

## RE: STEMCO Exceptions to Customer Specific Requirements

QA-356

STEMCO is currently certified to various AIAG standards by plant and designs and creates off the shelf solutions. Due to the fact that our design and manufacturing processes are not customer driven, there are certain exceptions to standardized language within customer driven supplier quality manuals. Customer manuals may be based upon the assumption that STEMCO would manufacture products based on customer designs and processes approved by them. STEMCO will comply with applicable requirements under AIAG guidelines and take exception to any specific requirements listed within customer SQAM/SQSR/SQMs "Supplier Quality Manuals" posted on their websites/supplier portals that do not apply to STEMCO. Examples of these exceptions are listed below and are based upon the logic described above. This list is not considered to be exhaustive:

- 1) Suppliers are required to comply with customer's engineering drafting standards.
  - a. This does not apply as STEMCO has design responsibility.
- 2) Supplier Quality Requirements for Prototypes.
  - a. This does not apply as STEMCO has design responsibility.
- 3) STEMCO performs all necessary testing and identification of all special characteristics in accordance to AIAG requirements and STEMCO definitions and procedures and will not conform to customer definitions or procedure requirements.
- 4) STEMCO follows AIAG standards and qualifies and manages STEMCO suppliers in accordance to STEMCO procedures.
- 5) Control Plans and other process documents are living documents and are regularly updated as necessary without customer approval. No changes affecting product form, fit, or function will be performed without customer PPAP approval, (*\*PPCN or advanced changed notification documents that require customer routing or approval will not be completed by STEMCO as we own product design*). STEMCO follows the criteria outlined in the AIAG PPAP manuals and will submit PPAPs where necessary on a case-to-case basis but no customer approval will be done for the above process documentation changes.
- 6) STEMCO QMS maintains regular checks on all products manufactured. Identified key or major characteristics are verified regularly as part of the daily process and maintaining our confidentiality about product dimensions prohibits STEMCO from revealing those dimensions to our customers.
- 7) Certificates with measurement details outside the customer drawings will not be provided as they are considered confidential and will not be communicated with the customer.
- 8) STEMCO hires an outside 3rd party registrar and welcomes customer visits to witness manufacturing processes, but does not accept a customer directed 3rd party review.
- 9) STEMCO designs and establishes manufacturing process engineering controls for off the shelf solution products and therefore deviations are handled in house without customer approval. No customer approval will be done as part of this process.
- 10) Certificates of Conformance (COCs) and International Material Data System (IMDS) forms are not standard as part of the PPAP requests, but are available upon customer request.
- 11) STEMCO is responsible for our own packaging design and does not subscribe to specific customer requirements for packaging.
- 12) STEMCO warranty handles all customer claims for returned product and reviews each claim individually for reimbursement.

*Sincerely,*

Alex Barclay  
Corporate Quality Director

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*A Higher Standard of Performance.<sup>SM</sup>*