


# OBSOLETE VERSION - DO NOT USE

	<b>Global Supplier Standards Manual - Quality</b>		
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Revision	Release Date	Description of Changes
4.0	01-October-2019	<ul style="list-style-type: none"> <li>Add 4.2.1 Reference to AIAG CQI requirements</li> <li>4.6.2 Add reference to use E-PPAP for submission</li> <li>Add “not to exceed “to SMRR debit and chargeback fee announcement</li> </ul>
5.0	01-April-2021	<ul style="list-style-type: none"> <li>Delete redundancies to AIAG/VDA standards (i.e. PPAP, APQP, MSA, PSO)</li> <li>Paragraphs re-ordered</li> <li>Updated Quality Expectations General incl. revised requirement noting ISO 9001 &amp; IATF 16949 certifications for suppliers must be from an accredited certification body (4.1)</li> <li>Revised Supplier Change Request paragraph (4.2)</li> <li>Updated required documents for annual validation (4.5.4)</li> <li>Product Safety paragraph added (4.8)</li> <li>Revised MQR paragraph (4.13)</li> <li>Updated Warranty paragraph (4.15)</li> </ul>

Prepared		Approved	Released
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## 1.0 Purpose

This standard communicates Adient minimum set of requirements to the suppliers. It is the expectation of Adient that all suppliers - Direct Material and Indirect Material/ Services, Supply Chain and Tooling, Machinery & Equipment - comply with all the requirements and expectations documented in the Global Supplier Standards Manual (GSSM).

## 2.0 Scope

This standard applies to all Adient 3<sup>rd</sup> party suppliers.

## 3.0 Responsibility

All external suppliers (Direct Material and Indirect Material/ Services, Supply Chain and Tooling, Machinery & Equipment Suppliers) are expected to comply with all requirements and expectations documented in the GSSM.

Suppliers are responsible for reviewing new and revised Adient Requirements including Customer Specific Requirements (CSR) and determining the impact on their Quality Systems and promoting awareness of the GSSM at their locations

Each Direct Material and Indirect Material/ Services, Supply Chain and Tooling, Machinery & Equipment Supplier is expected to comply with all requirements and expectations documented in Adient’s Global Supplier Standards.


**Note: Indirect Material/ Services Suppliers include suppliers for Automotive services at minimum companies who perform sorting, re-work, containment activities and transport.**

## 4.0 Process

**The following supplier requirements and resources are outlined in this document:**

Master files are stored electronically and are available to all team members.  
Printed copies of the master files are for reference only.

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#### 4.1 Quality Expectations General: A solid systems approach to quality management is essential to achieve the level of quality integrity required by today's demanding customers.

All suppliers delivering to Adient are expected to implement all necessary measures to meet the zero-defect quality.

Adient requires all Direct Material suppliers become certified from an IATF-recognized certification body to the current version of IATF 16949 and be encouraged having the ISO 14001 and ISO 45001 on top, issued by an accredited certification body.

Suppliers that have not achieved certification to IATF 16949 must have as a minimum acceptable level of development a QMS certified to ISO 9001 issued by a certification body bearing the accreditation mark of a recognized IAF MLA (International Accreditation Forum Multilateral Recognition Arrangement) member and where the accreditation body's main scope includes management system certification to ISO/IEC 17021. Adient also expects its production suppliers to cascade that requirement throughout the supply chain.

Registration to ISO 9001 only may be acceptable as an interim step to achieve IATF 16949 certification, following sequence shall be applied:

a) certification to ISO 9001 through third-party audits; unless otherwise specified by the customer, suppliers to the organization shall demonstrate conformity to ISO 9001 by maintaining a third-party certification issued by a certification body bearing the accreditation mark of a recognized IAF MLA (International Accreditation Forum Multilateral Recognition Arrangement) member and where the accreditation body's main scope includes management system certification to ISO/IEC 17021;

b) certification to IATF 16949 through third-party audits (valid third-party certification of the supplier to IATF 16949 by an IATF-recognized certification body).

All Indirect Material/ Services suppliers, who affect customer requirements, such as (but not limited to) sorting, re-work, sub-assembling, are required to be ISO 9001 certified at the minimum.

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Suppliers are required to maintain updated copies of all certifications (ISO 9001, IATF 16949, ISO14001 and **ISO 45001**) for each shipping location and in case of any changes submit within 10 working days through the Taulia Web Service, found on the Adient Supplier Portal, or to submit to the e-mail box of Supplier Development: [ae\\_eu\\_supplier\\_development@adient.com](mailto:ae_eu_supplier_development@adient.com).

