IZOBLOK GROUP

Specific requirements for suppliers of components, granules and raw materials for use with the IATF 16949 standard

IZOBLOK
by BEWI

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1. SCOPE

**This document concerns external suppliers of products, processes and services for the automotive industry.

This includes products and services that are affected by OEM Customer requirements such as, among others, manufacturing parts, sorting, rework, service packages, logistics service providers and calibration services (commonly referred to as "indirect suppliers"). It should be noted that distributors, who do not add any production value, must comply with sections 4.3 and 8.2.1 presented in this document.

Point 5.1.1.1, Corporate responsibility applies to all IZOBLOK suppliers.

The current version of IATF 16949 and ISO 9001, general conditions of IZOBLOK and this document define the basic quality system and commercial requirements for IZOBLOK. The requirements apply to the Supplier's entire production value stream, including processes of sub-suppliers. Suppliers are responsible for cascading all IZOBLOK requirements in the whole supply chain. This document contains detailed IZOBLOK requirements, including requirements that supplement the current version of IATF 16949 and the current version of ISO 9001.

English language version of this document is the official version for registration purposes by third parties. Any translations of this document are provided for information purposes only.

2. REFERENCES

The following reference documents are necessary to develop a quality system that meets the IZOBLOK standards.

Therefore, the supplier should have an up-to-date version of the following documents:

- Production Part Approval Process, PPAP or PPF according to VDA 2
- Statistical Process Control (SPC)
- Failure Mode and Effects Analysis (FMEA) – analysis of types and effects of possible errors
- Advanced Product Quality Planning (APQP) or VDA RGA
- Measurement System Analysis (MSA) or according to VDA 5
- Minimum Automotive Quality Management System Requirements for Sub-Tier Suppliers (MAQMSR)

The latest version of the above-mentioned reference documents is valid, unless IZOBLOK will define otherwise. Copies of all reference documents, apart from document specific to IZOBLOK, are available in

AIAG at the following address http://www.iatfglobaloversight.org/iatfpublications or International Automotive Task Force at http://www.iatfglobaloversight.org/iatfpublications.

3. TERMS AND DEFINITIONS

APV – Annual Purchase Value

Verification of computing power – verification methodology aimed at demonstrating that the supplier can meet the requirements concerning the planned quantity specified in the request for quotation (RFQ).

Carry-Over Part – a part that is currently acquired and approved by the PPAP documentation. This part will be used in the customers new program for additional volume.

Direct supplier – producers of raw materials, production or service parts and other finishing services used in the creation of the final product that is sent to IZOBLOK customers. These materials, parts or services are used to meet the requirements of IZOBLOK product drawings, material specification or purchase specification.

DUNS® Number – a nine-digit number assigned and maintained in order to identify unique business locations. DUNS numbers are assigned worldwide and they include American, Canadian and international organizations.

Family parts – groups of parts processed on the same production line with the use of the same inspection plan, PFMEA and process equipment. The parts differ only in the value of an end element. PPAP for the "family" is validated through the use of extreme values of the "family" specification in order to define the "family" boundary.

ELV (end-of-life vehicles) – each obtained component / raw material must meet the requirements of the Directive 2000/53/EC – "ELV Directive".

REACH – regulation of the European Union adopted in order to improve the protection of human health and the environment against the risks that can be posed by chemicals, while enhancing the competitiveness of the EU chemicals industry.

Conflict Minerals – a supplier's declaration that is related to raw materials or minerals, which originate from a specific part of the world, where the conflict occurs and affects the extraction and trade of these material, which are not used in the supplied products.

FTQ - First Time Quality – FTQ is defined as a measure of the number of items rejected in the production processes versus the total number of attempts. FTQ can be measured at any stage of the production

process, where parts are rejected (without normal parts for setting and control). FTQ is reported as defective parts per million (PPM).

PD – Purchasing Department – IZOBLOK department, which is obliged to purchase raw materials, components and services all around the world. PD is also responsible for ensuring the quality of delivered parts, materials and services to suppliers, including suppliers targeted at customers.

MCA – Manufacturing Capability Assessment – an assessment that helps to determine whether the production location can successfully produce component parts that meet the requirements of IZOBLOK. MCA helps in identification of gaps in the production process and required action that will eliminate or minimize these gaps.

Problem Case – a document that tracks problems with efficiency among suppliers. It affects the supplier scoreboard.

PSW (part submission warrant)/ EMPB - PPAP / PPF documentation summary form.

