SCHRADER S.A.S. writes the same call for tender that is transmitted to various SUPPLIERS.

The call for tender contains elements that are necessary to the SUPPLIER to submit to SCHRADER S.A.S. a solid and justified offer:

* Specifications,
* Drawing,
* Standard,
* Etc.…

The call for tender contains the following documents (see model in Appendix MRFA01):



1. SUPPLIER’S OFFER

In its offer, the SUPPLIER should answer very precisely to the demands defined in the call for tender.

The SUPPLIER shall provide an offer (for all the Goods requested) that shall include all the following elements:

* The breakdown of purchase prices, parts and prototype or series means.
* The description of process planned, and also subcontractor(s) selected by SUPPLIER in production,
* The place of production and shipment of components and material,
* The list of specific tooling necessary to achieve the objectives,
* The industrial risks’ management plan identified,
* Its commitment according to SCHRADER S.A.S’ capacity objectives,
* Its commitment according to SCHRADER S.A.S.’ quality requirements,
* Its commitment according to SCHRADER S.A.S.’s logistics requirements,
* The consideration of the production life time in the SUPPLIER’s conception.
* **Reserves / or disagreement**

The SUPPLIER should mention the points of reserves, disagreement, comments, wishes and proposals associated.

1. SELECTION OF SUPPLIERS

It is done together with Purchasing, Quality and/or the user who are concerned and is based on the following criteria depending on the Goods purchased (see model in appendix MRA19):

* This SRM signed by the SUPPLIER.
* Breakdown of Prices (Good / Production Means).
* A signed undertaking of specifications.
* A commitment on the drawing of Good.
* The result of SCHRADER S.A.S. quality pre-audit (carried out for each new SUPPLIER).
* The production process and a synoptic of production adapted to our Good.
* SUPPLIER Certifications (IATF, ISO…)
* Compliance with provisions relating to the fight against illegal work; Appendix MRFA26
* 
* The existence of a CSR Policy
* The respect of environment with regard to the design and production of Good



1. ESTABLISHMENT OF CONTRACT: SUPPLIER COMMITMENT

The conditions described below regarding the selection of SUPPLIER are part of the contract.

1. **Constitution of the SUPPLIER file**

For integrating a new SUPPLIER, the following elements are required:

* SUPPLIER information sheet completed. Appendix 35 

* Financial Analysis + « Banque de France » rating or equivalent for SUPPLIER outside France.
* Schrader’s General purchase conditions signed by the SUPPLIER. Appendix 27 
* This SRM signed by the SUPPLIER.
* The SUPPLIER’s terms and conditions of sale.

✓ For all Suppliers based in France:

* Kbis extract or registration in the trade directory (or equivalent);
* Vigilance certificate issued by the social protection organization responsible for the collection of fees and contributions (see Appendix 26);
* Declaration relating to the list of names of foreign employees subject to a work permit duly completed and signed, for initial orders of more than € 5,000 excl. Tax (see Appendix 26)

✓ For foreign Suppliers operating in France for the execution of the order:

- Proof of their VAT number (invoice, quote, etc.);

- Proof of their registration in the trade directory (or equivalent);

For foreign Suppliers operating in France for the execution of an order of above € 5,000 excl. Tax (see Appendix 26):

* Certificates issued by the social protection organization (Certificate A1 and Certificate of regularity of social contributions);
* Declaration relating to the list of names of foreign employees subject to a work permit duly completed and signed.

Other documents may be requested:

* Special specifications.
* Logistic convention.
* Property agreement (tools, machine,…)
* Safety protocol.
* After sales conditions.
* Others

1. **SUPPLIER Commitment**

Taking into account the health and safety of SCHRADER S.A.S.’ staff and partners, we remind you that all those involved on the site must have established a prevention plan prior to their intervention, in order to prevent professional and environmental risks. In the same way, each transporter and driver must have a safety protocol.

For the same reasons, we ask our foreign SUPPLIERS (established outside of France) to respect the provisions relating to the posting of employees on French territory Appendix 34



As far as regulations are concerned, all products or materials purchased by SCHRADER S.A.S. must respect regulation requirements in manufacturing and selling countries: REACH, IMDS (appendix N°2), European Directives…, but also transit countries (transport regulations).



1. **Contractual elements**

Documents constituting the Contract and regulating relations between Parties are, except any other, the following documents listed from highest to lowest priority:

- All special conditions negotiated between the Parties

- General purchasing conditions of SCHRADER S.A.S.