	<b>QMS Registration</b>	<b>EMS Registration</b>
Direct Material Suppliers	IATF16949	ISO 14001
Indirect Material/ Services Suppliers	ISO 9001	ISO 14001

Any deviation to this must be approved in writing by Adient Purchasing and Supplier Development.

Failure to submit certificates or valid transition timelines will have a negative impact on the supplier's scorecard and may jeopardize future business.

Adient reserves the right to verify the supplier's manufacturing location for site compliance to Adient expectations, customer specific requirements and these standards by performing an audit by a qualified Adient representative at any time.

Significant nonconformance(s) relative to Adient expectations shall result in a supplier not being considered for Adient Business.

4.1.1 If a specific manufacturing or supporting process is applied (e.g. heat treatment, welding, plating, coating, injection molding, etc.), the supplier has to meet the requirements of the corresponding AIAG CQI Standard.

## 4.2 Supplier Change Request (SCR)

4.2.1 This standard defines the steps for supplier product or process changes to ensure that they meet Adient requirements and the OEM's Customer Specific Requirements (CSR). All suppliers are expected to follow the process as outlined.


Adient requires advance notification and written approval prior to all product or process changes and/or transfers. Failure to do so will result in the supplier being placed on New Business Hold Status, a formal notification to the IATF16949 or ISO 9001 registrar, and/or potential financial consequences.

Examples of product and process changes, that require Adient's approval, include (but are not limited to):

- Any change that could affect form, fit or function
- Any product change
- Supplier manufacturing process change (temporary or permanent)
- Change in manufacturing or shipping location
- Change in sub-supplier
- Modified equipment
- New or refurbished equipment / tooling
- Changes in test / inspection method
- Revisions to the line layout or workstation

Steps for obtaining approval for the requested process change:

1. Submit a completed **Supplier Change Request (SCR)**-form to the Adient Buyer.

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2. Adient **Buyer** evaluates the SCR for completeness and acceptability; considerations for approval include **customer** notification / approval, **customer** specific requirements, safety characteristics, validation, capability studies, timing, risk, etc.
3. Supplier receives an official Adient response **with further instructions**.
4. Supplier part submission package (refer to section 4.5) to be submitted by the supplier to the Adient Quality Manager / Quality Engineer.
5. Supplier part submission and the SCR are approved by the Adient Quality Manager / Quality Engineer.
6. Supplier proceeds with the process change.
7. The first shipment after approval must be tagged / identified to reference the SCR number (contact the Adient Quality contact for the exact appropriate identification method). The new supplied components with a SCR are subject to incoming inspection at the Adient Quality Manager's/ Quality Engineer's discretion.

**Any validation costs related to supplier-initiated changes will be at the expense of the supplier.**

**Note: If the supplier has to deliver changed parts before the Supplier part submission is approved, there is an extraordinary approval (Deviation Authorization) required. The affected delivery requires appropriate identification and it is subject of a Quality inspection at the receiving Adient plant.**

#### **4.3 Advanced Product Quality Planning (APQP)**

All parts require APQP tracking unless otherwise notified in writing by the assigned Adient Advanced Quality Engineer. Program kick-off meetings are held to communicate launch requirements. The Supplier Advanced Quality Engineer and/or Operations Program Buyer are the main APQP contacts throughout the launch.

Adient has developed a common global Product Launch System (PLUS) which provides a consistent APQP process. Suppliers may also be required to meet unique customer specific requirements (CSR) and/or provide related documents. Specific Requirements must be agreed in the statement of work.


All pre-production parts must be marked / labeled as pre-production or sample parts and with the Adient part number and revision level as indicated on the CAD model and / or drawing. Pre-production parts that are shipped without proper identification as stated above may be returned at the supplier's expense.

It is expected that suppliers are conducting the APQP process with their sub-tier supply base. Verification can be requested at any time.

#### **4.4 Supplier Process Sign-Off (SPSO)**

**4.4.1 The Supplier Process Sign-Off (SPSO) is an Adient specific Process Audit prior to launch to verify, if Advanced Quality has been executed and all facilities, tools, gauges, workforce are installed, available and ready to run under serial condition in order to meet quality and quantity expectations for product over lifetime.**

**4.4.2 Supplier Process Sign-Off Expectations:** Detailed timing, including the SPSO requirements, for each program will be provided in the Supplier Statement of Work (SSOW) and/or by the Adient Supplier Advanced Quality Engineer.

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A SPSO is required to be performed on all new or modified parts, parts or equipment that has been out of production > 12 months or parts with historically high warranty or quality problems. Any product or process change that occurs during the lifecycle of a part or system must be reviewed by Adient to determine whether a new SPSO is required.

