



**MAUMEE ASSEMBLY & STAMPING**

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# SUPPLIER REQUIREMENTS AND GUIDELINES MANUAL

FOR SUPPLIERS OF DIRECT MATERIALS,  
PRODUCTS AND SERVICES

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## Introduction Statement

The intent of the MAS supplier Requirements and Guidelines Manual is to provide requirements and guidelines for suppliers of direct materials. Suppliers are required to comply with the standards described in this manual, but in all cases, purchase orders, contracts, terms and conditions and other business agreements shall prevail.

## MAS Quality Policy

‘MAS is committed to exceed customer requirements with regard to Safety, Quality, Delivery and Cost. These goals will be achieved through Leadership, Teamwork, Training and Continuous Improvement.’

## Basic Supplier Requirements

- Quality Management System shall be certified to ISO 9001:2015 as a minimum, with the ultimate objective of becoming IATF 16949:2016 certified.
- Suppliers shall maintain a minimum ‘Level Two’ performance rating (see Supplier Performance Metrics in section 5 for details).
- 100% on-time delivery according to MAS scheduled order releases.
- Maintain a minimum Cpk/Ppk value of 1.67 for all drawing characteristics on short term capability studies. Maintain a minimum Cpk/Ppk value of 1.33 is required on all characteristics on long term capability studies.
- Demonstrate a company culture of continuous improvement.
- Use of error-proofing in design and mistake-proofing in manufacturing processes.
- Requests for corrective action require an initial response with 24 hours of a final response (including root cause analysis and irreversible corrective action) within 14 days.
- Open to audits of financial documents to demonstrate financial stability as a long-term supplier.
- Continue the support of automotive service parts demand beyond program end-of-life in accordance with OEM requirements.
- Support MAS efforts to benchmark supplier’s performance (cost, quality, delivery, etc.).
- Comply with AIAG, REACH, IMDS and Conflict Minerals legislation reporting and due diligence requirements.

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## 1.0 PURPOSE, SCOPE, DISTRIBUTION AND REVISION CONTROL

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### 1.1 Authority, Purpose and Scope

#### Authority

This manual is authorized by the President of MAS and is written under the direction of the MAS Quality Management group. All questions and recommendations pertaining to this manual should be addressed to Quality Management.

#### Purpose and Scope

The intent of this manual is to broaden the scope of IATF 16949 and to include additional requirements of MAS and our customers. MAS requires that every supplier location that manufacturers and/or ships production and service parts and materials to our plant, or to out customers' plants, comply with the standards, guidelines and business practices outlined in this manual.

### 1.2 Exceptions

MAS purchase order, contract or a MAS procurement representative may waive or accentuate conformance with some of the requirements described in this manual.

### 1.3 Supplemental and Supporting Documents

The Automotive Industry Action Group (AIAG) publishes several manuals that define standards required by Stellantis, GM, Ford and many other MAS customers. Suppliers are to remain current with these standards. It is therefore necessary to obtain current editions of the manuals to fully comply with the AIAG requirements and MAS expectations. Copies of these manuals can be purchased from AIAG at their website [www.aiag.org](http://www.aiag.org).

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The following is a list of mandatory manuals:

- IATF 16949 Quality Systems Management Standard
- ISO 9001 Quality Systems Management Standard
- AIAG Advanced Product Quality Planning (APQP)
- AIAG Potential Failure Mode and Effects Analysis (FMEA)
- AIAG Production Part Approval Process (PPAP)
- AIAG Control Plan
- AIAG Statistical Process Control (SPC)
- AIAG Measurement System Analysis (MSA)
- CQI-12 Special Process: Coating Assessment, if applicable
- CQI-15 Special Process: Welding, if applicable

MAS may be required to cascade OEM and other customer standards throughout the supply chain. When applicable, MAS will communicate to suppliers the specific standards and the supporting documents required.

## 1.4 Distribution and Revision Control

### Distribution

This manual is available to all MAS suppliers of direct materials and components on the MAS website ([www.mastamping.com](http://www.mastamping.com)).

### Revision

This manual is reviewed at regular intervals. Changes are made as required and updated versions are identified by the date shown in the document footer. Suppliers are required to ensure the current issue of the manual is being used and obsolete documents are promptly removed from all points of issue, or otherwise assured against unintended use.