R&R - Reproducibility and Repeatability – a statistical tool that measures the amount of variation in a measurement system resulting from the measuring device and people making the measurement.

Subcontractor – suppliers of raw materials, production or service parts or other finishing services in the direct supplier's value stream.

QE – Quality Engineer – an IZOBLOK engineer, who is responsible for the management of current issues of production quality and continuous improvement.

SQE – Supply Quality Engineer – an IZOBLOK engineer, who is responsible for the management of current issues regarding the quality of supplies of components and raw materials, as well as continuous improvement of suppliers.

8D process – a process that solves problems in a methodical and analytical way. It identifies initial causes in order to eliminate the source(s) of the problem.

8D report – an eight-step document that describes the problem, adopted actions and corrective activities.

Initial process testing (process capability) – it is performed in order to measure the efficiency of a new or changed process, related to internal or customer requirements on the basis of a rational sampling plan in the course of production. IZOBLOK accepts a Cpk value at the level of 1.67 – for a serial/long-term process.

MAQMSR (Minimum Automotive Quality Management System Requirements) – minimum requirements for the quality management system in the automotive industry. It is possible to supplement ISO 9001 certification in order to prepare the IATF 16949 certification.

4. CONTEXT OF THE ORGANIZATION

4.1. Understanding the organization and its context

No additional IZOBLOK's requirements for this point.

4.2. Understanding of the needs and expectations of interested parties

No additional IZOBLOK's requirements for this point.

4.3. Determination of the scope of the quality management system

The supplier, who deliver to IZOBLOK, should have a Quality Management System certified by a third party in terms of compliance with ISO 9001 or/and IATF 16949 (it is also allowed to supplement the requirements of ISO 9001 with MAQMRS).

If the supplier does not have such a certificate, and deliveries apply to raw materials, granules or other ingredients contained in products delivered by IZOBLOK to its customer, the supplier rating is automatically lowered and there is increased supervision over the suppliers. Material suppliers are responsible for the quality of delivered materials/components.

IZOBLOK requires certification, training and self-improvement of suppliers in the scope of the ISO 14001 standard and recommends the same procedure for the ISO 45001 standard.

4.3.1. Determination of the scope of the quality management system - supplement

No additional IZOBLOK's requirements for this point.

4.3.2. Customer specific requirements

Customer specific requirements will be assessed and taken into account in the field of the organization's Quality Management System. The supplier is obliged to comply with all specific OEM requirements determined in the International Automotive Task Force network: http://www.iatfglobaloversight.org/oem-requirements/customer-specific-requirements/ If unknown, the supplier is responsible for requesting OEM information from the responsible purchaser / SQE / SQA.

4.4. Quality management system and its processes

All raw materials, granules and components delivered to IZOBLOK should comply with EU requirements (ELV Directive, REACH, Conflict Minerals) concerning the use of proprietary materials and materials with limited use.

4.4.1.

No additional IZOBLOK's requirements for this point.

4.4.1.1.Conformity of products and processes

No additional IZOBLOK's requirements for this point.

4.4.1.2.Product safety

A Product Safety and Compliance Representative (PSCR) certified by VDA QMC is required.

4.4.2.

No additional IZOBLOK's requirements for this point.

5. LEADERSHIP

5.1. Leadership and commitment

No additional IZOBLOK's requirements for this point.

5.1.1. General provisions

No additional IZOBLOK's requirements for this point.

5.1.1.1.Corporate responsibility

The supplier must familiarize himself with the requirements concerning the social responsibility for suppliers and supplier code of conduct available at www.izoblok.pl

5.1.1.2.Effectiveness and efficiency of the process

No additional IZOBLOK's requirements for this point.

5.1.1.3.Owners of processes

No additional IZOBLOK's requirements for this point.

5.1.2. Customer orientation

No additional IZOBLOK's requirements for this point.

5.2. Policy

5.2.1. Establishment of the quality policy

No additional IZOBLOK's requirements for this point.

5.2.2. Communication of the quality policy

No additional IZOBLOK's requirements for this point.

5.3. Roles, responsibilities and authorizations in the organization

No additional IZOBLOK's requirements for this point.

5.3.1. Roles, responsibilities and authorizations in the organization – supplement

No additional IZOBLOK's requirements for this point.

5.3.2. Responsibility and authorizations regarding requirements for products and corrective actions

No additional IZOBLOK's requirements for this point.

6. PLANNING

6.1. Activities related to risks and opportunities

6.1.1.

No additional IZOBLOK's requirements for this point.

6.1.2.

No additional IZOBLOK's requirements for this point.

