Supplier Quality Requirements Manual

CHANGE CONTROL

REV	DATE	REASON FOR CHANGE	APPROVED BY
10	110518	Quality policy is updated	G. Rivera QSE
11	150618	Environmental policy is included Item 3.3.1.b – CMRT Item 3.4.3 added – regulatory and statutory requirements Item 3.5.1 – deleted Mitsuba	G. Rivera QSE
12	310718	Scope of the environmental system is included Item 1.9 added - environment Item 6.7.6 added - product audits Item 6.7.7 added - audit frequency Item 6.8.2 added - product safety representative (PSB) Item 6.8.3 added - D/TLD audits	G. Rivera QSE
13	100818	Item 8.2.4 - Criteria for customer evaluation updated	G. Rivera QSE
14	100119	Item 6.8.3 - Frequency for D/TLD audits updated Item 8.2.4 - Criteria for supplier evaluation updated Annex I - SRR Format updated	G. Rivera QSE
15	180320	Item 3.5.1 - Customer list removed; global approach established to meet specific customer requirements. Item 3.5.2 added - Additional CSR. Item 5.1.7 added - Special Processes Assessment.	G. Rivera QSE
16	301120	Item 3.1.1.c added - Acceptance of ISGO quality targets. Item 3.5.1 - IATF Global Oversight link added. Item 6.7.5 - Updated requiring support evidence and an action plan to correct or improve weaknesses. Item 6.8.2 - PSB updated to PSCR. Item 8.1.1 - Updated the minimum rating to be nominated. Item 8.1.2 - Updated requiring support evidence and an action plan to correct or improve weaknesses.	G. Rivera QSC
17	140121	Introduction has been updated. Environmental Policy has been updated. Item 1 “Code of Conduct” updated to “Supplier Sustainability Policies”. Item 1.7 “Labor Rights” was included. Item 1.8 “Work rules, code of ethics and internal regulations” updated to “Rules and Internal Regulations”. Item 8.2.4 - Criteria for supplier evaluation was updated.	G. Rivera QSC
18	190723	Item 3.2.1 – Criteria of acceptance commitment was added. Item 3.2.3 – Updated the requirement of imposed supplier. Item 8.2 “Supplier Performance Evaluation in serial production” updated.	L. Rojas QSE
19	310124	Definitions and Abbreviations – Updated	M. Arredondo DNBP

INDEX

DEFINITIONS AND ABREVIATIONS

AIAG	Automotive Industry Action Group
BOM	Bill of material
CSLx	Containment shipment level “x”
PFMEA	Production Failure mode and effect analysis
IMDS	International material data system
Imposed	Directed suppliers by customer – TIER1 or OEM
GP12	GM procedure for initial internal containment (controlled shipping)
Interco	Any material built into the ISGO Group
Material	Any resin, pigment into the composition of ISGO Group
PPAP	Production part approval process
APQP	Advanced Product Quality Planning
PPM	Parts per million
SOP	Start of production
SPC	Statistical process control
Supplier	The main supplier nominated per ISGO Group
Sub supplier	Supplier appointed by the main
ELV Directive	End of life directive
IATF16949	International standard replaces ISO/TS16949
SQR	Supplier quality requirements manual
QE	Quality Engineer
PM	Program Mgr
PSCR	Product Safety & Conformity Representative
QM	Quality Manager
ASL	Approved source list
CSR	Corporate social responsibility
KPC	Key product characteristic
SRS	Supplier Rating System
SRR	Supplier Rejection Report
CRF	Cost Recovery format
CoA	Certificate of analysis

INTRODUCTION

ISGO mission is to assure customer satisfaction in quality and services, to meet their specific requirements, to provide innovative ideas, and to develop new technologies in ISGO plants, with conformity to the applicable environmental and safety requirements.

ISGO Suppliers are key strategic partners to meet our customer's requirements.

The purpose of this SQRM is to describe general requirements for ISGO Suppliers as well as to define strict rules for cooperation between ISGO and its suppliers.

This SQR applies to all suppliers delivering any type of products (such as raw materials and components) and services to any and all ISGO business units. This SQR also applies to Customer-designated suppliers. ISGO expects all of these Suppliers to ensure compliance to its policies and requirements with their own Supply Chain.

This SQR Manual is an addendum to the Purchasing terms and conditions in the PO. Acceptance of PO constitutes agreement to ISGO Customer Specific Requirements and ISGO Supplier Quality Requirements (SQR Manual). Ask to your buyer to get SQR Manual.

Whenever ISGO has authorized the Supplier to subcontract its products or services, the Supplier commits to adhere to the current SQR, and undertakes to ensure its own sub-Supplier(s) also comply with the SQR.

QUALITY POLICY

In ISGO Manufacturing we are commited with:

Customer satisfaction setting quality objectives for products manufactured according to their specific requirements, through continuous improvement in our processes and motivating the personal development from our collaborators.

ENVRIONMENTAL, HEALTH & SAFETY POLICY

At ISGO Manufacturing we are committed to:

- A positive impact on our people, the communities in which we cooperate and our value chains with regards to Health, Occupational Safety and the Environment.
- A safe environment for our employees and visitors at all our business units.
- A proactive Environmental Strategy, focused on minimizing our impact on the environment.

Through:

- Addressing these matters in our Management System.
- Growing a culture of proactive awareness and personal involvement and responsibility through skills development, effective communication, permanent use of personal protection equipment, constant detection and correction of unsafe acts and conditions in facilities, machinery, and equipment, applying ergonomic principles and corrective actions towards incidents and accidents.
- Strict compliance to applicable Laws, Regulations, and dispositions in the communities where we operate, including resource management (water, energy), emissions control (atmospheric, soil, drain, noise), handling and confinement of hazardous materials, chemicals and residues, emergency situation preparedness, etc.
- Working together with our Customers and Suppliers to identify ways to reduce our collective impact, including awareness and communication campaigns and the development and use of recycled materials, as well as resource conservation and pollution prevention.
- Look for renewable energy sources and improve efficiency, within the regulatory context, aware that it is the most relevant factor for our carbon footprint.
- Maintain our low impact on biodiversity, animal welfare, greenhouse and other gases' emissions, soil, water, and air quality, through effective waste management and constant reduction.

Establish targets and metrics to correct actionable indicators on the matter and eliminate or mitigate variation causes.

1 Code of Conduct, Code of Ethics and Sustainability:

1.1 Ethics and Conduct

1.1.1 Suppliers must adhere to the commitments made by ISGO in it is Code of Ethics, and Code of Conduct as well as Environmental, Health and Safety Policy.

1.1.2 Copies as of the date of this QSR are attached, but not "controlled" as per ISGO's Management System requirements. Current copies are available upon request.

