

Supplier Quality Manual

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Supplier - Quality Manual

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1.0 Introduction

Here at Multichair/Multitube we are committed to meeting or exceed our customer's needs and expectations by continually improving the quality of our products and improving customer service. Monitoring our suppliers' processes and ability to provide a quality product is the first step in achieving our goals. Therefore, we have developed this Supplier Quality Manual to assist our suppliers in understanding their role and our expectations.

2.0 Purpose

The purpose of this Supplier Quality Manual (SQM) is to provide a clear understanding of Multichair/Multitube's expectations and requirements to suppliers of material, products and/or services.

3.0 Scope


The Multichair/Multitube Supplier Quality Manual (SQM) applies to suppliers of the following materials, products and/or services:

- Steel
- Tooling
- Subcontracted Products (products fabricated out side our facilities for us)
- Subcontracted Services (Services that are contracted in-house or outside)
- Heat Treatment
- Calibrations and Standards
- Independent Testing
- Waste Disposal
- Hazardous Waste Disposal
- Bulk Chemical Products

4.0 Quality System Requirements

All suppliers are required to implement and maintain a quality system, which meets the requirements of the Multichair/Multitube SQM. At a minimum, suppliers must be registered by an accredited third party to the current ISO 9001 standard.

Suppliers are required to submit copies of their current registration certificate to the Multichair/Multitube Quality Assurance Manager. When the supplier's system requires them to re-certify their registration, this will be the supplier's flag to update Multichair/Multitube on the status of their certificate.

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5.0 Environmental Management System Requirements

At this time Multichair/Multitube has no requirement for suppliers to have implemented an Environmental Management System (EMS). Suppliers who have implemented and registered an ISO 14001 compliant EMS will be given preference.

All suppliers are required to comply with the legislation and regulations (federal, provincial and municipal) that apply to their products, industry and geographical location.

Suppliers of products and services may be required to provide any or all of the following (upon written request):

- Certificate of Approval
- Compliance letters
- Warrants
- Personnel Training Records
- Insurance Certificates
- Waste Disposal Certificates
- Waste Manifests
- Audit Reports


6.0 Supplier Approval Criteria

Potential suppliers to Multichair/Multitube will be reviewed and approved through one or more of the following criteria:

- ISO 9001 registration (Copy of accreditation required)
- TS 16949 Registration (copy of certificate required)
- ISO GUIDE 17025 Laboratory Accreditation (copy of certificate required)
- A²LA for laboratory (Copy of accreditation required)
- ISO 14001 Registration (copy of certificate required)
- On site review of (supplier) capabilities using key criteria in the ISO 9001: current standard as well as specific questions concerning the processes, services or products to be provided.
- A review of (supplier) technical capabilities performed by training personnel, example: review of the equipment list, product samples, processing parameters, etc.

7.0 Supplier Involvement

Multichair/Multitube suppliers are responsible to manage the product and process planning activities that pertain to their operations and products. Suppliers must inspect the sample performance from their subcontractors. Multichair/Multitube's expectations regarding planning for quality are described within the APQP section of this manual.

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8.0 Verification of Requirements

Multichair/Multitube reserves the right to audit purchased products and applicable processes/systems located on the supplier's premises. Multichair/Multitube also reserves the right to allow its' customers to audit those same products, processes and systems.

The following requirements (from 9.0 to 9.4) shall be adhered to for the automotive product suppliers.

9.0 Advanced Product Quality Planning (APQP)

Multichair/Multitube requires that suppliers use the advanced quality planning techniques (as they apply) described in the most current AIAG and Advanced Product Quality Planning and Control Plan manual.

9.1 Measurement System Analysis (MSA)

The supplier is responsible for implementation and maintenance of a Gauge/Instrument calibration system, which incorporates all gauges and instruments used in the inspection/evaluation of product supplied to Multichair/Multitube.

The supplier is responsible for successful completion of a measurement system analysis (MSA) annually for each applicable gauge/instrument. MSA will be performed in accordance with the most current AIAG Measurement Systems Analysis (MSA) reference manual.

Gauges and instruments must be properly stored to prevent damage and must be adequately documented and identified (incl. calibration status).

9.2 Failure Mode Effects Analysis (FMEA)

Suppliers shall perform Failure Mode Effects Analyses in accordance with the AIGA Potential Failure Mode and Effects Analysis reference manual.

