The Composites Solution Partner

Supplier Quality Manual

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EXPECTATIONS AND PHILOSOPHY

CSP competes for business in the most competitive markets in the world. We must constantly improve our performance, our technologies, and our costs to remain competitive. Our suppliers are critical to our ability to succeed and must fully support our efforts in these activities.

The goals for CSP and our suppliers are simple; be the very best at what we do and do it at the lowest cost. We must have the best quality, the lowest cost, and the highest level of customer satisfaction to survive and to ensure profitable growth. To achieve this, we must have a highly flexible, highly motivated and highly robust supply base.

CSP requires 100% on-time delivery from all suppliers. We expect zero defects and rigorous continuous improvement from suppliers. We expect 100% on time and 1st time approval for Production Part Approval Process (PPAP) from all suppliers. We expect flawless supplier launches.

The procedures and policies defined in this manual will help support supplier efforts toward our shared objectives.

SECTION 1 – Introduction

1.1 Policy and Vision

It is the policy of CSP to utilize only those suppliers that can fully support our competitive goals, fully embrace the concepts of continuous improvement and strive to be "world class" in quality, delivery and costs.

It is our vision that by utilizing suppliers that share our sense of urgency and profound desire to be the best, we will continue to be leaders in our marketplace and we will continue to provide products and services with exceptional value to our customers, our employees and our stakeholders.

1.2 Purpose

The purpose of the CSP Supplier Quality Requirements Manual is to clearly define the expectations and policies for suppliers to CSP.

1.3 Scope

This manual applies to all direct material suppliers to CSP. In addition, many of the policies and procedures defined in this manual apply to indirect material and service providers.

1.4 Responsibility

- Suppliers are responsible for meeting the requirements defined in this manual, the IATF 16949:2016 / ISO9001:2015 standards and other requirements as specified on the CSP Purchase Order.
- Failure to meet these requirements may result in loss of existing or future business with CSP. Any/all costs associated with supplier failures will also be the responsibility of the supplier.
- Suppliers are responsible for 100% on-time delivery and zero defects.
- Suppliers are responsible for supporting CSP continuous improvement activities.
- Suppliers are responsible for supporting CSP efforts and procedures for ensuring flawless launches, including on-time PPAP submissions.
- Suppliers are responsible for developing and implementing part specific executable contingency plans for ensuring continued delivery of product and services in the event of unplanned events including catastrophic events.
- Suppliers are responsible for adhering to all applicable governmental regulations and industry safety and health standards.
- Suppliers are responsible for adhering to CSP's Supplier Code of Conduct.

1.5 Diversity

Through its supplier diversity program, CSP seeks to actively include diverse suppliers in an open and fair purchasing environment. Our commitment is to make sure that diverse suppliers have opportunities to provide products and services to CSP. The objective is to proactively identify qualified diverse suppliers with the proven ability to contribute to CSP's growth. By including qualified diverse suppliers, CSP will enhance its customer reputation as a supplier of choice by using innovative approaches to improve supplier diversity performance. CSP recognizes the importance of supplier diversity development and strives to meet customer expectations for diverse expenditures.

SECTION 2 – Supplier Qualification

2.1 Qualification Process

Suppliers to CSP must be qualified and approved to do business with CSP. All suppliers will be required to fill out selected purchasing documents and a capability self-assessment which may be followed by an onsite audit by CSP Corporate Quality.