All SPSOs must be completed prior to supplying parts for saleable vehicles. Customer specific formats can also be used to assess line speed / capacity verification (e.g., VDA 6.3, 2 Days Production, Run@Rate, etc.).

**4.4.3** Sub-Supplier Process Sign-Off: Suppliers shall ensure that sub-suppliers have the ability to meet all quality and quantity requirements at production rate. All sub-suppliers' control plans shall be audited to ensure compliance.

#### **4.5** Supplier Part Submission

**4.5.1** Adient requires all suppliers to provide Supplier Part Submission by the guidelines of AIAG Production Part and Approval Process (PPAP) according to the latest revision level, pending requirements of program, customer specific requirements and/or receiving plant.

**4.5.2** Adient suppliers are required to prepare and provide part submission packages (PPAP) for new parts, corrections to previous submissions, engineering changes and/or other planned changes to design, process or facility. Submission and subsequent customer approval are required prior to first saleable production shipment.

Additional details regarding other planned changes and related submission requirements can be found in Supplier Change Request (4.2).


The submission may be required using the E-PPAP data base, as per decision of Adient program team. This applies in general for the annual **layout inspection (requalification)**, if required by the responsible receiving Adient plant.

**4.5.3** Supplier Part Submission Process: The supplier has to submit the part submission package according the rules of AIAG PPAP to the designated Adient Supplier Advanced Quality Engineer prior to SOP and to the Quality Engineer in the receiving Adient plant for submissions after SOP.

Unless otherwise directed by Adient the AIAG Production Part Approval Process (PPAP) Level 3 submission is required for all parts. All parts used for the PSO build or for the production of saleable vehicles must be submitted for customer approval. The Adient representative may choose to validate the submission package content at the supplier's facility. At Adient discretion, a submittal review may also be conducted at a supplier's sub-sources. **Any content of the PPAP has to meet the applicable customer specific requirements of the affected OEM. Additional to the mentioned content, tool data sheets and pictures of the tools are required.**

**4.5.4** Annual **Layout Inspection** Requirement: Adient suppliers shall complete annual validation in order to demonstrate continued adherence to proper engineering levels and performance to design intent. Revalidation may or may not coincide with model year changes. Only data less than one year old are acceptable for annual validation purposes. As a part of Annual Layout Inspection Requirements, all suppliers are required to submit a PPAP Level 4 with the following elements (unless otherwise requested) at no cost to Adient to prevent escalation and potential impact to the supplier scorecard.

2 – Engineering Change Documents, if any

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- 7 – Control Plan
- 9 – Dimensional Results (minimum 5 samples of each part number and cavity)
- 10 – Material, Performance Test Results
- 11 – Process studies  $P_{pk}$  and  $C_{pk}$
- 17 – Records of Compliance with Customer-specific Requirements
- 18 – Part submission Warrant (PSW completely filled including IMDS information where applicable)

A valid QMS certificate (IATF 16949 and/or ISO 9001 at the minimum) and ISO 14001 (if applicable) from an accredited certification body is to be attached to the required annual validation documents.

In addition to the level 4 annual validation package, the supplier has to provide all PPAP documents based on pre-submitted level 3 within 10 working days upon request from ADIENT.

Failing to comply with annual validation submission can result in incurring charges to the supplier.

Note: If initial submission to Adient is followed VDA 2 requirements, then the annual validation can be submitted in the VDA 2 format.

**4.5.5** Quality Document Retention: Adient suppliers shall maintain quality records such that they remain retrievable and legible upon request by Adient and subsidiaries. Adient requires record retention duration for current year plus 30 years if not otherwise specified by the customer. Records related to non-conforming product for trend analysis and problem identification shall also be maintained. This requirement also applies to any supplier's sub-supplier. Additional record retention requirements can be referenced per AIAG or ISO 9001 and/or IATF 16949 (latest editions).

**4.5.6** Configuration Control & Lot Traceability: The supplier shall be responsible for controlling / tracking the actual configuration of material or parts to the approved engineering documents in addition to any changes to ensure that the end product meets specified functional and physical requirements as contracted. Additionally, the supplier shall have a robust system in place to provide (upon request) lot or part traceability back to the raw material stock for all material shipped to Adient. This requirement shall also apply to any supplier's sub-supplier.

**4.5.7** OEM & AIAG Supplemental Requirements: In addition to Adient and/or AIAG/VDA requirements, suppliers must also meet all applicable OEM Customer Specific Requirements (CSR) and must be able to show records of compliance. Further details can be found on the Adient Supplier Portal or the applicable OEM website(s).

