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# Supplier Quality Manual

## Norstan, Inc

	
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**REGISTER OF HOLDERS OF CONTROLLED COPIES:**

Q.A. Manager. Norstan, Inc.                      Master Copy

Controlled copies of this manual are emailed to Norstan, Inc suppliers; we maintain a distribution list of suppliers that have a copy of this manual.

***UNCONTROLLED IF PRINTED.***

	
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**Introduction**

1. All materials, component parts, outside services such as plating, heat treating etc, products and services supplied to Norstan, Inc must meet the requirements and specifications outlined on the purchased order and/or engineering specifications. Those parts must be delivered on time defect free products and services.

This manual provides the minimum requirements of a Quality Assurance system that must be maintained by suppliers in order to meet the Quality Expectations of Norstan, Inc. The supplier Quality Engineer and/or Quality Manager is our contact for all questions and matters concerning quality of purchased products and materials, he/she will also direct the supplier to the proper Norstan, Inc contact person of another nature.

**Norstan, Inc specific Requirements.**

- 1.0 Quality Systems-Certification
- 2.0 Sample Submission (PPAP)
- 3.0 Engineering Change Request
- 4.0 Drawing and change control
- 5.0 First shipment of new or revised components.
- 6.0 Supplier monitoring and evaluation
- 7.0 Delivery product quality.
- 8.0 Rejection Policy
- 9.0 Delivery
- 10.0 Packaging and labeling.
- 11.0 Special characteristics
- 12.0 Statistical data.

	
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**1.0 QUALITY SYSTEM CERTIFICATIONS**

Norstan, Inc reserves the right to audit the quality system of suppliers through onsite audits and when necessary these audits may be performed by Norstan, Inc auditor(s) or 2<sup>nd</sup> party auditor(s) hired by Norstan, Inc.

Norstan, Inc and its customers reserve the right to verify at the supplier’s premises that purchased product conform to specified requirements. Supplier must make premises available and provide necessary assistance upon request.

Norstan, Inc performs supplier quality system development with the goal of supplier conformity with ISO 9001:2008 with the first step being a supplier controlling their processes in achieving this goal.

*Suppliers should submit copy of registration certificate when obtaining registration and every time their certificate is updated.*

1.1 Supplier selection.

Prior to placement on Approved vendor list, a review of the supplier’s ability to supply products in accordance with Norstan, Inc requirements will be performed; the supplier must meet one or more of the following requirements:

- ISO or other approved Registration
- A Norstan, Inc customer approved supplier
- Recommendation for registration by a recognized registrar.
- Grandfathered supplier of Norstan, Inc as of 12/31/2010.


**2.0 SAMPLE SUBMISSION**

Prior to making the first shipment of new production parts the supplier must receive approval from the Norstan, Inc Quality Department.

2.1 Raw material including wire, strip, contact tape and etc, must include at a minimum a material analysis that includes a chemical breakdown of all measurable elements by percentage, mechanical and dimensional properties and Certificate of Compliance.

2.2 Part submissions requires a (5) First Piece Article Inspection Report including the sample parts inspected, Material Analysis that includes chemical breakdown by percentage, Certificate of Compliance and may also require a Level III PPAP per the latest AIAG PPAP manual.

*Note: The 5 piece samples will be from the production tooling and the level III PPAP will be requested separately from Norstan and spelled out on Norstan PO.*

	
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Sample part submission requirements must be performed for the following:

- New parts.
- Correction of a discrepancy on a previously submitted part.
- Product modified by an Engineering change to design records, specifications or materials that requires a change in tool.
- Print to part changes.
- Product from repaired/refurbished tools.
- Use of a different material than was used in the previously approved part.
- Production from new or modified tools, dies, etc.
- Production following refurbishment of existing tooling or equipment.
- Production following any change in process or method of manufacture.
- Change of source for subcontracted materials or services.
- Change of location of manufacturing process.

### **3.0 ENGINEERING CHANGE REQUEST.**

The supplier must request Norstan, Inc permission for any change in materials and/or processes. Upon review Norstan, Inc will document the approval or rejection of such request.

