

# Supplier Quality Manual



**CONTROLLED**

**SP-100 Rev. 04**

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## **1. Company Introduction**

### **Bijur Delimon International**

The companies of Bijur Delimon International have been manufacturing industrial products since the establishment of the Bijur Lubricating Corporation in 1923. The group is recognized worldwide as an industrial leader in designing and manufacturing hydraulic/mechanical devices. Bijur Delimon International lubricating systems are the preferred choice of many of the world's leading Original Equipment Manufacturers, from the paper industry to the food industry – these areas represent only a few of the many diverse markets served by the company. The company is headquartered in Morrisville, NC with the manufacturing and distribution facility housed in a 40,000 square foot facility in Kinston, NC. This plant offers the industrial customer products manufactured by modern methods to repeatable standards of precision manufacturing.

Our vision is to be our customer's partner of choice. Customer satisfaction is the focus of everything we do. We endeavor to deliver the highest quality products and service, using the highest standards of integrity.

## **2. The Purpose of This Manual**

This manual illustrates the core requirements and quality principles required of Bijur Delimon International suppliers.

For additional standards or requirements, please contact your Bijur Delimon buyer.

## **3. Application**

This standard is applicable to manufacturing and operations that occur on behalf of Bijur Delimon International within the supply chain of our product offerings.

## **4. Supplier Code of Conduct**

Evidence of corruption, bribes, improper advantage, or any other illegal practice by a supplier or associated operations will be grounds for termination of all relations with Bijur Delimon. Suppliers will conduct their business in a manner that meets the 'Code of Conduct' policy in this manual.

- 4.1.** This Code of Conduct policy applies to suppliers and their sub-tier sources. It is the responsibility of the supplier to verify and monitor compliance to this code at their operations and sub-tier source operations.
- 4.2.** Suppliers shall ensure their company and all sub-tier suppliers perform in a manner that is appropriate, ethical, legal, environmentally, and socially responsible.
  - Suppliers must adhere to all local, state, and federal laws/regulations that apply to them, including all Environmental, Health, and Safety laws.
  - Suppliers must also demonstrate awareness of proper safety and preventive measures with regard to hazardous substances.

- Suppliers shall not discriminate with respect to race, color, sex, religion, age, physical disability, political affiliation, or other defining characteristics.
- Child Labor – Suppliers shall employ workers of minimum legal age in accordance with local, state, and federal laws/regulations.
- Suppliers shall follow local, state, and federal laws/regulations regarding hours worked for daily and weekly limits; to include minimum wage, overtime wages, and any other benefits afforded under the law.
- The Supplier shall ensure that Bijur Delimon confidential and proprietary information, products, development information, and related information, as well as intellectual property, is protected internally and through their supply chain.

## **5. Quality Management System**

- 5.1.** Suppliers are required to ensure all product shipped to Bijur Delimon International complies with all print and purchase order requirements.
- 5.2.** Bijur Delimon International suppliers providing special services that modify or change the configuration of a part shall maintain a Quality Management System (QMS) suitable for the products and services provided to Bijur Delimon. The QMS must be certified by an accredited third-party certification body to the latest version of one or more of the following, as applicable:
- ISO 9001 - Quality Management System Requirements
  - AS/EN/JISQ9100 - Quality Management System Requirements
  - ISO/TS 16949 - Quality System Requirements
  - NACAP (for special processes)
  - Alternate or uncertified QA system upon review and approval by Bijur Delimon.

## **6. Right of Entry**

Bijur Delimon, its customers, or government agencies reserve the right of entry to survey the suppliers' quality management system, processes, sub-tiers and to review all applicable records or that of the supplier's sub-tier suppliers.

## **7. Communication and Responsibilities**

During the life of the Purchase Order, the supplier is required to notify the Bijur Delimon Purchasing Group of any change concerning the Product, Process and Means (tools and production/test equipment), major changes to company structure or process (plant location, lay-offs, transfer, organization, and management), and changes of suppliers.

## **8. Requirements**

### **8.1 The supplier organization will:**

- Review and comply with all Bijur Delimon contract (purchase order), print, special characteristics, and other requirements.
- Determine criteria, methods, and controls that ensure that print and contract/purchase order requirements are met.
- Maintain a quality system that monitors and maintains processes to ensure compliance.
- Implement actions necessary to achieve planned results and continual improvement of processes.
- Maintain processes that ensure risk is evaluated and managed.
- Have an established process to monitor, manage, contain, and take corrective action when defective product is identified.

