



Supplier Quality Standard

**Working together as a team
“QUALITY AT THE SOURCE”**



Supplier Quality Standard

Revision 10: 5/9/2019
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Approved: Dave Morgan

Supplier Quality Standard

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This document is controlled by:

Mayco International, LLC

Edited by

Mayco Purchasing/Supplier Quality/Quality Departments

All prior editions are obsolete and should not be used.

It is the user's responsibility to assure that only the latest revision of this standard is used.

The latest revision can be obtained on line at:

<http://maycointernational.com>

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QUALITY REQUIREMENTS FOR SUPPLIERS

1.0 INTRODUCTION

Mayco International's success is based upon the quality, performance, and economics of our products. The quality of our products depends **on Zero Defects product** purchased from our suppliers. To assure the highest product quality possible, Mayco considers its suppliers as valuable team members.

Overview

Our commitment to steady, long-term improvement in our products and processes is the cornerstone of our business strategy. Maintaining customer satisfaction and enhancing shareholder value is a mutual goal of both Mayco and its suppliers. To achieve this objective, we must continuously work together to improve the overall efficiency and productivity of our engineering, manufacturing, administrative, and support organizations.

Quality Policy

Mayco International's Quality Policy is included in this standard and it is posted on our website and it is our wish that our suppliers share the same principals as we have committed to.

Quality System Requirements

Suppliers to Mayco International must meet one of the following minimum quality system requirements:

- ◆ Third party registration to the latest version of **ISO 9001** by an accredited third party certification body, unless otherwise specified by the customer
- ◆ Certification to the latest version of ISO9001 with compliance to other customer defined Quality Management System requirements, such as MAQMSR (Minimum Automotive Quality Management System Requirements) (<http://www.iatfglobaloversight.org/>) through 2nd party audit.
- ◆ Certification to the latest version of ISO 9001 with compliance to the latest version of IATF 16949 through 2nd party audits.
- ◆ Certification to the latest version of IATF 16949 through third party audits.
- ◆ "Exempt supplier" established by Mayco, wherein certain specified elements of the latest version of **ISO 9001** or **IATF 16949** may be waived. "Exempt" refers to \$30,000 or less supplied to Mayco per Calendar year.

Copies of **ISO 9001/ IATF 16949 / ISO 14001** registration certificates shall be submitted to the Mayco Sourcing Team. Should the status of any accepted accreditation change, (i.e. new certification, de-certification, reassessments, etc.) the supplier shall notify the Mayco Sourcing Team.

Purpose:

This **Standard** is a supplement providing additional Mayco specific requirements, which suppliers shall follow. This supplement, with the latest version of **IATF 16949 Technical Specification**, includes both supplier and Mayco responsibilities. Material supplied to Mayco shall be produced, controlled, inspected, and tested according to the requirements set forth in these documents and other applicable specifications.

2.0 DEFINITIONS

- The word 'shall' indicates a mandatory requirement.
- The word 'should' indicates a mandatory requirement with some flexibility allowed in compliance methodology. Suppliers choosing other approaches to satisfy a '**should**' must be able to show that their approach meets the intent of the latest version of **IATF 16949**.
- '**Product**' is defined as any part, product, service, etc. supplied to Mayco for which this standard is applicable.

When referring to this **Standard** and the latest version of **IATF 16949 Technical Specification** in the development and assessment of Suppliers to Mayco, the following applies:

- Customer = Mayco International
- Supplier = External Provider to Mayco - the type and extent of control applied to the supplier and the purchased product/service shall be dependent upon the effect of the purchased product/service on subsequent product realization of the final Mayco product.
- Mayco Sourcing Team = Team of Mayco associates representing Mayco specific departments

3.0 DOCUMENTATION

3.1 GENERAL

The supplier shall maintain and conform to the latest revision level of the required or referenced Purchase Order documentation.