1.1.3 In addition to these documents, Suppliers must document in their management Systems their commitment in the following specific matters, for themselves and, at a minimum, their direct suppliers:

a. Respect relevant Laws and Regulations of the jurisdictions they operate in.
b. Integrity: No tolerance towards:
c. Corruption practices, bribes, and conflicts of interest:

- Human Rights: Discrimination, Diversity, Forced Labor, Child Labor
- Labor Rights: Forms of employment, fair compensation (wages and benefits), working hours, freedom of association,
- The adequate handling of confidential information (including personal data) and intellectual property, etc.
- Reliable Quality and Delivery: Timely delivery of products and services per the agreed schedule. ISGO is fully committed to delivering quality products, on-time, to its customers, for which it requires the same commitment from its collaborators and suppliers, and their own value chain.

d. Environmental and Resource Management:
   - Sourcing and use of Energy, favoring the use of renewable sources and conservation,
   - Water consumption and discharges,
   - Protection of Water, Soil and Air Quality, including emission of greenhouse gases and decarbonization, Waste and Hazardous materials management, etc.

1.2 Sustainability

1.2.1 ISGO Suppliers may be required to complete the Drive Sustainability Initiative SAQ 5.0 questionnaire and provide documented evidence of compliance and training to said requirements.

1.2.2 These include, but are not limited to the establishment of binding CSR / Sustainability requirements for their own sub-suppliers; including Codes of Ethics and Conduct and an Environmental Health and Safety Policy, which reflect ISGO's and SAQ 5.0 requirements; as well as Policies and Procedures that promote healthy working conditions, human rights, social responsibility, non-corruption, intellectual property, environmental responsibility, etc.

Relevant links :
https://supplierassurance.com/
https://www.cdp.net/en/guidance/guidance-for-companies
https://www.rawmaterialoutlook.org/

1.2.3 ISGO reserves the right to monitor Supplier compliance and conduct Risk Assessments through the following instruments, which may result in a binding Action Plan to correct and/or improve specific points.

a. Self-Assessment Questionnaire (SAQ), like the SAQ 5.0,

b. First-Party Audit by ISGO personnel,

c. Third-Party Audit by an independent organization like a registrar o certification company or a regulator,

d. Second-Party Audit by an ISGO Customer (or their customer, up to the OEM), or others acting on their behalf. It can also be done by regulators or any external party that has a formal interest in an organization. A self-assessment questionnaire (SAQ) may be used to assess CSR and Sustainability activities of a supply chain and identify potential improvements.

1.3 Responsible Sourcing:

1.3.1 Suppliers must report when the items they provide ISGO include one or more of the following substances / minerals by itself or as an additive or part of an alloy; using a template approved by the Responsible Minerals Initiative (RMI, http://www.responsiblemineralsinitiative.org), be it the Conflict Minerals Reporting Template (CMRT) or the Extended Minerals Reporting Template (EMRT) to certify the origin of said substances, materials, or alloys.

1.3.2 As of this revision, these include Aluminum/Bauxite, Chromium, Cobalt, Copper, Cotton, Glass (silica sand), Gold, natural Graphite, Natural Leather, Lithium, Magnesium, Manganese, Mica, Molybdenum, Nickel, Niobium, Palladium, Platinum, Polysilicon, Rare Earth Elements, Rhodium, Rubber, Steel/ Iron, Tantalum, Tin, Tungsten, Zinc.

1.3.3 As part of ISGO's commitment to comply with applicable Laws and Regulations, we must restrict the purchase of materials and components from regions or countries subject to sanctions, export controls, or prone to human rights violations, as defined by applicable legislation issued by the United States and/or the European Union:

As of this revision, these include: the Xinjiang province of China, North Korea, Myanmar / Burma, Afghanistan, Iran, Iraq, Lebanon, Libya, Syria, Yemen, Belarus, Russia (as well as Russian-occupied Ukraine), Cuba, Nicaragua, Venezuela, both Republics of the Congo, Angola, Burundi, the Central African Republic, Guinea, Guinea-Bissau, Mali, Rwanda, Somalia, South Sudan, Uganda, Zambia and Zimbabwe.

References: https://ofac.treasury.gov/, https://www.sanctionsmap.eu/#/main
Any and all sourcing of raw materials by the Supplier or its sub suppliers in these countries and regions require approval in writing by ISGO´s Customer.

1.4 Quality:

ISGO is fully committed to delivering reliable, safe and quality products to its customers, for which it requires the same commitment from its collaborators and suppliers, the commitment of quality must be of the entire value chain.

1.5 Implementation, administration, and application:

In the same way that we expect our employees to comply with this code, we expect the same from our suppliers and customers and we invite them to do it in the following way:

Communication: all collaborators, suppliers and customers will be asked to review this code and return acknowledgment in writing to clarify and strengthen this commitment.

Audit requirement: ISGO may carry out audits in the offices and plants of the suppliers in order to check compliance with the legal requirements and applicable security measures. Suppliers must make a maximum effort to comply with all the requirements of the audit. The costs of the audit at the beginning will be on the part of ISGO, however if the audit findings are satisfactory or shows a breach of any of the points of the code of ethics and conduct subsequent expenses including corrective and preventive actions to be taken will run at the expense of the supplier, ISGO reserves the right to take necessary measures even to terminate any contract or commercial relationship in the event of reoffending the findings or not making alternative solutions or corrective actions.

Training and compliance: ISGO invite's suppliers and clients to implement and maintain an adequate compliance and training program to detect and prevent any violation of the obligations of this code of conduct.

2 SUPPLIER QUALITY ORGANIZATION

2.1 Supplier Selection.

2.1.1 In ISGO organization the QM plant is responsible for the supplier selection based on previous quality audits and evaluation of potential suppliers.

2.1.2 For suppliers already in ASL for any new business award, QM provides his recommendation or veto, before the final decision taken during "sourcing committee" managed by ISGO Purchasing team.

3 GENERAL SUPPLIER REQUIREMENTS

3.1 Conditions of admission to the Sourcing Committee.

3.1.1 In addition to what is written in the "Purchasing General Terms and Conditions", the main quality general conditions of admission to the Sourcing Committee are without limitation:

a. Quality management system in compliance with ISGO requirements, IATF16949 or ISO 9001 valid certificate,
b. Formal and written acceptance commitment of obtain ISO 9001 certificate in a short-term (if applicable).
c. Formal and written acceptance of key documents defining the terms and conditions between ISGO and his supplier,
d. Formal and written acceptance of supplier quality targets letter between ISGO and his supplier,
e. Formal acceptance of a confidentiality agreement (if applicable),
f. Positive result to one or several audits managed by ISGO quality department. Unless there is a specific different TIER1 / OEM requirement, ISGO performs VDA6.3.
g. Admission to ISGO Supplier panel is made official after acceptance by the Purchasing, Finance and Quality departments.
h. These conditions are applicable to all suppliers for productive materials, except for packaging.

3.2 Required certifications.

3.2.1 Unless otherwise agreed with ISGO, the Supplier must have at a minimum, valid ISO 9001 latest version certification from an accredited third-party certification body or failing that, the acceptance commitment signed to obtain accreditation by the Supplier.

3.2.2 Supplier is committed to achieve certification on IATF16949 through third party by an IATF-recognized certification body.