6.1.2.1.Risk analysis

No additional IZOBLOK's requirements for this point.

6.1.2.2.Preventive actions

No additional IZOBLOK's requirements for this point.

6.1.2.3.Emergency plans

The supplier is obliged to have an emergency plan (in accordance with the IZOBLOK's requirements), which gives instruction in the event of production stoppage. The supplier is obliged to notify IZOBLOK about the failure and define corrective actions taken in order to ensure the product's delivery – within 24 hours from the moment of the occurrence of problems. Production stoppages may include (but they are not limited to) natural disasters, political conflicts, wars, capacity problems, quality issues, employee

strikes, planned stoppages or other events that prevent the realization of certain performance volumes or execution/sending of any APQP event or task that would affect the run of the program or its time (e.g. R@R or PPAP). The supplier is obliged to inform IZOBLOK about the recovery plan. Moreover, the supplier should take actions aimed at minimization of its impact on the production of IZOBLOK. The supplier will provide IZOBLOK with his emergency plans (on demand).

6.2. Quality targets and planning of their achievement

6.2.1.

No additional IZOBLOK's requirements for this point.

6.2.2.

No additional IZOBLOK's requirements for this point.

6.2.2.1. Quality targets and planning of their achievement - supplement

No additional IZOBLOK's requirements for this point.

6.3. Planning of changes

No additional IZOBLOK's requirements for this point.

7. SUPPORT

7.1. Resources

7.1.1. General provisions

No additional IZOBLOK's requirements for this point.

7.1.2. Human resources

No additional IZOBLOK's requirements for this point.

7.1.3. Infrastructure

No additional IZOBLOK's requirements for this point.

7.1.3.1. Planning of plant, infrastructure and equipment

No additional IZOBLOK's requirements for this point.

7.1.4. Process operating environment

No additional IZOBLOK's requirements for this point.

7.1.4.1. Process operating environment - supplement

No additional IZOBLOK's requirements for this point.

7.1.5. Resources for monitoring and measurements

No additional IZOBLOK's requirements for this point.

7.1.5.1.General provisions

No additional IZOBLOK's requirements for this point.

7.1.5.1.1. Measurement system analysis

IZOBLOK requires MSA according to AIAG or VDA 5.

7.1.5.2. Measurement traceability

No additional IZOBLOK's requirements for this point.

7.1.5.2.1. Records regarding calibration / verification

No additional IZOBLOK's requirements for this point.

7.1.5.3.Laboratory requirements

No additional IZOBLOK's requirements for this point.

7.1.5.3.1. Internal laboratory

No additional IZOBLOK's requirements for this point.

7.1.5.3.2. External laboratory

No additional IZOBLOK's requirements for this point.

7.1.6. Organization knowledge

No additional IZOBLOK's requirements for this point.

7.2. Competences

Inspectors/Operators should understand the characteristics of the associated processes/parts and be aware of the history of nonconformities. Inspectors' competence in detecting defects and addressing nonconformities should be periodically verified, and a qualification certification policy should be implemented for inspectors working on critical processes. The suitability of internal inspectors, quality control inspectors, and final (shipping) inspectors for their assigned inspection tasks should be periodically verified.

7.2.1. Competences - supplement

No additional IZOBLOK's requirements for this point.

7.2.2. Competences – workplace training

No additional IZOBLOK's requirements for this point.

7.2.3. Competences of the internal auditor

No additional IZOBLOK's requirements for this point.

7.2.4. Competences of the second party auditor

No additional IZOBLOK's requirements for this point.

7.3. Awareness

No additional IZOBLOK's requirements for this point.

7.3.1. Awareness - supplement

No additional IZOBLOK's requirements for this point.

7.3.2. Motivating employees and granting authorizations

No additional IZOBLOK's requirements for this point.

7.4. Communication

No Where possible, an EDI connection between the supplier and IZOBLOK is required.

All suppliers are required to provide an "Emergency Contact List," which must be updated at least annually.

A communication process must also be established to notify all customers and other stakeholders of the scope and duration of any situation affecting IZOBLOK's operations.

7.5. Documented information

7.5.1. General provisions

No additional IZOBLOK's requirements for this point.

7.5.1.1.Quality management system documentation

No additional IZOBLOK's requirements for this point.

7.5.2. Development and updating

No additional IZOBLOK's requirements for this point.

7.5.3. Supervision over documented information

No additional IZOBLOK's requirements for this point.

7.5.3.1.

No additional IZOBLOK's requirements for this point.

7.5.3.2.

No additional IZOBLOK's requirements for this point.