2.2 Certifications

- ISO 9001:2015 certification is the minimum requirement to be approved as a supplier to CSP. If not, a waiver must be completed and approved by CSP Corporate Quality (waiver can be found at Suppliers | CSP)
- Automotive suppliers are required to be IATF 16949:2016 certified. If not, a waiver must be completed and approved by CSP Corporate Quality (waiver can be found at Suppliers | CSP). Suppliers not certified to IATF and without a waiver on file, will be evaluated based on risk to CSP and contacted to provide their plan to become certified. Those suppliers without a plan to become IATF certified or fail to respond will be at risk of desourcing or subject to a quality management system audit by a CSP or 2nd party auditor, at supplier's expense.
- Suppliers must also satisfy the appropriate AIAG standards. Core Tools: Production Part Approval Process (PPAP), Advanced Product Quality Planning (APQP), Potential Failure Mode and Effects Analysis (FMEA), Control Plans, Measurement Systems Analysis (MSA) and Statistical Process Control (SPC).
- Complete applicable AIAG CQI Assessments annually (see Reference Section) with a passing score and provide most recent assessment within 24 hours of request to Corporate Supplier Quality.
- ISO 14001:2015 certification for Environmental Management is encouraged.
- Suppliers should follow guidelines outlined in M-7: Global Materials Management Operations Guideline Logistics Evaluation (MMOG / LE).
- Suppliers shall meet all requirements of International Material Data Systems (IMDS); this information must be submitted prior to PPAP approval within the IMDS system

to CSP.

- ISO 17025 certification for labs and A2LA / 17025 accredited lab in PPAP.
    - Certification must have mark of National Accreditation Body or evidence of external lab approved by customer.

2.3 Additional Minimum Requirements

To be added to our approved supplier list, a supplier shall have:

- A system to measure their own quality and delivery performance
- A system to monitor and manage their sub-tier suppliers
- A commitment to provide cost breakdowns with quotations
- A standing invitation for CSP personnel to visit theirfacility as well as their sub-tier suppliers
- An understanding that further information may be required

Any divergence from this policy must be agreed to in the supplier file in writing and signed by the CSP Supplier Quality representative.

2.4 Customer Directed Suppliers

Suppliers directed or recommended to CSP by the end customer, must also comply with the requirements defined in this manual unless a customer waiver or 3rd party agreement is in place.

SECTION 3 – Supplier Product Control / Launch Readiness

Suppliers will be required to follow formal procedures for launching new product. The procedures will include the steps identified in IATF 16949 and the appropriate AIAG guidelines. Examples of some of the requirements include AIAG Core Tools:

3.1 Advanced Product Quality Planning (APQP)

Suppliers to CSP shall meet the requirements defined in theAIAG APQP Manual - Current Edition. Specifically, CSP requires suppliers include “process” parameters in the PFMEA and Control Plans and notjust product parameters. The supplier will be required to submit (*sqa-500 PPAP / APQP Checklist*) to their respective CSP Program Manager as requested, available at Suppliers | CSP.

3.2 Production Part Approval Process (PPAP)

Suppliers shall submit parts and processes for approval following the AIAG PPAP Manual guidelines. All suppliers must submit to Level 3 unless notified in writing by the Corporate Supplier Quality representative another level of submission is permissible. The supplier will be required to submit (*sqa-500 PPAP / APQP Checklist*) to their respective

CSP Program Manager as requested.

Note: This is for all custom parts, not a requirement for commodity suppliers.

Suppliers shall submit to CSP, when requested, annual layouts or PPAP per CSP and/or end customer requirements.

3.3 Run @ Rate

Suppliers shall be required to submit Run @ Rate data to CSP Industrial Engineering department for review and approval prior to PPAP approval. *(sqa-400 Run @ Rate Summary or Customer Format as required, available at Suppliers | CSP.)*

3.4 Safe Launch

Suppliers shall have a process for early product launch or safe launch containment plan until the production process is validated, stable, and approved by CSP. This plan shall remain in place for the first 30 days of production or specified number of parts (5% of annual volume), whichever is more stringent, unless another agreement is made with the CSP production plant quality department and the CSP Corporate Quality Manager or Supplier Quality representative.

The safe launch plan shall include regular review of data collected with root cause and corrective actions for any nonconformance with the plant and corporate Quality departments. The supplier shall submit an exit letter to CSP plant quality department and have it approved prior to being removed from safe launch.