The supplier will be held liable for any costs incurred resulting from changes made without a written approval. The supplier will not be paid for any parts, tooling, etc when the change has not been approved.

### **4.0 DRAWING AND CHANGE CONTROL.**

Norstan, Inc will provide the latest Engineering drawings; it is the supplier responsibility to remove obsolete information from all points of use. The supplier must maintain a record of change effective dates.

### **5.0 FIRST SHIPMENT OF NEW OR COMPONENTS WITH ENGINEERING CHANGES.**

Norstan, Inc notifies releases of new components and Engineering changes to it's suppliers by way of copies of new drawings and Engineering change documents. When suppliers are notified of those releases or changes are implemented by suppliers, they are responsible for identifying each box of the first shipment.

	
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**6.0 SUPPLIERS MONITORING AND EVALUATION.**

Suppliers are expected to monitor the performance of their manufacturing processes with the goal of continual improvement.

Norstan, Inc evaluates its Supplier performance annually based on the following:

- Quality
- Response to corrective action request.
- Delivery schedule performance.
- Customer notifications related to quality or delivery issues.

*Note: Evaluation results will be discussed with suppliers that do not meet minimum Norstan requirements.*

**7.0 REJECTION POLICY.**

Material non-conformances are documented through Discrepant Material Reports, when disposition to this report is “return to supplier” or “rework/sort at supplier’s expense”, the supplier must respond within 24 hours. Upon receiving notification of nonconforming material the supplier may be required to:

- Replace all of the stock in question with certified material. This may include premium freight.
- Provide authorization to return non-conforming product at the supplier’s expense.

At Norstan’s discretion rejected parts may be reworked or sorted until conforming parts are received from the supplier. All reworked or sorted completed by Norstan, Inc will be billed to the supplier at a rate defined by Norstan, Inc Pricing Dept. Suppliers have the option of contracting the rework or sort operation internally and must get Norstan, Inc approval for outsourcing it.

Upon notification, where corrective action is required, suppliers should respond to request within 15 working days using an 8D’s format. Lack of response or response not on time will affect their quarterly score.

**8.0 DELIVERY**

Delivery is required to be 100% on time and it will be measured on the material due date. Supplier product will be accepted up to three (3) days prior to the due date. Zero days will be allowed for late shipments.

When a supplier anticipates a late shipment they the Norstan, Inc buyer must be contacted for further instructions that may include expediting shipping. The supplier is responsible for any premium freight charges.

	
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**9.0 PACKAGING AND LABELING.**

Products are to be packaged in such a manner as to provide adequate protection against subsequent product degradation.

Each container shall be clearly marked and identified with the following:

- Norstan, Inc part number
- Date of manufacture and/or lot number
- Quantity
- Norstan, Inc revision level
- Bar coding when required
- Norstan, Inc deviation authorization when required
- Certificates of material when required.

**10.0 SPECIAL CHARACTERISTICS.**


Special characteristics are product characteristics in which the variation is likely to significantly affect customer satisfaction with relation to fit, form or function. Norstan, Inc and/or our customers, determine special characteristics, which are identified in Norstan, Inc design records, additionally, if no special characteristics are identified, the supplier shall select one or more characteristics that are critical to the product or process. All special characteristics shall be identified on the control plan and statistically controlled.

**11.0 STATISTICAL DATA.**

When required, suppliers shall provide evidence of statistical capability for all special characteristics.

All products that demonstrate Cpk's less than 1.00 shall have a containment/reaction plan from the supplier.

A preliminary process capability (Cpk) of 1.33 or greater is required for PPAP submissions.

	
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**PAGE FOR CHANGES AND APPROVALS:**

General Manager: \_\_\_\_\_ Date: \_\_\_\_\_

Quality Assurance Mgr: \_\_\_\_\_ Date: \_\_\_\_\_

Mfg Engineering Mgr: \_\_\_\_\_ Date: \_\_\_\_\_