3.2.3 Where an TIER1 / OEM's imposed or directed Supplier does not comply with ISGO quality management system requirements, then a formal written deviation or electronic approval of from the TIER1 / OEM is required.

3.3 Supplier Obligations

3.3.1 Each Supplier shall undertake to:

Materials.

a. Provide material documentation data. ISGO requests suppliers to submit ELV data through direct entry into IMDS via the Internet (http://www.mdsystem.com).
b. Provide declaration for conflict materials through CRMT – see item 3.4.3.d.
c. Adopt the standards of Zero Defects and 100% On Time Delivery / Right Quantity to ISGO commit to continuously improve the supplied Quality level and recognize that any PPM target is not an accepted quality level but represents an intermediate continuous improvement step toward shipment of parts / materials meeting zero defects requirement.
d. For productive components provide CoA per batch according to ISGO facility request.

e. For bulk materials (resins and pigments) the supplier shall submit CoA per batch as following:

- Resins:
  - Melt Flow index per ASTM D 1238 / ISO1133 where applicable.
  - Ash content per ASTM D 5630 / ISO3451 where applicable
  - Flammability per FMVSS-302 where applicable
  - Δ L, a, b and brightness where applicable

- Pigments:
  - Δ L, a, b.

APQP

f. Comply with all ISGO Projects quality management procedures including the use of APQP (Advanced Product Quality Planning) tool to ensure that preventive quality actions are used (described below).
g. Comply with Production Part Approval Process (described below).
h. Use of Automotive Industry standard tools & procedures such as APQP, PPAP, production flow charts, control plans, 8D problem solving, FMEA (Failure Mode and Effects Analysis), MSA (Measurement System Analysis) and SPC (Statistical Process Control) as defined in AIAG (Automotive Industry Action Group http://www.aiag.org) or specific customer requirements.

Sub-supplier Mgmt.

i. Set up and maintain a Sub-Supplier (tier 2) management in accordance with the requirements as laid down in this SQR, including documented evidence from the Supplier on the follow-up of sub-supplier quality management system.
j. Ensure the quality of the Sub-Supplier parts using other suitable tools and methods (including PPM quality target setting special key characteristics follow up, validation plan, production flow chart, control plan, Run@Rate and process audit, initial samples submission). ISGO reserves the right, jointly and with the Supplier approval to conduct process approval at the sub-suppliers in the event of a major problem or risk.

Containment.

k. Put in place an early containment plan for all Projects at the Start of Production (SOP), (see details in chapter safe launch plan)
l. Put in place a Containment Plan in serial life in case of proven repetitive such as controlled shipping level 1 & 2 (as described in chapter 7.3.2).
m. Meet these SQR manual. Failure to meet these requirements may result in the initiation of an escalation process with ISGO that could ultimately mean stopping supply and / or stopping any future nomination for an ISGO Project and / or reimbursement of costs resulting directly from those failures.

Environment.

n. Comply with all applicable governmental regulations. These regulations relate to the health and safety of the workers, environment protection, toxic and hazardous materials, and free trade. Suppliers should recognize that the applicable government regulations might include those in the country of manufacture, as well the country of sale. Registration to ISO14001 is strongly recommended. Registrations to ISO 45001 and ISO 50001 are also recommended at internal company system. To manage information system security is beneficial (ISO 27001).
o. We also encourage our suppliers to adopt the same or similar social standards. Furthermore, we prefer suppliers who demonstrate social and environmental responsibility. To ensure compliance with these requirements, suppliers are requested to fill in the Corporate Social Responsibility questionnaire and to return it to ISGO.

Communication.

p. Be able to communicate with ISGO in English. Documents may be in the local ISGO native language with prior agreement, but to avoid parallel translation, English is the only valid version.
q. Service suppliers operating on ISGO sites shall comply with the safety rules in force. Top Safety audits will be conducted by ISGO employees of service supplier's workers to assess the respect of the safety requirements.

3.4 Statutory and Regulatory Requirements.

The supplier shall:

3.4.1 Consider the ISGO expectations through this manual besides the legal requirements where ISGO is operating.

3.4.2 To inform to ISGO about their statutory and regulatory requirements where the material is manufactured once the PO has been awarded.

3.4.3 According to ISGO customers, subscribe or ensure proper declaration to worldwide statutory requirements like:

a. REACH – Substances of Very High Concern (SVHC)
http://www.hse.gov.uk/reach/resources/svhc.pdf
b. ELV (End of Life Vehicles) – European Legislation
http://ec.europa.eu/environment/waste/elv/index.htm
c. Tread Act (Transportation Enhance Recall Accountability)
https://one.nhtsa.gov/cars/rules/rulings/EarlyWarn/Index.html
d. Conflict Materials – CMRT (Conflict Minerals Reporting Template)
http://www.responsiblemineralsinitiative.org/conflict-minerals-reporting-template/

3.5 Customer Specific Requirements

3.5.1 The supplier shall comply with the specific requirements of ISGO customers, even if not expressly specified or referenced in this Supplier Manual or elsewhere in the contract, including but not limited to the CSR made available under:

https://www.iatfglobaloversight.org/oem-requirements/customer-specific-requirements/

3.5.2 Nevertheless, general customer specific requirements are already included in this Manual and shall be implemented. Additional customer specific requirements issued by ISGO customers will be communicated on a project basis. Their application will be subject to an agreement between ISGO and the supplier.

4 SUPPLIER FEASIBIILIY AND APQP

4.1 Advanced Product Quality Planning (APQP)

4.1.1 Suppliers are required to generate an Advanced Product Quality Plan in accordance with the ISGO requirements. This applies to all Suppliers, included Directed Suppliers unless specified differently in a tri-party responsibility matrix agreed between the TIER1 / OEM - ISGO and the Supplier.
For quality planning suppliers shall reference the following IATF16949 core tools: PPAP, FMEA, APQP, MSA and SPC.

4.1.2 The APQP Process consists of around 20 elements or deliverables, deployed within the different phases of the Project so the plan shall at a minimum include the following elements:

4.2 APQP elements for plastic parts and components (metal, fasteners and other components)

1. Validation plan
2. Feasibility commitment.
3. Nomination letter
4. KPC List
5. 2D drawing.
6. Part history file
7. Checking fixtures concept
12. Raw material definition, TDS & MSOS
13. Grain master samples and color master samples
14. Process flowchart
15. Process FMEA
16. Pre-production and production control plan
17. Marking of parts
18. Definition of packaging
19. PPAP elements:

4.3 APQP elements tor resin material.

a. Resin material description TDS & MSDS
b. ISGO Product Specifications signed by the supplier.
c. Nomination Letter
d. Lab Report (if requested)
e. Validation plan (if requested)
f. Certificate of analysis as described in item 3.3.
g. PPAP resin batch number
h. Process Capability and Control
i. Supplier Agreement update (if requested)
j. System of batch traceability documented.

5 SUPPLIER PPAP

5.1 Production Part Approval Process (PPAP) elements

5.1.1 ISGO follows the AIAG Production Part Approval Process (PPAP) for validation of all purchased materials required for production applications, The PPAP manual is necessary to understand and comply with submission requirements. PPAP submissions are to be submitted to the receiving site QE or PM.

