# IMI Precision Supplier Performance Manual

<table>
<thead>
<tr>
<th>Issue Log</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preface message from IMI Precision Leadership</td>
<td>2</td>
</tr>
<tr>
<td>1 Introduction</td>
<td>3</td>
</tr>
<tr>
<td>2 Scope</td>
<td>4</td>
</tr>
<tr>
<td>3 Purpose &amp; Objectives</td>
<td>4</td>
</tr>
<tr>
<td>4 Expectations ....</td>
<td>4</td>
</tr>
<tr>
<td>5 Supplier Selection</td>
<td>4</td>
</tr>
<tr>
<td>6 Supplier Categorization</td>
<td>4</td>
</tr>
<tr>
<td>7 Supplier Scorecard - Supplier Performance Measurement System.</td>
<td>4</td>
</tr>
<tr>
<td>7a Supplier Quality (PPM) Measurement</td>
<td>5</td>
</tr>
<tr>
<td>7b Supplier Delivery (OTD) Measurement</td>
<td>6</td>
</tr>
<tr>
<td>7c Supplier Cost Control (PPV) Measurement</td>
<td>7</td>
</tr>
<tr>
<td>7d Supplier Inventory Management (Turns) Measurement</td>
<td>7</td>
</tr>
<tr>
<td>7e Additional Scorecard Information</td>
<td>7</td>
</tr>
<tr>
<td>7f Supplier Performance Rating</td>
<td>8</td>
</tr>
<tr>
<td>7g Supplier Performance Improvement Action Plans</td>
<td>9</td>
</tr>
<tr>
<td>7h Performance Measurement Accuracy</td>
<td>9</td>
</tr>
<tr>
<td>8 Cost of Poor Quality</td>
<td>9</td>
</tr>
<tr>
<td>9 Non-Conforming Material / Production Concerns</td>
<td>10</td>
</tr>
<tr>
<td>10 Corrective Action Request</td>
<td>10</td>
</tr>
<tr>
<td>11 Supplier Monitoring and Development</td>
<td>11</td>
</tr>
<tr>
<td>12 Advanced Product Quality Planning (APQP)</td>
<td>12</td>
</tr>
<tr>
<td>12a Production Part Approval Process (PPAP)</td>
<td>13</td>
</tr>
<tr>
<td>12b PPAP Submission Format</td>
<td>13</td>
</tr>
<tr>
<td>12c PPAP Submission Requirements</td>
<td>13</td>
</tr>
<tr>
<td>12d Supplier Initiated Changes</td>
<td>14</td>
</tr>
<tr>
<td>12e IMI Precision Initiated Changes</td>
<td>14</td>
</tr>
<tr>
<td>12f Special Characteristics</td>
<td>14</td>
</tr>
<tr>
<td>12g Control Plan and Process FMEA</td>
<td>14</td>
</tr>
<tr>
<td>12h Process Control</td>
<td>14</td>
</tr>
<tr>
<td>12i Part Sampling Guidelines</td>
<td>14</td>
</tr>
<tr>
<td>Appendix A</td>
<td>15</td>
</tr>
<tr>
<td>Appendix B</td>
<td>16</td>
</tr>
</tbody>
</table>

## Issue Log

- **Issue 6/07**: Initial Release.
- **Issue 9/07**: Added Supplier Selection, Customer Disruptions and Special Status, Premium Freight, Supplier Performance Reaction Plan, Cost of Poor Quality and Supplier Development Section.
- **Issue 4/08**: Added Issue Log, Supplier Categorization, Supplier-Initiated Cost Reduction Measurement, IMI Precision PPAP Definition and Levels, Reasons for PPAP, Measurement Accuracy Sections and Appendix B. Modified Supplier Selection, Supplier Development, Customer Disruptions, Special Status and Premium Freight, PPV, SSR and Scoring Sections.
- **Issue 7/11**: Revised and updated for new scorecard release.
- **Issue 5/15**: Revised and updated to include Rest of World rather than just America's, Logo change and an update in Supplier Performance rating targets, aligning them to customers expectations.
Date: 15th May 2015  
To: IMI Precision Suppliers  
From: IMI Precision  
Subject: Supplier Performance Manual