9.3 Sample Submission/Production Part Approval Process (PPAP)


Sample Submissions are to be gathered and documented in accordance with the AIGA Production Part Approval Process (PPAP) manual.

Submission Level

Unless otherwise specified, Level 3 is the default level to be utilized for all submissions.

The sample submission/PPAP due date is considered to be the date the material is, as agreed by prior arrangement, to arrive at Multichair/Multitube.

Suppliers are responsible for complying with any specific submission requirements of Multichair/Multitube's end-use customer (see section II in AIAG PPAP manual) as appropriate.

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9.4 International Material Data System (IMDS)

Suppliers are to submit Material Reporting information (IMDS) in accordance to the latest revision of AIAG PPAP manual. (*Appendix "A" 16*)

10.0 Deviation/Waivers

At any time the supplier can not meet the requirements as outlined on Multichair/Multitube's PO or our Slit Steel Specification MPUBM-S01, the supplier shall submit a deviation request to Multichair/Multitube's Purchasing Department for approval in writing. Please refer to Slit Steel Specification MPUBM-S01 (Page 2) for Supplier Deviation/Waiver Process.

11.0 Material Test Certificates (Raw material)

Prior to shipment, material test certifications are to be forward to the Multichair/Multitube Quality Assurance Department for approval either by e-mail or fax. Once material has been approved, the supplier's representative will be notified, allowing material to be shipped. Material will not be accepted or received by Multichair/Multitube until a test certificate has been approved. Certifications are to be faxed to 905-670-8090 or e-mailed to quality@multichair.com. It is the responsibility of the supplier to provide original test certifications, lab scope and accreditation of mill source. When a Mill Certificate is not available the supplier has the responsibility to engage a third party certified laboratory to certify the material as stipulated in the IMDS, When proper certifications are not supplied, Multichair/Multitube reserves the right to send samples for outside testing to obtain certification of *full* chemistry (required for IMDS) all costs and associated costs will be billed to the supplier.

12.0 Packaging

Suppliers are required to meet the requirements specified on the Multichair/Multitube Slit Steel Specification MPUBM-S01 (as applicable). Slit Steel Specification MPRBM-S01 outlines skid requirements as well as labeling and packaging requirements.

13.0 Shipping

All deliveries are to be scheduled with Multichair/Multitube's Shipping/Receiving Department. Shipments will not be received if the supplier has not made proper previous arrangements and confirmed a delivery schedule.

Receiving department will schedule shipments as follows: Monday to Friday between 8:00 am and 4:00 pm. Unless other written authorization has been given.

14.0 Nonconformances and Corrective Action

Multichair/Multitube's suppliers are responsible for providing defect free product. When quality issues do occur, the supplier is required to initiate corrective actions to resolve issues and prevent reoccurrence.

Multichair/Multitube requires that a team oriented, structured problem solving method be utilized. The Supplier shall forward an initial response within 24 hours of receiving a "Corrective Action" and must communicate (verbally) with the appropriate contact, usually the Purchasing Manager.

For dispositions of "Scrap" or "Return to Supplier", as determined by the Multichair/Multitube review team, an authorization must be received by Multichair/Multitube within 72 hours or Multichair/Multitube will proceed with the indicated disposition and all costs will be charged back to the supplier.

In the event of non-conforming goods or services being supplied to Multichair/Multitube or its customers, the costs incurred as a result of receipt of a non-conformance will be charged back to the Supplier. Charges may include activities and expenses related to attending to and addressing subsequent related issues at the customer site.


15.0 Supplier Response

Once the supplier has been notified of a non-conformance, the supplier is required to complete a Corrective Action Request (CAR form).

1. 24 hour Response
 - a. Establish a Corrective Action Team
 - b. Identify and initiate a short term containment plan to contain further nonconforming material from reaching Multichair/Multitube.
 - c. Identify short term corrective action plan with timing to replace nonconforming material with certified material.
 - d. Begin root cause analysis.
2. Two Week Response
 - a. Define and verify the root cause
 - b. Identify and implement permanent corrective action.
 - c. Verify the effectiveness of the permanent corrective action.
 - d. Update all relevant documentation that is affected to standardize corrective actions into the quality system.