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## 2.0 SUPPLIER SUSTAINABILITY

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MAS supports developing business relationships that have a positive impact on the environmental, social and economic conditions throughout our supply chain. As a means of strengthening our collaborative sustainability efforts we request suppliers to develop policies and practices that encompass commonly held global ideals for business ethics, equality, diversity, health and safety. We encourage the completion of the AIAG Supplier Sustainability Self-Assessment form to establish your company's baseline sustainability score and better understand potential areas of improvement. A link to the self-assessment can be found at [www.aiag.org](http://www.aiag.org).

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## 3.0 COMMERCIAL REQUIREMENTS AND EXPECTATIONS

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### 3.1 Supplier Financial Stability

Suppliers must be willing and capable of providing proof of financial stability. Potential new suppliers may be required to provide evidence of liquidity before being considered for addition to the MAS approved supplier list. The required financial evidence will be defined by MAS and may vary depending on the region and the scope of the project. Suppliers must be financially viable to be considered for sourcing. Any false or inaccurate information will immediately disqualify a supplier. Suppliers may, in certain circumstances as deemed reasonable by MAS, be required to provide bank guarantees for delivery.

### 3.2 Contingency Planning

Suppliers are required to prepare contingency plans for each facility to assure that maximum up-time is achieved, and MAS and our customers receive products and services on-time while meeting quality expectations.

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## 4.0 QUALITY MANAGEMENT SYSTEM REQUIREMENTS

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### 4.1 Summary of Requirements

Certification to ISO 9001 Quality Management System standard is the minimum requirement for suppliers of direct materials, unless the supplier is customer-directed. Certification or compliance to IATF 16949 is the required target. Compliance to CQI-12 is required for suppliers that provide special coating. Compliance to CQI-15 is required for suppliers that provide welding processes.

Suppliers shall notify their certification body/registrar and MAS in writing within five (5) working days when a customer changes their status of the site servicing MAS or our customer to any hold, containment or other customer specific descriptions.

MAS reserves the right to add requirements, and may, at its discretion, waive all or part of this requirement.

### 4.2 Additional MAS Specific Requirements

MAS may be required to comply with standards for a region or to a customer, and to pass the requirements to our suppliers. When applicable, MAS will communicate to suppliers the specific standards and supporting documents. Suppliers are responsible for cascading these requirements down the supply chain to the point of manufacture.

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## 5.0 THE SUPPLIER DEVELOPMENT PROCESS

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### 5.1 Supplier Selection and the Approved Supplier List

MAS evaluates and selects suppliers based upon their ability to meet requirements. The Materials Manager maintains an Approved Supplier List. The following are the criteria used to determine the suitability of this list.

One or more of the following are required:

- ISO 9001 certification (minimum)
- Directed by customer

Other considerations used to evaluate suppliers:

- Technology
- Capacity
- Competitiveness
- Quality performance
- Service and support
- Responsiveness
- Effective problem resolution
- Proactive approach to defect prevention and continuous improvement
- Location
- Logistics in relation to MAS plant
- Financial stability
- Acceptable quality system assessment

### 5.2 Supplier Performance Metrics

Supplier performance metrics are summarized in the table below:

Metric	Formula or Scale	Max Points
<b>Quality</b>		
Quality Management System	IATF 16949 = Max points; ISO 9001 = 12 points; Not CQI-12 compliance = 5 points (where applicable)	20

Quality Incidents	No NMR's issued = Max points; One NMR issued = 10 points; Two or more NMR's issued = 0 points	20
Critical Quality Condition	No incidents = Max points; On or more incidents = 0 points	10
	<b>Total Possible Quality Points</b>	<b>50</b>
Delivery		
On-time Delivery	=[Max points x (On-time deliveries/total releases)]	20
Premium Freight	No Occurrences = Max points; One Occurrence = 5 points; Two or more Occurrences = 0 points	10
	<b>Total Possible Delivery Points</b>	<b>30</b>
Commercial and Service		
Continuous Cost	No cost variance in last 12 months = 10 points; Cost increase in last 12 months = 0 points	10
Responsiveness	Max points for exceptional response to PPAP, IMDS, RFQ and requests for corrective action	10
	<b>Total Possible Commercial and Service Points</b>	<b>20</b>
<b>TOTAL POINTS = 100</b>		

Supplier performance levels are detailed below.

Level	Total Points	
Level One	90 to 100	MAS will seek out areas to grow with supplier. Supplier has opportunity to quote all new business opportunities within capability.
Level Two	80 to 89	Supplier in good standing with MAS. Potential for growth opportunities.
Level Three	60 to 79	Performance improvement required. Limited opportunity for growth with MAS.
Level Four	< 60	Improvement required to sustain current business.

### 5.3 Supplier Scorecard

Supplier performance is summarized on scorecards for selected suppliers on a quarterly basis.