#### **4.6** Measurement System Analysis (MSA)

**4.6.1** Measurement System Analysis Expectations: It is expected that all Adient suppliers adhere to the methodology described within the AIAG MSA manual and applicable Customer Specific Requirements. Data and gage performance evaluation are to be gathered and analyzed in accordance with the guidelines noted. Documentation as evidence of these evaluations shall be readily available for review and submitted to Adient with the PPAP package and upon request.

**4.6.2** Gage Certification and Calibration: All specific gages or checking fixtures used for Adient product quality shall be dimensionally certified as part of initial PPAP, and evidence of

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compliance to drawing included within the PPAP package. Gages / checking fixtures shall have MSA / gage R&R completed.

All gages or measuring instruments used for controlling Adient product must be calibrated annually unless frequency is higher based on manufacturer's recommendations.

## 4.7 Statistical Process Control (SPC)

**4.7.1** Statistical Process Control Expectations: Adient suppliers are expected to establish the appropriate Statistical Process Controls for the Critical and Significant Characteristics noted on the design record and/or selected during the Suppliers' APQP process (refer to AIAG's Statistical Process Control manual).

### Critical Characteristics (CC)

Critical Characteristics shall be clearly defined on the design record. Critical Characteristics require the completion of short-term capability studies and on-going production data monitoring (Cpk evaluation;  $Cpk \geq 1.67$ ) and/or a method of 100% verification per agreed upon Control Plan requirements. Summarized production process performance data shall be maintained by the supplier and made available to Adient personnel upon request.

### Significant Characteristics (SC)

Significant Characteristics shall be clearly defined on the design record. Significant Characteristics require the completion of short-term capability studies at the beginning of the project, and continual SPC during the lifetime of the project, proving  $Cpk \geq 1.33$ . Where no significant characteristics have been identified, Adient reserves the right to require demonstration of initial process capability on other characteristics.

### Inspection Characteristics (IC)

Inspection Characteristics shall be clearly defined on the design record. Inspection Characteristics require the ongoing monitoring and verification as defined on the Control Plan (measurement, attribute or variable gauging). Results should be made available to Adient upon request.


SPC studies performed on SCs and CCs for the following events:

- Before a part goes into production (process potential study – as part of the PPAP and SPSO)
- When an engineering change is made that affects an SC and/or CC
- When a major tool maintenance / repair occurs that potentially affects an SC and/or CC
- When a major supplier process change occurs that potentially affects an SC and/or CC

The supplier's Adient approved Control Plan shall be used to define the method and means of control of SCs or CCs during production. Where possible, SCs or CCs should be poke yoked. All poke yokes shall be verified prior to start of every shift.

Unless otherwise specified by the customer, short-term capability must exceed 1.67 Ppk, and long-term capability must achieve a minimum of 1.33 Cpk. When the process has demonstrated acceptable capability with these targets, the frequency and quantity of sampling should be reflected on the Control Plan (with review and approval from the appropriate Adient quality representative).

## 4.8 Product Safety

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4.8.1 It is the responsibility of each supplier to implement a process to mitigate risk. The risk-mitigation process has to include identification and control of critical product and process characteristics (4.7.1)

4.8.2 Safety Critical Product / Process Requirements: As part of the Adient Best Business Practice philosophy, suppliers are expected to meet certain minimum criteria for manufacturing safety critical components. This is achieved by meeting all AIAG industry standard audit requirements and by working with Adient to achieve a target of 100% compliance to our Best Business Practice audits / templates.

The individual product / process audit templates are available upon request from your Supplier Quality / Development Manager.

#### 4.8.3 Product Safety and Conformity Representative (PSCR)

When required each supplier production location has to identify a Product Safety and Conformity Representative (PSCR). Suppliers providing products for Volkswagen Group or BMW Group related sites must have a PSCR identified.

The name and contact information for the PSCR is to be provided to the appropriate Adient buyer and/or Supplier Management contact.

If a PSCR is required, they must have training acc. to the VDA guidelines and that shall be provided for Adient verification upon request.

If a PSCR is required, it is the responsibility of the supplier to maintain the PSCR contacts for all their sub-suppliers.