16.0 Controlled Shipping

In the event that our customers, due to a supplier's nonconformance, have placed Multichair/Multitube on Controlled Shipping (CS), the responsible supplier will be placed on Controlled Shipping until the customer mandated Control Shipping has expired. While on Controlled Shipping, the supplier will put in place additional problem solving processes. Additional inspections are in addition to normal controls. Any additional cost associated with controlled shipping is the responsibility of the supplier.

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Two levels of controlled shipping may be applied to supplier shipments.

- a) Controlled Shipping – Level 1 requires additional problem solving processes as well as additional inspection processes. The supplier’s employees at the supplier’s location enact the inspection processes in order to insulate Multichair/Multitube from receipt of nonconforming parts/material.
- b) Controlled Shipping – Level 2 requires the same processes as Controlled Shipping – Level 1 with yet further inspection processes performed by a third party representing Multichair/Multitube’s interests specific to the containment activity. The third party may be selected by the supplier, but must be approved by Multichair/Multitube and paid for by the supplier.

The extra criteria for Controlled Shipping (all levels) will be determined by the Multichair/Multitube Quality Assurance Manager and communicated to the supplier representative. As stated above the supplier will remain on Controlled Shipping until the Multichair/Multitube customer mandated Controlled Shipping has expired.

17.0 Return Material Authorization (RMA)

When nonconforming material is to be dispositioned by it’s return to the supplier, the supplier shall issue an RMA and give Multichair/Multitube 48 hours notice prior to pick up. Confirmation of pick up is to be coordinated with the Multichair/Multitube Purchasing Department.

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18.0 Charge Back Policy

Costs associated with supplier part quality issues and PPAP rejection issues that are deemed the supplier's responsibility will be charged back to the supplier. Additional costs may be applied as follows, but are not limited to:

Standard Administration Fee: \$200.00 (automatic charge).

Down/Lost Time: \$600.00 per hour (if applicable).

Raw Material Cost: Purchase Price (if applicable).

Sorting Cost/Re-work Cost: Sorting and/or re-work costs incurred by Multichair/Multitube will be charged at a rate of \$25.00 per hour.

Tube Cost: Cost of production price and not sale value (if applicable).

Tooling Cost: Price of tooling that is damaged or in the case of consumable tooling (cutting blades/saws etc.)(if applicable).

Other cost may be associated depending on what the issues are. The supplier may contact the Multichair/Multitube Purchasing Manager to discuss the issues or challenge responsibility prior to costs being charged back. The supplier, if found responsible, will pay the costs associated with the quality issues at the current Multichair/Multitube rate (contact the Multichair/Multitube Quality Assurance Manager for current rates).

19.0 Supplier Performance Report (SPR)

The Multichair/Multitube will use the Supplier Performance Report (SPR) to help communicate our expectation to our suppliers as well as provide Feedback on performance. Suppliers are expected to use the information presented on the SPR to identify opportunities for continual improvement and prevent actions.

The SPR will be issued monthly for all key suppliers (as identified on the Multichair/Multitube Approved Supplier List).

20.0 Contact Information

All quality related inquires contact: Multichair/Multitube (905) 670-1794

Purchasing Manager – RMA and Deviation/Waivers (ex: 226)

Quality Assurance Foreman (IMDS, Material Certification Approval) (ex: 256)

Quality Assurance Manager (Current Chargeable rates) (ex: 229)

21.0 Slit Steel Specification

1. **All material to be supplied to SAE J403 unless otherwise specified on the P.O**
2. Carbon content to be minimum of 0.04
3. All steel should have hardness within the range of 40 HRB to 65 HRB
4. Test report to be approved by Multichair Multitube QA before shipment is made.
5. Once the test report has been approved the Vendor is to schedule a delivery appointment.
6. All steel has to be free of surface defects.
7. Slit coils on a skid to be separated with minimum three preferably four pieces of hardwood placed in such a way that the uncoiler hoist chain can pass through it. The hard wood used should be in such a condition that it does not stain or rust the coils. The thickness of the wood should be such that a minimum gap of 1.5" is maintained between the coils.
8. The skid top rails have to be a minimum of 1.5" in height.
9. One heat number per skid
10. The paper tensioners inserted in the coils should be of such a quality that they do not rust the surface of the steel.
11. Loads that have more than one delivery location must be loaded so that the material for each location is grouped together on the truck.
12. Coils identification tags need to be placed on the left side of the coils (on the drivers side when loaded on the truck).
13. An extra copy of shipping tags has to be sent with the packing slip.
14. The table below shows the requirements of Steel Coils to be adhered to for each Mill