## 5.4 Supplier Performance Improvement Process

The supplier performance improvement process was developed to monitor deficient suppliers and to assist these suppliers to become self-reliant.

The process is driven by the supplier's quality, delivery, commercial and service performance. Data is collected and summarized in the supplier scorecard for selected suppliers. A minimum level two is required to maintain good standing.

MAS will work with suppliers that chronically fail to meet minimum requirements to correct the issues and improve performance. The supplier performance improvement process is key to maintaining good standing and should therefore receive support from the supplier's top management.

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## 6.0 PRODUCTION PLANNING READINESS

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### 6.1 APQP (Advanced Product Quality Planning)

Suppliers are required to use the planning procedures and techniques provided in the most current AIAG APQP and Control Plan manuals for all new product launches and process and material changes.

### 6.2 Production Part Approval Process (PPAP)

PPAP requirements will be defined by MAS and provided to the supplier.

PPAP's are required for all new parts or products and for all changes to existing products. The MAS standard for PPAP is described in the AIAG PPAP manual. Unless otherwise directed, Level 4 is the default for supplier PPAP.

### 6.3 Lessons Learned

Lessons learned from the APQP process shall be documented. Lessons learned are incorporated into FMEA's, Control Plans, Best Practices databases, Engineering Standards or other applicable records.

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## 7.0 PRODUCTION PLANNING READINESS

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The supplier shall conduct audits to assure the Quality Management System is followed and that the standards and requirements documented in approved Control Plans, Maintenance Plans and Training Plans are strictly adhered to. This can be accomplished with Layered Process Audits.

### **Material Certification**

The supplier will provide a material certificate of conformance for each lot/batch or shipment to MAS.

The specific items to be reported on the certificate are found on the appropriate material specification. Other items identified on the drawing or purchase order, including dimensional characteristics, may also be required.

In some cases, the supplier may be asked to participate in ‘pre-certification’ approval processes prior to actual shipment.

The certificate may be faxed/emailed or included with the shipping documentation and addressed to the attention of the appropriate plant personnel.

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## 8.0 SUPPLIER PROBLEM NOTIFICATION

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### 8.1 Notice of Defective Material

#### General

Suppliers are required to track customer complaints. A nonconforming report will be issued when a supplier's nonconforming product is identified at MAS or a customer's facility.

MAS will request authorization to sort, scrap, rework, or to return parts at the supplier's expense prior to undertaking these activities. However, MAS reserves the right to proceed without prior authorization to protect customer build or due to lack of storage space. The issuing MAS representative shall email the NCR to the supplier. The supplier shall immediately carry out the following actions and provide an initial response within 24 hours of notification.

- Establish effective containment actions to ensure that no additional discrepant product will be shipped. This will include inspection of all inventory as well as product in transit, at the MAS plant or at our customer's location.
- Communicate the issue to all concerned parties and post copies of the NCR details at the appropriate supplier receiving, warehousing, production, quality and shipping locations.
- Implement immediate corrective action to eliminate the discrepancy or implement an effective containment system which will remain in place until root cause is identified and corrective action is verified.

#### Initial Response:

- Report interim actions, provide disposition and authorization.
- Report detail of 'dirty point' to allow disposition of nonconforming material outside the supplier's facility.
- Report details of 'clean point' delivery (timing, trailer number, labeling, special marking, etc.).
- Report name and contact information of supplier personnel providing initial response.

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**MAS offers the following solutions to remedy the situation in order of priority:**

- Return the material to the supplier immediately at their cost for replacement with good ‘Certified Material’.
- The supplier to contact a local/regional 3<sup>rd</sup> party to sort the suspected/rejected material found at the MAS plant, OEM’s plant or any other sorting/warehousing facility location. This option requires the supplier to coordinate directly with MAS. In some cases, arrangements must be made to sort product at a place other than MAS. If sorting is allowed at MAS the supplier will be required to follow all applicable plant safety and general operating procedures.
- Should a 3<sup>rd</sup> party be chosen, the supplier is responsible to make the necessary arrangements including purchasing agreements to start product certification within 24 hours of notification.
- All gages, tooling or other aids need to verify material shall be provided by the supplier.
- A timeline or other acceptable documentation shall be submitted to MAS within 24 hours of explaining when certified material will be shipped.
- The supplier may provide its own resources to MAS to pick-out/sort suspect/rejected material. (Note: this option shall require coordination with MAS plant personnel and supplier must agree to follow all safety and plant guidelines/requirements as applicable.).
- Should a supplier require defective samples returned for verification/confirmation, a request shall be made to a MAS representative. The supplier shall provide that representative their preferred method of shipment and the applicable shipping account number for payment of shipping charges.