#### 4.9 Quality Performance Reporting

4.9.1 Key Performance Indicators (KPIs) are used by Adient to measure the effectiveness of processes. Adient requires all suppliers to define KPIs that are relative to their operation, set targets for these parameters, measure them relative to the established targets, report on the findings, and develop improvement plans based on the results. KPIs are to be regularly reviewed by the management and communicated to all team members. KPIs should include a management review of audits, customer feedback, process performance, product conformity, status of preventative and corrective actions, and others. Examples of KPIs that are relevant to a manufacturing facility may include (but are not limited to):

##### Quality Measurable

- Customer PPM
- Supplier PPM
- Internal PPM
- 8D Submission Timing
- Nonconforming Part Incidents
- Product safety concerns

##### Manufacturing Efficiencies

- Scrap
- Downtime
- Production relative to Plan (i.e. First Time Capability, Output vs. Plan, etc.)

##### Shipping

- On-Time Delivery

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- Premium Freight

#### Safety

- Lost-Time Accidents
- Recordable Accidents
- Days without a Lost-Time Accident

**4.9.2** Quality Roadmap: Suppliers are expected to maintain a Quality Roadmap documenting current quality performance and action plans to continuously improve performance to Adient.

The Quality Roadmap and applicable training is available upon request from your Supplier Quality / Development Manager.

#### **4.10** Quality Deliverables

**4.10.1** One of the measurements of supplier quality performance is defective Parts Per Million (PPM).


The expectation for supplier performance is zero defects. Specific PPM targets for your commodity will be provided by your Adient Purchasing contact.

The following are PPM assignable:

- Production parts which do not meet drawing specifications or dimensional, functional, or appearance standards as called-out in the specifications or from an approved boundary sample (boundary sample must be approved by authorized Engineering and Quality representatives from both organizations **and/or OEM-Customer**).
- Out-of-spec parts that require rework / repair for use in production.
- Production parts damaged from inadequate packaging or transportation for which the supplier is responsible.
- Any defects outside of the boundaries defined by a Deviation Authorization (DA) (in cases where the supplier may be shipping prior to PPAP with an approved Customer DA).
- Out-of-spec parts shipped prior to PPAP approval without an approved customer DA.
- Shipments that are received with mixed parts or parts that are the wrong revision Level after the clean point has been established; PPM is assigned for the quantity of incorrect parts only.

The following are NOT PPM assignable:

- Parts that meet all drawing specifications and/or boundary sample requirements but are not useable.
- Parts that meet all specifications and/or standards but have been rejected by an Adient customer.
- Parts that are pre-SOP and have not been released and approved for production (e.g. launch parts, sample / trial parts, DOE parts, etc.).
- Parts initially rejected as part of a batch reject which after 100% control are deemed OK – PPM number is adjusted to reflect the true quantity of NOK parts after sorting (can be done at Adient location, supplier or third party approved company).
- Parts outside of the production system which are addressed through prototype quality measures.
- Production parts which do not meet specifications and/or standards but have approved deviations by Adient and/or final customer.
- The portion of line accumulations / collective scrap which is determined to be damaged outside supplier's control.

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In any of the above situations where a PPM is assignable, any or all of the following may occur:

- Supplier cost recovery chargeback (SCB)
- Issuing an SMRR with corrective action requested
- MQR 1 or 2 scheduled
- Level 1 or 2 Containment initiated

**4.10.2** Sorting Expectations: Parts may be sorted at the appropriate location (supplier or Adient site). Parts received at an Adient location or other Adient ship-to-point that are rejected by the sort activity, stay on the supplier's PPM record. PPM shall be adjusted after the sort is complete, unless sampling has predicted a percent nonconforming within the isolated lot and the authorized Quality representative at the receiving Adient facility agrees to use this method for capturing PPM.

If suspect parts are removed from an Adient location and sorted off-site (at the supplier's or a third-party facility), the supplier must report actual reject totals daily (identified during the sort) to the affected Adient facility. If reject data is not provided daily, the entire quantity of parts transferred off-site may be subject to PPM assignment.

If the supplier identifies, communicates and takes appropriate action to contain and correct a potential problem before the problem is identified or before the parts are used at an Adient plant, then the parts shall not be counted against PPM. If the problem is identified or used at Adient prior to contact from the supplier, the PPM count shall be incurred.

Parts, which are out-of-specification, may be used "as-is" with an approved DA from Adient Engineering, if it required to maintain production and as long as it does not disrupt the end customer. In these cases, PPM may be assigned based on risk, non-conformance history and severity as determined by the receiving Adient facility.

If determined to be a supplier issue, all costs incurred from sorting activities are the responsibility of the supplier. These costs could include, but are not limited to:

- Administrative fees
- Additional labor / Overtime
- Material handling
- Floor space utilization
- Additional packaging
- Tooling and equipment
- Scrapped / rejected material

**4.10.3** Potential Product Safety Concern (PPSC): Another measure of supplier quality performance is the designation of an Issue as a Potential Product Safety Concern (PPSC). Any Issue which may affect the safety of the product can be classified as a PPSC.

