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PRODUCT QUALITY ASSURANCE

Conditions for the delivery and acceptance of products

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1. Foreword

The rapidly changing economic climate and the need to constantly improve the quality of our customer service means that we have to continually adapt our working methods.

With this in mind, and in order to respond to requests made by customers, the SadevGroup is committed to the creation and implementation of a Product Quality Assurance (PQA) policy, to be applied to all its supplies.

This policy is based on the principle of validating the conformity of products at the manufacturing stage, and no longer by inspections carried out by the SadevGroup. This also requires the full commitment of the supplier in managing nonconformities detected in products delivered to the SadevGroup.

This approach shall be based upon the current PQA specifications, which define the delivery conditions that must be respected in order to guarantee total confidence in the conformity of products supplied to the SadevGroup, as well as the steps to be followed in dealing with any nonconformities that may arise.

The entire SadevGroup team is always available to assist its suppliers in implementing this improvement approach.

2. Scope of application

These specifications apply to the delivery of all products ordered by the SadevGroup: samples, first deliveries or partial deliveries.

3. Principle

Any delivery made to the SadevGroup must be accompanied by documents confirming the conformity of the batch(es) delivered with the order requirements.

3.1. General case

(No specific instructions on the purchase order)

Except in specific cases mentioned in §3.2, each delivery must be accompanied by the following documents:

- a dimensional check report;
- a materials certificate;
- where necessary, certificates relating to additional treatments performed on the parts.

These documents must be systematically supplied, even when not explicitly requested on the SadevGroup order.

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They must also be supplied in the case of partial deliveries of items belonging to the same manufacturing batch.

3.2. Special cases stipulated on the purchase order

Depending on the specific requirements of its customers or of a given product, the SadevGroup may see fit to request additional documents such as initial sample (IS) files, production reporting, (capabilities, inspection sheets, etc.) and PPAP-type documentation.

The request for such documents shall be formulated according to the capabilities of each supplier, and shall be the subject of a pre-order agreement in which the request shall be clearly mentioned.

Working with suppliers that know how to produce these documents is, as far as the SadevGroup is concerned, a definite asset for specific market penetration. The ability to produce these documents is a defining criterion when choosing suppliers with whom to consult regarding products associated to particular markets.

4. Basic documents

4.1. Inspection report

This document must accurately reflect inspections carried out during the manufacturing process or as part of representative sampling performed during a final inspection.

In the absence of specific instructions with regard to the plan or order, the supplier shall apply its usual sampling rate. Failing this, the SadevGroup sampling inspection plan may be sent to the supplier as a reference document.

The report must include all batch identifiers enabling the link to be made between the delivery note and the SadevGroup purchase order.

Each dimension measured must be indicated with its value, margin of error (tolerance) and the means of measurement used. The minimum and maximum values measured shall also be indicated. The SadevGroup D 12 00 form, enclosed in the appendix, may be provided in Excel format.

Comments such as "Good" or "OK" may only be used for attributes that are inspected visually or using test gauges.

Parts manufactured for the SadevGroup generally have simple geometric forms and a limited number of dimensions. The report must therefore include all dimensions on the plan. For more complex parts, a suitable inspection plan may be submitted to the SadevGroup.

When the supplier does not have the necessary equipment to carry out precise measurements of certain dimensions, in particular certain geometric dimensions, the dimensions concerned should be mentioned in the report without any measured value. The report shall be completed by the SadevGroup.

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4.2. Materials certificate

For all metals, the certificate must, as a minimum, include the materials analysis of the batch of metal used, in accordance with standard EN 10204 2.2. When so specified on the plan or purchase order, it is essential that certificate 3.1 EN 10204 be supplied.

For plastic materials, in the absence of specific indications on the plan or order, the distributor's conformity certificate is acceptable. When specific documents are requested on the plan or the order (conformity with standards, certificate of origin for resins, imposed brand), it is essential that these requirements be passed on to the supplier of the material when the order is made, as such documents are very difficult to obtain after delivery.

The part number and the manufacturing batch number – or, failing this, the work order number – must be included on the certificate.

Delivery notes which include only the grade of the material shall not be accepted.