Supplier liability for sort, rework, repair, scrap, freight, customer charges, MAS administrative charges, etc., will be communicated to the supplier. See section 8.3 of this manual.

If sort and/or rework of nonconforming, supplied product are required at MAS or a customer facility, the supplier may choose to subcontract the work. However, the subcontractor must be approved by MAS, or the MAS liaison at the customer’s plant. This approval must be received prior to the commencement of work.

All rework and inspection procedures necessary to contain or correct quality problems require approval from the Quality Department at MAS.

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## 8.2 Corrective Action and Lessons Learned

MAS requires suppliers to follow a detailed problem-solving approach for all corrective action requests.

The form used to report corrective action is optional provided the report meets the basic requirements detailed below:

- Detailed description of the problem.
- Containment actions and the status of material in the pipeline.
- Root cause analysis: an in-depth analysis of the report problem shall be conducted to determine the true underlying cause(s) and/or reason for the nonconformance and the cause of non-detection.
- Irreversible corrective action: long-term action taken to ensure that the problem will not recur. Methods that may be used are mistake-proofing systems, training, process changes or tool changes.
- Verification: Objective evidence that the problem has been solved, including statistical capability studies where applicable.
- Documentation and Read Across of Lessons Learned (see below).
- Preventive actions.
- Name and contact information of supplier personnel responding to the complaint.

### Other Requirements

- The completed corrective action plan is due to the MAS plant within 14 days of notification. If actions cannot be completed in 14 days, the supplier shall submit the report with completion date.
- When requested, the supplier shall provide on-site support personnel at MAS and/or its customer's facilities.
- Maintain contact with the issuing plant to ensure all requirements are met and that the issue is closed.

### Lessons Learned and Read Across

Lesson learned from problem investigations shall be documented. Suppliers are required to analyze similar products and processes that may benefit from the new lessons learned and to implement actions where applicable. Lessons learned are documented in applicable FMEA's, Control Plans, Best Practices, Engineering Standards and other standards.

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## 8.3 Standard Supplier Cost Recovery

### General

When quality or delivery discrepancies require action on behalf of suppliers, costs associated with such actions are subject to recovery.

MAS will require reimbursement from a supplier when performance-related issues cause significant costs to be incurred. Examples include, but are not limited to:

- Quality defect(s) identified with a supplier's product at MAS or a customer's facility that result in a suspect or defective condition requiring formal corrective action by the supplier.
- Expedited shipments to MAS or a customer caused by late delivery or defective product from the supplier.
- Product downtime at MAS or a customer caused by late delivery or defective product.
- Internal or external storage costs incurred because of defective or suspect supplied product.

### Notification and resolution of cost recovery to a supplier

- MAS notifies supplier of impending charges and requests acknowledgement within 5 business days.
- Supplier acknowledges or contents charges.
- Final resolution is reached between MAS and the supplier.

## 8.4 Containment and Controlled Shipping

### General

The standard guidelines for implementation of controlled shipping take into consideration one or more of the following:

- Inadequate containment and/or resolution of nonconformance via corrective actions
- Late or inadequate response to quality issues
- Repeat occurrence of quality issues
- Incapable processes

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- MAS customer quality rejection due to a supplied component.

## **Containment**

Implementation of an effective product containment system is essential for the issues noted above.

## **Controlled Shipping**

Two levels of controlling shipping exist:

**Level 1** controlled shipping is defined as an additional 100% inspection process performed after and separate from the normal inspection process. Level 1 containment may take place at the supplier's facility and may be performed by the supplier's inspectors. The objective of level 1 containment is to ensure MAS does not receive nonconforming parts/material. Containment results must be communicated to MAS.

Level 2 controlled shipping is defined as an inspection process performed in addition to level 1 containment. Level 2 containment may be required at any point in the supply chain and must be performed by an impartial third-party sorting or inspection company approved by MAS. Suppliers are liable for all costs for third-party sorting, including travel costs.

Suppliers placed on customer special status (e.g. GM CSII, Ford Q-1 revocation) for quality or delivery issues are required to notify MAS quality department.

## **Containment Inspection Checklist**

When placed on controlled shipping status, suppliers are required to summarize required inspection and tests on an inspection checklist. All items on the checklist shall have detailed inspection instructions. Inspection checklists and instructions must be submitted to MAS quality department. Boundary or acceptance samples shall likewise be reviewed.