One PPSC is too many. A PPSC is considered the highest-level issue within the Adient organization because of the safety and liability implications that could occur as a result of the nonconformance(s). PPSC issues shall remain open and containment shall remain in place until the countermeasures meet the requirements of the Adient Safety Office.

Supplier containment and immediate involvement in the PPSC process is expected upon notification of the non-conformance issue with target completion timing of less than 30 days. If determined to be a supplier issue, all costs associated with containment and closure of the PPSC are the responsibility of the supplier. The designated Adient PPSC Champion will be

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the main source for all related communication / interaction and will provide specific documentation as required.

#### 4.11 Supplier Material Rejection Report (SMRR) and Supplier Charge Back (SCB)

**4.11.1** Supplier Material Rejection Report: Suppliers are notified of non-conforming material through a documented rejection notice, called a Supplier Material Rejection Report (SMRR). Non-conforming material is defined as suspect or rejected product that is deemed defective according to the drawing or established quality standards (i.e. customer specifications, inspection requirements, test results, etc.)

The SMRR may be automatically generated from an Adient electronic system (such as IRIS [Issue Resolution Information System] or SAP Complaint Cockpit Solution) or provided as an E-mail attachment or hard copy form wherever electronic systems are unavailable.

SMRRs are subject to a “not to exceed” \$250 ~~SD~~ administrative fee or 250 € for Europe administrative fee. For Adient plants using the new SAP Complaint Cockpit Solution, the administration fee will be calculated based on the complexity of the issue (No-D, 4D, or 8D).

**4.11.2** Supplier Material Rejection Report Communication: Non-conforming material may be identified during incoming inspection, assembly, processing, final product audit, reliability testing, or through OEM notification. Once identified, the responsible Adient Quality contact shall communicate the nature of the issue to the supplier, request corrective action(s) and monitor until all actions have fully addressed the concern and the issue can be closed.


A Return Material Authorization (RMA) shall be requested from the supplier prior to disposition of non-conforming material. Disposition of supplier’s non-conforming product may include scrap, rework, sorting or return to vendor. The RMA provides authorization for Adient to proceed with actions as agreed between the supplier and the Adient facility. A RMA shall also be requested to authorize recovery of Adient costs related to rework or sorting activity performed on supplier’s behalf (refer to Supplier Chargeback (4.11.4) for additional details.)

The SMRR Notification also serves the following functions:

- Accounting Debit Memo for Supplier’s Material
- Packing Slip for Returning Material
- Quality Record for PPM Application and Scorecard
- Supplier Response Request (4D/8D)
- Issue Communication to Adient Purchasing / Supplier Quality teams
- Materials Management Record for Adjustment of Supplier’s Cumulative Shipment History

**4.11.3** Supplier Material Rejection Report Expectations: As requested by the Adient Quality contact, suppliers must respond with a written interim containment plan within 24 hours of the SMRR origination. Unless otherwise directed by the Adient Quality contact, the supplier is expected to respond using template Adient standard 8D Problem Analysis Report. The required 8D is automatically provided as part of IRIS or SAP electronic notification(s).

The supplier is expected to communicate written problem-solving results utilizing the 8D approach within five working days. If unable to resolve the quality issue within the five-day period, the supplier is expected to provide a weekly updated 8D to Adient until problem resolution is achieved.

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**4.11.4** Supplier Chargeback: Suppliers are notified of the SMRR administrative fees through a Supplier Chargeback (SCB). This fee appears as an “SMRR Debit” in the Chargeback Category Detail and references the associated SMRR. The RMA provided by the supplier for the associated SMRR also serves as authorization to process the “not to exceed” \$250 USD SCB Debit (250 € for Europe) administration fee. For plants using the Adient SAP Complaint Cockpit Solution, the administration fee will be calculated based on the complexity of the notification (No-D, 4D, or 8D).

Supplier Chargebacks are also used to capture additional costs that are incurred as a result of non-conforming material. Applicable charges may include, but are not limited to, third party sorting, operator downtime, additional labor or overtime, customer support hours, premium freight, material handling labor, rework, warranty returns, and/or assembly scrap. Suppliers can expect Supplier Chargebacks to include supporting documentation such as third-party invoices, downtime records, freight invoices, etc.

**4.11.5** Supplier Chargeback Communication and Expectations: Similar to the SMRR notification, SCB notices may be automatically generated from Adient Electronic System(s) or provided as an E-mail attachment or hard copy form where electronic systems are unavailable.