I

Dear Supplier,

Effective 1st May 2015, IMI Precision is realigning its supplier management process with our strategy to create a truly world-class company. As IMI Precision Engineering, including brands such as IMI Norgren, IMI Buschjost, IMI FAS, IMI Thompson Valves, IMI Kiohn and IMI Webber, we require suppliers to help us to meet our ever growing customer expectations. Our goal is to collaborate with our supply chain partners to implement a common process for measurement and improvement.

These changes involve the deployment of our Supplier Performance Manual to our global supplier base and improvement to our supplier performance measurement system by continually upgrading our targets for On-Time delivery (OTD), Reject Rate (PPM), Purchase Price Variance (PPV), and Inventory Management (Turns). The attached manual defines our expectation and outlines a formal process by which IMI Precision will measure and communicate supplier performance.

We expect continual growth and success for both IMI Precision and our suppliers. It is our objective that together, we can embrace this process in support of providing world-class quality, deliver and service to our customers.

Thank you for your continued support.

Yours sincerely

Mark Selway
Chief Executive

Daniel Nowack
Global Procurement Director
1 **Introduction**

This document defines IMI Precision minimum expectations and delivers a formal process by which IMI Precision will measure and communicate performance to suppliers through disciplined methods. The Supplier Performance Manual defines the standard processes and measurements, which will be monitored and are critical components of IMI Precision’s supplier development initiatives. By establishing a process for monitoring, measuring and communicating supplier performance to our expectations, we can identify areas for improvement while also recognizing outstanding performance.

2 **Scope**

This Supplier Performance Manual is applicable, at a minimum, to key production suppliers identified per each IMI Precision site Supplier Development Plan or equivalent document. Production suppliers are those suppliers providing production materials, parts or services, including sub-contract work, directly to IMI Precision.

3 **Purpose & Objectives**

The purpose of this manual is to clearly define IMI Precision expectations for supplier performance. The objectives are for IMI Precision and its suppliers to mutually benefit from adopting the principles within this manual. With “Customer Satisfaction” being of paramount importance, this systematic approach provides the foundation for continuous improvement within the supply chain.

4 **Expectations**

Unless otherwise specified by IMI Precision, production suppliers shall be third party registered to either ISO 9001:2008 or ISO/TS 16949:2009 by an accredited third-party certification body. Suppliers registered to ISO 9001:2008 will be encouraged to work toward achieving ISO/TS 16949:2009 compliance or certification as applicable, as it is envisioned that this will become the minimum requirement in the future. Inspection, test and calibration suppliers may be required to be accredited to ISO/IEC 17025 or other national equivalent.

It is IMI Precision’s policy to work with suppliers who do not expose their employees or their local environment to unacceptable risks. It is IMI Precision’s objective to work with suppliers who meet or exceed minimum standards, or who can demonstrate progression towards these standards over an agreed and suitable timescale. The supplier’s declaration of compliance with IMI Precision’s Supply Chain Policy and Responsible Business standards is required, and is included in the Supplier Survey/Audit documentation.

5 **Supplier Selection**

IMI Precision will evaluate, select and nominate suppliers based on their ability to supply products in accordance with IMI Precision’s requirements. The selection & nomination process will include, as a minimum, a Supplier Survey. Additional evaluation may include, but is not limited to, a supplier financial analysis and/or an on-site Supplier Quality Audit. Existing suppliers who do not have a survey on record may be considered acceptable. Key suppliers having a survey on record older than three years may be issued a new Supplier Survey.