## **Exit Criteria**

Exit criteria shall be established for each item on the inspection checklist. Criteria shall be measurable and requires approval MAS quality department. Time-based exit criteria

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is acceptable only after capability is demonstrated or when corrective action is implement and verified.

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## 9.0 SUPPLIER PRODUCT/PROCESS SPECIFICATION CHANGE MANAGEMENT

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Suppliers are required to notify MAS of all planned design, process, material or sourcing changes using the Supplier Request for Product/Process Change Form. In addition to the standard form, requests shall include a detailed timing plan. Depending on the complexity of the change, MAS may require additional information to ensure a successful transition after the change is approved. A copy of the Supplier Request for Product/Process Change Form can be requested from MAS engineering department or obtained from [www.mastamping.com](http://www.mastamping.com).

MAS shall be notified a minimum of 90 days prior to the supplier's planned implementation date. This is necessary to allow adequate time to review the change and get approval from MAS customers if required.

At no time shall a supplier implement a product/process change without written authorization from MAS engineering department. Please note that authorization to proceed with a requested change is not approval for the change. Approval is obtained through the PPAP process. The MAS authorized representative will respond to the request with a decision, and if authorized, will include requirements for approval. Changes can be implemented only after full approval is granted.

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## 10.0 Continual Improvement

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Suppliers shall develop an annual continual improvement plan, which establishes improvement goals, implementation dates and responsible personnel, and is approved and periodically reviewed by the supplier's upper management.

Listed below are basic principles to help achieve continual improvement goals. MAS expects all suppliers to incorporate these principles into the normal planning and improvement process.

### **Error/Mistake-Proofing**

Error/Mistake-Proofing provides an effective means to achieve the industry standard of 'zero defects'. Error-proofing is used in product designs and mistake-proofing in manufacturing processes. MAS requires suppliers to adopt error/mistaking-proofing methodology in their design of products and processes as a fundamental responsibility of doing business.

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## 11.0 PRIMARY & SECONDARY TOOLS, GAGES AND FIXTURES

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### General

This section represents MAS requirements, exceptions and deliverables for primary, secondary tools, gages and fixtures. The items described below are in addition to the requirements and expectations designed in previous sections. MAS has an ever-increasing commitment to continual improvement in the areas of quality, technology, customer satisfaction and market share. Success in obtaining these goals requires an increasing reliance on our suppliers and their sub-contractors.

The following definitions are used in this section:

- Primary tools: stamping dies
- Secondary tools: assemble equipment (all product specific tooling that is necessary to product, assemble and test the product as shipped to MAS' customer).
- Gages and fixtures: check fixtures, CMM holding fixtures, attribute fixtures, quality assurance fixtures.

### 11.1 Supplier Design Capability

Suppliers shall have a proven record of design and technical expertise relative to the specific area of responsibility. Suppliers are expected to provide all technical staff and facilities required to support all phases of production and prototype design, development, construction and certification of all primary, secondary tools, gages and fixtures as required. The supplier is expected to provide all technical and support staff necessary to provide contracted services as described with the MAS purchase order.

### 11.2 Design, Development, Financial Responsibility and Construction

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Supplier shall be responsible for providing and adhering to a schedule that provides for the successful completion of tools, gages and fixtures on time as stated on the purchase order.

The schedule shall be supplied in written and/or electronic form at the minimum agreed frequency and design reviews shall be held at regular intervals.

Note: Design shall not be considered complete until formally approved by MAS Engineering.

### **Construction Phase**

Prior to quotation and/or pre-sourcing agreement, MAS will provide specifications and program assumptions including current bill of materials, statement of work, tool buy-off and applicable standards. All modifications and additions to these standards and requirements shall be agreed upon in writing and authorized by purchase order.

### **Tool Management**

Suppliers shall have an established and proven system to ensure effective and efficient tool management that includes the following minimum requirements.

- Complete and maintain all applicable feasibility studies, design and construction checklists, tryout notices, issues and tool history records are documented.
- Proper and adequate storage for all models, tooling, CAD data, tool designs, product data files, master mandrels, master controls programming and all additional real and intellectual properties required to support the program.
- Provide necessary program management personnel to support all phases of feasibility, design, construction, launch support and plant production volume support as deemed necessary by MAS.
- The supplier shall maintain and staff an appropriate facility for engineering change, preventive maintenance and repair of all tooling.
- Assure compliance with all federal, state, provincial, local and corporate safety standards.
- Written operation instructions and recommended procedures and frequencies for preventive maintenance and complete list including sources of recommended spare parts to be maintained at MAS.

