		<h1>Quality System</h1>		<b>DOC. NUMBER</b> <b>QAR-001</b>
<b>DATE ISSUED</b> <b>26.05.2006</b>	<b>ISSUE NO.</b> <b>4</b>	<b>DOCUMENT STATUS</b> <small>This is a controlled document. It is the users responsibility to ensure that this document reflects the latest revision level.</small>		<b>PAGE NO.</b> <b>1 of 3</b>
<b>TITLE:</b>		<b>SUPPLIER REQUIREMENTS</b>		

## 1. Purpose

The contents within this document are the conditions by which the Suppliers of parts or materials to Hook Plastics are required to have as a minimum, be accredited to AS/NZS 9001:2000.

The Supplier shall be a provider of:

- Paint/ Print Materials
- Plastic Moulding Material, Master batch or
- Components used in manufacture.
- Services (e.g. Contract Painters and Printers)

This does not include the Suppliers of Packaging or Stationary materials.

## 2. Quality Systems

**2.1.** Hook Plastics' needs to be assured that the Supplier has a committed approach to quality and are working towards an ISO/*TS 16949:2002* based Quality System.

**2.2.** The Supplier shall have either of the following Quality System accreditation:

- AS/NZS ISO 9001: 2000
- ISO/TS 16949: 2002
- ISO 14001:2004 (Desirous, but not a mandatory requirement for Hook Plastics)

## 3. Product

### 3.1. Quality

Hook Plastics expects its Suppliers to achieve the following:

- 100% On time in Full delivery performance.
- Target "Zero" PPM (Parts Per Million) defects.
- Prompt preventive and corrective action system in the event of:
  - a. Defective product being received.
  - b. Failure to deliver on time in full.

### 3.2. Recyclability

Where specifications and requirements allow, Hooks encourages the Supplier to select materials for which recycling is available.

### 3.3. Hazardous Substances

Product should not contain where possible, hazardous substances as defined by government regulations, such as lead, mercury, cadmium, or hexavalent chromium. Supplier must indicate on the PPAP where Hazardous Materials may be present. Where Hazardous Substances are used refer to List of Designated Hazardous Substances NOHSC: 10005, where the latest edition shall always apply.


## 4. Product/ Process Changes

Where a change in product/ process is deemed necessary by the Supplier, that would effect the form, fit or function of the product, Hook Plastics must be notified in writing of the intended change.

The change must not be executed, unless approved by Hook Plastics.

Dependent on the nature of the change, the Supplier will be advised if the part is to be resubmitted and/or if the parts are to Breakpointed.

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## 5. Defective Product

Where a defective product has been found and is identified as the Supplier's responsibility, Hook Plastics will hold the right to recover associated costs of sorting, disposition and/or other costs incurred.

In the event of defective product being found, the Supplier will be notified and a Corrective and Preventative Action Report will be issued. The Supplier shall advise via the report, what actions have been taken to ensure that no further defective product is shipped.

Unless otherwise advised, the Supplier shall ensure that Breakpoint labels are attached to certified stock for one (1) delivery, after a defect has been found. A Breakpoint Advice must be forwarded to the Hook Plastics' Quality Department, prior to shipment.

## 6. Schedules

Hook Plastics shall provide the Supplier with a current schedule, in accordance with the products' associated lead-time and order requirements.

Where agreed, the schedule will indicate estimated delivery requirements. Product will then be called up by the Purchasing Officer as required.

## 7. Delivery and Product Handling

All deliveries to Hook Plastics are to have the correct identification as appropriate to the product being supplied.

Unless otherwise agreed, the label shall contain the following:

Batch Number or Date of Manufacture

- Inspection Status
- Part Number and Description
- Raw material- weight
- Components- quantity

Packaging shall be as agreed and appropriate to maintain product integrity during transport and comply with Health and Safety practices. Where possible packaging shall be returned to the supplier for re-use.

## 8. Supplier Specific Requirements

### 8.1. Paint and Plastic Raw Materials-

Also includes the supply of Colour Master Batch and Dry Powder.

The Supplier shall ensure that product quality is maintained throughout for conformity for:

- Colour- to be within the approved tolerances and where available, the Approved Colour Standard.
- Performance- to relevant Customer Material test specification(s).


### 8.2. Components-

Unless by prior agreement, the Supplier shall ensure that written approval has been given by Hook Plastics prior to delivering scheduled requirements.

It is the responsibility of the Supplier to ensure that each part conforms to the following:

- Controlled released drawings supplied by Hook Plastics.
- Parts meet all requirements listed on the current part drawing.

It is a requirement of ISO/**TS 16949:2002**, that the Supplier shall use a NATA certified Laboratory, unless prior agreement with Hook Plastics.

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Part Submission default is in accordance with **AIAG Production Part Approval Process (PPAP) Fourth Edition** Level 3, unless otherwise agreed. If your Company does not have the latest format of [PPAP 4<sup>th</sup> Edition](#) please refer to the attached link. A minimum of ten (10) samples are to be submitted to Hook Plastics with the following:

- Warrant
- Copy of uncontrolled drawing, indicating the location of the Item numbers of each dimension measured.
- Dimensional results
- Raw Material certification
- Laboratory test results
- Where applicable, results of Functional testing
- Process Capability results
- Copy of Process Failure Mode and Effect Analysis
- Copy of Process Control Plan

### 8.3. Paint/ Print

Submission default is in accordance with PPAP Level 2, unless otherwise agreed.

- Warrant
- Laboratory test results
- Batch colour readings (Paint Supplier only)
- Batch spray-out (Paint Supplier only)
- MSDS – Material Safety Data Sheet

### 8.4. Moulding Material

Submission default is in accordance with PPAP Level 2, unless otherwise agreed.

- Warrant
- Laboratory test results
- Batch colour readings
- Batch colour plaque
- MSDS- Material Safety Data Sheet

### 8.5. Services (e.g. Contract Painting, Printing)

Submission default is in accordance with PPAP Level 2, unless otherwise agreed.

- Warrant
- Laboratory test results
- Batch spray-out (from Contracted Painted or Printed Supplier)
- Copy of Process Control Plan

## 9. Continuous Improvement

Suppliers are encouraged to suggest improvements that would enhance the product quality or reduce cost of manufacture. Such improvements are to be forwarded to Hook Plastics for consideration and possible implementation.