## **9. Document Control:**

1. Ensure appropriate manufacturing documents and prints are maintained by a revision control process. Ensure that changes and current revision status of documents are identified.
2. Review all changes to documents that impact the design, form, fit, or function of the parts ordered by Bijur Delimon. All changes must be submitted to Bijur Delimon for approval prior to implementation.
3. Approve documents for adequacy prior to issue.
4. Ensure that changes and current revision status of documents are identified.
5. Ensure that relevant versions of applicable documents are available at points of use.
6. Ensure that documents remain legible and readily identifiable.
7. “White-out” or correction fluid shall not be used on product acceptance records. Corrections can be made by marking the error with a single line then having the authorized person make and initial the correction.
8. Ensure that documents of external origin are identified, and their distribution is controlled.
9. Prevent the unintended use of obsolete documents and apply suitable identification to them if they are retained for any purpose.
10. Ensure the first shipment of any product after a change impacting, dimensional compliance, form, fit, or function is accompanied by a First Article Inspection Report in accordance with AIAG compliant PPAP to show conformity to the print.

11. Product that does not meet the product requirements must be approved in writing by Bijur Delimon prior to shipment.

## **10. Validation of Processes for Production and Service**

The supplier shall validate any process or Special process for production and service provision where the resulting output cannot be verified by subsequent monitoring or measurement. This includes any processes where deficiencies become apparent only after the product is in use or the service has been delivered or that requires destructive testing to validate. Validation demonstrates the ability of these processes to achieve planned results. For all special processing that requires Nadcap accreditation, the supplier shall provide a certificate of conformance verifying the Special Process was performed by a Nadcap-accredited source with each shipment.

## **11. Product Quality/Acceptance:**

1. Establish processes to ensure product is free from contamination or foreign object debris (FOD). Because of the nature of the products Bijur Delimon manufactures and supports, there is a zero tolerance for FOD. Any lot containing FOD will be rejected.
2. Establish a system to control, monitor, and maintain measuring devices. Procedures to control Measuring and Test Equipment (M&TE) must comply with ANSI/NCSL Z540-1 or ISO 10012, unless otherwise approved by Bijur Delimon.
3. Establish and maintain a sampling plan that is compliant with Bijur Form 1343 (sampling plan), with an AQL level no lower than AQL 1.0. All sampling criteria for lot acceptance must be zero defects (i.e., C=0).
4. When required by a print or PO, suppliers will identify and implement a quality control plan.
5. Product must comply with Bijur Delimon Visual Standard INSP 001-01

## **12. Non-Conforming Product / Deviations and Waivers**

Bijur Delimon does not authorize any supplier to make “use-as-is” or “repair” dispositions on nonconforming material relating to parts, subassemblies, or assemblies of Bijur Delimon or customers design, unless material review authority is granted in writing. Suppliers shall take the following steps when nonconforming material is found:

1. Identify the nonconforming material and segregate it in a bonded area.
2. Submit to Bijur Delimon Request for Deviation/Waiver detailing the discrepancy, quantity discrepant, the cause and corrective action to eliminate the discrepancy and the effectively point of the correction. Deviation/Waiver forms may be requested.

Repair procedures must be approved by Bijur Delimon in advance of their use on Bijur product. Approval of the repair procedure does not imply final acceptance of the product.

Known defective parts/material is not to be sent to Bijur Delimon without an

approved Deviation/Waiver. This approved document shall be shipped with parts.

The supplier shall notify Bijur Delimon of any non-conforming material that may have been shipped at anytime against the purchase order. The notification shall take place within 24 hours of discovery.

### **13. Root Cause Corrective Action**

The supplier shall take action to eliminate the root cause of nonconformities in order to prevent recurrence. Corrective actions shall be appropriate to the effects of the nonconformities encountered. Corrective actions shall be documented on a Bijur provided SCAR or 8D form or similar. A documented process shall be established to accomplish the following:

- Within 24 Hours - Acknowledgment and containment actions shall be communicated to Bijur Delimon.
- Within 5 Days - Determine the root cause(s) and provide corrective action plan.
- Within 15 Days - Implement corrective action per plan, review corrective action taken for effectiveness and mistake proofing level, and provide completed SCAR with objective evidence.
- Requests for return material authorization (RMA) shall be responded to within 24 hours.