5.1.2 Customer specific requirements are in addition to any ISGO PPAP requirements and take precedence.

5.1.3 Suppliers are responsible to keep up to date with any and all OEM specific requirements.

5.1.4 AII production part sample submissions shall be in accordance with ISGO requirements. PPAP generic elements for plastic parts and components:

- IMDS
- Appearance approval
- Functional validation (validation plan results)
- Dimensional reports
- Assembly trial
- Process capability analysis
- Tier 3 approval
- Measurement system analysis
- PSW signed and initial samples signed.
- Run@Rate
- Controlled shipping or firewall results

5.1.5 The default PPAP submission level will be to AIAG PPAP manual level-3 requirements (PPAP MANUAL AIAG). The receiving ISGO site has the option to change the submission level requirements. ISGO requires that all PPAP documentation shall be completed and available for review, regardless of the submission level requested. In addition to the level-3 submission, any applicable MSDS shall be included with PPAP submissions as well as all documentation for any customer specific requirements.

5.1.6 The Supplier shall document and maintain Production Part Approval Process (PPAP) documentation updated as annual layout, validation records, tooling records, traceability records, engineering records, corrective action records, quality performance records and inspection, test results, etc., those documents shall be archived over at least 1 year after ISGO production has been terminated and tootling scrap authorization has been granted. Records shall be available to ISGO request.

5.1.7 Supplier to ISGO shall ensure they audit and manage critical processes per AIAG Special Process Assessments:

- 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
- CQI-23 Molding System Assessment
- CQI-27 Casting System Assessment

5.1.8 Evidence of compliance is required for PPAP approval if any of the above processes are used. The process evaluations shall include the self-assessment, actions taken and audit records. The audits shall be conducted as defined in the actual standards.

5.1.9 Once ISGO has approved the supplier PPAP submission, the part is considered production ready, and the ongoing supplier performance measurement and maintenance is in accordance with Sections 6, 7 and 8 of these documents.

5.2 PPAP ELEMENTS AND DEFINITIONS

5.2.1 PSW

5.2.1.1 Part submission Warrant (PSW) document is a cover sheet to document and give the approval status for each part. ISGO evaluates the PPAP documents and sample parts that are either sent or presented. The individual and overall approval status is added to the PSW cover sheet. If not agreed otherwise, the approval status is sent to the supplier on the cover sheet or on an own test report (with reference to the PSW report of the supplier).
The overall approval status may be:

- **Approved**
  This means that the supply of products according to supply call-offs and requests meets ISGO specifications and is approved for a given engineering level.

- **Conditionally Approved**
  This means that PPAP submission does not fulfil the entire submission scope. Supply at this part level is only permitted for an agreed limited period or limited quantity through an approved deviation or derogation. A rigorous mutual approach to managing deviations in the launch phase is necessary between the ISGO Program Team and Suppliers. Repeat PPAP with re-submission are needed, until fully approved PPAP's obtained.

- **Rejected**

This means that the supply of products is not permitted. A PPAP re-submission is with a re-sampling. The scope of the PPAP re-submission shall be closely coordinated by the ISGO Program Team.

5.2.2 Initial Samples / Boundary Samples

5.2.2.1 At SOP, the PM has the responsibility to physically sign Initial samples (or master samples) and boundary samples on behalf of the Program Team and distribute these samples to the supplier. The master sample are to be retained for the life of part production in appropriate conditions.

5.2.3 Identification and Traceability.

5.2.3.1 Packaging & labeling during development Phases:
For each delivery to ISGO or Customer plant, the labeling must contain the following information:

- Phase status (Prototype, lOO, Trial x, IS...)
- Project
- Designation & part number (ISGO PN)
- Injection trial number
- Date of production
- Supplier name
- ISGO plant address
- Quantity per container
- Batch number

- **Marking**
  Each product must be marked with the material identification in support of later recycling. This marking must be visible after the final assembly.
  The material type mark must be in accordance with ISGO and customer requirements. The marking has to be in accordance with the relevant individual traceability requirements.

- **Traceability**
  Batch identification shall permit traceability back to the specific supplier raw material lot numbers, as well as the manufacturing, inspection, and test records. The traceability system shall ensure that within 24 hours. all evidence associated with a suspect batch can be produced. The traceability data shall clearly show the batch information: start and stops times, quantity, process and product control information, internal and external batch movement dates and times, sub-supplier's raw material batch information.
  Suppliers are required to manage and ship Production a first in first out basis (FIFO). Sequence of batches must be identified on the packaging label by either a date code or batch/lot number.

5.2.4 Process Capability and Control

5.2.4.1 Suppliers are required to meet the Process capability requirements as defined in the Customer Specific Requirements (TIER1 / OEM's requirements) and SPC reference manuals available on the AIAG website, unless otherwise specified by ISGO plant. The Supplier is responsible to ensure that Process capability and control requirements are documented in their control plan and that capability indices are achieved and improved throughout production. Minimum requirements for **Safety Characteristics (CC) is a long term Cpk of 1.67 and for Significant Characteristics (Fit & Function - SC) a long term Cpk of 1.33 is required.**

5.2.5 Measurement System Analysis

5.2.5.1 A Measurement Systems Analysis evaluates the test method, measuring instruments, and the entire process of obtaining measurements to ensure the integrity of data used for analysis and reporting to understand the implications of measurement error for decisions made about a product or process. MSA analyzes the collection of equipment, operations, procedures, software and personnel that affects the assignment of a number to a measurement characteristic. Requirements for performing and results on MSA could be different for different customers, and suppliers have

to respect Customer Specific requirements. **Calibration and GR&R studies for measurements devices must be performed by supplier at least every year.** The process of MSA is to be applied to attribute and variable data.

5.2.6 Safe launch Plan for New Production Parts

5.2.6.1 Containment of new production parts starts with Pre-Production builds and continues through the first 60 days of production after PPAP approval.

5.2.6.2 Suppliers may exit from the Containment Plan if the Supplier has achieved zero Defects at the point of containment for 60 days after PPAP approval unless otherwise specified by ISGO plant. If defects are found at containment during this time, a new period of 60 days will be given to the Supplier in order to achieve providing a non-defective Product. ISGO plant may require from Suppliers to perform a second containment off line.

5.2.6.3 When following such a Containment Plan, Suppliers are required to submit inspection data (e.g., variable measurement data) with each lot shipped to the receiving ISGO plant. Suppliers shall develop action plans to address missed failure codes or capability improvement needs.

6 SUPPLIER QUALITY MANAGEMENT IN SERIAL PRODUCTION

6.1 Incoming inspection.

6.1.1 Before initial PPAP's, parts are subject to an incoming inspection conducted by the PM based on defined quality and / or logistics criteria.

6.1.2 After PPAP, there will be a minimum 3 deliveries (one production batch minimum per delivery) subject to an incoming inspection conducted by the plant Incoming Inspection. If ISGO do not detect any defect in these 3 deliveries, a Skip Lot status will be given which means that no inspection shall be undertaken from our side. This does not absolve the supplier of their contractual responsibilities.

