EMBS Supplier Management System

Part 2: Global Supplier Manual

Appendix B – Tools for the Operation of the EMBS Supplier Management System

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1 Introduction

This appendix details standard tools referenced in the EMBS Supplier Management System (EMBS-SMS).

2 Supplier Own Information

As part of the new supplier or new process assessment, EMBS will require suppliers to complete and return a 'Supplier Own Information' formular.

EMBS will contact the supplier's commercial contact by e-mail, providing a blank copy of the form for the supplier to complete and return.

3 Supplier Audit Process

EMBS recognize following type of audits, which can be conducted on supplier site.

Supplier selection process:
- Potential Audit acc. VDA 6.3 (new suppliers, new plant of supplier, new technology by supplier
- EMBS audit standard
- Other standard, required by the EMBS customer (if applicable)

Process audits:
- VDA 6.3 (P2 – P7)
- EMBS audit standard
- Other standard, required by the EMBS customer (if applicable)

Escalation phase / Unsatisfactory supplier performance:
- VDA 6.3 (P2 – P7)
- EMBS audit standard
- Other standard, required by the EMBS customer (if applicable)

As a follow up to the Self Audit assessment, EMBS may conduct audits at a supplier's facilities. Default, for this audit will follow the Self-Assessment.

Any site audit may highlight gaps in the supplier's systems. These will be communicated to the supplier and then confirmed through the Non-Conformance Report (NCR / 8D), or through specific action plan detailed in the audit report.

Actions will be classified as follows:

- **Major Non-Conformity** – Actions required of a supplier to address areas of non-conformance to an international standard, or EMBS-specific requirement. A major non-conformity will be raised if there is;
  - an absence or total breakdown of a system to meet a requirement,
  - any non-conformity that would result in probable shipment of non-conforming product to EMBS.

  The supplier shall complete required actions within the timescales detailed in the NCR/8D section of this appendix. This type of non-conformity requires the supplier to implement EMBS-agreed containment actions to ensure the quality of product delivered to EMBS.

- **Minor Non-Conformities** – Actions required of a supplier to address non-conformance to an international standard or EMBS-specific requirement that do not impact product quality.

The supplier shall complete required actions within the timescales detailed in the NCR/8D section. A number of minor non-conformities against one requirement can represent a total breakdown of the system and thus be considered a major non-conformity.

- **Opportunities For Improvements (OFI)** – The requirements have been met, but these actions are requested by EMBS (e.g. to improve the effectiveness of the process).

If there are any questions on items raised during the audit, these should be addressed to the EMBS Lead Auditor at the closing meeting.

4 Supplier Ratings

EMBS will complete periodic reviews of a supplier's performance and systems.
Details of the EMBS scoring system can be obtained from your local supplier contact.

5 Operation of the Non Conformance Report system

Where non-conformances are raised, either against the system audit or any supplied product, a Non Conformance Report will be raised and the supplier contacted.

The supplier shall review each non-conformance and, using a methodical approach, establish the root cause(s) The supplier shall document the output of its problem-resolution process and shall be forward to the local EMBS Quality/Purchasing contact.

NB: EMBS recommends using a formal approach such as 8D tool to record, investigate and report on corrective and preventive actions.

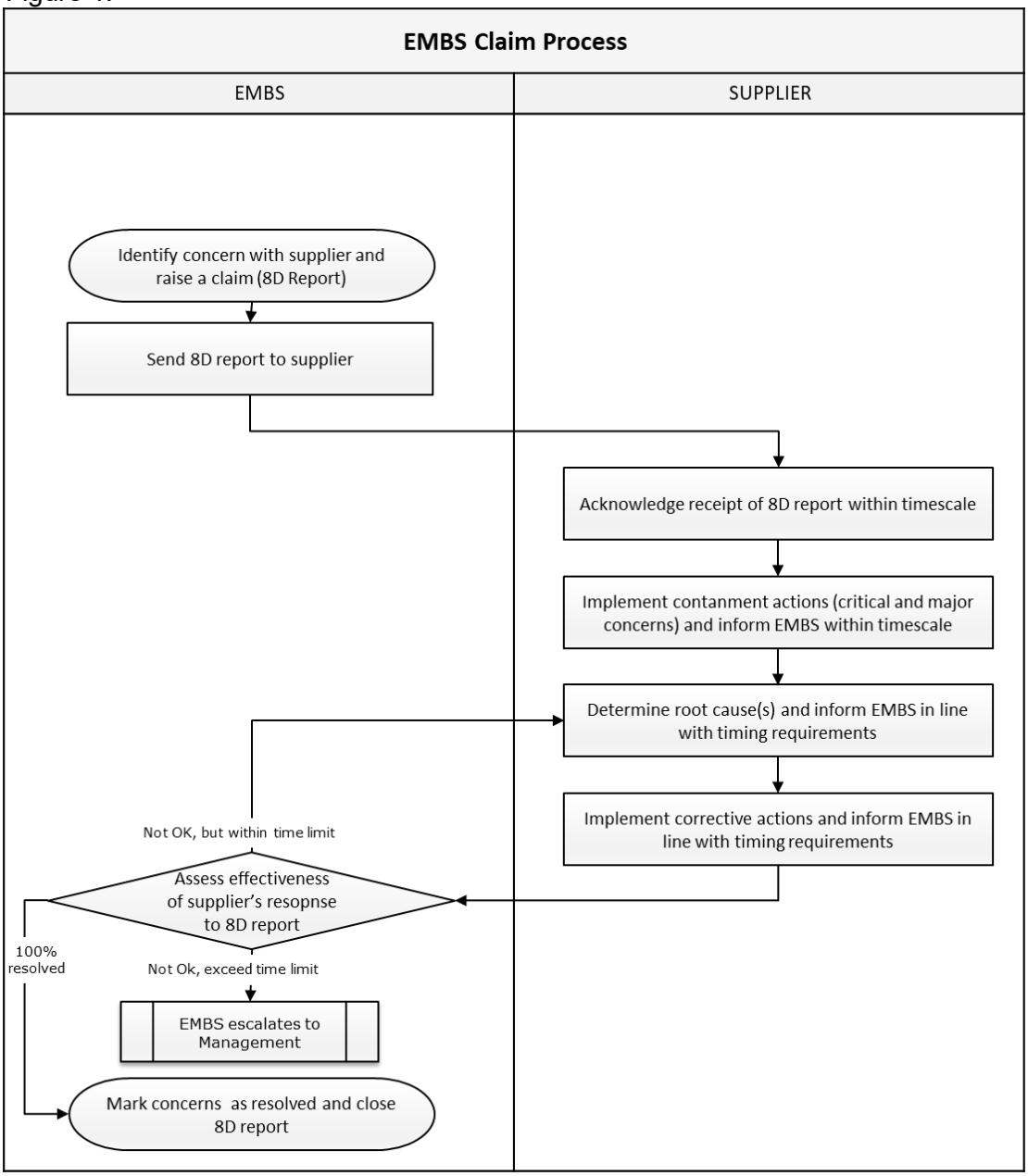
Unless agreed differently, the Supplier shall follow the response default timings identified in Table 1.

Table 1.

	Confirmation of claim reception	**Containment actions implemented**	**Root cause / Corrective actions determined**	**All actions verified**
Quality Concern (Claim)	24 hours	24 hours	7 working days / 14 working days	45 working days

An overview of the NCR/8D process can be seen in Figure 1.

Figure 1.



Should the containment or corrective action implemented prove ineffective, EMBS may escalate the controls needed to ensure integrity of supply.
EMBS will treat repeat quality concerns more severely.