### **14. Supplier Nonconformance Charge Back Program**

Suppliers are responsible for administrative costs incurred by Bijur Delimon associated with the review and disposition of supplier-manufactured or supplier processed nonconforming product. Once a supplier nonconformance has been confirmed, the SCAR process described in Section 13 may be initiated. Any cost associated with the nonconformance will be assessed to the supplier. Examples of these costs can be but are not limited to sorting costs, rework or repair, scrap costs, administrative fees and late delivery charges as assessed to Bijur Delimon by our customers.

### **15. Records and Traceability:**

Quality records shall be maintained to provide evidence of conformity to requirements and of the effectiveness of the QMS Product acceptance records shall be maintained for a minimum of 7 years unless otherwise specified by contract/purchase order or specified in this manual. Quality records shall be maintained so as to keep them legible, readily identifiable, and retrievable. Records shall be sent to Bijur Delimon within 48 hours of requesting them. At the end of the retention period the supplier shall provide the option for Bijur Delimon to take possession of the records.

Examples of Quality Records to be retained are, but not limited to:

- First Article Inspection reports
- In process / final inspection & test records
- Training records
- Manufacturing / fabrication records (e.g., planning sheets, routers)
- Procurement documents (supplier-placed orders)

- Process control records (used as acceptance criteria)
- Receiving inspection records (e.g., test reports and material certifications)

All records supplied to Bijur Delimon (e.g., test reports and material certifications) shall be in English.

- Quality records must be maintained for a minimum of 7 years.
- Engineering Change Records must be maintained indefinitely.

If the supplier ceases business with Bijur Delimon, quality records shall be maintained until disposal is authorized by the Bijur Delimon International Materials Manager or Quality Manager. If the supplier ceases business completely, or is unable to maintain the records, the Materials Manager or Quality Manager must be informed so that alternative arrangements can be made to store the records.

#### **16. Required Documentation:**

- Each shipment must contain a packing list noting at a minimum a BDI part number, purchase order number, product revision level, quantity, and the date of manufacture.
- When requested on our purchase order and/or a direct request (ex: email request), the shipment must include a certification of compliance, test reports and/or dimensional compliance reports.
- Raw material certifications noting the material chemical/physical characteristics and lot traceability are required for raw material purchased.
- When requested a PPAP will be required for acceptance of new product, product that is revised from the original design or product from a new Supplier.

#### **17. Packaging:**

The supplier shall preserve the conformity of product during internal processing and delivery to the intended destination. This preservation includes identification, handling, packaging, storage, and protection. Preservation includes where applicable and in accordance with product specifications or applicable regulations, provisions for cleaning and prevention and detection of foreign objects. In addition, the Supplier shall:

- Utilize packaging that ensures the product arrives without damage due to shipping.
- Utilize product labeling that is clear and legible. Product must be labeled with the Bijur Delimon Part number, Purchase Order Number, and the date of manufacture.
- The packing list must have Bijur Delimon Part number and Purchase Order Number listed.
- Ensure product that has materials with a limited shelf life or expiration date are received at Bijur Delimon with no less than 75% of the remaining shelf life still available.

- Where applicable: for products that are susceptible to corrosion, RP (rust preventative) shall be applied.

## 18. Supplier Performance

- a. Bijur Delimon suppliers are monitored for Quality and Delivery.

Bijur Delimon feels it is important that we communicate these key measurements regularly to insure Mutual and continual improvement. Starting with the attached report and moving forward reports will be administered at a minimum semi-annually based on the Bijur Calendar Year May thru April.

The established delivery and quality targets (see attached) are levels that we need you to meet or exceed. We urge you to review, check for accuracy and call if you have questions. As an important Bijur Delimon, Kinston partner, we encourage discussion with us on ways to continually improve.

Upon reviewing the Supplier Performance Report, please note your Supplier Status. If your status is “Conditional” or “Unacceptable”, please submit an improvement plan. Note an improvement plan must be submitted when either the Quality or Delivery Score is not acceptable. A plan must be submitted for each category that does not meet the Bijur Kinston expectations. All improvement plans must be in writing and should be submitted to Laura Pezone ([lpezone@bijurdelimon.com](mailto:lpezone@bijurdelimon.com)) and Leah Wilson ([lwilson@bijurdelimon.com](mailto:lwilson@bijurdelimon.com)) within fifteen days.