7.5.3.2.1. Keeping records

No additional IZOBLOK's requirements for this point.

7.5.3.2.2. Technical documentation

No additional IZOBLOK's requirements for this point.

8. OPERATIONAL ACTIONS

8.1. Planning and supervision over operational actions

8.1.1. Planning and supervision over operational actions – supplement

APQP according to IAIG or VDA RGA.

Suppliers are obliged to meet the deadlines resulting from APQP or VDA RGA, dates of changes and order timeliness.

8.1.2. Confidentiality

Suppliers are obliged to maintain the confidentiality of IZOBLOK products, as well as products and information of entities created in accordance with the IZOBLOK's contract documentation.

8.2. Requirements concerning products and services

8.2.1. Communication with the Customer

No additional IZOBLOK's requirements for this point.

8.2.1.1.Communication with the Customer - supplement

No additional IZOBLOK's requirements for this point.

8.2.2. Determination of requirements for products and services

No additional IZOBLOK's requirements for this point.

8.2.2.1.Determination of requirements for products and services – supplement

No additional IZOBLOK's requirements for this point.

8.2.3. Review of requirements for products and services

8.2.3.1.

No additional IZOBLOK's requirements for this point.

8.2.3.1.1. Review of requirements for products and services – supplement

No additional IZOBLOK's requirements for this point

8.2.3.1.2. Special characteristics determined by the Customer

The supplier shall use all specific symbols defined by IZOBLOK in control plans, drawings and FMEA. SQE will notify the Supplier about adequate requirements (including VDA 1).

8.2.3.1.3. Production feasibility of the organization

Suppliers conduct production feasibility reviews and performance tests. The capacity analysis includes the identification of capacity limitations and risk assessment for IZOBLOK by the supplier. The capacity analysis is required as a part of the PPAP documentation. The full capacity analysis should be arranged with the Supplier and his sub-supplier – no later than on the day of the realization.

All suppliers should have appropriate process capacity with an additional safety margin of 15% - in relation to the contracted annual demand. If necessary, the seller should provide the purchasing department of IZOBLOK S.A. information about the current process capacity.

8.2.3.2.

No additional IZOBLOK's requirements for this point

8.2.4. Changes in requirements concerning products and services

No additional IZOBLOK's requirements for this point

8.3. Design and development of products and services

8.3.1. General provisions

8.3.1.1.Design and development of products and services – supplement

No additional IZOBLOK's requirements for this point

8.3.2. Design and development planning

8.3.2.1.Design and development planning – supplement

The supplier will prepare FMEA and a control plan for all parts delivered to IZOBLOK. If the supplier is responsible for the design, he should prepare FMEA. FMEA should be prepared in accordance with the guidelines presented in FMEA Handbook (harmonized version adapted by AIAG and VDA).

8.3.2.2.Skills in the field of product design

No additional IZOBLOK's requirements for this point

8.3.2.3.Development of the product with embedded software

No additional IZOBLOK's requirements for this point

8.3.3. Input data for design and development

8.3.3.1.Input data for product design

No additional IZOBLOK's requirements for this point

8.3.3.2.Input data for design of the manufacturing process

No additional IZOBLOK's requirements for this point

8.3.3.3.Special characteristics

The supplier must establish appropriate controls and evidence in the production control plan for the relevant production conformity ranges.

The supplier must provide evidence in accordance with the control plan on an ongoing basis and make it available to the customer upon request.

The supplier must incorporate all specific characteristics (e.g., TLD characteristics) specified by the customer into its approach to monitoring specific characteristics.

The supplier must use appropriate statistical methods if required for product analysis.

Note: If the supplier uses other identification symbols for its documents and records, it must define a correlation matrix for the mandatory identification symbols (e.g., a lookup matrix with the identification symbols for each individual customer and their internal identification symbols); this document must be retained as a controlled document.

8.3.4. Supervision over design and development

No additional IZOBLOK's requirements for this point

8.3.4.1.Monitoring

No additional IZOBLOK's requirements for this point

8.3.4.2.Validation of design and development

No additional IZOBLOK's requirements for this point

8.3.4.3.Program of prototypes

The supplier is obliged to deliver prototype parts that meet geometric, quality, quantity and price requirements within the determined time. In the case of acceptance of prototype parts that do not meet the determined requirements, the supplier is obliged to repair or replace these parts immediately and cover all related costs.