3.2 MAYCO SPECIFIC DOCUMENTATION

Mayco specific documentation related to Product conformance may include, but is not limited to the following:

- Parts list, Product structure (bill of materials)
- Blueprints and or data
- Order specifications
- Other supporting specifications/documentation

3.3 REFERENCE DOCUMENTS

The following is a list of **AIAG/ISO/ANSI** documents referenced in this standard:

<u>Manual</u>	<u>Published by</u>	<u>Description</u>
IATF 16949	IATF	Technical Specification
ISO 9001	ISO	Quality System
AIAG CQI-19	AIAG	Subtier Supplier Management Process Guideline
AIAG CQI-9	AIAG	Heat Treat System Assessment
AIAG CQI-11	AIAG	Plating System Assessment
AIAG CQI-12	AIAG	Coating System Assessment
AIAG CQI-15	AIAG	Welding Table
AIAG CQI-23	AIAG	Molding Assessment
FCA CSR	IATF	FCA Customer Specific Requirements
GM CSR	IATF	GM Customer Specific Requirements
APQP	AIAG	Advance Product Quality Planning & Control Plan
FMEA	AIAG	Potential Failure Mode and Effects Analysis
MSA	AIAG	Measurement System Analysis
SPC	AIAG	Fundamental SPC
PPAP	AIAG	Production Part Approval Process
ANSI Y 14.5	ANSI	GD&T
MAQMSR (Minimum Automotive Quality Management System Requirements)		
REFER TO THE LATEST VERSION		

To obtain information of these documents above, contact the following:

<http://www.aiag.org/>
<http://www.iso.org/>
<http://www.ansi.org/>
<http://www.iatfglobaloversight.org/>

3.4 ORIGINAL EQUIPMENT MANUFACTURER (OEM) CUSTOMER REQUIREMENTS

The supplier shall adhere to referenced OEM Customer requirements as communicated per Mayco documentation. Also refer to: <http://www.iaob.org/> for an outline of OEM Customer requirements.

The supplier shall adhere to all statutory and regulatory requirements in the country of receipt, the country of shipment and the customer identified country of destination if provided.

The supplier, in turn, shall cascade Mayco International's and applicable OEM requirements to their suppliers.

4.0 MAYCO / SUPPLIER INTERFACE

4.1 GENERAL

The supplier shall communicate through the Mayco Buyer unless otherwise specified. The official business language for all documents referenced in this quality standard shall be English.

Other languages may be used with prior Mayco approval.

Note: The supplier shall communicate any management or ownership changes to the Mayco buyer immediately.

4.2 COMMUNICATION

Communication is the key to any successful partnership. Mayco involves the supplier from product concept through mass production.

4.3 PRODUCT VERIFICATION

Mayco and its customers shall be afforded the right to verify the supplier's products, processes and systems at Mayco or supplier's location(s).

5.0 SUPPLIER PRE-SELECTION

5.1 SUPPLIER ASSESSMENT

Potential suppliers may be requested to complete a Mayco Supplier Quality Assurance Supplier Survey (PUR-113) which could be used in the planning of an on-site assessment.

Mayco may choose to conduct an on-site assessment (Reference PSQ-001) of one or more potential suppliers before selecting a source due to current performance issues with an existing supplier or to better understand the capability of a potential new supplier.

6.0 SUPPLIER SELECTION

Upon review of gathered information on each potential supplier by the Mayco Sourcing Team, a decision will be made, and the business will be awarded.

7.0 ADVANCED PRODUCT QUALITY PLANNING (APQP)

7.1 GENERAL

The supplier shall utilize the planning procedures from the **AIAG Advanced Quality Planning and Control Plan (APQP)** manual. All elements of the **APQP** must be incorporated into the planning process, unless waived in writing by the Mayco Sourcing Team. All documents including Process Flow Diagram, PFMEA and Process Control Plans shall include all processes for the manufacturing of components, including incoming inspection, internal transportation, secondary operations, outside services and packaging.

All operations shall be keyed to the Process Flow Diagram, PFMEA and Process Control Plan.