6 **Supplier Categorization**

IMI Precision will categorize suppliers based on such criteria as annual spend, supply chain risk and/or alignment with IMI Precision objectives. Key suppliers are those suppliers that rank highly in the categorization criteria. IMI Precision’s objective is to apply the necessary resources to monitor performance and develop partnerships with key suppliers.
7 Supplier Scorecard – Supplier Performance Measurement System

IMI Precision will score all suppliers based upon the supplier performance measurement system detailed below. The measurement system will enable IMI Precision to:

- Place new business.
- Promote supplier-lead improvements through performance information feedback.
- Establish a baseline for supplier development and corrective actions.
- Identify suppliers that need IMI Precision assistance.
- Identify suppliers that deserve recognition.

The supplier performance scorecard will show: *(See example Appendix A)*

- Graphical illustration of Supplier Quality (PPM).
- Graphical illustration of Supplier Delivery (% OTIF).
- Graphical illustration of Supplier Cost Control (PPV).
- Graphical illustration of Supplier Inventory Management (Annualized Turns).
- An overall Supplier Performance Rating.

The supplier performance scorecard may also include additional information including:

- Number of IMI Precision and/or customer disruptions due to supplier quality or delivery issues.
- Number of supplier technical, value-analysis or value-engineering ideas submitted.
- Number of open supplier corrective actions requests (CARs).
- Notice of overdue items for supplier new product introductions.
- Other comments.

7a: Supplier Quality (PPM) Measurement

The Rejected Parts per Million Calculation:
IMI Precision will calculate a current month and rolling 6-month PPM figure using the following method.

\[
\frac{\text{Total Part Quantity Rejected}}{\text{Total Part Quantity Received}} \times 1,000,000 = \text{PPM Figure}
\]

A supplier reject can be generated from three possible sources:
- IMI Precision Receiving or In-Process Inspection.
- The IMI Precision Production Facility.
- A IMI Precision Customer Return or Complaint.

**NOTE:**

Only those rejects that are documented via a written deviation or non-conformance report are included in this calculation, unless the supplier chooses to remedy the deviation on location or replace parts within 24 hours. If IMI Precision is required to apply significant resources to correct nonconforming material, such as rework, sorting and/or returning material to the supplier, then the entire lot of material will be considered as rejected in the PPM calculation.

7b: Supplier Delivery On Time In Full (OTIF) Measurement

The On-Time Delivery Window:
- Domestic supplier: On-Time delivery window of 5 days early up to 0 days late.
- Intercontinental supplier: On-Time delivery window of 10 days early up to 0 days late.

The measurement applies to each individual Purchase Order Number and due date. This is reported as a percentage of the total number of P.O’s received within the On-Time Delivery window.
The On-Time Delivery Calculation:
IMI Precision will calculate a current month and rolling 6-month OTIF figure using the following method. If the correct quantity is not delivered within the delivery window then the OTIF measure will reflect this as appropriate.

\[
\text{Total Number of Deliveries Received by PO within Window} \times 100 = \text{OTIF Figure}
\]

\[
\text{Total Number of Deliveries Received by PO's}
\]

The supplier is informed of the expected delivery due dates and quantities for each item through a discrete P.O. issued by IMI Precision.

NOTES:

i. A supplier may deviate from the delivery schedule under the following circumstances:

1. A supplier makes a delivery adjustment request.
   A supplier can request to change a previously fixed delivery quantity/date, as long as:
   - The request is made in good time normal expectation is within 24 hours of the PO being issued.
   - IMI Precision production is not disrupted in any way.

2. IMI Precision makes a delivery adjustment request.
   If IMI Precision requests to change a previously fixed delivery quantity/date, and the supplier cannot fully meet the requirement, then that delivery schedule shall be adjusted and agreed upon to facilitate On-Time Delivery.

3. Other circumstances which may cause a delivery deviation.
   If the supplier cannot deliver because of an issue that is AGREED to be IMI Precision responsibility then that delivery is NOT included in the calculation. e.g. Supplier awaiting a new IMI Precision drawing revision.

ii. Premium Freight Shipments:

   Unless requested by IMI Precision, suppliers are expected to notify their appropriate IMI Precision representative when a shipment will be dispatched via premium freight.

   IMI Precision monitors the shipments received from suppliers via premium freight. The objective is to reduce the instances of premium freight originating from both IMI Precision and/or supplier processes.