Your plans for improvement will be reviewed by the Bijur Delimon management team and where required Bijur Delimon, Kinston will inform you of acceptance or rejection of your plan. Please feel free to contact us with any questions or concerns.

**On-time delivery-** Bijur Delimon policy for delivery is 2 days early 2 days late. This is calculated by taking the system loaded lead-time VS actual delivered lead-time of each line on the purchase orders for the specified month. **\*Note a 3-day window has been assessed for any delays at Bijur Delimon Kinston receiving process. All deliveries should be shipped with the intent to arrive by the promised delivery date.**

**Responsiveness** - Responsiveness is assessed as part of the Quality and Delivery Score. For each CAPA (corrective/ preventative action) request must have a containment plan and response for new product request within 24 hours. CAPA's must have a full response within 15 days, or this will reduce your overall score by 5% for each occurrence or outstanding occurrence. Failure to respond within 48 hours for a request for delivery information may also affect your score, in addition to failing to respond with an action plan for poor performance as listed below for either Quality or Delivery.



**Quality** – Bijur Delimon for Quality anything greater than a 5000 PPM is unacceptable. PPM is calculated by taking the total amount of rejects for the month divided into total amount of parts received in that month, that number is multiplied by 1 million to create your PPM number. If the PPM goes above 15,001 the supplier may possibly be moved off of the new quote list until they can get their quality inline. Please note as a valued partner Bijur Delimon Kinston will make every effort to support you with your improvement efforts.

Example- 100,000 parts received – 200 parts rejected  $200/100,000 = .002$   $1,000,000 = 2000$  PPM Score 90 %.

PPM	Percent	Delivery	
0	100.00%	100.00%	90% or above No Action Required at This Time
2000 <	90.00%	90.00%	
2001	5000	80.00%	Conditional 89% or below, requires a documented improvement plan
5001	10000	70.00%	
10001	15000	65.00%	Requires immediate Improvement 69% or Below
15001	>	60% or >	

**19. Forms**  
Form 1343



### Zero Acceptance Number Sample Plan

Lot Size	Index Values (Associated AQLs)																
	.010	.015	.025	.040	.065	.10	.15	.25	.40	.65	1.0	1.5	2.5	4.0	6.5	10.0	
	Sample Size																
2 to 8	*	*	*	*	*	*	*	*	*	*	*	*	5	3	2	2	
9 to 15	*	*	*	*	*	*	*	*	*	*	*	13	8	5	3	2	2
16 to 25	*	*	*	*	*	*	*	*	*	*	20	13	8	5	3	3	2
26 to 50	*	*	*	*	*	*	*	*	32	20	13	8	5	5	5	3	
51 to 90	*	*	*	*	*	*	80	50	32	20	13	8	7	6	5	4	
91 to 150	*	*	*	*	*	125	80	50	32	20	13	12	11	7	6	5	
151 to 280	*	*	*	*	200	125	80	50	32	20	20	19	13	10	7	6	
281 to 500	*	*	*	315	200	125	80	50	48	47	29	21	16	11	9	7	
501 to 1200	*	800	500	315	200	125	80	75	73	47	34	27	19	15	11	8	
1201 to 3200	1250	800	500	315	200	125	120	116	73	53	42	35	23	18	13	9	
3201 to 10,000	1250	800	500	315	200	192	189	116	86	68	50	38	29	22	15	9	
10,001 to 35,000	1250	800	500	315	300	294	189	135	108	77	60	46	35	29	15	9	
35,001 to 150,000	1250	800	500	490	476	294	218	170	123	96	74	56	40	29	15	9	
150,001 to 500,000	1250	800	750	715	476	345	270	200	156	119	90	64	40	29	15	9	
500,001 and over	1250	1200	1112	715	556	435	303	244	189	143	102	64	40	29	15	9	

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Form No. 1343 Rev. 0

**20. Change Log**

Revision #	Document Revision Date	Description of Change	Approval(s)
Rev. -	3/22/16	New Release	M. Poirier, P. Ryback, M. Gerlach
01	9/11/2017	Update	L. Pezone
02	10/29/2018	Update Add Responsiveness to Score Card	L. Pezone
03	2/2022	Updated Record retention, added PPAP, documentation requirements	L. Pezone
04	9/26/2022	Update to packing requirements	L. Pezone

Please sign and return this page as acknowledgement of receipt and review of the Bijur Delimon International, Kinston North Carolina Supplier Quality guidelines outlined in the above Quality Manual, Revision 04.

Authorized Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_