7.2. PROJECT MANAGEMENT TIMELINE

The supplier shall develop a Project Management Timeline, which contains (at minimum) program events, target dates and assigned responsibilities. The purpose of the Timeline is to assure the timing of programs as defined by the Mayco Sourcing Team.

The Timeline shall be maintained at the supplier at all times. Updated copies shall be submitted to the Mayco Sourcing Team if requested.

7.3 NON - PRODUCTION SAMPLE MATERIAL

Non - production trial sample (i.e. prototype, R&D samples etc.) shipments shall be identified with the appropriate label and shipped separately from production intent material.

7.4 SPECIAL CHARACTERISTICS

'**Special Characteristics**' are selected by Mayco with the supplier through knowledge of product and process and are identified by 'SC' and/or customer specific symbols on the drawing, in the specification or other supplemental documentation. The presence of the 'Special Characteristics' is not intended to reduce the importance of other dimensions and /or characteristics selected by the supplier. They shall be included on the PFMEA, Process Control Plan and process instructions unless otherwise agreed upon by the Mayco Sourcing team.

7.5 CONTROL OF DESIGNATED CHARACTERISTICS

Items specified as 'Special Characteristics' require manufacturing control to assure compliance. The control data shall be documented and retained at the supplier's facility and shall be available for submission and/or review by the Mayco Supplier Quality Engineer.

Unless otherwise specified, refer to the latest version of the AIAG PPAP manual for capability levels on designated characteristics at time of PPAP and serial production.

7.6 SAFETY ITEMS

Mayco International and its customers identify Safety items on the blueprints and or data utilizing symbols such as an inverted delta ∇ Ford), a <S> (FCA safety) or <D> (FCA dimensional), or other industry recognized symbols.

8.0 MAYCO PA & PDR

8.1 GENERAL

The **Mayco PA (Process Audit) and PDR (Production Demonstration Run)** is conducted for all parts determined by the customer to be HIGH RISK to the vehicle program.

If any non-acceptances are noted, then the PA and PDR remains open. Corresponding corrective action shall be submitted by the supplier and validated through a re-visit and/or re-evaluation by the Sourcing Team for PA and PDR closure.

Note:

Once a PA and PDR have been approved, changes to the supplier's production process cannot be implemented without prior Mayco Sourcing Team approval. The SREA (Supplier Request for Engineering Approval Form shall be submitted for approval to the Mayco Sourcing Team, if the supplier wants to implement process changes.

9.0 PRODUCTION PART APPROVAL PROCESS (PPAP)

9.1 GENERAL

The supplier shall submit a PPAP in accordance with the latest revision of the **AIAG PRODUCTION PART APPROVAL PROCESS (PPAP)** manual unless otherwise specified by the Mayco Supplier Quality.

9.2 SUBMISSION LEVEL REQUIREMENTS

The supplier must complete all of the applicable PPAP requirements as stated in the latest revision of the **AIAG PPAP Manual**, regardless of the level of submission requested (CQI-19). For example, if a level 1 submission is requested, it is expected that the supplier will have completed the rest of PPAP requirements and have the records available on-site.

The submission level is a level 3 as the default for all submissions unless specified otherwise by Mayco Supplier Quality.

Mayco specific requirements related to the **PPAP** include the following:

9.2.1 MATERIAL SAMPLE QUANTITY

Standard sample quantity for dimensional evaluation shall be six (6) product (per cavity, die, progressive die, etc. if applicable) unless otherwise specified.

9.2.2 STATISTICAL DATA

Supporting statistical data (i.e. SPC, process capability studies, etc.) for a **PPAP** submission should be done using product from the **PDR** or from a 'significant material production run'; as defined per the AIAG standard as which ever is more, 300 pieces or 2 hours of production.

9.2.3 MEASUREMENT RESULTS CORRELATION

All samples shall be sequentially numbered and correlated to the dimensional reports. Blueprints should be numbered in accordance with the latest revision of **ANSI Y 14.5** standards. All results shall be taken

from master samples and these samples shall be submitted with the PPAP. Measurement method agreement, if defined, shall be attached to the supplier dimensional evaluation report.