- This SRM and its Appendices

- Terms and conditions of the SUPPLIER if they have been sent to SCHRADER S.A.S., validated and accepted by SCHRADER S.A.S.

1. ANNUAL CIRCULARS

For the follow-up of SUPPLIERS, the following documents will be sent annually to the SUPPLIERS:

* Financial assessment of SUPPLIERS (model in appendix N°25)
* Certificate of Civil Responsibility insurance (model in appendix N°25)   
* Exceptionnal transport costs (model in appendix N°23)    

# DEVELOPMENT OF PRODUCT AND PROCESS

**I.**

**Purchasingprocess**

**Qualif..**

**Process**

**III.**

**Series Production**

**IV.**

**SUPPLIER assessment**

**II. Development**

**of product and process of manufacturing**

**Contract**

**Specifications**

**Product & Process Qualification**

**by the SUPPLIER**

**Initial Samples**

**Confirmation of Product & process Qualification by Schrader**

1. QUALIFICATION OF SUPPLIERS’ SUBCONTRACTORS (raw material & component)

The SUPPLIER is responsible for the choice of its subcontractors. The SUPPLIER must be able to justify his choices to SCHRADER S.A.S., by demonstrating that the selected subcontractors have all the qualities required to meet the needs of SCHRADER S.A.S.

SCHRADER S.A.S. and Schrader S.A.S. customers can audit its SUPPLIER’s subcontractors in order to approve them.

In any event, the SUPPLIER remains the only one responsible for compliance with its contractual commitments to SCHRADER S.A.S.

The SUPPLIER manages the subcontractors he has selected for the development, industrialization and production of the Products purchased, on the Quality, Costs, Safety and Environment Deadlines

The SUPPLIER will inform SCHRADER S.A.S. of any change on their approved list of subcontractors and will submit to SCHRADER S.A.S. a request for approval.

The SUPPLIER will not deliver any component impacted by a change at SCHRADER S.A.S.’ until there’s a written approval

1. CAPABILITY

They have to be established according to these characteristics:

* Critical 
* Significant 
* Safety / Regulation ****
* Regulation
* Safety ****

**Process capability Cp / Cpk** indicators (Process capability for PPAP or DVI) and **Machine capability Cm / Cmk** (machine reception)

|  |  |  |
| --- | --- | --- |
| **Limited values** | **Capability** | **Interpretation** |
| **< 1.67** | **Cpk / Cmk** | **Not capable Process** |
| **1.67  < 2.00** | **Cpk / Cmk** | **Limited Process**  **Search for required actions** |
| ** 2.00** | **Cpk / Cmk** | **Approved Process** |

**Process performance Pp / Ppk** indicators (Process Performance for the production):

|  |  |  |
| --- | --- | --- |
| **Limited values** | **Capability** | **Interpretation** |
| **< 1.33** | **Ppk** | **Not capable Process** |
| **1.33  < 1.67** | **Ppk** | **Limited Process**  **Search for required actions** |
| ** 1.67** | **Ppk** | **Approved Process** |

1. CASES JUSTIFYING INITIAL SAMPLE SUBMISSION (IS):

* new part or new process
* modification of product (change of design, specifications or materials)
* renewal of tooling (ex: mold, die…)
* major change of manufacturing process
* change of material
* change of production plant
* change of SUPPLIER or sub-contractor
* …

1. Definition

By production part, we mean the parts manufactured on the production site using tools, measurement system, material, operators, process adjustment (feeding process / speed / duration of cycles/ pressures / temperatures) and the environment of series production.

The parts that are used for homologation must be sampled on a significant production, which usually represents a production of 1 to 8 hours containing at least 300 parts (except if SCHRADER S.A.S. decided in writing on a different quantity).

When a matrix, a mould, a tool or a multi-print mould is used, the parts must be measured for each position and a representative sample must be tested.

1. Objective

The objective of the approval of the production parts is to define that all the requirements listed in the conception file and SCHRADER S.A.S. specifications are well understood by the SUPPLIER and that the process is able, in real production conditions, to produce parts in conformity to these requirements, at the announced production rate.

1. **CERTIFICATION REQUIREMENT AND SUBMISSION LEVEL**
2. [R] Initial samples

The following elements are required:

* part submission warrant (level 2),
* material certificate,
* dimensional report,
* synoptic of manufacturing and inspection,
* control plan,
* capability in case of specific characteristics on drawing.