Additional safe launch criteria may be required for critical changes to the process. This will be determined with CSP supplier quality and the production plant quality department. (Section 3.10)

3.5 Tooling, Gauges and Test Fixtures

Suppliers are required to maintain all tooling, testing, and inspection equipment. All customer or CSP owned tooling must be identified per customer and/or CSP requirements. Prior to PPAP approval, suppliers must provide tooling record information to Program Management, which includes;

- Pictures of all tooling, gauges and test fixtures
- Asset tag or other customer required identification
- CAD model of tooling and gauges
- Invoices

3.6 Verification of Purchased Product

CSP and/or our customer reserve the right to verify at the supplier's premises that the

product/services supplied meet specifications. Suchverification shall not be used by the supplier as evidence of effective control of quality bythe supplier.

3.7 Nonconforming Material

Nonconformance notices will be issued by the CSP production plant quality department upon discovery of nonconforming product or concerns with logistics, delivery, packaging, and labeling. Suppliers shall follow the outlined corrective action procedure unless otherwise agreed to in writing by the CSP production plant quality department:

- CSP personnel notifies supplier of concern by e-mail, phone call, or other electronic system.
- Supplier must provide response and containment within 24 hours of notification. Containment includes sort or replacement of any product at supplier site, in transit to CSP location, and at CSP production plant quality department.
- Supplier must provide certified material, which must be clearly identified and communicated to the appropriate CSP plant(s).
- Corrective actions must be completed and submitted per the instructions supplied with the request.
- Suppliers will be responsible for any financial impact to the CSP production plant which is outlined in Section 4.5.

Failure to meet any of these requirements may result in escalation through the CSP organization (Section 4.4).

3.8 Packaging

CSP and the supplier will agree upon packaging during product launch. Supplier shall complete and submit form *PUR-M0010-00-01 Supplier Manual for Packaging and Shipping Instructions*, available at Suppliers | CSP which will be used to document approval and will define the packaging details. When required, returnable packaging will be utilized. Suppliers are responsible for developing contingency packaging (expendable) should the returnable containers not be available.

- A copy of the label (or high quality photo) must be submitted with the *SQA-460 Packaging Proposal Form* to the CSP production plant as required by the instructions.

3.9 Lot Control/Traceability

Lot control and traceability shall follow guidelines and requirements outlined in the IATF16949 standard (Section 8.5.2.1) is required for suppliers of CSP to reduce the amount of risk should a problem with product occur.

Suppliers must have effective systems in place for ensuring incoming materials and components from Tier II & Tier III suppliers are also controlled properly. Component marking for traceability maybe required by end customer or industry standards.

3.10 Supplier Request or Engineering Change (SREA)

Any changes to process or product MUST be submitted to Supplier Quality and Purchasing for approval by CSP Supplier Quality using form (*SQA-100 Supplier Request for Deviation or Engineering Change)* which can be found at Suppliers | CSP*)* prior to implementation of the change. Failure to obtain approval before any change is implemented may result in immediate business "hold", loss of the existing business, notification to the IATF registrar, and/or will result in financial liability to the supplier. Without prior approval, any costs may be the liability of the supplier.

Process or product changes that require CSP approvalinclude, but are not limited to the following:

- Material Changes
- Process Changes including any change of process or product safety or critical characteristics
- Change in manufacturing location
- Tooling capacity change
- Re-commissioning of tooling that has been inactive for one year
- Tooling refurbishment / replacement
- Tooling transfer or resource of supplier
- Changes to information technology systems
- Changes to sub-tier supplier raw materials, components or services
- Changes to ownership structure

First shipment of product after deviation or change has been implemented must be clearlyidentified and communicated to the appropriate CSP plant(s) quality department.

3.11 Contingency Plan

Suppliers to CSP must be prepared for natural disasters, global pandemic, cyberattacks, and man-caused events that can disrupt business. A formal plan is required which is executable and part number specific. A plan must include definition of roles and responsibilities, instructions for implementation, verification and timing to complete. This plan should also include a process to manage response and recovery from critical incidents or business interruptions. Contingency plans shall be reviewed annually and made available to CSP within 24 hours of being requested.

Reference document: AIAG M12 Business Continuity Planning for the Automotive Supply Chain.