9.2.4 PACKAGING AND LABELING REQUIREMENTS

The supplier is responsible to assure the packaging used protects the product from damage during shipment to Mayco. Failure to conform to this requirement could result in a PA or PPAP rejection. Mayco requires two (2) container labels per container.

9.2.5 IMDS SUBMISSION

No PPAP will be fully approved by Mayco without acceptance and verification of IMDS approval (Industrial Material Data System <http://mdsystem.com/>).

Supplier PPAP packages must contain a copy of the acceptance screenshot from the IMDS.

Note: Before any PPAP submission, deviations from these requirements shall be agreed upon between the supplier and the Mayco Sourcing Team.

9.3 IDENTIFICATION

All samples accompanying PPAP submissions shall be identified with the appropriate label on the carton or container. The label shall contain all required information and shipped separately from production material.

9.4 FIRST PRODUCTION SHIPMENT AUTHORIZATION

The supplier shall ship production intent material to Mayco only if:

1. The **PPAP** submission has been approved in writing by the Mayco Supplier Quality Representative and the supplier has received written notification of the approval.

Note: The supplier shall not ship production intent material without prior PPAP approval by the Mayco Supplier Quality Representative. Interim approval can be granted based on documentation requested and agreed upon by Mayco Supplier quality representative dedicated to a specific program/job. Interim is granted for 30 days and expires on the 30th day. If an extension is needed, the supplier will need to communicate this to the Mayco SQR (Supplier Quality Representative) prior to the expiration date.

9.5 ANNUAL PPAP RE-CERTIFICATION

An annual material re-certification (once per calendar year) of the supplied material shall be performed by the supplier unless otherwise specified by the Mayco Sourcing team. Questions regarding the re-certification should be directed to the respective Mayco Supplier Quality Representative. The results of the re-certification shall be documented and maintained at the Supplier's site. These shall be available upon request.

10.0 AUDITS/SUPPLIER ASSESSMENTS

10.1 AUDIT CONDITIONS

Conditions, which could warrant 2nd party audits include the following as a minimum:

- Supplier Risk Assessment results in Medium or High Risk.
- Supplier Monitoring (Quality/Delivery performance)
- Supplier QMS Development
- Product Audits
- Engineering changes
- Process changes
- Plant location changes (e.g. Tool transfer) which also requires a new **PA and PDR and PPAP** submission.

10.2 AUDIT CRITERIA

The criteria for these audits focus on certification, performance, product and process changes (Reference PSQ-002). However, other criteria may be utilized. The Mayco Supplier Quality Representative shall determine the appropriate criteria and communicate this information to the supplier's Quality/Sales Department.

10.3 Special Process Assessments

Suppliers supplying the services of heat treating, plating, welding, molding and/or coatings shall meet the following requirements:

10.3.1 Heat Treating Processes

Applicability and effectiveness of heat treating processes shall be determined utilizing *CQI-9 Special Process: Heat Treat System Assessment* published by the AIAG. The effectiveness evaluation shall include the organization's self-assessment, actions taken, and that records are maintained.

10.3.2 Plating Processes

Applicability and effectiveness of plating processes shall be determined utilizing *CQI-11 Special Process: Plating System Assessment* published by the AIAG and available at www.AIAG.org. The effectiveness evaluation shall include the organization's self assessment, actions taken, and that records are maintained.

10.3.3 Coating Processes

Applicability and effectiveness of coating processes shall be determined utilizing *CQI-12 Special Process: Coating System Assessment* published by the AIAG and available at www.AIAG.org. The effectiveness evaluation shall include the organization's self assessment, actions taken, and that records are maintained.