Suppliers are expected to respond to a SCB with an RMA number within three working days. Failure to accept (or reject a SCB) within 30 working days will result in automatic debiting of all charges.

In cases where a supplier disagrees with the Supplier Chargeback, a written response to the originator of the SCB is still required by the specified due date. Disputed Chargebacks shall be escalated to the responsible Purchasing representative for assistance with final disposition. All Chargebacks should be targeted for closure within 30 days.

## 4.12 Problem Solving

**4.12.1** Problem Solving Expectations: The 8D Problem Analysis Report is the Adient preferred problem-solving format for use by all Adient facilities and suppliers. The 8D Problem Analysis Report provides a means for the definition and resolution of issues through problem solving.

Each supplier is responsible for appropriate and timely application of the 8D and for ensuring their organization possesses the knowledge and skill level to solve problems.

The completed 8D report should be returned to the Adient Quality contact in the same format as it is received (IRIS 8D or Adient SAP Compliant Cockpit Solution) in response to the associated SMRR. The appropriate 8D format is either available upon request from your Adient Quality representative or provided automatically via electronic notification.

Please note that there are some Adient facilities that must supplement the problem-solving documentation with Customer Specific problem-solving documents / procedures. Contact your Adient Quality representative to obtain the appropriate problem-solving documentation / format.


## 4.13 Management Quality Review

**4.13.1** A Management Quality Review (MQR) is the Adient escalation process to resolve supplier issues. **The MQR is issued at level 1 or 2, pending the severity of the issue (ref. table 4.13.2)**

**The designated levels are defined as follows:**

Master files are stored electronically and are available to all team members.  
Printed copies of the master files are for reference only.

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MQR level	MQR level of responsibility	MQR representatives
MQR 1	Plant level	Adient Plant Quality Manager Supplier Quality Manager
MQR 2	Group level	Adient Operations Quality Director Supplier Plant Manager/ Operations Director
MQR 3	Corporate level	Adient Supplier Development Director and Adient Purchasing Commodity Director Supplier CEO/ Managing Director

**The MQR 3 level is linked with a decision to place a supplier on New Business Hold**

#### 4.13.2 Supplier Management Quality Review & New Business Hold Criteria

MQR / New Business Hold Criteria	MQR1	MQR2	MQR3	Business Hold
Chronic documented problems in the area of quality, delivery or logistics, including prototype, pre-production, or production or warranty issues.	X			
Production suspended at Adient plant due to a supplier's product quality, parts shortage, or logistical issue.	X			
Supplier has an unresolved SMRR, DMR, containment issue, or unacceptable response regarding an issue.	X			
Chronic documented unresolved MQR problems or unacceptable response from the supplier indicating that no progress has been made to resolve similar MQR1 issues at other locations.		X		
Discovery that a supplier has not notified Adient personnel and/or submitted a PPAP for a product / process change (i.e. tool move to different location / sub-supplier, material / part change, process controls changed from the last approved PPAP, etc.)		X		
Supplier is issued a PPSC that is verified to be the responsibility of the supplier. MQR2 is called only when the PPSC has been confirmed to be their responsibility, and with agreement from the PG Supplier Quality Director		X		
Adient RPPM or OEM customer disruption due to a supplier's product quality, parts shortage, or logistical issue.		X		
Chronic documented unresolved MQR2 problems or unacceptable response from the supplier indicating that no progress has been made to resolve similar MQR2 issues at other locations.			X	X
Continued customer dissatisfaction on a supplier's product quality, delivery or logistical issue including a customer mandate to change suppliers to a known capable supplier after previous MQR escalation.			X	X

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Supplier inability or unwillingness to work with Adient to make fundamental quality, delivery or logistical improvements after previous MQR escalation.			X	X
Excessive / unresolved PPSCs at the supplier			X	X

**4.14 Containment**

**4.14.1** Pre-Production / Launch Containment Expectations: Pre-production containment applies to any parts produced for prototype, pilot or saleable vehicle builds at Adient prior to full production. Pre-production containment activities are a requirement of the supplier's AQP process and must be documented on a prototype and/or pre-launch Control Plan.

The pre-launch Control Plan includes increased frequencies and additional tests over and above the production Control Plan to ensure heightened product and process quality until the supplier's production process is validated. During pre-production, the sample size and/or frequency of product inspection is typically 100% and does not replace the final part audit.

The Adient Advanced Quality Engineer reviews and approves the pre-launch Control Plan, which is typically done during the **Supplier** Process Sign-off (SPSO), open issues from the SPSO shall drive deployment of additional controls and documentation in the pre-launch Control Plan.