7c: Supplier Purchase Cost Control (PPV) Measurement

The Purchase Price Variance Calculation:
IMI Precision monitors purchase price and calculates a monthly and rolling 6-month PPV figure based on previous year standard-average cost using the following method. The IMI Precision standard-average cost is defined as the weighted average price paid in the previous year.

\[
\text{Actual Purchase Price} \times 100 = \text{PPV Figure}
\]

\[
\text{IMI Precision Standard-Average Cost}
\]
7d: Supplier Inventory Management (Turns) Measurement

Inventory Turns Calculation:
IMI Precision monitors inventory levels and calculates an annualized monthly and rolling 6-month inventory turns figure using the following method. Parts usage and parts on-hand values are based on the IMI Precision standard-average cost. The IMI Precision standard-average cost is defined as the weighted average price paid in the previous year.

\[
\text{Annualized Supplier Parts Usage} = \frac{\text{Quantity Supplier Parts On-Hand}}{\text{Turns Figure}}
\]

7e: Additional Scorecard Information

The following additional information may also be included in the scorecard.

- IMI Precision and/or Customer Disruptions and Special Status Notifications
  IMI Precision monitors rejects, which result in IMI Precision and/or customer disruptions and special status notifications related to supplier quality or delivery issues. A disruption is defined as any rejection or late delivery that 1) results in a IMI Precision production line-down situation and/or 2) reaches or potentially affects IMI Precision’s end customers. A special status notification is defined as a notification from a IMI Precision customer requiring implementation of additional quality controls for a defined period of time. The number of customer disruptions and special status notifications may be reflected on the scorecard.

- Supplier-Initiated Technical, Value-Analysis / Value-Engineering (Tech & VAVE) Ideas
  IMI Precision encourages suppliers to proactively provide improvement ideas, which can improve supplier performance or reduce costs. Submitted Tech and VAVE ideas must be evaluated and approved by IMI Precision before implementation. The number of submitted Tech and VAVE ideas submitted may be reflected on the scorecard.

- Corrective Action Request (CAR) Status
  IMI Precision monitors the status of written supplier Corrective Action Requests. The status of supplier Corrective Action Requests may be reflected on the scorecard.

- New Product Introduction Actions Notice
  IMI Precision monitors new or changed product, process or tooling projects, which require supplier involvement. If supplier actions are overdue for an active project, it may be reflected on the scorecard.

- Comments
  IMI Precision reviews supplier scorecards prior to their issue. IMI Precision may communicate additional information or notes to the supplier in the comments section.

7f: Supplier Performance Rating

The following four supplier performance categories are measured to generate the overall Supplier Performance Rating.

- Supplier Quality (PPM) 35 Points
- Supplier Delivery (% OTIF) 35 Points
- Supplier Cost Control (PPV) 20 Points
- Supplier Inventory Management (Turns) 10 Points
NOTE:
Supplier performance categories and points ratings may be revised at IMI Precision’s discretion to ensure performance expectations are aligned with IMI Precision objectives and current market conditions. The accumulated scores from each supplier performance category make up the Supplier Performance Rating.

Supplier Performance Categories and Points Ratings:

<table>
<thead>
<tr>
<th>PPM</th>
<th>Points</th>
</tr>
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<tbody>
<tr>
<td>≤ 50</td>
<td>35</td>
</tr>
<tr>
<td>≤ 500</td>
<td>28</td>
</tr>
<tr>
<td>≤ 1000</td>
<td>21</td>
</tr>
<tr>
<td>≤ 2500</td>
<td>14</td>
</tr>
<tr>
<td>≤ 5000</td>
<td>7</td>
</tr>
<tr>
<td>&gt; 5000</td>
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<table>
<thead>
<tr>
<th>OTIF</th>
<th>Points</th>
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<tbody>
<tr>
<td>≥ 98%</td>
<td>35</td>
</tr>
<tr>
<td>≥ 95%</td>
<td>28</td>
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<td>≥ 90%</td>
<td>21</td>
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<tr>
<td>≥ 85%</td>
<td>14</td>
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<tr>
<td>≥ 80%</td>
<td>7</td>
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<tr>
<td>&lt; 80%</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>PPV</th>
<th>Points</th>
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<tbody>
<tr>
<td>≤ 95%</td>
<td>20</td>
</tr>
<tr>
<td>≤ 96%</td>
<td>16</td>
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<td>≤ 97%</td>
<td>12</td>
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<td>≤ 98%</td>
<td>8</td>
</tr>
<tr>
<td>≤ 100%</td>
<td>4</td>
</tr>
<tr>
<td>Price increase</td>
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<table>
<thead>
<tr>
<th>Turns</th>
<th>Days</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>≥ 25</td>
<td>≤ 15</td>
<td>10</td>
</tr>
<tr>
<td>≥ 18</td>
<td>≤ 20</td>
<td>8</td>
</tr>
<tr>
<td>≥ 12</td>
<td>≤ 30</td>
<td>6</td>
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<td>≥ 6</td>
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<td>≥ 3</td>
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<td>2</td>
</tr>
<tr>
<td>&lt; 3</td>
<td>&gt; 120</td>
<td>0</td>
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<table>
<thead>
<tr>
<th>Supplier Performance Rating</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>≥ 90</td>
</tr>
<tr>
<td>Very Good</td>
<td>≥ 75</td>
</tr>
<tr>
<td>Meets Requirements</td>
<td>≥ 60</td>
</tr>
<tr>
<td>Needs Improvement</td>
<td>≥ 45</td>
</tr>
<tr>
<td>At Risk</td>
<td>&lt; 45</td>
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7g: Supplier Performance Improvement Action Plans

- Regardless of score, positive trends in performance history will give a supplier increased opportunity to maintain and bid on new business with IMI Precision.
- A score of 60 (or higher) gives a supplier increased opportunity to bid on new business with IMI Precision. **
- A score of 45 to 59 gives a supplier consideration for new business. Receiving this score may result in a request for a supplier improvement or corrective action plan. ***
- A score less than 45 is considered unsatisfactory and may put the supplier at risk of maintaining current business. Receiving this score may result in a more urgent request for a supplier improvement or corrective action plan. ***
NOTE:
** In general a score of 60 is considered acceptable but within different areas of the business our customers’ expectations far exceed this threshold as a result supplier targets maybe adjusted to achieve the overall business needs.
*** The IMI Precision representative will indicate the extent of the supplier improvement or corrective action plan based on the importance of the product supplied, which may include deviation reports, on-site audits, certified shipments, production capability results or other requested actions.

7h: Performance Measurement Accuracy

The supplier performance measurement draws heavily on data acquired through IMI Precision operations systems. As with any system, it may not reflect 100% accuracy. For example, those measurements, which are labor-intensive, may not show timely or accurate information. Supplier feedback is expected and encouraged to help IMI Precision identify ways to improve its supplier performance measurement system.

8: Cost of Poor Quality

IMI Precision may share associated costs due to the supplier’s failure to meet IMI Precision’s quality requirements. Below is a list of typical events or examples that may be considered as associated costs:

**Receiving Process:**
- Sorting
- Rework
- Line disruption
- Premium freight
- Cost of increased inspection
- Premium product cost paid to support production
- Late Delivery
- Excess inventory
- Misidentified parts
- Shipping documentation errors
- Deviation Report (RIS-A, IP-B, TP-A, DMR, CAR, etc. Administration Fee)*

**In-Process Fallout:**
- Downtime
- Overtime
- Line speed reduction
- Additional manpower
- Line changes due to material availability
- Equipment breakage
- Associated material losses
- Outside processing required
- Premium product cost paid to support production
- Rework-labor, tooling, and fixturing

**Customer Issues:**
- Rework at customer premises, travel, manpower
- Replacement of material at customer
- Premium freight
- Reimbursement of all charges from customer
- Costs of Internal containment actions
- Added inspection, certification of product, etc.
- Warranty costs

