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# ST. CLAIR TECHNOLOGIES INC.

## **SUPPLIER MANUAL**

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[www.stclairtech.com](http://www.stclairtech.com)*

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# ST. CLAIR TECHNOLOGIES INC.

This manual is intended to assist suppliers in their understanding of St. Clair Technologies Inc. requirements regarding specific management, communication and reporting processes. This manual clarifies and supplements AIAG requirements. This manual does not change or eliminate any requirements contained in the AIAG manuals, other automotive industry requirements or St. Clair Technologies Inc. Purchase Orders. Purchased product/services are defined as all product and services that affect customer requirements such as sub-assembly, assembly, sorting, rework, and calibration services.

St. Clair Technologies Inc. Supplier Development Manual is based upon automotive standards and the requirements defined in the manuals published on behalf of the automotive industry by the Automotive Industry Action Group (AIAG). St. Clair Technologies Inc. Supplier Quality Management System development is in conformance with ISO/TS 16949 and ISO14001.

For the latest edition of this Supplier Quality Manual please refer to our web site [www.stclairtech.com](http://www.stclairtech.com).

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SUPPLIER QUALITY MANUAL

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## 1. Requirements for Suppliers

### 1.1 Objective

It is the intent of St. Clair Technologies Inc. to do business with suppliers who are able to provide parts/material/processes and service consistently to specification, at a competitive price, in accordance with the defined delivery schedule.

### 1.2 Requirements for Supplier Quality System

Unless otherwise specified by the customer, suppliers will meet requirement of TS16949 standard.

“Section 7.4.1.2 Supplier Quality Management System

**Development – The organization shall perform quality management system development with the goal of the supplier conformity with this Technical Specification. Conformity with ISO 19001:2008 is the first step in achieving this goal.**

Note: The prioritization of suppliers for development depends upon, for example, the supplier’s quality performance and importance of the product supplied.

Unless otherwise specified by the customer, suppliers to the organization shall be third party, registered to ISO9001:2008 by an accredited third-party certification body.

### 1.3 St. Clair Technologies Inc. Approved Supplier List

St. Clair Technologies Inc. evaluates and selects suppliers based upon their ability to supply product/services in accordance with the specified requirements. Production parts/materials/processes and services will only be purchased from suppliers on St. Clair Technologies Inc. “Approved Supplier” list which is based on Vendor Evaluation Questionnaire –New Vendor Profile Form

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## **2. Advanced Product Quality Planning**

### **2.1 Purpose**

St. Clair Technologies Inc. seeks to promote and facilitate effective compliance to standard automotive Advanced Product Quality Planning (APQP) requirements.

### **2.2 Requirements**

Refer to Automotive Industry's Groups (AIAG) latest released manual. St. Clair Technologies Inc.'s Advanced Product Quality Planning (APQP) requirements are based on the automotive standards and requirements contained in the latest publication of the Automotive Industry Action Group's (AIAG) manual, Advanced Product and Quality Planning (APQP).

## **3. Production Part Approval Process (PPAP)**

### **3.1 Purpose**

St. Clair Technologies Inc. seeks to promote and facilitate compliance to standard automotive Production Part Approval Process (PPAP) requirements.

### **3.2 Requirement**

St. Clair Technologies Inc. requires that all suppliers of production parts, materials and processes are required to submit a Production Part Approval Process (PPAP). St. Clair Technologies Inc. requirements are identical to the established automotive standards and requirements contained in the latest publication of the Automotive Industry Action Group's (AIAG) manual, Production Part Approval Process (PPAP). All PPAP's must be submitted electronically (PDF File).

### **3.3 Part Approval**

St. Clair Technologies Inc. reserves the right to charge an Administrative fee for suppliers not complying with St. Clair Technologies Inc. Production Part Approval Process (PPAP) requirements. When a supplier's PPAP package is approved the Part Submission Warrant (CFG-001) will be sent to the supplier.

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If the Production Part Approval Process (PPAP) is rejected, the supplier will be contacted. It is the responsibility of the supplier to promptly make necessary corrections and resubmit.

#### **4 Material Certificates, Lab Scope and Lab Accreditation**

##### **4.1 Purpose**

St. Clair Technologies Inc. seeks to promote and facilitate effective compliance to all our customers both non automotive and automotive customers.