SECTION 4 – Supplier Management and Development

4.1 Performance Reporting

CSP will update supplier performance periodically and provide suppliers with access to the performance reports. It is the supplier's responsibilityto communicate the importance of these metrics within their organization. It is also the supplier's responsibility to develop an improvement plan and implement the required improvements.

CSP 's basic requirements will include zero incidents. In addition, suppliers may be monitored for on time PPAP, APQP, and 1st time approval rate. Suppliers may also have specific objectives for cost improvement, engineering, and EDI support.

4.2 Supplier Ratings

Supplier will be rated by Green, Yellow and Red as defined below:

- **Green Suppliers** - Either grandfathered prior to July 2007, or new suppliers after an initial trial period of a minimum of six months without incident regarding delivery or quality after production.
- **Yellow supplier** – Any current supplier with repetitive quality or delivery issues within a rolling six month period. Any new supplier will remain Yellow until they have six consecutive months without any quality or delivery issues after production.
- **Red supplier** – Any supplier with repetitive quality or delivery issues in rolling six month period that cause disruptions to CSP, or end customer production. A supplier in the Red category cannot bid new business and will notbe considered for new business. A supplier who stays red longer than 12 months will risk their productor service being re-sourced.

4.3 Supplier Monitoring and Development

Supplier concerns will be reported to upper management monthly and Corporate Quality will review this data for repeat issues and meet with purchasing to review severity and occurrences to determine if supplier needs to be turned "yellow" or "red" in approved supplier list for continuous monitoring.

Suppliers will be reviewed annually for IATF certification. Those suppliers that are not IATF certified that supply automotive product to CSP will be evaluated based on risk. Those suppliers considered high risk will be subject to furtherreview and development. Assessments and reviews may be conducted for those suppliers considered medium tohigh risk based on performance and IATF certification.

4.4 Escalation Process

The escalation process is developed to assist CSP production plants with supplier quality, financial, and delivery concerns along with lack of responsiveness. This process should only be used if there were numerous attempts by CSP plant personnel or the issue is a high risk to the business. The escalation levels are as follows:

- Level 1: CSP plant upper management
  - Plant Quality Manger
  - Plant Manager
- Level 2: CSP corporate quality and purchasing
  - Supplier Quality Manager and Director of Quality
  - Commodity Buyer
- Level 3: CSP Vice President
  - VP of Purchasing
  - VP of Quality

Escalation from CSP production plants may result in a reduction of supplier rating, placing supplier under controlled shipping, new business hold, de-sourcing, or other financial impacts to the supplier.

4.5 Supplier Chargeback

Suppliers will be responsible for all costs and damages associated with supplier related nonconformanceand disruptions to CSP or end customer plants plus an administration fee of up to $500.00 per incident. The financial impact will be tracked and communicated to the supplier by CSP production plants and supplier quality unless the overall cost is above a specific threshold, then it will be escalated to CSP corporate purchasing and quality, in addition to the production plant and supplier quality. The supplier will have 5 business days to review the chargeback and provide a response otherwise it will be debited from the next invoice.

4.6 Controlled Shipping

Controlled Shipping may be issued when there is a lack of process control that has resulted in non-conforming parts reaching a CSP
production plant. There are two levels of Controlled Shipping; Level One and Level Two.

Controlled Shipping Level One

- Additional inspection performed by the supplier's employees at the supplier's location after the parts have been identified at finished goods and ready to ship
- Problem solving process

- Inspection data forwarded to CSP production plant and supplier quality daily

Controlled Shipping Level Two

- Primary purpose is to control and contain non-conforming product at on off-site location and measure the effectiveness of the Controlled Shipping Level One
- Same processes as Controlled Shipping Level One with an added third-party inspection. The third-party is selected by the supplier, approved by CSP, and paid for by the offending supplier.
- This data will go directly to CSP plant quality department and supplier quality.

CSP Production Plant Quality department and supplier quality must approve removal of Controlled Shipping. Approval to remove the third-party sort will be granted when the third-party or CSP verifies the root cause and irreversible corrective action of the failure mode. Evidence from the Problem-Solving Process will be submitted to CSP plant quality department and supplier quality for review and approval.There must be evidence that the systemic issues have been resolved. This includes zero non-conformances at CSP production plant during the Controlled Shipping process.