1. [T] Production Part Approval Process

The submission level is specified on the list of elements to submit with the initial samples (see model in appendix N°3)



This appendix is attached to the drawing when dispatched and when the initial samples are ordered.

The standard level of submission of the PPAP is level 3.

SCHRADER S.A.S. has to know the various operations of manufacturing and process and product control parameters in order to make sure that the parts are in compliance with requirements.

1. [A] First Article Inspection (FAI)

For each new part and/or new SUPPLIER, the SUPPLIER must carry out a First Article Inspection and provide a full report to SCHRADER S.A.S. when the inspected product is supplied.

The First Article Review must be carried out for all new products, all events that may impact the production or control process and all production shutdowns longer than 24 months.

Any change requires a new FAI.

The following changes suggested by the SUPPLIER requires the submission of a FAI document:

- significant or sensitive manufacturing conditions,

- specific verification procedures,

- characteristics tested by sampling,

- key geometrical features,

- metal characteristics checked by destructive tests.

This control consists in making sure that the defined characteristics of the product are respected and also that the SUPPLIER is able to produce and control the article.

A full review of industrial project (tooling, operating sequence, process, technical and control sheets), to ensure that series production means are available, validated and capable of ensuring a repeatedly conformity.

The Supplier Quality Assurance (SQA) Service shall decide on a complete or partial acceptance of the first article or a rejection of it.

In case of rejection, and re-supply, complementary information on FAI shall be provided.

1. **Drawing & specification**

Only the drawing and / or the specification sent by the SQA service shall prevail.

The acknowledgment of receipt (s) must be sent back, approved and signed (see models in appendix N°29 & 30)



1. RECEPTION OF INITIAL SAMPLES – IMPLEMENTATION

All the elements to submit are sent at the same time as the initial samples.

The initial sample batch must be identified on packaging.

1. Quality Reception

A control report is established out of a drawing and/or specifications.

* Aspect
* Dimensional control of all the dimensions of the drawing
* Laboratory tests if necessary depending on the use of the product
* Control of documents

1. Follow-up of implementation

The SQA Service provides an Article Follow-up document. (model in appendix n° 4)



The Supplier Quality Technician (SQT) is responsible for maintaining the Article follow-up sheet together with the Manager and the Quality Technician of the concerned production line.

Conclusions, decisions and comments of each Manager are written at the bottom of the document.

1. Acceptation of Initial Samples

The SUPPLIER is informed about the acceptation of Initial Samples when the Submission Warrant (model in appendix N°5) signed by the SQA Manager or SQT is provided.



**Important: if the Part Submission Warrant is not signed and homologated by SCHRADER S.A.S. the SUPPLIER shall not deliver any parts.**

* Accepted / homologated: the product is in conformity and gives satisfaction
* Accepted with request for improvements of certain criteria specified by SCHRADER S.A.S.
* Rejected: the product does not give satisfaction; submit a new presentation of IS or possible abandonment

1. PRODUCT QUALIFICATION

Conditions to qualify the product:

* Action plan (Plan of Risk Management / Plan of Defect Eradication) all the defects or risks for the product are eradicated.
* All the validations (calculation/tests) planned in validation plan of the part/article are completed and are satisfactory 🡪 the report is transmitted.
* The control and measures report lists all the requirements planned in the control plan of the part.
* All characteristics are in conformity.
* Control plan of part is validated, operational and transmitted to SCHRADER S.A.S.
* Control plan of part transmitted by the SUPPLIER is accepted.
* Series control ranges validated and applied.
* Results of acceptance of articles (Initial samples) delivered are in compliance with drawings.

1. PROCESS QUALIFICATION

* The synoptic production serie updated with the performance of process serie.

🡪 It’s fixed and given to SCHRADER S.A.S.

* The supervising plan lists the possible control change to guarantee the performances of the process serie 🡪 It is defined and transmitted to SCHRADER S.A.S.
* The series production process is efficient
* Results of production test are satisfactory.
* Action plans about production problems are solved.
* Full Production rate Assessment gives satisfaction.
* The efficiency of the traceability system is shown, also for rank 2 SUPPLIERS.
* The series supplying process is confirmed.
* The SUPPLIER delivers the requested quantities of articles in conformity with the definition.

1. [T] and [I] ADVANCED PRODUCT QUALITY PLANNING (APQP)

The SUPPLIER and his subcontractors will have a complete APQP process according to the last requests from SCHRADER S.A.S.