NOTE:
*A Deviation/Non-conformance Report administrative fee may be charged due to costs associated with administering corrective actions, labor or other incremental costs due to poor quality.
9: **Non-Conforming Material / Production Concerns**

- In the event of any defective parts being reported to the supplier, it is the responsibility of the supplier to qualify all stock held at IMI Precision along with any stock in-transit or held at the supplier’s premises. Stock may be returned (at the supplier’s cost) to the supplier for re-inspection and re-submission as long as doing so will not affect IMI Precision production schedules. If it is deemed that IMI Precision production schedules will be affected, then it is the responsibility of the supplier to verify stock at the IMI Precision site.
- If the supplier is unable to verify stock at the IMI Precision site, it may be agreed that IMI Precision or a third party company will carry out the inspection of supplier stock, and all costs incurred may be billed back to the supplier.
- Actions taken to verify stock for use at the IMI Precision site may be required until a corrective action plan has been implemented.

10: **Corrective Action Request**

The Deviation Report Overview Flowchart shown here below in Fig 1 shows the key steps to close out a supplier Corrective Action Request. The actual steps and completion times should be agreed upon with the IMI Precision representative.

![Deviation Report Overview Flowchart](image)
11: Supplier Monitoring and Development

IMI Precision is committed to working with all suppliers to develop and improve their own quality management systems. IMI Precision monitors the performance of all suppliers and will issue a scorecard to suppliers as deemed necessary. Key suppliers may receive the supplier performance scorecard at least quarterly and may participate in the IMI Precision Goal Plan process. The IMI Precision Goal Plan process builds partnerships with suppliers by establishing targets for continual performance and capability improvement, resulting in mutual business growth and success.

IMI Precision supplier performance improvements and development efforts shall be concentrated on supplier quality management system development with the goal of supplier conformity with applicable ISO 9001:2008 and/or ISO/TS 16949:2009 requirements. When there are mergers, acquisitions or affiliations associated with suppliers, IMI Precision may choose to perform an on-site audit to ensure continuity of the supplier’s quality management system and its effectiveness.

12: Advanced Product Quality Planning (APQP)

Advanced Production Quality Planning is paramount to achieving a successful product launch, and in setting the foundations for ongoing process control and continual improvement. By specifying IMI Precision requirements clearly to the supplier, in terms of pre-production planning techniques and documentation, IMI Precision and the suppliers will work together to achieve “Production Readiness”. The APQP Overview Flowchart shown here below in Fig 2 shows the key APQP steps.

**APQP Overview Flowchart Fig 2**

1. **IMI Precision Design and Planning Stage**
   - IMI Precision will identify the Critical, Significant and High Impact Product Characteristics
   - The PPAP requirements will be determined in accordance with the end customer-specific requirements and the product importance
   - The supplier APQP Process will begin with all IMI Precision and end customer-specific requirements being issued to the supplier,
     - The Drawing or Design Specification
     - Identified PPAP Requirements (Level, etc.)
   - The supplier will identify the product characteristics they consider to be Critical, Significant and High Impact.
   - The supplier will carry out the APQP process and submit the Identified PPAP Requirements to IMI Precision Supplier Quality Engineering.
   - The PPAP submission will be reviewed at IMI Precision and, when approved, the PSW signed off and returned to the supplier.

2. **Production Control and Monitoring Stage**
   - Ongoing product monitoring, such as SPC techniques may be required.
12a: Production Part Approval Process
The Production Part Approval Process (PPAP) ensures the supplier understands IMI Precision and end customer-specific requirements. PPAP provides evidence that the supplier has the potential to produce product, which consistently meets requirements, at the quoted production rate. The PPAP submission requirements are dependent on the end customer-specific requirements and the importance of the product supplied. Any deviation from the requested submission requirements, as identified by IMI Precision, must be detailed in writing from the responsible IMI Precision Supplier Quality Engineer.

Where applicable, IMI Precision and/or its customer may require the rights to verify purchased product at the supplier’s premises. When product verification on the supplier’s premises is required, verification arrangements and methods of product release for shipment shall be defined.

