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General Introduction

Standard Motor Products, Inc. Greenville Operations (SMP) is a registered ISO 9001 facility. SMP has earned a reputation for providing products of consistent quality, competitive prices and flexible production scheduling capacity. Our ability to maintain this reputation greatly depends on the quality of the products and services purchased from our suppliers (external providers). For this reason, SMP considers its suppliers valuable assets for the achievement of quality objectives.

Suppliers with short lead times, competitive prices, on-time delivery and flexible shipping abilities enable SMP to offer customers the dynamic partnership they have come to expect. Through long term, constructive partnerships with suppliers, SMP continuously looks for opportunities to improve the flow of material and information, and ultimately to reduce costs and lead times. Suppliers to SMP must have a commitment to product quality and an understanding of the associated cost of poor quality when delivered to customers. We expect that our processes, products and services will meet our customer requirements and will also meet applicable statutory and regulatory requirements.

Our goal is to work closely with both new and existing suppliers to ensure that the quality level of products and services provided by each supplier meet Standard Motor Products, Inc. specifications, requirements, expectations, and satisfaction.

Our ultimate goal for suppliers is zero defects and 100% on time delivery; with cooperation and open communication with our suppliers, we can achieve these goals. This manual is a significant step in developing an open line of communication, by defining our quality and responsiveness expectations.

1 Scope

This Supplier Quality Manual describes the supplier quality system implemented and maintained by Standard Motor Products, Inc. Greenville to meet the requirements of ISO 9001:2015.


This manual will apply to all suppliers of Standard Motor Products, Inc. Greenville (SMP), including distributors of catalog and “shelf” items. Compliance to the requirements within this manual as well as to the general terms and conditions of Purchase Orders is mandatory for all suppliers.

It is the user’s responsibility to assure that only the latest revision of this manual is used.

2 SMP Quality Policy

SMP Greenville Management Team, with executive responsibility, has defined the organization’s quality policy and commitment to quality as follows:

- TOTAL CUSTOMER SATISFACTION – We ensure total customer satisfaction, focused on understanding and satisfying our customer’s needs.
- CONTINUOUS IMPROVEMENT – We will continuously improve products, processes and service through investigation, analysis, development, training and implementation of practices that will continually place SMP above our competitors.
- EMPLOYEE EMPOWERMENT – All employees are empowered to perform an effective and efficient role in controlling the quality of products and services provided.

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Standard Motor Products ensures that this policy is understood, implemented and maintained at all levels of the organization.

3 **SMP Quality Management System**

SMP Greenville has implemented and is maintaining a process based quality management system and is continually improving its effectiveness in accordance with the requirements of the most current ISO 9001 standard. All products produced for customers requiring adherence to ISO 9001 are produced to this standard.

3.1 SMP Greenville has:

- 3.1.1 Determined the process, process sequences, and process interactions needed for the quality management system and applied them throughout the organization;
- 3.1.2 Determined criteria and methods needed to ensure the operation and control of these processes are effective;
- 3.1.3 Ensured the availability of resources and information needed to support the operation and monitoring of the processes.

3.2 SMP Greenville:

- 3.2.1 Monitors, measures, and analyses the processes, and implements actions necessary to achieve continual improvement and planned results;
- 3.2.2 Is responsible for conformity to all customer requirements for outsourced processes.

4 Suppliers Quality System Requirements

4.1 Material suppliers will be ISO or have an equivalent certified quality system unless specified with a written waiver by SMP Greenville. Failure to comply with this requirement will jeopardize new business opportunities with SMP.

Note 1: Suppliers, as defined above, include all products and services that affect SMP customer requirements such as subassembly components, outside operations, finished goods, sorting/rework operations, and calibrations services.

Note 2: Suppliers shall submit a copy of their Quality System Certification (ISO 9001:2015, IATF-16949 etc) to be filed onsite at SMP. The supplier shall submit an updated copy after any change in certification, to include renewal.

Note 2.1 : Submit Certificates to your primary Buyer or QE.

Note 3: Heat Treating Processes CQI-9


Special Process: *Heat Treat System Assessment* published by the AIAG (see 5.2 of this manual).

Note 3.1: If required your Quality Engineer will request evidence.

Note 4: Plating Processes CQI-11

Special Process: *Plating System Assessment* published by the AIAG (see 5.2 of this manual).

Note 4.1: If required your Quality Engineer will request evidence.

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5 DOCUMENTATION

5.1 DEFINITIONS

Shall	Indicates a mandatory requirement
Should	Indicates a preferred approach
Product	Any product, part, or service provided to Standard Motor Products, Inc.
Supplier or External Provider	Supplier to Standard Motor Products, Inc.
PPAP	Production Part Approval Process
FMEA	Failure Mode and Effects Analysis
PPM	Parts per million

5.2 REFERENCE DOCUMENTATION


Document	Description
ISO / IATF	Quality System Requirements (ISO 9001:2015 & IATF 16949)
APQP	Advanced Product Quality Planning
FMEA	Failure Mode and Effects Analysis
MSA	Measurement System Analysis
SPC	Fundamental SPC
QSA	Quality System Assessment
PPAP	Production Part Approval Process
CQI-9	Heat Treat System Assessment
CQI-11	Plating System Assessment

NOTE:

To obtain copies of these reference documents, contact:
Automotive Industries Action Group
26200 Lahser Road Suite 200
Southfield, MI 48034
(248) 358-3003
www.aiag.org

5.3 SPECIAL CHARACTERISTICS

Special Characteristics are characteristics determined by SMP or its customers that require special manufacturing controls to assure compliance with specifications. The presence of special characteristics is not to diminish the importance of other specifications; rather, it is to identify those specifications that shall be part of any control plan for the production of the part, unless otherwise stipulated in writing by SMP. The data resulting from the control of the special characteristics should be maintained by the suppliers and should be available for submission and/ or review by the SMP Quality Department.

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5.4 PPAP/ PSW/ FIRST ARTICLE SUBMISSION

PPAP samples and documentation should be reviewed and status disposition as follow:

- **Approved:** Part or material meets SMP requirements and documentation is acceptable. Supplier is authorized to ship production quantities.
- **Rejected:** The PPAP submission does not meet the specified guidelines and must be resubmitted for approval.
- **Interim Approval:** Agreement with SMP Engineering, and the product must not affect final product quality. It is limited to a defined number of days or quantity, and a corrective action plan must be identified to achieve full approval.


The supplier shall submit to SMP a sufficient number of samples of material and supporting documentation for processing approval as defined by SMP. See table below for documentation requirements. Contact the SMP Purchasing Department/ Quality Department for specific requirements or clarification.

The table below defines the usual SMP Requirements for PPAP documentation submission:

Requirements - R (Retain), S (Submit), NA (Not Applicable)	Level 0	Level 1	Level 2	Level 3
1. Part Submission Warrant (PSW)	NA	S	S	S
2. Design Records (Bubbled Drawing)	NA	R	S	S
3. Process Flow Diagrams	NA	R	R	S
4. Process FMEA	NA	R	R	R
5. Control Plan	NA	R	S	S
6. Dimensional Results	NA	R	S	S
7. Material, Performance, Test Results	NA	R	R	S
8. Initial Process Study (for all special characteristic)	NA	R	R	S
9. Measurement System Analysis Studies (MSA)	NA	R	R	S
10. Sample Product	R	R	S	S

5.5 PROCESS/ MATERIAL SUPPORTING DOCUMENTATION

A certificate of Conformance/ Material Certification is required per the purchase order header for all production material. Additional supporting documentation may be requested on the purchase order or via email. Missing documentation may result in a rejection of the shipment due to non-conformance.

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6.0 QUALITY SYSTEM AUDITS

A SMP Qualified Quality Auditor may perform quality audits of the supplier's manufacturing processes. The supplier may also complete a Supplier Assessment utilizing the SMP Greenville form.

6.1.0 Conditions for Auditing

Conditions that may warrant a quality audit include, but are not limited to:

- Quality Issues/ Performance
- Engineering/ Process Changes
- New suppliers/ Part Number
- Customer Request

6.1.1 Audit Criteria/Scope

Scope, agenda, and criteria for any announced audit will be communicated to the suppliers prior to the actual audit. Appropriate supplier's support staff should be available for any audits, which are deemed necessary.

7.0 NON CONFORMANCES, CORRECTIVE/ PREVENTATIVE ACTIONS

Upon notification of a "Non conformance" of material, the suppliers shall initiate the following actions:

1. Initial Containment

Containment action shall be implemented within 24 hours of formal notification by SMP (written or verbal). Any verbal notifications shall be followed by written documentation of the concern.

Containment actions shall consider all:


- Affected material in the suppliers current possession, shelf-stock or warehouse facility
- Affected product in-transit to SMP
- Affected product shipped to SMP customers

2. Initial Response

A written response to the non- conformance shall be submitted to the relevant SMP Quality Engineer within **48 hours** (or otherwise agreed upon timeframe) of formal notification of the concern. This initial response shall document as a minimum:

- SMP Quality Engineer/ SMP Buyer
- Concern Description
- Containment Action Description
- Date and Identification of Certified Material
- Root Cause Analysis Status

Note: Implementation of due dates and assigned responsibility shall be documented with any action listed.

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3. Corrective Action Report

A formal corrective action report shall be submitted to SMP within **10 working days** (or otherwise agreed upon timeframe) of formal notification of the concern. Implementation due dates and assigned responsibility shall be documented with any action listed. Verification of effectiveness should be documented as the final reporting step.

4. Documentation

FMEA's, Control Plans and other relevant documentation shall be revised to reflect the actions resulting from the concern. Relevant updates are to be noted in the formal corrective action report. Depending on the effect of the actions on the process or product (i.e., revision level changes), a PPAP submission may be required prior to additional shipments. These documents shall be maintained on file and are to be provided to SMP Quality upon request.

8.0 Supplier Evaluation and Development

1.0 General

SMP's objective is a close cooperation/ partnership with suppliers to ensure that the quality level of received product or services meets our requirements and expectations; and that delivery performance is maintained at an acceptable level. SMP Purchasing and/ or Quality selectively evaluate the supplier, in regards to their ongoing quality and delivery performance.

2.0 Performance

SMP Purchasing and Quality periodically conduct supplier evaluations to determine supplier ratings based on quality (goal = 0 defects), delivery performance (goal = 100% on-time), cost Management and supplier relationship management.

Vendor scorecards are issued to selective suppliers monthly based on the total annual spend, customer products, and various risks.


The Buyers review their designated supplier's ratings and score the Supplier Relationship Management items under the Supplier Performance Data screen. They will add comments as deemed necessary.

Supplier Ratings below 79 may require a corrective action plan at the discretion of the Materials Manager.

The following are the overall rating scales for our scorecards.

OVERALL SUPPLIER RATING

100	-	95	Exceptional
94	-	86	Acceptable
85	-	80	At Risk
79	-	Below	Unacceptable

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9.0 FAILURE COST AND SUPPLIER DEBITS

SMP reserves the right to debit to the supplier any additional costs incurred due to supplier or product non-conformance. Debit amounts may be calculated according to the degree of the labor and cost incurred by SMP during this disruption. SMP reserves the right to use SMP associates or an outside 3rd party to assist with the quality disruption.

The Supplier is allowed to use, at their discretion, a recommended 3rd party, a supplier preferred 3rd party, or can perform the required sort/rework themselves.

Additional Costs which may be charged to the supplier are:

Scrap (Components, semi-finished, finished goods)

RTV value

Packaging/ Warehousing/ Handling

Freight charges/ Premium freight charges

Engineering /Technical Charges

Administrative charges

Other charges (e.g. customer failure costs)

10.0 Customer Owned Property

Tooling, Equipment, and Gauge Identification

Suppliers shall exercise care with all SMP and/or SMP Customer owned property while it is under the suppliers control and/or being used by the supplier. The suppliers shall clearly and permanently identify, verify, protect and safeguard this property. If any property is lost, damaged or otherwise found to be unsuitable for use, this must be reported to SMP and records shall be maintained by the supplier. This property may include returnable packaging, tools, inspection tooling and equipment. SMP purchasing should provide a bailment agreement and asset tags for SMP and/ or SMP Customer owned tooling. Additional instructions / requirements may be provided as required by SMP and/or the SMP Customer.

11.0 Supplier Owned Property

Suppliers must have agreement from the SMP Logistics Department (usually the Buyer) prior to sending Supplier Owned Property to be stored and/ or used by SMP. The agreement should cover at a minimum the item(s), special storage instructions if relevant, wear and tear expectations, and replacement costs & responsibilities. Any Supplier Owned Property must be identified as such by the supplier. SMP will not be responsible for this property if this was not communicated and agreed to as noted above by the Logistics Department and/ or properly identified.