6.2 Changes to Approved Product and Processes.

6.2.1 Supplier and sub-supplier are prohibited from making any unauthorized changes to a Product (e.g., material, component, subassembly, subcontracting etc.) or to the Process used to produce a Product that has been previously PPAP approved by ISGO. This includes changes to Process Control Plans.

6.2.2 Prior to implementing any change, the Supplier must submit a Supplier Request for Product or Process Change to ISGO. The Suppler must receive an ISGO written authorization prior to proceeding with the change implementation.

6.2.3 Any such change made without prior written approval by ISGO will constitute a breach of contract, but would also, be in contravention of standard automotive practice. Subsequently, the Supplier who does not adhere to this requirement will be held responsible for all damages, losses and liabilities attributable to any unapproved or uncommunicated change.

6.3 Annual requalification (process and product).

6.3.1 Unless otherwise agreed in writing by ISGO, the Supplier shall inspect and test annually a sample of each Product supplied to ensure continued compliance to all ISGO specifications (including but not limited to dimensional, material and performance) in accordance with specific items identified by the ISGO plant from PPAP. These inspection requirements shall be included in the Supplier's production control plan. Material testing shall be carried out by a qualified laboratory (ISO 17025).

6.3.2 Annual validation documentation shall be sent to the ISGO plant and available upon request. If a non-conformance (even if borderline) is found during the annual re-qualification procedure, the Supplier must notify in writing the ISGO plant without delay to enable a risk assessment to be conducted and to define the mitigating actions to be taken.

6.4 Sub-Supplier Control

6.4.1 Each Supplier is responsible for the control and continuous improvement efforts of its sub-Suppliers (TIER 2 / TIER 3). However, ISGO reserves the right to visit Sub-suppliers.

6.4.2 Suppliers shall require their Sub-Suppliers of production Products and Services to conform to the requirements specified in this SQR and must implement and document appropriate management and process controls as part of the Supplier's quality management system.

6.5 Contingency Plans

6.5.1 Suppliers are required to prepare contingency plans (e.g., utility interruptions, labor shortages, key equipment failure and major product non-compliance, yard holds, field campaigns, use of external capacity, raw material backups, cyber-attacks on IT systems with data recovery) to reasonably protect ISGO of product in the event of a "Force Major".

6.6 Product / Process Deviations

6.6.1 It is the policy of ISGO to not accept product that does not meet the requirements of the applicable drawings and specifications. Requests for deviations on nonconforming product shall be submitted to the ISGO plant for review and approval and to obtain ISGO customer approval, as required, prior to shipment. Deviations shall be approved only for a specific time period or quantity of products. No permanent deviations are permitted.

6.6.2 A deviation request shall be accompanied with an 8D report. This report shall include the identification of a clean point and the manner in which product will be identified, including how traceability will be maintained. If the Supplier becomes aware at any point in time that non-conforming product has been shipped, the receiving plant should be notified as quickly as possible.

6.7 Audits

6.7.1 ISGO shall be entitled to establish by way of an audit whether the quality assurance reassures put in place by the Supplier offer a guarantee that ISGO and customer requirements will be fulfilled. The audit may be conducted in the form of a system, process or product audit and must be agreed upon in good time prior to its planned implementation.

6.7.2 Supplier is responsible to prepare the audit and, after the audit, to implement and manage all necessary actions to correct nonconformities. Supplier has to communicate its action plan maximum 2 (two) weeks after receiving the audit report.

6.7.3 ISGO reserves rights to perform TIER2 / TIER1 - specific System / Process or product audits. The Supplier shall, if requested to do so by ISGO, investigate the possibility of a joint audit on the premises of the sub-suppler: Supplier shall be obliged to facilitate an audit on the premises of their sub-supplier concerned.

6.7.4 The standards audit to be used by ISGO to confirm the process capability are: VDA 6.3 or other as necessary. Those may be used when: new supplier selection, re-certification, escalation process or poor-quality performance.

6.7.5 Each year the supplier shall perform a self-audit according to latest revision of VDA 6.3 standard or other as necessary for all product and subcontracted processes including all the necessary evidence / comments (such as names, part numbers, gauge numbers, document numbers, etc.) to support the results. Supplier shall provide all audit results including an action plan to correct or improve all the weaknesses detected during the self-audit.

6.7.6 The supplier is responsible to develop product audits with a frequency at least of twelve months. Product audit format is available upon request with your buyer.

6.7.7 The frequency of audits shall be reviewed and, where appropriate, adjusted based on occurrence of process changes, internal and external nonconformities, and/or customer complaints.

6.8 Product Safety - applicable to "safety parts or materials".

6.8.1 Suppliers are encouraging to assure all the product Safety characteristics related to raw material and components supplied to ISGO, according to ISGO customer's designations.

6.8.2 The supplier shall name the Product Safety & Conformity Representative (PSCR) to attend the ISGO Manufacturing requirements. Product Safety & Conformity Representative reports directly to management, the plant manager or quality manager.

6.8.3 For safety characteristics, the supplier is committed to perform D/TLD audits with a frequency at least of twelve months. The frequency of D/TLD audits shall be reviewed and, where appropriate, adjusted based on occurrence of process changes, internal and external nonconformities, and/or customer complaints. D/TLD format is available upon request with your buyer.

6.9 Automotive Product-Related software or Automotive Products with Embedded-software.

6.9.1 According to IATF16949 requirements, suppliers related to embedded software shall implement a software development assessment methodology, based on risk analysis and potential impact to the customer.

7 NON-CONFORMITY NOTIFICATION

7.1 Definition of Non-Conformity.

7.1.1 A Non-Conformity is any deviation from Supplier's to ISGO specifications during project or serial life. It applies to any Products or Services delivered to AE Division.

7.1.2 There are 2 kinds of Nonconformities Notifications (SRR): "Product" SRR, and "Service" SRR.

- Product SRR is linked to characteristics of the product delivered, including but not limited to: dimensions, functionality, aspect, physical-chemical features, etc.

- Service SRR is linked to quantities delivered on time delivery, labeling, packaging, late / no answer to Plastic Omnium (i.e. corrective action plan), no respect for documentation, etc. ...

7.2 Management of the Non-Conformity

7.2.1 Non-Conformities Notifications are sent to the Supplier by e-mail. The Supplier undertakes to provide answers in 8D (8 Disciplines) ISGO report format.
This 8D report can be either the format proposed by ISGO or Supplier's 8D own format.

7.2.2 From issuing date of a Non-Conformity Notification, ISGO expects:

- **within 24 hours:**
  - immediate containment actions to secure ISGO (and customer) (D3)
  - problem description (D2),
  - problem understanding and problem-solving launch,
- **within five days:**
  - analysis of root causes (of non-detection and of occurrence) (D4)
  - definition of corrective and preventive actions, (05, 06)
- **within 30 days:**
  - confirmation of effectiveness of actions to remove containment actions (03)
  - actions to prevent reoccurrence (07)
  - complete the final 8D report and send it to ISGO tor validation.
  - Cost recovery signed off.

The final 8D report is validated by QE at ISGO Plant.

7.2.3 Where immediate implementation of the long-term solutions is not possible, in addition to the 8D, an action plan shall be provided including due dates for each improvement action.

7.2.4 If the Supplier does not react or answer in the timeframe specified, ISGO reserves the right to take all necessary actions to secure deliveries and quality to customer.

7.2.5 As soon as a Supplier is informed about a Non-Conformity, he commits to ensure containment of the supply as follows:

- Stocks in Supplier facilities that are managed under Supplier responsibility,
- Stocks in ISGO facilities (consignment): the stock management has to be agreed between ISGO and its supplier: sorting on site, return of the Parts, new deliveries.
- Stocks in ISGO customer facilities: direct management done by ISGO. With Supplier support as required.

7.2.6 The Supplier commits to ensure the continuity of deliveries and services. The Supplier commits to improve its quality system based on the Non-Conformities analyzed and solved, and to update all relevant documents (FMEA, contingency plan, working instructions, control instructions, etc.). The transversal impact of an SRR across the Supplier's portfolio of products shall be part of this improvement.

7.3 Consequences of a Non-Conformity.

7.3.1 Financial charges.

7.3.1.1 Supplier is charged for all the costs related to the Non-Conformity due to its responsibility, on a case by case basis, as listed hereafter without being limited to:

- Hours and time lost by ISGO teams or sub-contractors, during following activities:
  - sorting of the stock potentially impacted by the non-conformity (containment)
  - reworking of the defective parts, when possible,
  - defining, isolating and correcting the Non-Conformity,
  - Quality fire wall costs (CSL1 or CSL2)
- Material losses, scraps, defective parts,
  - quantities of raw material loss: resin, pigment, components, tape, etc.
  - number of purchased parts scrapped.
  - number of ISGO products scrapped: Injected / Assembled,
- Logistic costs:
  - specific packaging cost to manage the Non-Conformity,
  - extra-storage surface area used for the Non-Conformity,
  - specific transport costs due to the Non-Conformity,
- ISGO plants Production costs
  - ISGO production hours lost as a result of the Non-Conformity,
  - ISGO extra-production cost, generated by the Non-Conformity, (e.g.: week-end or night shifts extra costs)
- Other costs
  - ISGO staff travel costs due to the Non-Conformity,
  - Costs charged by the TIER1/ OEM to ISGO related to the supplier Non-Conformity, including warranty costs.

7.3.1.2 ISGO formalizes all the costs charged to the Supplier, (see "cost recovery form" in appendix). The Supplier commits to give a formal written answer within one week.

7.3.1.3 After costs validation by the Supplier, ISGO invoices the Non-Conformity costs to the Supplier (Debit note).

7.3.1.4 ISGO will charge an administration fee off USD 100.00 per SRR issued and when the root cause analysis has been confirmed as supplier responsibility.

7.3.2 Controlled Shipping – applicable to components supplier.

7.3.2.1 Controlled Shipping Level and 2 (CSL 1&2) will be implemented when ISGO determines that suppler does not have the necessary safeguards preventing non-conforming products from reaching ISGO manufacturing locations or its customers.

7.3.2.2 The Controlled Shipping process can be divided into two variants:

- **Controlled Shipping Level 1 - CSL 1**
  The Supplier shall apply additional / redundant testing and / or inspection, to prevent shipping of nonconforming components to ISGO. The testing process shall include a 100% screening. The screening shall be applied to all components: inside supplier facilities, in transit, or in ISGO plant. This is usually with supplier defined resources.

- **Controlled Shipping Level 2 - CSL 2**
  It may be applied independently from CSL 1. The application of CSL 2 shall be mandatory if a detective part is delivered during CSL1. In case of CSL 2 the Supplier shall hire an independent third-party company approved by ISGO which needs to perform the containment actions

7.3.2.3 In both cases (CSL1 and 2), the cost regarding containment activities shall be covered directly by the supplier. Components shipped under CSL 1 or CSL 2 must be marked with a mutually agreed identification method.

7.3.2.4 In case of escalation process, ISGO will determine what kind of Control Shipping the supplier shall implement depending on the risk.

8 SUPPLIER PERFORMANCE EVALUATION

8.1 Initial Supplier Evaluation

8.1.1 Before being introduced to the ISGO sourcing panel, the production location(s) of a Product Supplier will be subject to a selection process audit (VDA 6.3 Potential Analysis). The minimum rating to be nominated in the sourcing panel is “B”.

8.1.2 The Supplier undertakes to provide all the necessary evidence / comments (such as names, part numbers, gauge numbers, document numbers, etc.) to support the results and an action plan under PDCA format to correct or improve all the weaknesses detected during the audit(s).

8.1.3 A full process audit will be performed, depending on quality results once the Supplier is finally sourced with new business.

8.2 Supplier Performance Evaluation in serial production

8.2.1 Supplier performance in serial production is summarized through the SRS.

8.2.2 This performance is measured monthly. The results of previous month are available after the 10th of next month. Results are calculated for each ISGO plant delivered, and a consolidation is done across all plants for each Supplier through Purchasing.

8.2.3 It gathers indicators to measure Logistic and Quality. AII the rules for calculation are as follows:

8.2.3.1 Overall result of the Supplier performance is translated in rating:

- **A: "Green":** target is reached.
- **B: "Yellow":** performance to improve.
- **C: "Red":** unacceptable performance.

CRITERIA	MAX POINTS SRS		
Quality Complaints	10		
PPMS	10		
Delivery	20		
Line Shutdown	10		
Customer Satisfaction	20		
Certification ISO/IATF	10		
Time reply reclaim	10		
Missing Documentation	10		
Total Rating	**100**		
RATING	**80 - 100**	**60 - 79**	**0 – 59**

Points	Customer Satisfaction
6	Timely Communication
6	Quotation Response on time
4	Sending Documents on Time
4	Technical Support

Points assigned per category

Quality Complaint	Points
0	10
1	8
2	5
>2	0

PPMS	Points
0	10
≤ 150	8
> 150 ≤ 250	5
>250	0

Delivery	Points
0	20
1	10
>1	0

Line Shutdown	Points
0	10
1	0

Time replies of reclaim	Points
1 day or 0 reclaims	10
10 days	8
14 days	5
>14 days	0

Missing documentation (CoA and invoice)	Points
0	10
1	8
2	5
>2	0

Points	Certificate ISO 9001 / IATF 16949
10	Certified in ISO 9001 or IATF 16949
5	It does not have ISO 9001 certification, but it has an implementation commitment letter
0	It does not have an ISO 9001 or IATF 16949 certificate

8.2.4 When the rating is Yellow, the supplier shall ensure to keep updating on time the actions required and not incurring on delay. When the rating is Red for more than three consecutive months, process audit should be scheduled by plant Quality Mgr and possible escalation according to item 9.

