
SCP SCIENCE

SUPPLIER QUALITY MANUAL

SCP SCIENCE
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Subject

QA-WIN025-SQM-1.0-E

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1.0 Preface

SCP SCIENCE has set forth fundamental quality objectives which focus heavily on three main aspects: **Customer Satisfaction, Continuous Improvement and Continual Growth**. The choice of the right collaborators plays a major role in helping us achieve these objectives. What follows are guidelines we have set forth aimed at our current and potential suppliers based on the requirements of our ISO 9001 Quality Management System and what we deem as being important for the success of our Company and our customers.

2.0 Quality System Requirements

2.1 **Vendor Non-Conformances (VNCR)**

Identified product non-conformances shall be subject to the issuance of a Vendor Nonconformance Report (VNCR) which shall outline all the pertinent details of the discovered deficiency and specify the suggested disposition of the defective items. This report shall be issued to the vendor within 48 hrs of discovery of the deficiency.

Following the issuance of a VNCR, **SCP SCIENCE** expects a quick response from the vendor (within 24 hrs) to comment on the reported non-conformance and acknowledge the proposed disposition or suggest an alternative disposition. If the defective items are to be replaced, the supplier shall provide Return Authorization and indicate when it expects replacement product to be available for shipment.

When agreed to as being valid, **SCP SCIENCE** expects the supplier to cover the following costs (via an issued credit memo), as applicable:

- Cost to return of material to the supplier;
- Cost of sorting of suspect material;
- Cost of reworking defective material;
- Cost of shipping replacement product to our customers.

2.2 **Corrective Action (CPAR)**

When deemed necessary by **SCP SCIENCE**, based on the criticality and/or frequency of the issue, a formal corrective action response shall be requested from the supplier. The supplier will have the option to either complete the **SCP SCIENCE** Corrective / Preventive Action Form (CPAR) or use their own in-house form as long as the following information is provided:

- Root Cause Analysis
- Corrective Action Plan
- Follow-up of Corrective Action effectiveness.

A response regarding Root Cause and Corrective action will be required within 30 days from the date requested.

2.3 **Product Changes**

Suppliers must notify **SCP SCIENCE** in advance of any intended product or material change and must receive approval from **SCP SCIENCE** prior to shipment of any product which incorporates the proposed changes. Suppliers shall document the change and the reason for change (i.e. on an internal Change Request Form or equivalent document) and submit to **SCP SCIENCE** QA for review and written approval.

2.4 Certificates of Analysis and Safety Data Sheets

For all chemical products purchased, the supplier is to provide **SCP SCIENCE** with a Certificate of Analysis, or equivalent report, with each shipment in addition to a valid SDS (Safety Data Sheet). The CofA shall reference the material lot number. For other materials in which a particular grade or specific product specifications are specified, a Material Certification Report, or similar document, shall be provided with each shipment to certify that the material meets specified requirements.

2.5 Lead Time

Prior to issuance of a Purchase Order, the supplier and **SCP SCIENCE** shall agree upon a delivery lead time which shall be recorded by **SCP SCIENCE** for on-time delivery performance statistics. Suppliers shall communicate any potential late deliveries to the **SCP SCIENCE** Buyer / Planner prior to the specified due date. It is understood that suppliers may have standard lead times for certain items and specific lead times for others.

3.0 Vendor Quality Surveys and External Audits

- 3.1 New vendors of quality critical products and services shall be issued a Vendor Quality Survey (VQS) which shall be forwarded with the first Purchase Order.
- 3.2 Based on information provided on the VQS, new suppliers shall be qualified as being Approved or Conditionally Approved. **SCP SCIENCE** strongly encourages all its suppliers to have a certified quality management system in place (i.e. such as ISO 9001 or an industry specific derivative). Suppliers who show proof of valid QMS certification shall be granted automatic initial Approved status.
- 3.3 **SCP SCIENCE** reserves the right to request and perform an on-site quality system audit for critical suppliers when responses to the VQS are deemed unsatisfactory or following a supplier being demoted to Conditional or Rejected status following a performance evaluation (see section 4).