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- Prior to tool acceptance, all primary and secondary tools shall demonstrate the ability to provide a 'tool to print' at the acceptable quality levels at the quoted cycle times. The supplier shall participate as a member of the MAS team to achieve 'part to print'.
- Prior to acceptance, all gages or fixtures shall have a proven ability to inspect or check all inspection points as described by MAS and GD&T within the ranges described by industry standards, currently defined in the AIAG MSA manual.

## **Financial Responsibility**

Tool suppliers to MAS are to assume full financial responsibility for all phases of program support beginning at product and process feasibility through and including production 'run at rate'. Supplier is to assume all financing costs incurred through the payment date. The costs shall include, but not be limited to,

- All costs of transportation of primary, secondary tools, gages and fixtures as required to support the engineering changes or tool corrections required to receive 'tool approval'.
- Costs of all 'fine-tuning' that may be required to achieve acceptable fixture and/or gage GR&R as described in the SOW.

## **Dimensional Control**

The supplier shall provide proven and appropriate facilities and resources to perform complete and full dimensional layout and inspection of all secondary tooling, CMM fixtures, attribute fixtures, etc. Inspection and layout shall include both CAD surfaces and GD&T features as the product is used and installed in the application. MAS shall provide and/or approve a group of principal inspection points that will be used to determine product dimensional integrity. Dimensional inspection reports shall be provided in body position with all expansion values removed.

## **Prototype**

Prototype tooling is defined as tooling that does not meet the final production tooling specifications. Similarly, prototype processes are defined as processes that do not meet the final production process specifications or processes that have not been validated.

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Typically, prototype tooling and processes are used to product parts to verify function, fit & finish, process capability, etc.

To ensure an efficient transition from prototype to production, it is recommended that prototype and production tooling be designed and fabricated by the same tool source.

Details of processes (equipment, tools, fixtures, materials, method and inspection) used to produce prototype parts shall be documented. Prototype parts shall be identified to allow traceability to the specific process used, and to inspection reports.

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## 12.0 MATERIALS MANAGEMENT

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### Planning Review Schedule

- Twelve weeks of planned requirements are transmitted in net quantities due via either EDI or email. All shipment quantities should be based on net quantities. Releases will also show an additional 12 weeks of planning numbers and are provided in the same net format.
- All shipments are due in-house the week of the specified date, unless specified by MAS materials department.
- If specific customer requirements extended releasing/forecasting then those requirements will be communicated to the supplier (i.e., product produced overseas).
- Suppliers are responsible for the accurate and timely shipment of required product, supported with accurate billing information per established routing and window times as directed by MAS.
- Supplier schedules shall be maintained to support MAS schedules and requirements, unless other arrangements have been previously made with our materials department.
- All rejected material is expected to be replaced and available at MAS as directed by the Materials Group.
- Suppliers will ensure material is shipped to schedule during their downtime.
- All suppliers are required to maintain an appropriate amount of supplied finished product at their facility to avoid any potential shortages due to release fluctuations and/or rejected material.
- Excess transportation charges are the supplier's responsibility when past due.
- All milk run windows, if applicable, shall be adhered to and maintained without exception.
- Over-shipments are not acceptable unless agreed upon by the material manager. Suppliers will be held responsible for any return freight carrier charges, and/or other plant costs because of an over-shipment.
- Any shortages, problems or concerns shall be communicated to your plant releasing contact immediately.
- It is the responsibility of each supplier to ensure that all shipments are always in predetermined standard pack quantities. The only exception to this requirement will be when making the last shipment on a discontinued product.

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- Capacity problems and any other extenuating circumstances requiring extended downtime that will limit the supplier's ability to meet the required ship schedule shall be communicated immediately to MAS.

## 12.1 Packing Slips

Packing slips and master bills of lading, whether direct shipments or shipment moving through a consolidation point, shall be submitted with every shipment.

### Packing Slips

Packing slip format shall allow for multiple part numbers, quantity information and show MAS assigned part number. Packing Slip number scheme shall also be the supplier's invoice number.