8.2.5 A global rating is calculated, it is a consolidation of all indicators (Logistic, Quality). A rating per delivery plant is available, also rating for all plants delivered - same rules apply.

8.2.6 Supplier logistics, Quality and Sales Departments will be able to follow the evolution of their monthly performance, and therefore provide input to their continuous improvement action plans.

8.2.7 The Supplier undertakes to consult the VENDOR RATING indicators on ISGO supplier portal at least monthly and should endeavor to establish pro-active communication with ISGO plants on the actions in progress to improve performance.

9 SUPPLIER ESCALATION PROCESS.

9.1 At the beginning of each year or each program, there will be specific, or market driven commodity objectives given to the Suppliers. Deviation from these objectives will provide a focus tor ISGO Supplier Management.

9.2 A steadily worsening trend in logistic or quality performance will trigger the ISGO "Supplier Escalation Process" that follows 4 clear management steps.

9.3 The objective of the "Supplier Escalation Process" is to alert Supplier management on non-quality performance in order to revert back to normal quality as soon as possible.

9.4 At the initiation of the Supplier Escalation Process, ISGO explains the reasons for Escalation, and defines the targets to achieve and timing. A special form is sent to the supplier. The supplier sends back this document signed to ISGO.

9.5 If the supplier fails in reaching the targets defined, ISGO decides what shall be the next step: additional time allowed to close the actions and improve performance or initiate the next level of Supplier Escalation Process. The Supplier undertakes to implement all necessary actions to reach these targets and to avoid further escalation and costs to the business.

ANNEX I

SUPPLIER ESCALATION PROCESS

	0 ANALYSIS	1 ALERT	2 ALARM	3 CRITICAL
DAILY BUSINESS QUALITY	SUPPLIER HAS PROBLEMS INITIAL ACTIONS	SUPPLIER IS NOT SUCCESFULLY SOLVING PROBLEMS EXTENDED ACTIONS	SUPPLIER REQUIRE OUTSIDE HELP TO ENSURE THE DELIVERY QUALITY BUSINESS REVIEW	BUSINESS HOLD
PLANT	**PLANT**	**PURCHASING**	**PURCHASING**	**PURCHASING**
	SIX MONTHS →		THREE MIONTHS →	
Criteria to be considered for escalation	No appropiate answ er of supplier to SRR: - Late answ er - No answ er - NOK quality of the answ er PPMs resulte above target	SRS result out of agreed targets. Three months on RED status. Recurrent defect. Yellow result at process audit. Issue in project phase w ith impact in project planning.	Failure in CSL 1 or 2. Recurrent defect. Red result in process audit. Launch readnness NOK. Quality targets defined at Level 1 not reached.	Risk for ISGO Plant and customers. Quality targets defined at Level 2 not reached.
Max duration	8 w eeks	16 w eeks	12 w eeks	According to re-sourcing plan
ISGO Leader	Plant QE	Plant QE	Plant QE	Plant QE
ISGO Validation	Commodity Buyer Plant Quality Mgr	Commodity Buyer Plant Quality Mgr	Commodity Buyer Plant Quality Mgr	Commodity Buyer Plant Quality Mgr
Supplier Mgmt Responsible	Purchasing	Purchasing Quality Mgr	Purchasing Quality Mgr CFO	Purchasing Quality Mgr CFO
ISGO Internal Actions	Manage w eekly quality meeting w ith supplier. Analize supplier action plan, 8D and data. Inform to Commodity Buyer and Purchasing Mgr	High level quality meeting. Monthly face to face meeting at ISGO Purchasing. Verification of audit action plans for effectiveness.	Weekly actions tracking meeting. Audits of action plan and process. High level quality meetings at ISGO Purchasing. Notification to certification body.	Validate phse/out. Re/sourcing.
Supplier actions	Define a team to solve the issues. Set up and manage an action plan and 8D. Ensure CSL . Inform plant manager and Finance Mgr.	Assign additional resources. Manage extended improvement plan. Supplier management involved to allow resources, drive the actions, commit to ISGO, inform to supplier CEO.	Assign reinforced resources. Impement a task force. Ensure CSL2. Mange extended improvement plan. Supplier top management involved at ISGO led meetings.	
Revert criteria	Stable situation	Targets to be defined by Plant Quality Mgr. Initiation of Level 1.	Targets to be defined by CQM Initiation of Level 2	No revert criteria. Suuplier or business is desourced.

Supplier Rejection Report

D1	SRR#		ISGO PLANT		8Ds REQUIRED?		**If answer is "YES" you have to submit your 8D analisys on this format.**
	SUPPLIER: *(Proveedor)*		**Pictures from the issue:** Imágenes del problema:		**Periods for each discipline are considered since the issue date.** Los periodos para cada disciplina inician desde la fecha de la queja.		
	PART NAME: *(Nombre de pieza)*		**OK condition**			**NG Condition**	
	PART NUMBER: *(Número de parte)*						
	LOT NUMBER: *No de Lote*						
	QUANTITY: *(Cantidad)*						
	ISSUE DATE: (Fecha del problema)						
	ISSUE TIME: (Hora del problema)						
	DUE DATE: (Fecha vencimiento)						
	ORIGINATOR: (Originador)						

D2	**PROBLEM DESCRIPTION** **WHAT:** is the problem? **WHY:** is this a problem? **WHEN:** was problem first found (date, time)? **WHERE:** was the problem first discovered? **WHO:** discovered the problem?		
D3	**CONTAINMENT ACTIONS** (What will be the immediate fix? Provide short term action to ISGO within 24 hours.) ***ACCIONES CONTENEDORAS*** *(Que se arreglará inmediatamente? Proveer a ISGO acciones a corto plazo dentro de 24 hrs.)*	**D3**	**24 Hours**
	SUPPLIER TEAM MEMBERS: *Miembros del Equipo:*		
		Closing date:	
D4 - D5	**ROOT CAUSE:** Supplier must use problem solving tools on tab 5WHYs ***CAUSA RAIZ:*** *Supplier DEBE usar las herramientas de solución de problemas descritas en la Pagina 5WHYs*	**D4 - D5**	**5 DAYS**
	HOW / WHY: made? **Por que se hizo?**		
	WHY: shipped? **Porque se embarco?**		
		Closing date:	
D6	**READ ACROSS** (What other product / procesess can be considered with Corrective Actions?…i.e. other assembly line or model?) ***Impacto de Acciones:*** *(¿Qué otro producto / proceso piede ser considerado para Acciones Correctivas?...otra línea de producción o modelo)*		

	CORRECTIVE ACTION (Permanent Countermeasure. Include c/m to WHY made and Why shipped) ***Medidas Correctivas*** (*Contramedida Permanente. Incluya c / m para Por qué hizo y enviados y Por qué*	**D6**	**10 DAYS**	**Who**	**When**
1					
2					
3					
4					
5					