Mill #	Coil Max Weight (lbs)	Coil Max O.D. (Inches)	Coil Min O.D. (Inches)	Coil I.D.(Inches)	Slit Width Tolerance	Coil Position	Skid Max. Wt. Lbs
1	4,000	70"	54	20"	+0.005" -0.000"	Flat on Skid	9,000
2	6,000	70"	54	20"	+0.005" -0.000"	Flat on Skid	9,000
3	8,000	70"	54	20"	+0.005" -0.000"	Flat on Skid	9,000

15. **All shipping tags to contain the following information**
 Purchase order number
 Grade of steel
 Thickness and width
 Heat number & serial number on Shipping Tag
 Heat number & serial number on Coil Tag
 Heat number & serial number on Skid Tag
 Vendor Name
 Multichair Inc. Product Code
16. **Ship to the following location based on the mill #**
Mill # 1 6953 Davand Drive,
Mill # 2 6900 Davand Drive,
Mill # 3 6900 Davand Drive,
17. Rear off loading is required. Mill # 1, Mill # 2 & Mill # 3 Tow motor.
18. 100% on time delivery is required.
- 19.


All purchased materials used in part manufacture shall satisfy current governmental and safety constraints on restricted, toxic and hazardous materials; as well as environmental, electrical and electromagnetic considerations applicable to the country of manufacture and sale. Approved Materials are materials governed either by industry standard specifications (e.g. SAE, ASTM, DIN, ISO) or by customer specifications. This document becomes part of our Purchase Order.

Supplier Deviation/Waiver Process:

At any time the supplier is unable to meet the requirements of the Purchase order or the specifications on Multichair/Multitube document MPUBM-SO1 the supplier shall submit their Deviation Request to Multichair/Multitube Purchasing department.

1. This Deviation request must clearly identify the Purchase Order No., Heat No., weight and the number of cuts that are affected as well as precisely what (Specification, etc) that can not be met and what is being offered to accept.
2. Multichair/Multitube upon receipt of a Supplier Deviation/Waiver shall follow "Supplier Deviation/Waiver process approval (MQAQS-P06 6.17.4) After which the Purchasing department will either sign the Deviation/Waiver request Approved or Rejected and send the signed copy back to the supplier.
3. The Supplier upon receiving an approval for the Deviation/Waiver,
 - Multichair/Multitube requires that all slit coil tags and each outside slit cut (coil) be identified with the Deviation/Waiver No.
 - The Deviation/Waiver number must be clearly visible identified in RED on both the tags and the outside coil. The use of colour sticker will be acceptable.
 - A copy of the signed Deviation/Waiver must also accompany the shipment to Multichair/Multitube for it to be received into inventory.

NOTE: All Deviation/Waiver's must be in writing and be signed Approved by our purchasing department to be considered legitimate. No verbal approvals will be considered authentic.

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22.0 Supplier Acknowledgement

Supplier Information			
Company Name		Contact Name:	
Address		Job Title:	
City / Town		Desk Phone No.	
Country		Cell Phone No.	
Phone No.		E-mail Address	
Fax No.		Company Web site:	

Supplier Quality Manual Acknowledgement		
Position	Name	Date
Quality Representative:		
Plant Manager:		
Buyer/Salesman:		

Signing of this document, is confirmation that you have read, reviewed and communicated to all personnel in all related functions that has any bearing on the quality that is to be release to Multichair/Multitube.

Potential New Supplier:

This document must be signed and received by Multichair/Multitube Purchasing Department prior to any acceptance of a Purchase Order and forms part of our process that allows a supplier to be added to the Approved Suppliers List.

Existing Supplier:

This document must be signed and received by the Multichair/Multitube Purchasing Department within two (2) weeks of being sent in order to continue to quote on business. Where there is no response our quality system will remove you from the Approved Suppliers List. If this were to happen, you will be required to satisfactorily undergo an on-site Quality Audit and be reinstated to and included on the Approved Suppliers List.

Multichair/Multitube Use only		
Date Acknowledgement		
Date Sent Out:	Date Received:	Received By: