



SUPPLIER QUALITY MANUAL

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INTRODUCTION

This Supply Quality Manual of the Lesjofors Springs Slovakia Ltd. Company (hereafter referred to as: LSS) defines the requirements for suppliers and serves as an agreement about quality between the LSS and its suppliers and forms an integral part of all the contractual relationships.

The LSS Company suppliers are supposed to cooperate intensively on prevention and quality assurance during all the process stages, mainly in planning, implementation and delivery of products.

REQUIREMENTS FOR QUALITY MANAGEMENT SYSTEM

The basic requirement of the LSS for suppliers is the building and constantly improving the quality management system according to the Standard ISO 9001.

In case the supplier does not possess the certificate according to the Standard ISO 9001, he is obliged to meet the requirements imposed on him and to present the timetable for the implementation of the quality management system according to the Standard ISO 9001.

The supplier must provide a copy of a valid certificate on request.

In case the supplier's certificate has been removed or he is not tending to continue in certification, he is obliged to notify this fact without delay.

„ZERO DEFECT“ ZERO ERROR STRATEGY

The suppliers should apply the „Zero effect“ method in their process, it means delivering products of the requisite quality at the agreed time and in the right amount.

D-PARTS, PARTS MARKED WITH SPECIAL CHARACTERISTICS

- **Safety part without critical characteristics**

In case the supplier is informed that the manufactured product is entering into the safety part (indication D-part or triangle in a circle) without defined critical characteristics, he is obliged to indicate this material in the production flow and in the related documentation as a D-part.

- **Safety part with CC-characteristics**

In case the supplier is informed that the manufactured product is entering into the safety part (indication D-part or triangle in a circle) and any of the parameters is indicated as a critical characteristics (CC), the supplier is obliged to perform the process capability for this parameter $cp, cpk > 1,67$.

Marking of the safety parts:



„D“

- **Safety part without critical characteristics**

The supplier is obliged to archive the documentation during 15 years from the end of production (according to VDA 1).

VENDOR SELECTION

The potential suppliers are addressed at this stage. The result of this stage should be a selected supplier who will provide the optimal product in the field of quality, price and logistics.

Current suppliers are addressed priority from the list of the approved suppliers, belonging to the rating category A.

If new suppliers are needed, release of the supplier into a list of approved suppliers is required.

The supplier is obliged to carry out the initial self-assessment. On this basis he decides to carry out an audit or the result of the self-assessment is the release to approved list of suppliers.

At this stage the suppliers are provided with necessary information concerning drawing documentation, related standards, legal regulations and product specifications.

In the demand phase the supplier will perform the analysis of manufacturability and possible risks that could occur in the production process.

The supplier has to submit the results of the risk analysis and manufacturability during the demand management.

In case the supplier during the demand management will not have any contradictions regarding technical documentation, standards and general requirements of LSS Company, he undertakes to comply with all these requirements.

RELEASE OF SPECIAL DELIVERIES

Before starting special deliveries, release of serial deliveries must be available to each supplied product.

For this purpose, the supplier will perform the test of the first pieces and confirm compliance of all the requirements given in drawing documentation, standards, legal regulations and product specifications.

The release of the first pieces must be done in the same way as it will be implemented during the serial conditions.

LSS expects to perform the initial sampling according to VDA 2 and PPAP.

If LSS does not define the type and level of the sampling report, we accept sampling according to VDA 2 level 2 or according to the pattern PPAP level 3.

Sampling of parts must be done in the following cases:

- Initial approval
- Change of the supplier or production site
- Change of parameter or dimension
- When using new tools or production equipment
- When using new materials which have not been approved
- Interruption of production for longer than 12 months

REQUALIFICATIONS

Requalifications is carried out at intervals minimum once every 3 years at all the products supplied to LSS. In case of safety parts (D/TLD,...), retraining is required once every 12 months.

This evidence must be delivered to LSS on request, without financial burden.

CLAIMS

On entry checking, LSS Company monitors all the goods delivered to LSS Company, if all prescribed requirements are met. In case of non-compliance, the supplier is immediately informed and obliged to take precautions to prevent recurrence of the initial disorder.

These measures are elaborated by G8D report and analysis of root cause 5Why.

LSS expects the report G8D should be delivered in following steps:

- 3D report: to 24 hours from receiving the claim
- 8D report + 5Why analysis: to 5 working days from receiving the claim.

These terms are valid in case if it is not agreed otherwise.

Costs of nonconformities caused by the supplier will be reinvoiced to the supplier.

ESCALATION METHOD

If any problems occur within the production start-up or in the series production phase, they must be clearly defined and effectively solved. The aim of the escalation method is to support this process by the supplier and the organisation by structured and mutual approach. The trigger element to create the escalation status can be:

- agreed deadline was not respected
- effective measures have not been implemented
- quality assurance by the supplier is inadequate and it is not possible to identify any tendency to improve this situation.
- promised measures about improvement have not been implemented

In this case the three-stage escalation process is applied:

- negotiations with the supplier about quality and agreement about appropriate measures
- Blocking the supplier, or production changeover or termination of relationships with the supplier

Stage 1:

The supplier is confronted with the created issue in an interview. The supplier has to elaborate an effective action plan and to apply it so that the project or the product is again in accordance with the appropriate requirements.

Stage 2:

The measures of the stage 1 did not lead to desired success. An interview about quality with the company management and possibly support of the LSS Company during the analysis and inspection of measures.

Stage 3:

The measures of the stage 2 did not lead to the desired success. The supplier has to be blocked. Modify production if necessary or finish cooperation with the supplier.

SUPPLIERS EVALUATION

A periodic supplier evaluation is carried out minimum once a year in the field of quality, logistics, purchase and general cooperation.

Based on defined set of questions, the overall assessment is performed and divides suppliers into 3 categories:

A – Approved supplier

- The supplier meets requirements, needs to be constantly improved

B - Conditionally approved supplier

- Need to send an action plan within 14 days

C – Unsuitable supplier

- need to send an action plan within 14 days, personal interview if needed
- Otherwise, stoppage of supplies

The business manager reports on the evaluation results.

AUDIT AT THE SUPPLIER

The supplier must enable to LSS a process audit of his management system quality to be carried out. The supplier must allow access to products and storage premises to evaluate quality of products, processes and keeping documentation.

LSS Company undertakes to notify the audit deadline in advance.

The supplier is informed about the audit results by means of an audit report.

The supplier has to propose and implement corrective measures in required time, after LSS approval.

The suppliers performing special processes, must carry out an self – assessment in regular terms once a year.

- CQI -9 Heat treatment evaluation

- CQI-12 Surface treatment adjustment evaluation

ENVIRONMENT

The suppliers are asked to respect legal requirements of environmental protection and to set processes to minimize the environmental impact.

LSS Company as a company responsible for the environment, prefers the suppliers with established system of environment management according to ISO 14 001.

The supplier is obliged to secure all the materials and raw materials used in production, meet legal requirements and LSS Company requirements.

The supplier has to provide true information about the data to IMDS system (www.mdssystem.com).

USE OF HAZARDOUS SUBSTANCES

The suppliers are obliged to arrange all the materials and raw materials used in production meet legal requirements and also requirements of LSS Company clients, primarily restriction of hazardous and prohibited substances:

REACH

European Union has enacted the Directive 1907/2006 on registration, evaluation, authorisation and restrictions of chemicals.

RoHS

The European Union has enacted Directive 2011/65/EU and Directive 2015-863 on restriction of hazardous substances in electric and electronic devices (RoHS).

Substances regulated by this Directive are: lead (Pb), mercury (Hg), cadmium (Cd), hexavalent chromium (CrVI), polybrominated biphenyls (PBB), polybrominated diphenyl ether (PBDE) and four various phthalates (DEHP, BBP, BBP, DIBP).

Conflicting minerals

Direction of European Parliament and Council (EU) 2017/821, establishes due diligence obligations in the supplier chain of EU importing tin, tantalum and tungsten, their ore and gold coming from conflict affected areas in high risk areas.

CODE OF CONDUCT

LSS has created a code of conduct according to established principles developed by the Beijer Alma group, where LSS is part of. The Code is linked to such initiatives as the UN Global Compact, which means that we follow its Ten Principles related to the environment and corporate social responsibility (CSR).

We expect our suppliers and other business partners to familiarize themselves with the Code of Conduct, which is available on the website:

[Beijer Alma | Code of Conduct](#)

CYBER AND INFORMATION SECURITY

Suppliers have to have assessed cyber and information security risks and have systems and procedures in place to protect computers, servers, mobile devices, electronic systems, networks and data against any cyber attacks.

These procedures have to include immediately informing LSS of the potential impact on LSS data.

Due to ever-increasing number of cyber attacks, we recommend to all supplier comply with the requirements if Tisax www.enx.com and NIS2 (European Cybersecurity Directive).

DOCUMENT HISTORY

Revision no.1	New document	March 2020
Revision no.2	Added „code of conduct“	January 2022
Revision no.3	Added „cyber and information security“	April 2025