D7	**VERIFICATION / RESOLUTION** ***VERIFICACIÓN / RESOLUCIÓN***			**D7**	**30 DAYS**
	DESCRIBE ACTUAL FINDING DURING VERIFICATION OF COUNTERMEASURE IMPLEMENTED: *Describir la búsqueda durante la verificación de las contramedidas aplicadas:*			YES / NO Name	Date
			CA EFFECTIVE Acciones efectivas?		
			CLOSED Cerrado?		
			VERIFIED BY Verificado por:		

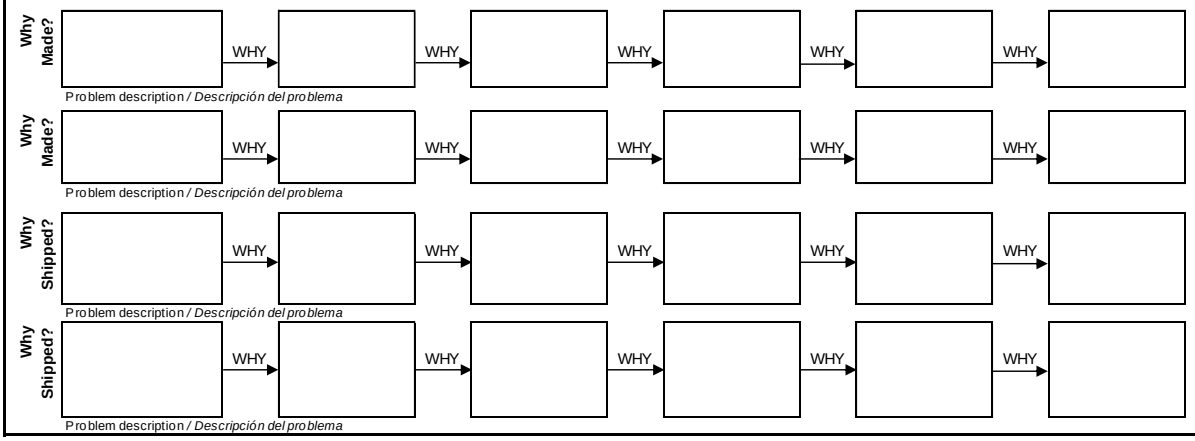
PREPARED BY: *Name / Date*	CHECKED & APPROVED *Name / Date*	

ROOT CAUSE ANALYSIS TOOLS / *HERRAMIENTAS DE ANALISIS DE CAUSA RAIZ*

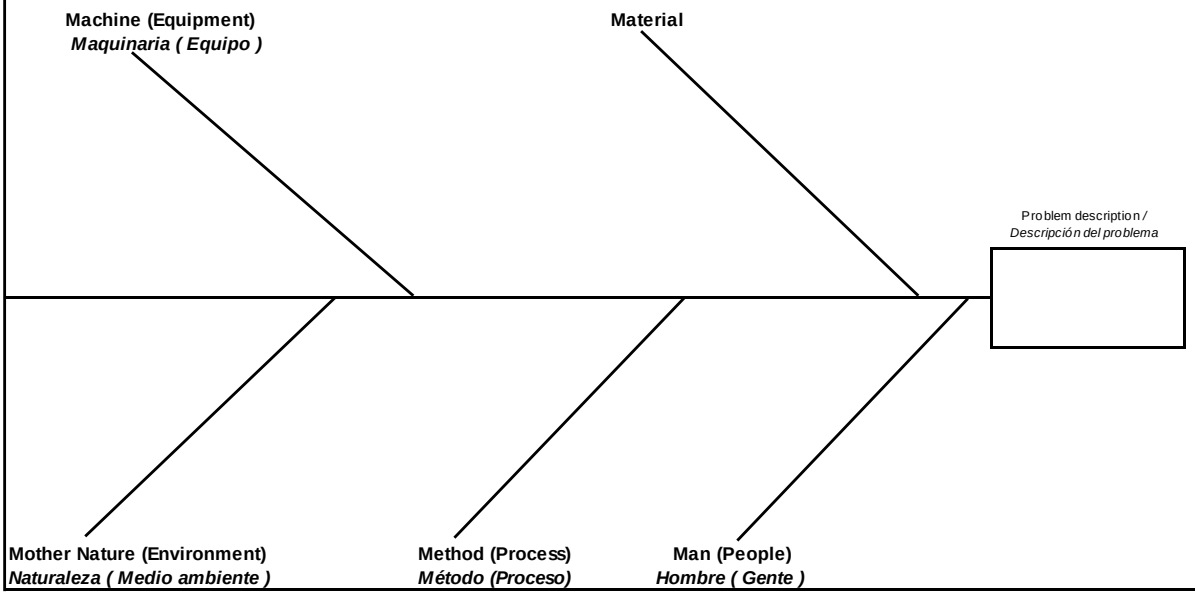
Use the problem solving tools below to perform root cause analysis. Use additional paper if needed.

Usa una de las herramientas de abajo o alguna otra herramienta para analizar la causa raíz del problema. Usa hojas adicionales si es necesario

5 WHY's / *5 Porque* (Must analyze and answer separately "Why Made" and "Why Shipped")



CAUSE AND EFFECT DIAGRAM - FISHBONE / *DIAGRAMA DE CAUSA Y EFECTO - ESPINA DE PESCADO*



MIND MAPPING/ORGANIZATIONAL CHART / *MAPEO MENTAL/ORGANIGRAMA*

CRF - Cost Recovery Format

Supplier name: _____ Supplier#: _____

SRR#: _____

Part Number: _____ Part Name: _____

ISGO Plant: _____ Contact Name: _____ Date: _____

Non Quality Costs to be Collected (Quantities & Costs)	USD
1 Hours lost by ISGO team to sort the stock, rework parts, define, isolate, correct the non conformity. **Details:**	
2 Subcontracted hours used for: sort the stock, rework parts, for quality wall, etc. **Details:**	
3 Raw material lost (resin, coolorant, components)	
4 Qty and cost of scrap at ISGO Parts during this non conformity	
4.1 Injected parts: **Details:**	
4.2 Assembled parts: **Details:**	
5 Qty and cost of Production hours lost during the non conformity **Details:**	
6 Qty and cost of special packaging used to manage this non conformity **Details:**	
7 Extra storage surface used to this non conformity (Surface, timing and cost) **Details:**	
8 Specific transpot cost due to this non conformity (Number and costs) **Details:**	
9 ISGO extra production hours and cost due this non conformity **Details:**	
10 ISGO Staff travel costs due the non conformity **Details:**	
11 Cost charged to IGO by Tier one / OEM due the non conformity, including warranty **Details:**	
Total costs to be recovered	**$0.00**
Are additional costs expected to be charged to ISGO in the future by the customer, which supplier may take responsibility?	**YES** / **NO**

Sign _____ Date _____	Sign _____ Date _____	Credit received:
Print name. _____	Print name: _____	Credit note value: _____
ISGO Plant Supplier Quality	ISGO Plant Finance	Credit note Ref. _____

SUPPLIER SIGNATURE _____ Date: _____

PRINT NAME _____

Failure to respond to the CRF within 10 calendar days of the first notification will result in the Cost Recovery amount being debited.