8.3.4.4.Product approval process

It is acceptable to submit the documentation for approval with the use of a methodology in line with AIAG (PPAP) or VDA 2 (PPF). The supplier is obliged to complete the documentation in accordance with the requirements of the final OEM customer and will follow the current versions of the AIAG Part Approval Process (PPAP) or VDA 2 (PPF) instructions – the levels of documentation submitted above are Level 3 for PPAP and Level 3 for PPF. (In exceptional cases, the levels will be agreed between the supplier and IZOBLOK S.A.). The delivery of IZOBLOK raw materials and components used in serial production is not accepted without the prior receipt of a PSW (Part Submission Warrant) or an equivalent document required by the end user (approved by the Purchasing Department).

8.3.5. Output data from design and development

No additional IZOBLOK's requirements for this point

8.3.5.1.Output data from design and development – supplement

No additional IZOBLOK's requirements for this point

8.3.5.2.Output data from design of the manufacturing process

No additional IZOBLOK's requirements for this point

8.3.6. Changes in design and development

No additional IZOBLOK's requirements for this point

8.3.6.1.Changes in design and development - supplement

No additional IZOBLOK's requirements for this point

8.4. Supervision over externally supplied processes, products and services

8.4.1. General provisions

No additional IZOBLOK's requirements for this point

8.4.1.1.General provisions - supplement

No additional IZOBLOK's requirements for this point

8.4.1.2.Supplier selection process

The supplier is responsible for the quality of delivered products and the quality of products supplied by subcontractors. The supplier should document and conduct the subcontractor selection process and assessment (including any subcontractors assigned by the customer) in its quality management system, taking into account production capacity ±15%, and, if necessary, report the results to the customer.

The evaluation elements for new supplier selection should be separate from those for production suppliers.

Environmental management elements should be included in the evaluation of new supplier selection.

8.4.1.3.Suppliers designated by the Customer ('Directed-Buy')

No additional IZOBLOK's requirements for this point

8.4.2. Type and scope of supervision

No additional IZOBLOK's requirements for this point

8.4.2.1.Type and scope of supervision - supplement

All parts require APQP monitoring, or alternatively, VDA LMA for German customers. All pre-production parts must be marked/labeled as pre-production or trial parts, along with the IZOBLOK S.A. component number and revision level indicated on the CAD model and/or drawing. Suppliers are also expected to use the latest version of the FMEA manual (the harmonized version adapted by AIAG and VDA).

8.4.2.2.Legal and regulatory requirements

Suppliers will ensure that the products delivered to IZOBLOK meet all legal requirements applicable in the region of use (ELV, REACH, Conflict Minerals). The supplier will send to the International Material Data System (IMDS) data regarding chemical composition of his products. The supplier is responsible for the data transmitted in the IMDS – related to the products of his own sub-suppliers. Suppliers are also obliged to cooperate in reporting the required data from an ESG perspective.

8.4.2.3.Development of the supplier quality management system

If a rating lower than A is obtained, the supplier is obliged to analyze the problems and submit an action plan and an 8D report to improve the quality level.

8.4.2.3.1. Software connected with a product for automotive or a product with embedded software

No additional IZOBLOK's requirements for this point

8.4.2.4.Monitoring of the supplier

The supplier is obliged to monitor its sub-suppliers in terms of, among other things: on-time deliveries and PPM for defective components (if possible and applicable).

All costs of delayed shipments (caused by a delay from the supplier and his sub-suppliers and defective non-conforming products) will be transferred to the supplier.

8.4.2.4.1. Audits of the second party

IZOBLOK reserves the right to carry out an audit according to VDA 6.3 at the supplier's location, where the purchased material / component is products, at a time previously agreed with suppliers.

8.4.2.5.Development of the supplier

No additional IZOBLOK's requirements for this point

8.4.3. Information for external suppliers

No additional IZOBLOK's requirements for this point

8.4.3.1.Information for external suppliers - supplement

No additional IZOBLOK's requirements for this point

8.5. Production and service delivery

8.5.1. Supervision of production and service delivery

- For each new batch of delivered raw material – a document confirming the compliance of the batch of material – material certificate must be attached to the delivery.
- For each batch od delivered components – a document confirming the compliance of the batch of products – the quality certificate must be attached to the delivery.

IZOBLOK requires deliveries on time (100%) and in accordance with the order.

8.5.1.1.Control plan

All operations in this process must be taken into account when approving the PPAP documentation. They should be presented in the flowchart, control plan and PFMEA. The control plan should include (at least):

- Equipment used for control.
- Methods for checking special characteristics determined in PFMEA.
- Other additional information defined in PFMEA.
- Course of actions in the case of non-compliance (response plan).
- References to work instructions in operations that affect the product's compliance.
- The control plan should be reviewed and updated (if necessary).