4.0 Supplier Performance Evaluation

- 4.1 Critical suppliers shall be evaluated on a yearly basis to monitor their performance based product quality, response to quality issues, customer service and on-time delivery performance.

A. **Non-conforming product** - shall be calculated as the number of defective parts over the total parts received, converted to a percentage. The rating shall be as follows:

x = 0% = Excellent (5)
0 < x < 0.5% = Very Good (4)
0.5% < x < 1% = Acceptable (3)
1% < x < 3% = Poor (2)
3% < x < 5% = Very Poor (1)
x > 5% = Unacceptable (0)

B. **Response to quality issues** – shall be based on time to respond and address an issue as well as the quality of response to the CPAR (see section 2.2).

Issues addressed very quickly, evidence of effective root cause action = 5
Issues addressed quickly, issues corrected, however, little evidence of root cause action = 3
Issues take long to address with little or no evidence of root cause action = 1

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- C. **Customer Service** – shall be based on **SCP SCIENCE** Purchaser feedback regarding various customer service aspects such response to requests for information, the ordering process and accuracy of shipments.

Outstanding = 5

Average = 3

Poor = 1

- D. **On-time delivery** – shall be based on the on-time delivery performance of the vendor. A delivery shall be considered on-time if it is received by the due date and contains the requested quantities.

On-time delivery	Score
100%	5
90-99%	4
80-89%	3
70-79%	2
60-69%	1
<60%	0

- 4.2 A Supplier Performance Rating (SPR) shall be calculated based on the sum of the 4 evaluation categories. Based on the rating, a supplier shall be attributed one of the following classification codes:

SPR	Code
17-20	Approved (Top performer)
13-16	Approved (Meets requirements)
9-12	Conditional (Improvement required)
0-8	Rejected (Suspend purchases if possible, look for alternate source)

The performance if of suppliers with a 'Conditional' rating shall be closely monitored (review of issued CPARs, possibility of an external audit, etc.).

Suppliers with a 'Rejected' rating will need to submit a formal corrective action plan to address identified issues. If improvement is not noted, recommendation shall be made to seek an alternate source.

5.0 **Packaging and Shipments**

5.1 **Packaging Requirements**

It is the responsibility of the supplier to provide reasonable and adequate protection of the parts provided to **SCP SCIENCE**.

A packing list is mandatory and must be attached to one of the boxes in the shipment.

5.2 **Shipping Instructions**

When **SCP SCIENCE** is responsible for the freight charges:

Small Package

Small package shipments are to ship via UPS Standard (Ground) Collect on our account (please contact **SCP SCIENCE** Purchasing for account information).

Packages can weigh up to 150 lbs (70 kg).

Packages can measure up to 165 inches (419 cm) in length and width combined.

Packages can measure up to 108 inches (270 cm) in length.

Pallets / Large Shipments

Pallets and large shipments are to ship as instructed on our purchase order.

Each box on a pallet must have an address label in case the pallet is broken down and each pallet must be clearly marked with the number of boxes it contains.

Two copies of a bill of lading must be provided to the carrier at time of pick-up. Consolidate all shipments that are to be shipped to one location on the same day.

5.3 **Customs**

Customs clearance is to be performed by our customs broker, Livingston International.

5.4 **Insurance**

No value shall be declared for insurance on our shipments. Any resulting insurance charges will be deducted from the supplier invoice.

6.0 **Acronyms**

VNCR	Vendor Nonconformance Report
CPAR	Corrective / Preventive Action Request
PO	Purchase Order
CofA	Certificate of Analysis
VQS	Vendor Quality Survey
SPR	Supplier Performance Rating

7.0 **References**

Vendor Non-Nonformance Report - QA-FRM048-VNCR
Vendor Quality Survey - QA-FRM009-VQS
Corrective / Preventive Action Request - QA-FRM006-CPAR

8.0 **REVISIONS HISTORY / HISTORIQUE DES RÉVISIONS**

Rev.	Release Date	Author	Approved By	Section	Description of revision
1.0	08/25/16	D. Smith	G. Feilders		First issue.