The SUPPLIER will keep the APQP based on the last conditions of SCHRADER S.A.S. for each project of components’ development.

SCHRADER S.A.S. and its customers will be able to check that the APQP process of the SUPPLIER and of his own subcontractors has been well managed.

The SUPPLIER will have to appoint an Engineer/Project Manager for each project of component development, which will be available on request by SCHRADER S.A.S., to be part of the team managing the whole project.

1. [T] ] and [I] FAILURE MODE AND EFFECT ANALYSIS (FMEA or AMDEC)

The SUPPLIER will conduct a FMEA before the validation of the conception to evaluate the risks.

FMEA is a structured process which has the following objectives:

- Highlight and evaluate the potential failure mode and their effects

- Identify the actions intended to suppress or decrease the risk of failure mode

- Document the process

All identified potential failure modes will be considered in order to improve the product/process.

The SUPPLIER will set up an estimate system which defines the priority of recommended measures (for example RPN, severity).

We recommend you the FMEA 4th edition, available on [www.AIAG.org](http://www.AIAG.org)

1. FULL CAPACITY ASSESSMENT

The full capacity assessment is a specific production campaign, of 1 to 3 hours which describes a detailed assessment of the production process performance.

It consists in :

* Assessing the ability of the production process ramp-up,
* Estimating the potential of the production process,
* Comparing the forecast with the actual results,
* Confirming that the production process will be able to reach agreed production rates and production ramp-ups.

The Full Capacity assessment is carried out with SCHRADER S.A.S. correspondents and is formally assessed in the Run&Rate (model in Appendix 6). 

SCHRADER S.A.S. shall agree with the SUPPLIER if a Full capacity self-assessment is to be carried out.

# SERIES PRODUCTION

**I.**

**Purchasingprocess**

**Qualif..**

**Process**

**III.**

**Series Production**

**IV.**

**SUPPLIER assessment**

**II. Development**

**of product and process of manufacturing**

**Contract**

**Supply Management**

**Quality Management**

**Reception Control**

**Progress Plan / indicators**

This process follows the end of the development.

The SUPPLIER must guarantee the quality and quantities of the Goods delivered.

Therefore, he must make sure that the actions above are completed by himself or by his own sub-contractors.

1. Supply management

SCHRADER S.A.S. informs the SUPPLIER about its needs through firm orders and/or delivery programs with forecasts.

The SUPPLIER must inform SCHRADER S.A.S. immediately if he finds out that the terms of delivery might not be respected.

If a problem is detected by SCHRADER S.A.S, the logistic department informs the SUPPLIER immediately and confirms this alert by a logistic non conformity (model in appendix 8). ****

SCHRADER S.A.S. requires from its SUPPLIERS 100 % of deliveries within the negotiated lead time.

SCHRADER S.A.S. implements a system to assess delivery performances of its SUPPLIERS.

The special costs of transport (due to a delay of the SUPPLIER...) are followed and managed by the Logistic Department and transmitted to the Purchasing Department to invoice the SUPPLIER if necessary.

A logistic general convention may be signed between SCHRADER S.A.S. and the SUPPLIER (model in appendix 9).



SCHRADER S.A.S. may ask its SUPPLIER to implement a consignment stock.

**Packaging:**

The SUPPLIER shall respect the packaging expected and will have to identify each unit of handling with a label (Galia standard) with batch number and order number with bar code 128.

The delivery note will have to mention:

* SCHRADER S.A.S.’ Order number
* SCHRADER S.A.S. part number and drawing level
* The SUPPLIER batch number.

Each delivery will have to include the following documents:

* Delivery note
* Packing list
* Conformity certificate
* Customs document if required

Security Plan:

SCHRADER S.A.S. requires a security plan that the SUPPLIER shall update yearly.