Suppliers are required to follow the current FMEA manual FMEA should be reviewed and (if necessary) updated each time after submitting the complaint.

8.5.1.2.Standardized work – work instructions and visual standards

No additional IZOBLOK's requirements for this point

8.5.1.3.Verification of setting operations

No additional IZOBLOK's requirements for this point

8.5.1.4.Verification after production stoppage

No additional IZOBLOK's requirements for this point

8.5.1.5.Complex Total Productive Maintenance (TPM)

No additional IZOBLOK's requirements for this point

8.5.1.6.Management of tooling, as well as production, test and control equipment

No additional IZOBLOK's requirements for this point

8.5.1.7.Production planning

No additional IZOBLOK's requirements for this point

8.5.2. Identification and traceability

IZOBLOK requires that each purchased product should be identified in accordance with the requirements for a given product. This applies to both the adequate labeling of parts and the use of labels (according to the VDA standard or other, previously approved with the IZOBLOK S.A. purchasing department) for each supplied container.

Batch tracking history should be maintained and audited for at least 15 years or as individually agreed with the OEM customer.

8.5.2.1.Identification and traceability - supplement

No additional IZOBLOK's requirements for this point

8.5.3. Property belonging to Customers or suppliers

No additional IZOBLOK's requirements for this point

8.5.4. Security

No additional IZOBLOK's requirements for this point

8.5.4.1.Security - supplement

No additional IZOBLOK's requirements for this point

8.5.5. Post-delivery actions

No additional IZOBLOK's requirements for this point

8.5.5.1.Feedback from the site

No additional IZOBLOK's requirements for this point

8.5.5.2.Service contract with the Customer

No additional IZOBLOK's requirements for this point

8.5.6. Supervision of changes

No additional IZOBLOK's requirements for this point

8.5.6.1.Supervision of changes - supplement

It is forbidden to introduce any changes to the process / product without a written consent of the personnel of the IZOBLOK's quality/purchasing department. The change means the following action:

- material,
- subcontractor,
- location of the production site,
- other changes defined in the PPAP documentation, but not limited to the above-mentioned changes (according to the matrix – VDA 2).

Each confirmed change on the part of IZOBLOK S.A. requires the submission of updated PPAP/PPA VDA documentation.

8.5.6.2.Temporary changes in the supervision of the process

No additional IZOBLOK's requirements for this point

8.6. Release of products and services

No additional IZOBLOK's requirements for this point

8.6.1. Release of products and service - supplement

Only released components, raw materials and granulates may be allowed for production at IZOBLOK, in accordance with the provisions of point 8.3.4.4.

8.6.2. Dimensional control and tests of functionality

Annual requalification is required for every component, raw material, and granulate. As part of requalification, all suppliers are required to proactively submit a Level 4 PPAP (per AIAG) or, for German customers, VDA 2 (unless otherwise requested), free of charge to IZOBLOK to prevent escalation and potential impact on supplier evaluation.

The required annual validation documents must be accompanied by a valid QMS certificate (at least IATF 16949 and/or ISO 9001) and, where applicable, ISO 14001 issued by an accredited certification body, and ISO 45001, if the supplier holds such a certificate.

Minimum documentation requirements for annual requalification: PSW/EMPB, measurement report (minimum 5 samples of each component number and nest), material specification including additional material tests (if required), Ppk and Cpk process tests (if required), records of compliance with specific customer requirements.

8.6.3. Visual aspects

No additional IZOBLOK's requirements for this point

8.6.4. Verification and acceptance of compliance of products and services provided by external suppliers

No additional IZOBLOK's requirements for this point

8.6.5. Compliance with legal and regulatory requirements

No additional IZOBLOK's requirements for this point

8.6.6. Acceptance criteria

No additional IZOBLOK's requirements for this point

8.7. Supervision of incompatible outputs

8.7.1.

8.7.1.1.Consent of the Customer to the waiver

Products showing deviations from the condition approved by IZOBLOK may be sent to the Customer only after receiving prior information and a written confirmation/ e-mail message by the Purchasing / Quality Department. Such products should be clearly marked for easy identification.