The information to be included on all packing slips is as follows:

#### Supplier Information:

- Supplier name and address. (ship point not billing office)
- Supplier Code (I.D.) number
- Packing slip number
- Date shipped
- Carrier name

#### Shipping Information:

- Ship To: MAS plant address
- Bill To: MAS plant address
- Gross, tare and net (material) weight
- Shipped via (routing as instructed by MAS)
- Freight terms (FOB point, collect/prepaid, etc)
- Authorized excess transportation charge to be included whenever movement of material deviates in any way from the normal supplier routing instructions

#### Packaging Information:

- Number of unit loads: pallets – containers – cartons, etc.
- Pieces per unit load

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- Unit of measure – if other than pieces per unit load

#### Part or Material Information:

- MAS' Purchase Order Number
- Quantity shipped
- MAS part number (listed in sequential order)
- MAS part description
- Invoice number shall be referenced
- If product is shipped to an individual, include their name(s) on an attention line

#### Supplier Responsibility

- Packing slip format shall allow for multiple part numbers, shipped quantities and show the MAS' assigned part number. One packing slip must be designated for each load shipped
- Packing slip number schemes shall also be the supplier's invoice number

## 12.2 Packaging & Labeling Mistake-Proofing

#### Packaging & Labeling Mistake-Proofing

“Mixed Load” labels shall be on all mixed pallet loads and clearly identified.

#### Determination of Packaging Types

Suppliers of production parts and materials are to be held responsible for packaging their products in pre-approved packaging and in accordance with the instructions contained herein. All pack size, packaging, container or pallet dimensions and or type shall be pre-approved by the appropriate MAS.

#### Selection of a Method

Packaging type and specification will be determined specifically for each part and will consider type of part or material, the method of transportation and the method of handling required by the receiver. However, other factors require consideration. Hand handled packages are typically subject to rougher handling

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than those handled mechanically. Package size, strength and type shall be selected to provide protection and to fit the mode of transportation, applicable carrier regulations, and distance of transit.

Other considerations for packaging selection and design are as follows:

- Handling labor
- Transportation cost (optimum cube utilization)
- Floor space availability
- Direct labor
- Recyclability, disposal or return
- Design shall follow 'best practices' criteria

MAS has the option of reviewing all supplier-packaging designs and rejecting those designs which are not compatible with or adequate to MAS systems. Additionally, suppliers are to review their packaging on an on-going basis to improve deliverable part quality, part presentation and continual improvement of costs.

The specific packaging type and design should be chosen to best fulfill the requisites of good packaging practice.

Shipments of sufficient volume to warrant palletization must be loaded on a pallet or packaged as a unit load and secured.

More than one part number packaged in any container is not allowed unless specifically directed by the MAS.

All expendable containers should be loaded to cubic capacity to maintain load density, package integrity, and obtain optimum freight rates.

All standard pack densities and unit load quantities shall be approved by MAS.

### **Handheld Packages**

To permit efficient handling and ergonomically safe containers; the following conditions will apply:

- These packages shall not exceed 35 lbs. / 15.91 kg. gross weight and should be shaped so that one person can easily handle them.
- The recommended three main pallet footprints are a four-way, 48" x 45", 36" x 32" and 32" x 30" footprint. All containers shall be modular to these three footprints and shall not have overhang. Use unique pallets only when product

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characteristics dictate. Furthermore, the plant specific, material storage systems may dictate one specified footprint.

- Whenever possible and as volume permits, hand handled packages may be utilized so they can be handled mechanically as a single load by fork lift trucks. One full level layer of cartons on a pallet is sufficient volume to require that parts be palletized.

### **Returnable Containers**

This method of packaging is intended for multiple shipments. The containers are to be controlled and returned to the supplier for reuse.

“Returnable” pertains to either supplier owned, or MAS owned containers such as plastic or metal bins, racks, pallets, trays, separators and/or loose components.

- All returnable containers and internal dunnage shall be pre-approved by MAS.

### **Supplier Responsibilities**

Maintain a sufficient inventory of suitable expendable packaging that may be used for premium shipments, production pilot programs, alleviating container shortages, and service orders.

During the life of the program for which the returnable containers were designed, it is the responsibility of the supplier to ensure that each container is maintained and ready for reuse.

Inspect all containers prior to loading and segregate damaged equipment.

If a damaged container is received that is not usable the container shall be removed from circulation and replaced.

### **Returnable Container Maintenance**

The use of clean, damage-free containers perpetuates a commitment to quality. When returnable containers are selected all suppliers are responsible for container maintenance including, but not limited to, the following:

- To avoid possible confusion regarding the status of empty containers, suppliers shall remove all obsolete labels and tags from empty received back from MAS.

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- As part of the cleaning process, dunnage and trash shall be removed from containers. It is recommended that dunnage/trash removal should occur as soon as practical after the removal of exterior identification bar code labels.

### **Inspection for Damage**

During the overall cleaning process, each container should be inspected for damage. The inspection should check both appearance and functionality. A damaged container will not perform at the desired level required nor provide proper part protection during transport, use, and storage.