4.7 De-sourcing Policy

Suppliers that cannot, will not, or do not comply with the requirements defined in this manual may have purchase orders terminated in whole or in part for cause, be removed from the Approved Supplier List, and will not be allowed to quote or receive new business.

4.8 Tier 1 / Tier 2 Relationship

Customer communication and all visits shall go through Tier 1 including, but not limited to, site visits, product data, process data, deviations, and process / engineering changes.

SECTION 5 – Continuous Improvement

5.1 Plan Do Check Act- (PDCA)

Suppliers must incorporate the Plan, Do, Check and Act process for monitoring key performance indicators. (KPI)

Plan - Establish the objectives and processes necessary to deliver results in accordance with customer requirements and the organization's policies.

Do - Implement the processes as planned

Check - Monitor the processes and product against policies, objectives and requirements for the product and report the results.

Act - Take actions to continually improve process performance.

5.2 Concern Management/ Problem Solving

CSP requires the use of a standard AIAG (CQI-20 Effective Problem Solving Practitioner Guide) format or equivalent to define the requirements and expectations for suppliers for problem solving and corrective action. The procedure outlines a disciplined, formal approach for problem solving and specifies the approach required for each step of the process.

This requirement applies to all suppliers of production material, parts, subassemblies or services. This is the procedure suppliers will utilize for resolving any/all issues including quality related problems, delivery related problems, late submissions and other issues.

5.3 CSP Expectations

The automotive industry remains a very competitive environment. Continuously managing costs is a critical requirement in the marketplace. CSP cannot absorb customer demands for cost adjustments without the full support of our suppliers. CSP 's expectations are that our suppliers at the very least will:

- Share process improvement methodology and techniques
- Foster Continuous Improvement, 6 Sigma, and a Lean Manufacturing culture
- Deliver business results that help the supplier and CSP obtain world class performance
- Focus on overall supplier capability and performance

SECTION 6 – Government and Regulatory Compliance

Suppliers shall comply with all applicable governmental regulations and safety standards. Registration to ISO 14001 is strongly recommended. At a minimum, suppliers shall have a formal process in place to ensure compliance to government regulations, health and safety of employees and a positive impact on the environment.

End-of-Vehicle Life Directive (ELV)
The European Commission implemented the End-of-Life Vehicle Directive (ELV) which prohibits the use of mercury, lead, cadmium and hexavalent chromium in vehicles and components. The Directive is intended to minimize the impact of "end-of-life" vehicles on the environment. This is mandated for all European Union (EU) Member States and is also required by North American and Japanese vehicle manufacturers.

Restrictive/Prohibit Material Reporting
North American OEM companies require all suppliers supply detailed information for all Restricted and/or Prohibited materials found in their products. The format for this is the International Material Data System IMDS. The IMDS can be found at www.mdsystem.com.

NOTE: Suppliers must provide the proper information to CSP to satisfy this requirement before they can achieve PPAP approval.

SECTION 7 – Applicable Documents and Forms

(SQA-100 Supplier Request for Deviation or Engineering Change)
(SQA-400 Run @ Rate Summary)
(SQA-460 TAT Packaging Proposal Form)
(SQA-500 APQP / PPAP Checklist)
Supplier Self-Assessment

REFERENCES

- IATF 16949
- ISO9001:2015
- M-7 : Global Materials Management Operations Guideline Logistics Evaluations (MMOG/LE)
- AIAG CQI – 9 Heat Treat Assessment
- AIAG CQI – 11 Plating
- AIAG CQI – 12 Coating
- AIAG CQI – 15 Welding System Assessment
- AIAG CQI – 17 Soldering
- AIAG CQI – 19 Sub-tier Supplier Management Process
- AIAG CQI – 20 Effective Problem Solving Practitioner Guide
- AIAG CQI –23 Molding System Assessment
- AIAG CQI – 27 Casting
- AIAG CQI – 30 Rubber Molding System Assessment
- AIAG Production Part Approval Process (PPAP) ~ Current Edition
- AIAG Advanced Product Quality Planning(APQP) ~ Current Edition
- AIAG Control Plan ~ Current Edition
- AIAG Potential Failure Mode and Effects Analysis (FMEA) ~ Current Edition
- AIAG Statistical Process Control (SPC) ~ Current Edition
- AIAG Measurement Systems Analysis (MSA) ~ Current Edition
- AIAG M-12 Business Continuity Planning for the Automotive Supply Chain
- AIAG M-9 Materials Management Operation Guidelines
- CSP Terms and Conditions
- CSP Code of Conduct