8.7.1.2.Supervision over a non-conforming product – the process specified by the Customer

No additional IZOBLOK's requirements for this point

8.7.1.3.Supervision over a product with questionable status

No additional IZOBLOK's requirements for this point

8.7.1.4.Supervision over a processed product

No additional IZOBLOK's requirements for this point

8.7.1.5.Supervision over a repaired product

No additional IZOBLOK's requirements for this point

8.7.1.6.Customer notification

No additional IZOBLOK's requirements for this point

8.7.1.7.Handling of a non-conforming product

The requirements are described in point 8.7.1.2.

8.7.2.

No additional IZOBLOK's requirements for this point

9. EVALUATION OF EFFECTS

9.1. Monitoring, measurement, analysis and assessment

9.1.1. General provisions

No additional IZOBLOK's requirements for this point

9.1.1.1.Monitoring and measurement of manufacturing processes

Suppliers are obliged to maintain the process capability according to the end customers requirements (OEM).

9.1.1.2.Determination of statistical tools

Suppliers are obliged to keep records of measuring equipment, including:

- Equipment identification number along with the standard used for checking / calibration,
- Changes, including technical changes,
- Mode of operation – in the case of incorrect readings.

The supplier is obliged to follow the current MSA instructions.

9.1.1.3.Application of statistical concepts

No additional IZOBLOK's requirements for this point

9.1.2. Customer satisfaction

No additional IZOBLOK's requirements for this point

9.1.2.1.Customer satisfaction - supplement

No additional IZOBLOK's requirements for this point

9.1.3. Analysis and evaluation

No additional IZOBLOK's requirements for this point

9.1.3.1.Prioritization

No additional IZOBLOK's requirements for this point

9.2. Internal audit

No additional IZOBLOK's requirements for this point

9.2.1.

No additional IZOBLOK's requirements for this point

9.2.2.

No additional IZOBLOK's requirements for this point

9.2.2.1.Program of internal audits

No additional IZOBLOK's requirements for this point

9.2.2.2.Audit of the quality management system

No additional IZOBLOK's requirements for this point

9.2.2.3.Audit of the manufacturing process

IZOBLOK may require an audit of the production process demanded by the customer, e.g. modular audits, CQI audits.

9.2.2.4.Product audit

No additional IZOBLOK's requirements for this point

9.3. Management review

9.3.1. General provisions

No additional IZOBLOK's requirements for this point

9.3.1.1.Management review - supplement

No additional IZOBLOK's requirements for this point

9.3.2. Input data to the management review

No additional IZOBLOK's requirements for this point

9.3.2.1.Input data to the management review – supplement

No additional IZOBLOK's requirements for this point

9.3.3. Output data from the management review

No additional IZOBLOK's requirements for this point

9.3.3.1.Output data from the management review – supplement

No additional IZOBLOK's requirements for this point

10. IMPROVEMENT

10.1. General provisions

No additional IZOBLOK's requirements for this point

10.2. Non-conformities and corrective actions

No additional IZOBLOK's requirements for this point

10.2.1.

No additional IZOBLOK's requirements for this point

10.2.2.

No additional IZOBLOK's requirements for this point

10.2.3. Troubleshooting

IZOBLOK requires that Suppliers should have appropriate resources and competences in order to solve problems in a proper way.

Problem Response: Suppliers will monitor and respond to all problem cases submitted by IZOBLOK. An initial response to the problem, in the form of an 8D report (compliant with the form used by IZOBLOK S.A.), is required within 24 hours of receiving the notification/complaint. The 8D report, including a root cause analysis (using the 5W and Ishikawa methods, as indicated in the 8D form), actions taken, and implemented measures, is due within 15 calendar days. In the event of a problem related to special characteristics, root cause analysis, corrective actions, and implementation of the actions are required within 7 calendar days. A satisfactory Process Capability Index (Cpk) result must be established against the target indicator, as well as improvement measures for unsatisfactory results. Until corrective actions are fully implemented and validated, a 100% inspection of each delivery is required.

The closure of the 8D report (with the verification of implemented corrective actions) is required within 30 days from the date of submission of the problem case.

The 8D report and other quality documentation related to the complaint is required in Polish for Polish-speaking suppliers and/or in English for foreign suppliers.

All costs connected with quality and logistics complaints (if they are caused by the fault of the suppliers) will be assessed on the basis of Table 1 and directed to suppliers.

10.2.4. Protection against errors

IZOBLOK SQE may conduct an additional review of quality documents in order to determine whether the controls are appropriate. As a result of this review, additional protections against errors may be required.

10.2.5. Warranty management systems

IZOBLOK recommends the use of VDA Field Failure Analysis as one of the methods for the warranty management.

