



BACKER OBR

SUPPLIER QUALITY MANUAL

Backer OBR has developed this manual to give guidance and direction to all our suppliers. This manual is utilized by Backer OBR personnel to promote equality in the way we work with suppliers. We believe it is imperative that all suppliers to Backer OBR are treated equitably and that each supplier understands what is expected of them prior to producing products or contracting work with Backer OBR.

Backer OBR Philosophy

Our goal is to maximize customer satisfaction. Backer OBR believes this can best be achieved through commitment to quality that is fuelled by sustained continuous improvement.

Backer OBR understands suppliers play an integral part in maximizing our customers' satisfaction. Backer OBR believes that through open lines of communication with the entire supply chain, we can maximize the quality of the product, while maintaining excellent delivery, cost and unparalleled service to our final customer.

Supplier Relations

Backer OBR supports Best-in-Class supplier relations in meeting our needs and the needs of our customers. The focus of Best-in-Class is to work with leaders in the industry that are the most competitive in cost, quality, service and technology. Best-in-Class is characterized by objective cost targets, long-term commitments, and continual open communication between Backer OBR and the supplier.

Supplier Responsibilities

- Supplier will be third party registered to a Quality System Specification:
 - ISO 9001
- Supplier shall work toward implementation of Quality System Specification:
 - IATF 16949
- Supplier will perform necessary internal audits to ensure system integrity and maintain continuous improvement. A template for Audit can be supplied by Backer OBR.
- Supplier will notify Quality and Purchasing of any issues that relate to the ability to produce acceptable quality material within the pre-determined delivery window. Examples to include: unqualified processes, capacity issues, process issues, raw material availability, etc.
- Supplier will maintain Contingency Plan to satisfy customer requirements in the event of an emergency such as utility interruptions, labour shortages, key equipment failure and field returns.
- Supplier will notify Quality and Purchasing of any issues that relate to the ability to produce acceptable quality material which may have been sent to Backer OBR or is in transit to Backer OBR.
- Supplier will utilize the AIAG approved Production Part Approval Process and execute this process as directed by Purchasing and Quality.

- Supplier will provide material certifications that demonstrate compliance with all performance specifications.
- Supplier is expected to maintain 100% on-time delivery.
- Supplier is expected to maintain 0 PPM.
- Performance of each supplier is monitored by Backer OBR Score Card System. Supplier is responsible to achieve A rating and start necessary corrective actions in case of lower rating.
- Supplier will declare any hazardous materials that are provided to Backer OBR. A list of these materials can be found at www.gadsl.org.
- Supplier will respond with accurate and timely information to solicitations regarding supply chain touch points, supply risks, use of conflict minerals, country of origin information and other relevant supply inquiries.
- After PPAP approval has been granted by Backer OBR, suppliers shall notify Backer OBR of changes via email.

Non-Conformance

- Backer OBR may create a non-conformance (NC) notification when supplier provided material or components are suspect and need to be quarantined.
- A template for 8D is included with each NC notification and may be used to document the steps taken to address the NC. The supplier may use their own 8D document if the required information is included.
- When material does not meet specification, packaging requirements, or design intent, Backer OBR requires the supplier to follow the 8D process and provide corrective action(s).
- When defective material is found, Backer OBR reserves the right to apply financial ramifications.