By signing, the Parties confirm that they have read, understand, and agree to be bound by the requirements and guidelines outlined in the Supplier Quality Manual, as modified and initialed above, for all current and future orders from CSP.

On behalf of:	On behalf of:
CSP	_____
Signature:_____	Signature:_____
Name:_____	Name:_____
Title:_____	Title:_____
Date:_____	Date:_____

Revision History:

Revision Date	Description of Change	Approved By

6.7.2019	• Removal of TS16949, added IATF 16949: 2016 throughout manual.
	• In Section 2 – Min req updates
	• ***SQA-500 APQP / PPAP Checklist*** has been added
	  • AIAG CQI Assessments have been added **CQI – 9 Heat Treat AssessmentCQI – 11 Plating**
	  CQI – 12 Coating
	  CQI – 15 Welding System Assessment
	  CQI – 17 Soldering
	  CQI – 27 Casting
	• Supplier is responsible for adhering to Teijin Automotive Technologies 's Supplier Code of Conduct which has been added to Section 1 – D: Item 8.
		Charles Gelfand

11.3.2020	• Re-formatting and numbering • Table Contents • 1.5 Diversity • 2.1 Qualification Process • 2.2 Certifications • 2.3 Additional Minimum Requirements • 2.4 Customer Directed Suppliers • 3.4 Safe Launch • 3.5 Tooling, Gauges and Test Fixtures • 3.7 Control of Nonconforming Product and Corrective Action • 3.10 Supplier Request or Engineering Change (SREA) • 4.2 Supplier Ratings • 4.3 Supplier Monitoring and Development • 4.4 Escalation Process • 4.5 Supplier Chargeback • 4.6 Controlled Shipping	K. Gilgenbach

8.16.2021	• 2.2 - ISO 17025 certification for labs and A2LA / 17025 accredited lab in PPAP • 2.3 – should to shall • 3.4 - The supplier shall submit exit letter to Teijin Automotive Technologies and have it approved. • 3.7 – Added I-Charts • 4.6 – Inspection data forwarded to Teijin Automotive Technologies daily using Teijin Automotive Technologies 's standard I-Chart form • Removing CSP from document, changing to Teijin Automotive Technologies • Removing CSP logo, changing to new logo	K. Gilgenbach
5.25.2022	• Added new packaging form *PUR-F0013-XX Packaging Proposal Form*	K. Gilgenbach
10.11.2022	• Add initial on each page footer • Add signature line for Teijin and Supplier	K. Gilgenbach
10.20.2022	• Added section 4.8 – Tier 1 / Tier 2 relationship Customer communication shall go through Tier 1 including site visits, product data, process data, deviations, and process / engineering changes.	K. Gilgenbach

1.29.25	• Full review/update Supplier Quality Manual • Correction of document numbers, addition of MMOG/LE to references, update to supplier performance metric section • Alignment with Purchasing, Program Management, OpEx teams, in alignment with T&C's and Code of Conduct	K. Williams
7.1.25	• Logo and name change throughout, updated hyperlinks	K. Williams

APPENDIX B: Quality Standard
CSP

Top Coated A-Surface Parts - Outside Topcoat Supplier

1. PPAP requirements are limited to Outside Topcoat Supplier providing a process flow, control plan, and material/performance test results on parts reviewed, retained, and accepted by CSP Quality Representative while on-site prior to launch, and a PSW submission.