12b: PPAP Submission Format
The PPAP documentation shall be maintained through the production life of the product. All documentation submitted for the PPAP will be in the format identified in the latest issue of the following manuals as approved by the AIAG:

- Quality System Requirements – ISO/TS 16949, ISO 9001
- Production Part Approval Process – PPAP
- Potential Failure Mode Effects Analysis – FMEA
- Fundamental Statistical Process Control – SPC
- Measurement Systems Analysis – MSA
- Advanced Product Quality & Control Plan – APQP

12c: PPAP Submission Requirements
IMI Precision shall specify mandatory and applicable requirements for PPAP as defined in the PPAP manual. The PPAP submission shall include one or more of the following requirements:

1. Design Record (Drawing, Bubble Print, Reference Documents)
2. Engineering Change Documents, if any
3. Customer Engineering approval, if required
4. Design FMEA
5. Process Flow Diagrams
6. Process FMEA
7. Control Plan
8. Measurement System Analysis Studies (R&R)
9. Dimensional Results (100% Inspection, ISIR, Layout)
10. Material, Performance Test Results (Material Cert., Material Properties Analysis)
11. Initial Process Studies (Cpk)
12. Qualified Laboratory Documentation (Scope, ISO Cert.)
13. Appearance Approval Report, (AAR) if applicable
14. Sample Product (Typically 30 to 300 parts)
15. Master Sample
16. Checking Aids (Fixtures, Gages)
17. Records of Compliance With Customer-Specific Requirements
18. Part Submission Warrant (PSW)
19. Bulk Material Checklist, if applicable

NOTES:

i. Example Reasons for PPAP Submission:
- Initial Submission
- Engineering Change(s)
- Tooling: Transfer, Replacement, Refurbishment, or Additional
- Correction of Discrepancy
- Tooling Inactive > than 1 Year
- Change to Optional Construction or Material
- Sub-Supplier or Material Source Change
- Change in Part Processing
- Parts Produced at Additional Location

ii. See the AIAG PPAP manual for more detailed PPAP submission reason examples.
12d: Supplier Initiated Changes
The supplier must notify IMI Precision of any planned changes to the approved part design, process, or manufacturing site. The supplier should submit a product/process change notification (See example Appendix B) to the IMI Precision Supplier Quality Engineer for approval prior to making any changes. An updated PPAP submission may be required.

12e: IMI Precision Initiated Changes
Unless waived in writing by IMI Precision, the supplier must not make any design, process or manufacturing site changes until an updated drawing/specification has been received from IMI Precision and timing for the change has been agreed with the relevant IMI Precision representative.

12f: Special Characteristics
IMI Precision will identify special characteristics prior to communicating the PPAP requirements to the supplier. The Process FMEA and Control Plan should include and individually identify all special characteristics and related process controls to maintain the process capability in line with the PPAP submission. Suitable actions and/or controls should be in place to protect IMI Precision from receiving any component where the Special Characteristics are outside of specification.

12g: Control Plan and Process FMEA
The Control Plan should include special characteristics from the Process FMEA, especially those characteristics with a severity rating of either 9 or 10, as applicable. Adequate controls should be defined and, where required, follow up actions to reduce the RPN should be implemented.

12h: Process Control
Special characteristics should have an initial capability study carried out at PPAP stage and prove capability out to a minimum Cpk of 1.66. The process should then be monitored via in-process SPC. For processes where a Cpk of 1.66 cannot be achieved, contact the appropriate IMI Precision representative.

Depending on the customer and product significance, additional checks and controls may also be required. Specifically, subcontracted processes may require tighter process monitoring by the supplier, as specified by the IMI Precision representative, which may include SPC, first pass yield, production capability reports, or other requested evidence of compliance.

12i: Part Sampling Guidelines
**Dimensional Results (Initial Sample Inspection Report (ISIR), Layout):**
- An Initial Sample Inspection Report, unless otherwise agreed, should be carried out on a minimum sample size of 3 parts.
- In the case of mold tools that contain more than one identified cavity, 3 parts should be checked from each cavity.
- In the case of mold tools that contain a large number of cavities (seat, o-ring, etc), at least 20 parts should be checked from random areas of the tool.