10.3.4 Welding Processes

Applicability and effectiveness of welding processes shall be determined utilizing *CQI-15 Special Process: Welding Table* published by the AIAG and available at www.AIAG.org. The effectiveness evaluation shall include the organization's self-assessment, actions taken, and that records are maintained

10.3.5 Molding Processes

Applicability and effectiveness of molding processes shall be determined utilizing *CQI-23 Special Process: Molding System Assessment* published by the AIAG and available at www.AIAG.org. The effectiveness evaluation shall include the organization's self-assessment, actions taken, and that records are maintained

11.0 QUALITY DATA SUBMISSIONS

The supplier may be required to submit Quality Data (i.e. SPC charts, process monitoring results, material certifications, preventative & predictive maintenance data, etc.) upon request, to the Mayco Sourcing Team. Original documentation shall be retained at the supplier.

12.0 SPECIFICATION / REQUIREMENT CHANGE / CONCESSION REQUESTS

12.1 GENERAL

Requests for changes or concessions (temporary or permanent) to specifications or requirements shall be documented in writing and approval shall (must) be made through the Mayco Sourcing Team.

12.2 CONCESSIONS

Concessions are time or quantity limited deviations from specifications. These concessions shall be temporary and are not considered permanent. All concession parts are to be labeled with a description of the concession. Prior to shipment, supplier must notify the responsible Supplier Quality Engineer (SQE) of concession shipment.

12.3 PERMANENT CHANGES

Permanent changes, either Supplier or Mayco initiated, shall be appropriately documented. These changes shall require a new **PPAP** submission as specified by Mayco Sourcing Team (if not specified, submissions shall default to the Level 3).

12.3.1 SUPPLIER REQUEST FOR ENGINEERING APPROVAL (S.R.E.A.)

Supplier initiated change requests shall be submitted to Mayco utilizing the Mayco S.R.E.A. form. This form and all supporting documentation shall be submitted to the Mayco Purchasing Department. Please contact Mayco Purchasing or Supplier Quality for a copy of this form.

The supplier shall make no changes until Mayco approval has been granted.

12.3.2 MAYCO INITIATED ENGINEERING CHANGES

Mayco initiated engineering changes, including all PPAP requirements, shall be communicated to the supplier by the Mayco Sourcing Team.

12.3.3 GENERAL CHANGE REQUIREMENTS

General changes (i.e. flow charts, control charts, etc.) shall be requested through the applicable Mayco Sourcing Team Representative.

Note: No change to material shall be implemented until all proper authorization has been obtained. This includes PPAP submission requirements as specified by the appropriate Mayco Supplier Quality Representative.

13.0 NONCONFORMANCE, CORRECTIVE AND PREVENTIVE ACTIONS

13.1 REQUIREMENTS

When Mayco has notified the supplier of a 'Nonconformance' issue with material, the supplier is responsible for the following (not including line accums);

13.1.1 Initial Containment

This containment action shall be:

- ◆ Implemented within **24 hours** (1 calendar day including weekends and holidays) of notification by Mayco personnel. (All verbal notifications by Mayco shall be followed up with written documentation).
- ◆ Containment actions shall include all affected material in the supplier's control, in transit to Mayco, in the possession of Mayco, or finished product shipped to Mayco customers.
- ◆ The supplier shall notify Mayco Materials and Supplier Quality of certified material availability.
- ◆ The supplier shall notify the Supplier Quality Representative of their containment actions and to discuss coordination of containment of material at Mayco and Mayco customers.

13.1.2 Certified Shipments

All shipments of affected material shall be 'certified' (i.e. in compliance with the containment actions) until corrective action issues are formally closed by a Mayco Supplier Quality Representative.

All material shall be shipped per approved methods and identified with an 8.5" x 11" 100% certified product label on each container. Mayco may require individual component identification.

13.1.3 Initial Response

A written initial response shall be submitted to the Mayco Quality Department within **48 hours** (or otherwise specified time frame) of

formal notification of the concern. This initial response shall, at minimum, contain:

- Mayco Concern or DMR Number and Date of Nonconformance
- Name of the Mayco Supplier Quality Representative
- Problem Description
- Containment action description
- Containment action verification (quantitative results)
- Certified material shipment dates and identification
- Root Cause analysis status

NOTE: Each of the above stated criteria shall contain an implementation date and assigned responsibility.