2. Prior to receipt of parts at Outside Topcoat Supplier, incoming parts should be free of defects in a 'paint ready' state that includes, but is not limited to:

   a. The parts will not exhibit adhesive squeeze out
   b. They will have been adequately sanded, not exhibiting a rough surface
   c. Body filler repairs required will have been completed to correct surface defects generated in the production process
   d. Any prior surface scuffing deemed to be required to promote paint adhesion on all class A surfaces will have been completed
   e. Trim edges will be even
   f. Parts will be in a clean state

   This 'paint ready' state means parts would not have to be taken off-line' for any rework prior to prime, which would constitute significant defects.

3. Outside Topcoat Supplier and CSP agree that Supplier is not held financially responsible for the repair of parts that arrive damaged due to shipping or improper loading of components in shipping racks.

4. Outside Topcoat Supplier agrees that parts received with minor defects before paint are to be processed/finessed/reworked as part of the normal production process at no cost to CSP. Parts processed with significant defects to be reviewed and approved by CSP Quality Representative for rework plan. If CSP repairs parts on-site with CSP associates or another supplier (eg. Stratosphere, QLS, or other third party), Outside Topcoat Supplier is not responsible for financial impact of said repairs. Defects generated by Outside Topcoat Supplier through their paint application will not be charged to CSP.

5. Outside Topcoat Supplier shall not be responsible for any claims related to late or missed deliveries to final customer resulting from defects or any other claim for compliant delivery and quality issues not within their reasonable control. Outside Topcoat Supplier will an agreed upon inventory level.

6. Outside Topcoat Supplier has no responsibility for determining proper hole size or location. Outside Topcoat Supplier agrees that parts requiring rework will be analyzed in conjunction with CSP Quality Representative. Any additional part preparation costs requested by CSP after project implementation will be quoted and are the responsibility of CSP.

7. Outside Topcoat Supplier will not be held financially responsible for any claims related to shipping damage that could happen between CSP and Outside Topcoat Supplier or between Outside Topcoat Supplier and final customer, unless due to improper loading at Outside Topcoat Supplier. Should shipping damage occur, it will be documented, and CSP Quality Representative will be contacted for rework instructions or return/scrap direction.

8. Parts exhibiting characteristics noted below, for example but not limited to, will be quarantined for CSP Quality Representative to inspect and determine rework or return/scrap direction:

    a. Major cosmetic/structural defects
    b. Generalized areas of porosity/waviness/deformation of SMC
    c. Short Shots
    d. Delamination
    e. Bond Line Read Through

9. All design verification and initial material testing is to be completed by CSP and/or final customer. Outside Topcoat Supplier will have a control plan which details on-going daily quality checks including but not limited to:

    a. Dry Film Build
        - *This requirement is dictated by the CAD model, which will dictate the max allowable film build*
    b. Cross Hatch/Adhesion
    c. BYK Mac (X-Rite) Reading
    d. CF/Orange Peel Quantity of Times painted
        - *This requirement is dictated by the CAD model, which will dictate the maximum top coat quantity or film build*
    f. Gloss Rating
        - *Specified by CSP or final customer*
    g. With data provided to CSP when requested.
    h. *Note: Specific to these matte-painted parts, Appearance approval (AAR) and color harmony process will both be expected from Outside Topcoat Supplier.*

10. Outside Topcoat Supplier will not provide any warranties, either express or implied with regard to structural components. Outside Topcoat Supplier is providing a top-coated surface and warrants that it will comply with the paint process approved by final customer.

11. Outside Topcoat Supplier will take necessary steps to maintain/achieve the requirements stated in final customer specifications. Future revisions of this specification may merit re-quote of business from Outside Topcoat Supplier to CSP, as well as CSP to final customer.

12. Outside Topcoat Supplier will provide an updated Supplier Self-Assessment with quality certifications as requested. (eg. ISO 9000/IATF 6949)

13. All visits to the customer by Outside Topcoat Supplier must be coordinated and in conjunction with CSP personnel, as the Tier 1 Supplier, per CSP Supplier Quality Manual.