**Initial Process Studies:**
- Unless otherwise agreed, a capability study should contain 30 to 300 parts.
- In the case of mold tools that contain multiple cavities, a random sample should be taken, including at least 3 parts from each cavity.
- In the case of mold tools that contain a large number of unidentified cavities (seat, o-ring, etc), two studies should be done. The first study should be carried out on a random sample taken from a single cycle of the tool. The second study should be carried out on a random single component sample selected from multiple cycles.
- When not enough samples are available, contact the appropriate IMI Precision representative.
## Appendix A – Supplier Performance Scorecard

*(Actual Scorecard may vary slightly from that shown below)*

### Supplier Performance Rating

<table>
<thead>
<tr>
<th>Category Score</th>
<th>PPV(5)</th>
<th>OTD(5)</th>
<th>PPM(5)</th>
<th>Comments/Introduction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>Points</td>
<td>Points</td>
<td>Points</td>
<td></td>
</tr>
<tr>
<td>5</td>
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<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
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</tr>
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<td></td>
</tr>
<tr>
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<tr>
<td>0</td>
<td>12</td>
<td>10</td>
<td>10</td>
<td></td>
</tr>
</tbody>
</table>

### Performance Record

- **Turns**: 2.25
- **Days**: 5.15
- **PPV**: 0
- **OTD**: 0

### Supplier Performance Scorecard

#### Delivery - 35%

- % OTD vs. % On-Time Delivery

#### Inventory Management - 10%

- % Inventory Turns vs. % Inventory Turns

#### Quality - 35%

- % PPM vs. % On-Time Delivery

#### Cost Control - 20%

- % PPV vs. % On-Time Delivery

---

**Sample Scorecard**

---

**IMI Precision Engineering**

N-LOG-00020 Rev. AB
**PRODUCT / PROCESS CHANGE NOTIFICATION**

Complete this form and e-mail to your customer organization whenever customer notification is required by the PPAP Manual in Table 3.1. Your customer will respond back with an acknowledgement and may request additional change clarification or PPAP submission requirements.

**To:**  
**Customer:**  

<table>
<thead>
<tr>
<th>Organization Part Number:</th>
<th>Engineering Revision Level:</th>
<th>Dated:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Part Number:</td>
<td>Engineering Revision Level:</td>
<td>Dated:</td>
</tr>
<tr>
<td>Purchase Order Number:</td>
<td>Safety and/or Government Regulation:</td>
<td></td>
</tr>
</tbody>
</table>

**APPLICATION:**  

**ORGANIZATION MANUFACTURING INFORMATION**

Name:  
Code:  
Street Address:  
City, State, Zip:  
Customer Plants Affected:  
Change Type (check all that apply):  
- Dimensional  
- Flawless  
- Functional  
- Appearance  

Design Responsibility:  
- Customer  
- Organization  

Organization Change That May Affect End Item:  
- Product Change  
- Engineering Drawing Change  
- New or Revised Subcomponent  

Expected PPAP Completion / Submission Date:  

**DETAILED DESCRIPTION OF PRODUCT / PROCESS CHANGE:**  

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
</table>

Planned Date of Implementation:  

**DECLARATION:**  

I hereby certify that representative samples will be manufactured using the revised product and/or process and verified, where appropriate, for dimensional change, appearance change, physical property change, functionally for performance and durability. I also certify that documented evidence of such compliance is on file and available for customer review.

Explanation/Comments:  

**NAME:**  
**TITLE:**  

**BUSINESS PHONE NO:**  
**FAX NO:**  

**E-MAIL:**  
**DATE:**  

**NOTE:** Please submit this notification at least 6 weeks prior to the planned change implementation!

Contact your customer to determine if this form is available in an electronic format or if this form should be faxed.

March 2000  
THE-1002  
FORM 11072