13.1.4 Formal Corrective Action Report

A Formal Corrective Action Report and supporting evidence **shall be** submitted to the Mayco Supplier Quality Department within **10 working days** (or otherwise specified time frame) of formal notification of the concern. This formal written corrective action 8D report with implementation/effective dates and assigned responsibilities shall contain, at a minimum, the items listed below:

- Description of the concern and Mayco DMR/Concern Number
- Containment action
- Root Cause of the concern with verification
- Corrective action
- Verification of containment and corrective action. This is a measure of the action's effectiveness utilizing appropriate statistical or process performance analysis methods.
- Preventive measures for 'Lessons Learned' and applicable to similar products and processes.
- Preventive actions assess the applicability of the action taken to similar processes. These are actions with a proactive and predictive intention with the focus on avoiding occurrences.
- FMEAs, Control Plans, Work Instructions and other appropriate documentation shall be revised to reflect changes resulting from the concern. These documents shall be maintained on file and provided to Mayco Supplier Quality Representative for review as required.

13.1.5 Supplier Containment Level Procedures

If supplier containment actions are not effective, progressive Mayco initiated procedures shall be implemented for the supplier. The Mayco Supplier Quality Representative will define exit criteria. Any reoccurrence will result in the **30-day** inspection period to start over. The

inspection period begins once root cause has been identified and corrective actions are in place.

- ◆ **Controlled shipping level 1 (CS1)** - The supplier shall implement 100% inspection for a period not less than 30 days with no re-occurrence of the issue.
- ◆ **Controlled shipping level 2 (CS2)** - A containment process under customer control. Containment conducted at customer site, supplier, or third party location at the supplier's expense. This process may be used if Level 1 containment is ineffective at containing a nonconformance. The supplier shall implement 200% inspection for a period not less than 30 days with no re-occurrence of the issue.

14.0 SUPPLIER QUALITY PERFORMANCE

14.1 GENERAL

The Mayco Sourcing Team, in regards to their ongoing quality and delivery performance, shall assess the supplier.

14.2 CRITERIA

Criteria for acceptable performance may include, but not limited to, the following:

- **PPM** (parts per million defective)
- **DELIVERY** (100% on time delivery)
- **DMRs Occurrences**

Scoring system (100 points per reporting period - quarterly)

a. Delivery = 40 points

- I. 100% on time = 40 points
- II. 99% to 95% = 30 points
- III. 94% to 90% = 20 points
- IV. 89% to 85% = 10 points
- V. 84% or below = 0 points

b. DMRs/Occurrences = 40 points

- I. 0 DMRs = 40 points
- II. 1 to 3 = 30 points
- III. 4 to 6 = 20 points
- IV. 7 to 9 = 10 points
- V. 10+ = 0 points

c. PPMs = 20 points

- I. 0 PPMs = 20 points
- II. 1 to 300 PPMs = 17.5 points
- III. 301 to 500 PPMs = 15 points
- IV. 501 to 1500 = 10 points
- V. 1501 to 3500 = 5 points
- VI. 3501 + = 0 points

*A Mayco production shut down for a supplier quality or delivery issue is an automatic 30 point deduction.

SUPPLIER STATUS EXPLANATION

Green: Most recent scorecard is 50 points or higher.

Status: Supplier is a preferred supplier for new business.

Yellow: Most recent scorecard is below 50 points.

Status: New Business hold. Exceptions are possible if supplier is actively participating in monthly continuous improvement plans.

Red: Most recent scorecard is below 20 points, or scorecard is below 50 points for 4 consecutive periods.

Status: New business hold with monthly supplier development meetings required.

14.3 PERFORMANCE RESULTS

Results of the quality performance assessments shall be documented by the Mayco Purchasing & Supplier Quality Department and communicated to the supplier.