1. Series production Quality Control

* The SUPPLIER must check regularly the capability of the production process, maintain it or improve it compared to the level which has been accepted during the process qualification.
* The SUPPLIER must measure the characteristics and parameters planned in its process and supervising plan. These measures are directly managed by the SUPPLIER.
* The SUPPLIER must keep all the documents related to the quality of product corresponding to each step of the production process, from the raw material to the delivery of the product at the customers’.
* The duration of filing must be as follows**:**
* **[R]** At least 5 years for all products without specific requirements. The SUPPLIER shall keep the initial samples, records on the product and material certificates
* **[T] and [I]** At least 15 years for products submitted to regulation and safety products and/or regulated. The SUPPLIER shall keep initial samples, records on product, control plan and material certificates.
* **[A]** At least 30 years for aeronautical products. The SUPPLIER shall keep the FAI, Industrial validation file, records on products and material certificates.
* The SUPPLIER must do a product audit in conformity with the control plan. The modality and the frequency of this audit are under the SUPPLIERS responsibility and must prevent any possible derivation. The reports of these audits are filed for at least 2 years.
* The records of controls carried out according to control plan and product audit reports are at SCHRADER S.A.S.’ disposal on request.
* For specific needs concerning the managing of internal process of SCHRADER S.A.S., it can be asked to the SUPPLIER (under certain conditions to be defined) to communicate regularly the values measured on some of its products.
* Treatment of nonconformities detected by SUPPLIER:

The observation by the SUPPLIER of a variation, however small it may be, compared to SCHRADER S.A.S.’ specifications, must be reported by a deviation request sent to the SCHRADER S.A.S. SQA service.

After examination of the problem, SCHRADER S.A.S. will communicate to the SUPPLIER its decision: deviation granted with identification of the batches or rejection.

1. Series production Quality animation

Within the process of continuous improvement, the SUPPLIER agrees each year with SCHRADER S.A.S. on a maximum level of PPM accepted of the Goods delivered and on a maximum level of incidents accepted, depending on the severity.

The respect of this agreement is very important to SCHRADER S.A.S. to appreciate the SUPPLIER’s quality of service.

1. Reception Control
   1. Results of reception control

SCHRADER S.A.S. requires « Zero defect » deliveries.

The Goods under control are submitted to Product Assurance Quality (PAQ) under the following conditions:

1.) Analysis of Reception control results after:

* 5 different production batches without any incident.
* 6 month delivery after the first order following the initial samples without any incident.

If these two conditions are fulfilled, the good is considered in PAQ.

2.) Sending of a notification of transition to PAQ (model in appendix n°10). 

* 1. Notification of transition to PAQ (Product Assurance Quality)

The objective of SCHRADER S.A.S. is to have as many goods as possible delivered in PAQ to suppress the systematic control at reception. However, some counter-assessments are carried out randomly over the year (sometimes following a quality problem)

When the Good is in PAQ, the SUPPLIER’s responsibility is higher and if he finds out a deviation compare to specifications, drawings…, he must mention it to the SCHRADER S.A.S. SQA Service before dispatching the products.

After investigation, SCHRADER S.A.S. will communicate its decision:

* normal acceptation
* acceptation with dispensation with identification of doubtful batches
* rejection
  1. Reconsideration of PAQ

If we notice a major non-conformity, the PAQ suppression is sent to the SUPPLIER through the claim document (model in appendix 15). 

A major non-conformity is a disruption of production at SCHRADER S.A.S.’s and/or at customers’ (assembly, machining or part feeding not possible…).

A new range of control is created depending on the defect found.

The time spent for the reception control will be invoiced to the SUPPLIER.

The suppression of the PAQ will be invoiced € 200.

After 3 receptions are in conformity and accepted, and once the action plan is validated, a new notification of transition to PAQ is sent to SUPPLIER.

The SUPPLIER must follow by itself the efficiency of its production process with synthetic and relevant indicators.

Example of indicators: QOS, follow-up of capabilities, PPM level, IATF 16949 certified SUPPLIERs and scraps…

1. Quality commitment

After having studied the definition file (specifications and/or drawing) the SUPPLIER commits itself to respect the objectives according to the following indicators (model in appendix 12)



* Number of claims and/or incidents at reception, in production or at customer’s aiming towards 0 defect.
* Number of logistic claims

Performance of deliveries: 100% (service index) with an objective of improvement (Appendix 13: § logistic note).



1. Traceability

The SUPPLIER must be able to find the traceability of a product to memorize:

* The manufacturing history,
* The material batch used,
* The localisation,
* The identification registered,
* The results of control and tests (recording…).

The SUPPLIER must prove that the product is in conformity with the specifications (drawings, specifications …).

In case of incident or non-conformity, the SUPPLIER should be able to go back to the root cause and identify doubtful products (batch number, date of production …)

1. [T] Requalification

The SUPPLIER will have to requalify its components:

* In case of change: via PCN form (Product change Notification) (Appendix 21).

SUPPLIERS and his subcontractors must not make any changes to a product without previous authorization (e.g. material, component, sub-assembly) or a process used to make a product that was previously approved (PPAP).