The Adient Quality representative continues to monitor pre-launch containment results until the exit criteria is met. Issues that remain unresolved at SOP are subject to Level 1 containment. Additionally, a Level 1 failure will require instituting 3rd party inspection (Level 2 containment) to shield Adient from non-conformance(s) during this phase. Criteria for exiting pre-production containment are determined by Adient. To exit containment, the supplier must achieve a pre-determined quality level after a minimum of thirty days post Adient SOP. Any issues found during the launch may extend this requirement beyond the initial 30-day criteria.

**4.14.2** Containment Level 1 Expectations: Level 1 Containment is defined as additional controls implemented at the Supplier's location upon Adient's request following the identification of a supplier quality issue. The goal of this containment is to cleanse the entire system of any non-conforming material and to shield Adient from receiving any additional defective product. The supplier is required to quarantine and sort all suspect product(s) within their facility, at their sub-contractors, in-transit, at Adient facilities, and at any customer location which may have parts or finished goods in inventory. The supplier is responsible for any costs associated with this activity incurred by Adient.

Upon identification of an issue, the Adient Quality contact initiates containment activities by sending a Level 1 Containment Notification to the supplier's Quality Manager. The letter details the specific non-conformance and required supplier actions, including inspection and exit criteria.

The supplier is responsible for acknowledging the Level 1 Notification by returning a copy of the letter with an authorizing signature to the Adient Quality contact.

The supplier is responsible to reply with their implemented containment plan via an initial 8D within 24 hours of Level 1 notification. The containment plan must be reviewed and agreed upon by the Adient Quality contact. The supplier is responsible for keeping the customer location advised daily of ongoing containment results until released from Level 1.

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Supplier containment guidelines include the following:

- Containment area must be highly visible and properly lit, equipped, etc.
- Containment area must have well-defined material flow including clearly identified areas for incoming and outgoing parts
- No rework must be done in the containment area
- Product acceptance standards and measurement / testing process to be agreed upon by Adient Quality contact
- Number of non-conformances, corrective actions and results of activity must be reported daily.
- Charts must be updated and reviewed on a daily basis
- Problem solving must be formal, data driven and documented
- Containment personnel must be properly trained and have work instructions, quality standards, boundary samples, etc.
- Data from the supplier's containment activities must be kept on file and available upon request

Criteria for exiting Level 1 Containment shall be determined by the Adient Quality contact. Exit Criteria shall be based on reaching a predetermined quality level and not a number of parts or days sorted. To exit containment, the supplier must achieve a predetermined quality level after a minimum of thirty days, or another timeframe as specified by Adient.

**4.14.3** Containment Level 2 Expectations: Level 2 Containment is defined as the implementation of additional controls by an impartial third party selected by Adient at the expense of the supplier. Level 2 Containment is implemented when a supplier's Level 1 Containment activity fails to shield Adient or its customer(s) from receipt of non-conforming material.

The Adient Quality contact analyzes the non-conforming issue(s) and determines if Level 2 Containment is required. Adient Purchasing Buyer and/or Supplier Development Manager may be involved in the decision to implement Level 2 Containment. A Level 2 Containment Notification is sent to the supplier's Plant Manager and Quality Manager to notify them of the Level 2 Containment. The Level 2 letter details the specific non-conformance and required supplier actions including inspection and exit criteria.

The supplier is responsible for confirming receipt of the Level 2 Notification with an authorized signature by returning a copy of the letter to the Adient Quality contact.

The Adient Quality contact assigns a sorting company to perform the Level 2 Containment. The third-party containment provider must be on Adient approved supplier list for sort companies.

The third party must provide daily documentation to both the supplier and Adient Quality contact on the progress of containment activity.

The supplier is responsible for issuing the purchase order to the third-party source and is responsible for all costs for the sort company performing the containment activities. Initiation of Level 2 Containment does not relieve the supplier of any relevant Level 1 activities following the aforementioned containment guidelines and responsibilities.

Level 2 shall not be removed until the containment results meet the exit criteria previously established. Approval to remove Level 2 Containment comes from the Adient Quality contact.

#### 4.15 Warranty

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4.15.1 Warranty Expectations: Suppliers are required to implement a **warranty management process** supporting the analysis on all part returns from Adient customers as requested by the Adient Quality contact. All issues are to be addressed with the appropriate containment, root cause and corrective action(s) in the timeframe specified **as per customer specific requirements (CSR)**. Any charges incurred from Adient customers due to supplier issues will be communicated and passed on to the supplier in the form of a supplier chargeback.

**5.0 Records/Logs**

Not applicable.

**6.0 References**

Adient Supplier Portal: <https://www.adient.com/suppliers>