The results of the assessments shall be communicated by the supplier to their management.

14.4 SUPPLIER DEVELOPMENT**14.4.1 Prioritization**

Supplier development activities shall be prioritized based on the following:

- Supplier performance report scores.
- 2nd party audit findings – Major Nonconformances
- 3rd party certification status – Decertification, Suspension

- Risk Assessment

15.0 STATISTICAL TECHNIQUES

The supplier shall monitor process performance utilizing the appropriate statistical techniques (i.e. First time yield, SPC, etc.) in accordance with the **AIAG Statistical Process Control manual**.

Additional areas in which statistical techniques may be applied are as follows:

- Predictive maintenance programs
- Gage R&R studies
- Defect analysis
- Continual Improvement Processes

The results of the statistical techniques shall be documented and retained at the supplier's location. This information shall be made available upon request to the Mayco Sourcing Team.

16.0 ANALYTICAL TECHNIQUES

The supplier should utilize analytical techniques to improve their process capabilities and problem resolution.

Examples of analytical techniques are as follows:

- Design of Experiment (DOE)
- Theory of Constraints
- Benchmarking
- Hoshin Planning
- Shainin

The results of analytical techniques should be documented and retained at the supplier's location. This information shall be made available upon request to the Mayco Sourcing Team.

17.0 MEASUREMENT SYSTEM ANALYSIS (MSA)

The supplier shall perform measurement system analysis (frequency to be determined by the supplier) in accordance with the **AIAG Measurement System (MSA) manual**. With approval by the Mayco Supplier Quality Representative, other analytical methods and acceptance criteria may be implemented. Results of **MSA** analysis shall be documented and retained at the supplier's location. This information shall be available upon request to the Mayco Sourcing Team.



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18.0 ERROR PROOFING

The supplier shall utilize error proofing as applicable the latest version of **IATF 16949 Quality Systems Requirements standard**. Results of error proofing shall be documented and retained at the supplier's location. This information shall be made available upon request to the Mayco Sourcing Team.

19.0 PREVENTIVE / PREDICTIVE MAINTENANCE

The supplier shall implement a preventive / predictive maintenance program for process Machine/equipment. Statistical data should be assimilated and systems developed for the implementation of predictive maintenance programs. The supplier shall document and maintain this program and it shall be available upon request to the Mayco Sourcing Team.

20.0 CONTINUAL IMPROVEMENT PROCESS (CIP)

The supplier shall implement continual improvement efforts throughout their entire organization. Results of the **Continual Improvement Process** shall be documented and retained at the supplier's location. This information shall be made available upon request to the Mayco Sourcing Team.

By signing below Mayco and the Supplier agree to the requirements and content of this Supplier Quality Standard.

Agreed by,

Agreed by,

Mayco International
Date:

Supplier
Date:

Quality and Environmental Policy

Mayco International will conduct all aspects of its business in a responsible manner. This will be achieved in the following statements:

- Comply with all applicable laws, regulations standards and other requirements.
- Adopt a culture of continual improvement to meet or exceed customer requirements and expectations with goals set to confirm achievements
- Evaluate our activities and measure our performance against established goals through audits and management review.
- Advocate the adoption of prudent quality and environmental principles to our vendors, suppliers and customers
- Make all efforts, through pollution prevention efforts during research, process design, and plant operations to:
 - Reduce** and eliminate the generation of waste and emissions at the source
 - Recycle** when practical
 - Reuse** containers and products
- Pledge ourselves to the prudent and sustainable use of the earth's resources and the protection of the natural environment while we strive to fulfill our corporate mission of contributing to enhance prosperity for all
- Communicate our quality and environmental oriented activities to employees, vendors, suppliers, customers, local community, environmental agencies and the general public

Under observance of the aforementioned, customer satisfaction is the company's main priority. We want to be our customers' preferred supplier.

"Meeting the needs of our Customer and our Planet"

~Nick DeMiro

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