

ECO# - M-8787 REV: D

RE: STEMCO Exceptions to Customer Specific Requirements

QA-356

All STEMCO manufacturing facilities are certified under either the ISO 9001-2015 or IATF 16949 standards and follow AIAG requirements. STEMCO designs and creates off the shelf products and solutions manufactured to meet industry needs. Since our designs and manufacturing processes are not customer specific. Unless otherwise specified in mutual contractual agreement, STEMCO will comply with applicable requirements under AIAG guidelines for a Black Box design (AIAG PPAP Manual Fourth Edition Section 2.2.1 Note 3). Therefore, STEMCO must take exception to any additional customer specific requirements (SQAM, SQSR, SQMs or "Supplier Quality Manuals" posted on their websites or supplier portals). Examples of these exceptions are listed below and are based upon the logic described above. This list is not considered to be exhaustive:

- 1) Customer requirements to comply with their specific engineering drafting standards.
 - a. STEMCO adheres to industry and internally developed Engineering Standards to facilitate quality manufacturing and assembly processes.
- 2) Customer requirements to comply with their specific definitions, procedures, and special characteristic requirements.
 - a. STEMCO performs all necessary identification of special characteristics in accordance with AIAG and regulatory requirements which are controlled by STEMCO definitions and procedures.
- 3) Customer requirements or guidelines regarding supplier management.
 - a. STEMCO qualifies and manages suppliers in accordance with AIAG standards and STEMCO procedures (SOP-80-01 SSQRM)
- 4) Customer requirements regarding change notifications and PPAPs.
 - a. Customers will be notified of any change affecting product form, fit, or function and PPAPs will be furnished upon request.
 - b. Control Plans and other process documents are living documents and are regularly updated as necessary without customer approval.
 - c. STEMCO follows the criteria outlined in the AIAG PPAP manuals and will submit PPAPs where necessary on a case-by-case basis. No customer approval will be required for the above process documentation changes. *PPCN will be provided, if required, but will not be predicated upon customer approval.*
 - d. Customer Prints are created by STEMCO and include necessary dimensions relative to application, but typically do not include tolerances. STEMCO does not manage, maintain, or modify prints customers create based on STEMCO customer prints.
 - e. Specified Capacity Requirements: STEMCO sets capacity requirements, and that information is not driven by or shared with customers.

A Higher Standard of Performance.™

TOLL FREE 800-527-8492

WEB www.stemco.com

ADDRESS 300 Industrial Blvd. - Longview, TX 75602

ECO# - M-8787 REV: D

- 5) Customer requirements regarding specific product dimensional tolerances.
 - a. STEMCO QMS maintains regular checks on all products manufactured. Major and Key characteristics are verified regularly as part of the daily process. Maintaining confidentiality about product dimensions prohibits STEMCO from revealing those dimensions/tolerances to customers. In these situations, STEMCO will furnish summarized or normalized data.
- 6) Customer requests for certificates with measurement details outside the customer drawings.
 - a. This information will not be provided as it is considered proprietary and will not be communicated with the customer.
- 7) Customer directed ISO/IATF review.
 - a. STEMCO hires outside 3rd party registrars and welcomes customer visits to witness manufacturing processes but does not accept customer directed 3rd party or ISO/IATF audits.
- 8) Customer approval requirement for any deviation.
STEMCO designs and establishes manufacturing process engineering controls for off the shelf solutions and products and therefore deviations are handled in-house without customer approval. No customer approval will be necessary as part of this process.
- 9) Customer requirement for Certificates of Conformance (COCs) and International Material Data System (IMDS).
 - a. COC and IMDS forms are not standard as part of the PPAP requests but are available upon customer request.
- 10) Customer specified packaging requirements.
 - a. STEMCO is responsible for packaging design and does not subscribe to specific customer requirements for packaging.
- 11) Customer specific labeling requirements:
 - a. STEMCO adheres to standard labeling requirements that apply to a broad customer base and does not necessarily subscribe to specific customer requirements for labeling.
- 12) STEMCO warranty handles all customer claims for returned product and reviews each claim individually for reimbursement.
- 13) Customer fees and penalties for discrepancies:
 - a. STEMCO accepts responsibility for our product quality and fees related to product sorts or replacement product for legitimate defects found. However, STEMCO will not accept administrative fees or penalties for non-conformances, customer specified labeling issues or requirements, or defect notices that are found not to be STEMCO product defects.

Sincerely, *Benjamin Martinez*

STEMCO Longview Quality Manager

A Higher Standard of Performance.™

TOLL FREE 800-527-8492

WEB www.stemco.com

ADDRESS 300 Industrial Blvd. - Longview, TX 75602