### **Repair**

Damaged containers shall be repaired before they are re-introduced into the system. The use of damaged containers can damage contents or may become a safety hazard.

## **12.3 Transportation and Delivery**

- Suppliers shall have the material available for shipment at the designated pickup time.
- Suppliers will take all necessary action to avoid premium transportation shipment.
- Excess transportation charges are the supplier's responsibility when in a past due status.
- Authorization for excess transportation charges shall be obtained from MAS whenever movement of material is by other than the normal mode of transportation and routing.
- Premium disputes shall be submitted in writing to the specific plant releasing contact within 30 days or they will not be honored.

### **Receiving Hours**

Contact MAS receiving hours and for off-hour deliveries.

### **Communication**

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Effective and productive communication regarding all information that may affect the timely delivery of material(s) to support our daily production builds is mandatory.

MAS requires daytime contact names and phone numbers and after hour emergency contact names and phone numbers. Any changes within your organization shall be communicated immediately with an updated contact list.

Suppliers shall immediately communicate any unexpected downtime that adversely affects your ability to support schedule requirements to the appropriate Release Specialist.

The supplier shall properly communicate internally between shifts and among departments regarding the following information:

- Engineering changes
- Production and Service parts schedule and volume changes
- Quality problems/rejected rates
- Build problems
- Critical material shipments

Suppliers are responsible to provide the names and phone numbers of contact people who are knowledgeable and qualified in the areas of:

- Material follow-up, including systems, shipping and traffic
- JIT schedules
- Engineering changes
- Purchase orders

Suppliers are responsible for the maintenance and communication of addresses, telephone numbers, and fax numbers listings of their personnel to MAS contacts.

MAS will provide a monthly forecast to all suppliers. This forecast is not a binding commitment to purchase but is a tool to assist the suppliers' planning process. MAS' Holiday calendar will also be provided.

Suppliers are responsible for reporting delays or errors in both transmitting and receiving electronic communications immediately and initiate corrective action. Suppliers are also responsible to notify MAS when a release is not received.

Suppliers shall immediately communicate any unexpected downtime that may adversely affect their ability to support schedule requirements to MAS. Communication shall continue internally between shifts and among departments.

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Suppliers will provide the following information to the specified Releasing Specialist contact in the event of a missed shipment:

- When the Supplier can ship and what quantity?
- What caused the missed shipment?
- What is being done to correct the problem (action plan)?
- What is being done to ensure the problem does not reoccur (irreversible corrective action)?
- Confirmation that the supplier is prepared to put the action plan in writing, if requested

### **Instructions for Completing the Statement of Charges Resulting from Cancellation/Change**

Before you begin completing your supplier claim, please ensure that your claim meets the following criteria:

- All claims shall be submitted within fourteen (14) calendar days, unless specified otherwise, from the last day of shipment to file your claim. If your claim is not submitted within this window, it will not be honored.
- Any claim submitted for less than five hundred dollars (\$500.00) will not be honored.
- All suppliers will ship the scheduled quantity to the nearest standard pack until the last shipment(s) are made. Non-carryover, end of the model year and interim engineering change material will be shipped to the piece based on the current schedule. Material shipped over authorized schedule requirements will become the supplier's financial responsibility.

Please keep the following requirements in mind as the Supplier Claim is being completed.

- Any amount of material claimed more than MAS' high release commitment (as reflected in the material shipping and fabrication release) will be deducted from the supplier claim. Exception to this will be granted only if the claim is accompanied by written correspondence from MAS.
- The claim shall reference the release program number used as the authorization for your last material purchase. Keep in mind that this figure cannot exceed MAS' high commitment.
- The claim shall reference all PCN numbers that affect the part and caused the change or cancellation.
- More than one canceled part may be submitted on a single claim form provided they are canceled for the same reason.

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- If your claim submission includes in-process material, provide an estimated cost for completion. This should be on a per piece basis and will be used by MAS Material Management department in the evaluation process.
- All claim submissions will require proof of all costs as well as physical verification of all material(s) upon request.
- The supplier will hold all claim item(s) until final disposition authorization is obtained from MAS. All claim items shall be stored to preserve the production condition.

## 12.4 NAFTA Regulatory Content Reporting (Applies to North America Only)

For information regarding NAFTA and Certificates of Origin visit

[www.ustr.gov/trade-agreements/free-trade-agreements/north-american-free-trade-agreement-nafta](http://www.ustr.gov/trade-agreements/free-trade-agreements/north-american-free-trade-agreement-nafta)

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