The SUPPLIER shall submit notifications:

- 6 months prior to the planned product/process change, with sample availability and qualification report completed.

- Regarding components, only 1 PCN may be accepted by SCHRADER S.A.S. within 2 years.

All affected parts must be identified in the PCN.

.    

* regularly – at least once a year,

in order to demonstrate that the components supplied meet all agreed requirements, a qualification of components is required at least once a year.

The requalification documents will be filed by the SUPPLIER and shall be available on SCHRADER S.A.S.’ request.

1. [T] Special Processes

* CQI-9 Heat Treat System Assessment
* CQI-11 Plating System Assessment
* CQI-12 Coating System Assessment
* CQI-15 Welding System Assessment
* CQI-17 Soldering System Assessment
* CQIA-19 Readiness Checklist for Subtier SUPPLIER Management Process
* CQI-23 Molding System Assessment

Special processes above mentioned must follow the auto-assessment methodology based on updated Automotive Industry Action Group manuals (AIAG, www.aiag.org).

The auto-assessment must be carried out at least once a year.

This standard is complementary to IATF 16949 with «customer specific requirements » and applies to all SCHRADER S.A.S’ automotive SUPPLIERS that have specific processes.

1. Discontinuation of a product

In case of inevitable discontinuation of product:

* The SUPPLIER must send a Product Termination Notification to the Buyer, in writing, at least 12 months before such discontinuation.
* All affected part numbers shall be identified.
* The SUPPLIER shall specify alternative components / solutions for replacement.

# SUPPLIER ASSESSMENT

**I.**

**Purchasingprocess**

**Qualif..**

**Process**

**III.**

**Series Production**

**IV.**

**SUPPLIER assessment**

**II. Development**

**of product and process of manufacturing**

**Contract**

**Follow-up of performances**

**Audit**

**Claims**

1. SUPPLIER assessment
   1. Audit

The assessment methods and cycles are adapted to the certifications already obtained, the strategic importance of Goods, the SUPPLIERS’ performances, and the turnover achieved with the SUPPLIER.

A timetable of visits is scheduled at the beginning of the year, but may be changed and updated over the year. The assessment cycle of a SUPPLIER is not limited; it depends on the questions which have to be dealt with. Visits are launched after discussion with the Purchasing and Quality departments.

In specific cases (e.g. prototypes or initial samples or after dispute about results on standard products), a checking of characteristics can be carried out at the SUPPLIER’s (registering related to the product, doubtful points to clarify…).

Assessments are performed according to VDA 6.3.

Audit Management – Follow-up

The audit is carried out by the SQA Service or by the Logistic Manager for transports in collaboration with the Purchasing Department.

Corrective actions after an audit are followed-up by the SQA Department and the Purchasing Department.

Results are sent to the SUPPLIER and internally (Quality Manager, Production, Purchases …) and are filed for at least 5 years by the Purchasing Department, or Quality and Logistics regarding Transport.

* 1. Performance Measurement process
     1. SUPPLIERS’ Panel based on risk

The panel classifies the SUPPLIERS in 3 categories: A, B or C.

The classification is based on risk analysis (Appendix 31):

****

Here are the 3 categories:

**A : STRATEGIC**

**R**isk Analysis 12 to 16

**B : IMPORTANT**

**R**isk Analysis 3 to 9

**C : OTHER**

**R**isk Analysis 1 to 2

All new suppliers are classified in a strategic category.

The panel may evolve depending on changes that may occur within our SUPPLIERS.

* + 1. Score

SCHRADER S.A.S. makes an assessment of the SUPPLIER based on the key performance indicators.

4 criteria are taken into account to assess the SUPPLIERS’ performance.

For each standard, the base of scoring is 20 points with a coefficient:

* Quality score (coefficient 3)
* Logistic score (coefficient 1)
* Support score (coefficient 2)
* Service Rate (coefficient 1) 🡪 score from A+ to E
  + Global score

The scoring scale with points to add or to take out is explained in appendix 13.



A global score out of 20 points is calculated every 6 months over 12 rolling months.

This score is notified to SUPPLIER in writing.

(see model in appendix n°14).



1. Non-compliant items / corrective actions

When a non-conformity is detected by SCHRADER S.A.S. or one of its customers, a claim document (model in appendix 15) is sent to the SUPPLIER. 

The SUPPLIER will use the method of analysis G8D (disciplines), systematically with assessment of risks.