##### **4.2 Requirements**

St. Clair Technologies Inc.'s requirements are based on our customer requirements. St. Clair Technologies Inc. requires a valid yearly material certificate, lab scope and lab accreditation for all product and material that we purchase from our suppliers. The lab scope and lab accreditation must be two separate entities as per the request of our customers.

#### **5 Supplier Complaint Concern/Reject Report**

##### **5.1 Expectation**

Upon receipt of defective material the supplier will be notified by St. Clair Technologies Inc. Suppliers are expected to ensure that all material services and processes are in conformance (form, fit and function) to all specifications and requirements and delivered within the prescribed delivery schedule.

##### **5.2 Requirements**

St. Clair Technologies Inc. adheres to AIAG standards and requires an Interim Corrective Action within 24 hours. Irreversible Corrective Action is required within 15 working days. The supplier is responsible for "ALL" costs incurred due to non-conforming material, including the Defective Material Administration Fee.

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## 6.0 Supplier Performance

### 6.1 Performance Measures

Supplier Performance will be continuously monitored and reported at a defined frequency. Supplier Performance measures are based upon ISO/TS 16949:2002 requirements including the following measures:

- Certification Level
- Rejected Parts Per Million
- Delivery Performance
- Premium Freight

### 6.2 Supplier Development

St. Clair Technologies Inc. shall perform supplier quality management system development with the goal of supplier conformity with ISO/TS19649:2002.

Note: The prioritization of suppliers for the development depends upon, for example, the supplier's quality performance and the importance of the product supplied.

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## 7.0 Routing Guide

Effective July 2009 to December 2010

### **EXPEDITED SHIPMENTS REGARDLESS OF ORIGIN OR SCT DESTINATION**

All Expedited shipments must have a Premium Freight Authority (PFA) Number issued by St. Clair Technologies prior to shipping. The Premium Freight Authority (PFA) Number must be shown on the bill of lading, packing slip and commercial invoice at the beginning of Reference Line 1 or 2. **Freight which is expedited but does not reference a PFA number will result in administrative and freight charge backs.** Please contact Purchasing at St. Clair Technologies to have a **PFA** number issued **prior** to shipping the product.

### **Instructions for shipments into Owen Sound, Ontario Manufacturing Facility:**

3195 3<sup>RD</sup> Avenue East,  
Owen Sound, Ontario  
N4K 5N3  
519-370-0500

### **Courier Shipments Under 80lbs**

Primary - Fedex Express Account Number 3379-3886-8

Goods from the USA please ship International Economy

**Consolidate all package shipments – where possible – to create LTL shipments.**

### **Less Than Truckload (LTL) Shipment 81lbs to 5000lbs**

Within Canada and From the USA into Canada – Estes Express/TST Overland Express 1-888-878-9229

### **Truckload Shipments (TL) over 5001lbs and freight inbound from Europe or Asia**

Contact Tucson Logistics Center – Rick Bishop@ 1-888-746-8067

Information on Customs documentation requirements, Vendor shipping documentation requirements and Quality requirements can be found on the St. Clair Technologies web site at [www.stclairtech.com](http://www.stclairtech.com)

**Packing slips must accompany all shipments regardless of size or mode of transport. Ensure packing slips are securely fastened to the shipment.**

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**Instructions for Shipments Inbound to Tucson Arizona Distribution Facility**

Bill Freight Third Party to: 777 E. MacArthur Cir,  
Suite 1, Tucson, Arizona 85714  
520-746-8067

**Deliver Freight to: 8350 E Old Vail Road,**  
**Tucson, Arizona 85747**

**Courier Shipments Under 80lbs**

Primary - Fedex Express – Account Number 4644-2166-1

Secondary - UPS – Account Number 87E807

Goods from Canada please ship International Economy

**Consolidate all package shipments – where possible – to create LTL shipments.**

**Less Than Truckload (LTL) Shipment 81lbs to 5000lbs**

Con-Way Transportation 1-800-755-2728

**Truckload Shipments (TL) over 5001lbs and freight inbound from Europe or Asia**

Contact Tucson Logistics Center – Rick Bishop@ 1-888-746-8067

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