OEM customers have agreed that warranty costs will be shared with their suppliers. Therefore, suppliers are expected to participate in warranty activities, including:

- Review/analysis of warranty returns
- Corrective actions
- Liability for warranty costs

Suppliers are responsible for all costs incurred by IZOBLOK S.A. when the cause of the problem lies with the supplier. Costs incurred by IZOBLOK S.A. will be communicated and transferred to the supplier in the form of a supplier debit note.

A general description of warranty claim costs is provided in Table 1, but each warranty claim or return is subject to an individual cost assessment, and the final costs may differ from those presented below.

Table 1:

Type of cost	**Unit reference cost**	**Comment**
Administrative costs	300 €	This amount includes the following management actions: ▪ Time for initial analysis Time for the preparation of technical documentation in order to clarify the problem ▪ Preparation of the delivery ▪ FAR notification ▪ Monitoring of sellers ▪ 8D analysis report ▪ Evaluation of the effectiveness of corrective actions
Labor costs connected with sorting	60 €/h for each operator	The value results from the cost estimate
Labor costs connected with the reconstruction of the IZOBLOK line	60 €/h for each operator	
Labor costs connected with the management of non-compliant batches, parts in stock	60 €/h for each operator	
Scrapping of non-reusable parts		The cost of a part and its disposal may vary depending on the type of IZOBLOK's product.
Stoppage of IZOBLOK production lines	Not less than 100 €/h	The cost may vary depending on the type of line, products and purchaser's plant – depending on the impact on the end customer.

Special transport to the end customer		The cost may vary for each special transport.
Replacement of parts (in 0 km)		The cost imposed by the end customer connected with the management of the replacement of defective parts that were found. Customers line. The cost may vary depending on the type of line and the end customers plant.
Stoppage of the end customers production line		The cost may vary depending on the type of line, products and the end customers plant.
Service campaign and campaign concerning the withdrawal of products from sale		Actions taken by the end customer / purchaser or the approved third party in order to solve a critical quality problem concerning all potentially affected parts: ▪ in a vehicle – before delivery to a dealer: service campaign ▪ in the field: campaign concerning the withdrawal of products from sale ▪ The cost may vary depending on the customer and the purchaser's product
Special packing for shipping parts		The cost may vary for each transport.
Lack of appropriate shipping label	150 € for each package	It covers every single delivery without appropriate identification.
Lack of shipping documentation	150 €	It covers every single delivery without appropriate identification.
Lack of correct labeling of the delivery – cartons or containers	50 € for each package	It applies to bins, containers or cartons that are not cleaned of old shipping labels.
Cost of shipping parts for analysis	The Seller is usually responsible for returning the part for analysis and charging the Purchaser for shipping costs. In all other cases, the Purchaser has the right to charge the Seller for shipping costs, which may vary depending on the type of product and transport conditions.	

10.2.6. Customer complaints and analysis of market returns

The requirements are described in point 8.7.1.2

10.3. Continuous improvement

Suppliers must establish continuous improvement as an integral part of their management systems and business planning process. Continuous improvement activities must be documented and monitored as key performance indicators. Suppliers are expected to establish continuous improvement goals and utilize all relevant data to drive continuous improvement and improve customer satisfaction. Suppliers are expected to utilize all appropriate tools, such as the PDCA cycle, Six Sigma, and other relevant methodologies, to ensure a disciplined and systematic approach to continuous improvement.

IZOBLOK S.A. requires the achievement and maintenance of the following indicators:

▪ timely deliveries to the PD required in 100%, in accordance with the following criteria:

Supplier Type	*Range**	*Target*
Components supplier	≤ 3 days	100%
Suppliers of EPP raw material and substrates for EPP raw materials production	≤ 1 day	100%

*The listed ranges apply without exception to each supplier. Their length may be determined individually, depending on the geographical location of a given supplier.

▪ number of complaints received from the PD,

▪ number of defective products reported by the PD in relation to the number of delivered units – multiplied by 1,000,000 (PPM) – Target: 0 PPM.

10.3.1. Continuous improvement - supplement

There are no specific IZOBLOK's requirements for this section.

REVISION TABLE

Approval date	Revised sections	Revision change
2018-11-23	The entire document	Released
2020-08-05	10.2.5	Adding of additional requirements
2021-03-11	5.1.1.1	Adding of additional requirements
2023-04-17	10.2.6 and 10.3	Adding of additional requirements
2023-08-01	The entire document	Naming update
2024-03-19	4.3./8.3.2./8.3.4.4./10.2.3./ Table 1	Requirements update
2025-11-28	The revised points have been underlined.	Updating requirements and adding new ones