The SUPPLIER must answer before the deadline as defined in the table below:

|  |  |
| --- | --- |
| **8D disciplines** | **Delay for reply** |
| D2: Problem (Description of the problem).  D3: Immediate action plan | Within 48h |
| D4: Final analysis / Root Cause validated | Within 5 days  Enclose photos of active proof (before/ after) |
| D5: Selection of permanent corrective actions  D6: Implementation of permanent corrective actions | Within 14 days  Enclose photos of implementation of corrective actions (before/ after) |
| D7: Follow-up action to prevent reoccurence / Cross-functionality  D8: Closure of G8D |

For each incident, the G8D report (appendix 16) will be submitted to SCHRADER S.A.S.



In case of non-conformity with sorting out and retouching by SCHRADER S.A.S.: a request for accepting the sorting out will be sent to the SUPPLIER (model in appendix 17). 

In case of deviation between results from SCHRADER S.A.S. and the SUPPLIER, we shall search for the cause by doing some detailed analysis:

* Means of measures
* Methods of measures
* R & R study (Reproductibility and repeatability)

In case of incident and if no specific contract is in place, SCHRADER S.A.S. will apply the following rules of invoicing:

|  |  |
| --- | --- |
| **Incident** | **Invoice rule** |
| Quality Claim document | Administrative fixed rate: €200 for expenses (disturbance, analysis of risks, research…) |
| Logistic Claim document | Administrative fixed rate: € 200 for expenses (stoppage of assembly line at SCHRADER S.A.S.’, at customer’s, exceptional transports…) |
| Non-conformity with sorting out/retouching by SCHRADER S.A.S. | Number of hours x hourly rate\*: (€ 30) + actual expenses |
| Non–conformity with sorting out/retouching by temporary workers sent by SUPPLIER but managed by SCHRADER S.A.S. | Fixed rate: € 200 + actual expenses |
| Return of defective parts (included the ones at the customers’ warehouse) | Number of hours x hourly rate\* : (€ 30) + actual expenses |
| Scrap before use at SCHRADER S.A.S. | Number of rejected parts x part purchase price |
| Scrap after use at SCHRADER S.A.S. | Number of rejected parts x  (part purchase price + added value) |
| Productin stoppage because of bad quality of supplies | Fixed rate € 1,000 + number of hours x hourly rate of the production line + actual expenses (e.g. stop of assembly line at car manufacturers’) |
| Overheads (energy, travelling, transports…) | Actual expenses |

\* The hourly rate is updated according to wage index and based on current legislation.

All actual costs of Schrader S.A.S. and those of our customers shall be at the supplier’s expense if it’s his own full responsibility.

**In case of anomaly/failure, the SUPPLIER must lead the following actions:**

* When the SUPPLIER finds out a derivation of a characteristic of the parts control plan or a process parameter from the supervising plan, he has to implement immediately the appropriate conservatory measures (unit control, sorting out) in order to protect SCHRADER S.A.S. Any operations of retouching must be put in production range and its application has to be secured. It must be validated by SCHRADER S.A.S.
* When a characteristic remains not in conformity despite the conservatory measures and if there’s a risk of interruption of supply:
  + The SUPPLIER analyses the impact of the non-conformity on the requirements of the article.
  + If the impact is considered minor, the SUPPLIER asks for SCHRADER S.A.S.’ agreement by transmitting the impact analysis.
  + This written agreement to allow the delivery of a non-conformity (dispensation request) must be obtained by the SUPPLIER before any delivery and can only be applied to a limited quantity of Goods or for a limited duration.
  + Batches of Goods concerned will have to undergo a specific identification referring to the agreement mentioned above.
  + This approval does not free the SUPPLIER from its responsibility, in the limit of its expertise, concerning the possible consequences not identified in the impact study which could be induced by this non-conformity.
* If there’s a risk of failure for a Good identified by the SUPPLIER or by SCHRADER S.A.S. (that will inform the SUPPLIER through a claim document as soon as possible), the following actions shall be taken right away :
  + Give information to SCHRADER S.A.S. about all the elements of traceability to identify the doubtful batches.
  + Inform SCHRADER S.A.S. on a regular basis about the failure analysis progress.
  + Implement, check and control an efficient Poka Yoke system.
  + Implement immediate measures to protect SCHRADER S.A.S (checking of the conformity of all the stocks) and secure the supplying.
  + Establish an action plan mentioning the means implemented to detect better this defect and the means to prevent its recurrence.
  + Submit this action plan to SCHRADER S.A.S.

The immediate action plan will be implemented until the permanent corrective action has been checked with success.

SCHRADER S.A.S. will be allowed to do reviews at the SUPPLIERS’ plant, in order to check the efficiency of the corrective actions, including the control plan, FMEA and cross-functioning/preventive action to avoid recurrence on other process/similar products.

SCHRADER S.A.S. will ask the SUPPLIER to pay (totally or partially) for the costs caused by this failure.

1. **Classification of “disruptive SUPPLIERS”**

A classification of disruptive Suppliers of the panel is established every 6 months.

The criteria for the classification are as followed:

1. Number of claims for the last 12 months
2. Scoring of the various quality claims, logistics and support
3. Service rate over the last 6 months

From these criteria, a classification of Disruptive Suppliers is established based on SUPPLIERS who have obtained an overall score  15

These SUPPLIERS will be called to SCHRADER S.A.S. to present their action plans in order to get out of the Top 3 and get back to level of quality acceptable for SCHRADER S.A.S.

This corrective action plan is validated by an audit and/or by a new assessment.

If a SUPPLIER remains in the classification of disruptive Suppliers for more than a year, it can be excluded from SCHRADER S.A.S.’ SUPPLIER panel.

The classification of SUPPLIER is filed for at least 5 years at the SQA Department.

**ABBREVIATION GLOSSARY**

AMDEC Process Failure Mode & Effects Analysis

APQP : Advanced Product Quality Planning

Cp / Cpk : Capability Process

Cm / Cmk Capability Machine

CQI Continuous Quality Improvement

CSR Corporate Social Responsibility

FAI  First article inspection

FMEA Failure Mode & Effects Analysis

IMDS International Material Data System

PAQ Product Assurance Quality

PCN Product Change Notification

Notification Changement Produit

PFMEA Process Failure Mode & Effects Analysis

Pp / Ppk Capability Performance

PPAP Production Part Approval Process

PPM Parts Per Million

PSW Part Submission Warrant

QOS Quality Operating System

R &R Reproducibility and Repeatability…

SPC Statistical Process Control

SQA : Supplier Quality Assurance

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Appendix 03 ind 06 Model PPAP

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[**Appendix 13 ind 02 Supplier Performance Scales**](file:///C:\Users\mackay\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\B572KRXK\Annexes\Annexes%20insérées%20dans%20MRF\MRFA13%20Ind02%20Performances%20Frs.pdf)

Appendix 14 ind 03 Model Evaluation Suppliers

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Appendix 17 ind 02 Model Acceptation sorting out of parts by SCHRADER

Appendix 19 ind 06 Model Supplier Selection Grid

[**Appendix 21 ind 02 Formulaire PCN**](file:///C:\Users\mackay\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\B572KRXK\Annexes\Annexes%20insérées%20dans%20MRF\MRFA21%20Ind02%20PCN.xls)

[**Appendix 22 ind 02 Request about Health Safety Environment Compliance**](file:///C:\Users\mackay\AppData\ECHANG~1\ECHANG~1\AC6980~1\MANAGM~1\MRFVER~1\MRFV03~2\Annexes\ANNEXE~2\MRFA22%20Ind%2002%20Demande%20de%20conformité%20HSE%20pour%20les%20fournisseurs%20(fr).xlsx)

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[**Appendix 27 ind 02 General Conditions of Purchase of Schrader SAS**](file:///\\serveur10\INTERSCE\Echanges_Inter_Services\Echanges_Achats_et_Autres\Achats_&_Qual_Recep\MANAGMT_RELATION_FRS\MRF%20VERSION%2003%20EN%20COURS%20DE%20MODIFICATION\MRF%20V03%20FRANCAISE\Annexes\Annexes%20insérées%20dans%20MRF\MRFA27%20Ind%2002%20CGA%20Schrader.pdf)

[**Appendix 28 ind 00 Confidentiality agreement - NDA**](file:///\\serveur10\INTERSCE\Echanges_Inter_Services\Echanges_Achats_et_Autres\Achats_&_Qual_Recep\MANAGMT_RELATION_FRS\MRF%20VERSION%2003%20EN%20COURS%20DE%20MODIFICATION\MRF%20V03%20FRANCAISE\Annexes\Annexes%20insérées%20dans%20MRF\MRFA28%20Ind%2000%20NDA%20Schrader.pdf)

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**Appendix 32 ind 00 CSR Guidelines For Suppliers**

Appendix 34 ind 00 Circular on the posting of employees

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