In order to ensure our traceability records are complete, the certificate must be issued in the supplier's name.

4.3. Treatment certificates

Treatment certificates must include, as a minimum, a hardness measurement for heat treatments or a thickness measurement for surface treatments, with the name of the treatment performed clearly stated.

The part number and batch number must be included on the certificate.

Delivery notes which only include the type of treatment carried out shall not be accepted for treatments that can be quantified by a measurement report (thickness or hardness). Such delivery notes are tolerated for simple treatments that cannot easily be measured (e.g. burnishing, phosphate treatment, passivation).

The certificate must be issued in the name of the supplier.

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5. Specific documents

These are documents that may be required in accordance with section 3.2:

- initial sample presentation documents;
- capability studies;
- PPAP-type documentation.

5.1. IS files

These documents are usually required for the initial supply of a new part or new index. They must include:

- a presentation sheet;
- five measured samples with their inspection reports;
- materials and treatment certificates;
- any capability studies.

The SadevGroup has model documents, such as VDA or PSW (Part Submission Warrant) presentation sheets.

5.2. Capability studies

These studies correspond to specific customer requests and generally concern one or more critical dimensions on the plan.

- Machine capabilities Cm, Cmk;
- Process capabilities Cp, Cpk;
- Statistical process control (SPC) sheets.

5.3. PPAP-type documentation

The ability to deal with PPAP documentation is now an essential criterion for referencing in certain sectors, particularly in the motor industry.

The supply of this sort of documentation must be the subject of a prior agreement, ideally when a price quotation is requested and, at the very least, prior to the definitive issue of the purchase order.

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6. Format of documents/Confidentiality

All documents supplied shall be archived by the SadevGroup. They must also be easy to use confidentially for the production of documentation for customers.

The following are unacceptable:

- papers with watermarks containing the name of the company;
- stamps placed partially or totally on the text of documents;
- documents printed back to back;
- paper formats exceeding A4.

The following are acceptable:

- company logos and logos of certification bodies;
- a section containing contact details (address, telephone numbers, etc.).

7. Delivery/Acceptance

Accompanying documents must be enclosed with the delivery in accordance with the SadevGroup D98 00 packaging recommendations.

The absence of documents may cause the delivery to not be accepted until the missing documents are received, as well as the recording of a nonconformity.

Batches shall be accepted on the basis of the documents supplied. The SadevGroup may proceed with random checks or complementary measurements where this is deemed necessary; however, systematic sample inspections shall no longer be performed.

Both the supplier and SADEV are therefore jointly responsible until the parts are used by the end customers.

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8. Nonconformity management

8.1. Triggering a nonconformity

Nonconformities declared by the customer or detected by SADEV shall lead to the creation of a nonconformities file .

Nonconformities are triggered by the detection of the following anomalies by the SadevGroup or its customers (non-exhaustive list):

- dimensional discrepancy;
- materials anomaly;
- unfinished part;
- finishing faults (burrs, cleanliness);
- failure to respect quantities or deviation from quantities announced;
- failure to respect packaging rules;
- absence of inspection report and/or other documents;
- failure to respect instructions on the purchase order.

The supplier shall be sent a notification of defects in cases where it is responsible for such nonconformities.

8.2. Repair to specifications/Contribution to costs incurred by nonconformities

The costs associated with the return of parts or with sorting or repair operations performed by the SadevGroup or its customers shall be passed on, in part or full, to the supplier concerned, taking account of the following points:

- Whenever possible, the non-compliant goods shall be returned to the supplier, who shall undertake to replace or repair said goods in accordance with the necessary specifications.
- In certain special cases, for deadline reasons or obvious economic reasons, it is possible that the SadevGroup or the customer concerned may wish to carry out sorting or repair operations themselves. This must be agreed beforehand with the supplier concerned.
- SadevGroup shall use its logistical resources to ensure the return and resupply of the parts at the lowest possible cost.

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8.3. Corrective measures

In order to ensure the SadevGroup has all information necessary for its nonconformity files, and in order to respond rapidly to requests for corrective measures from its customers, the supplier must respond to any notification of defects it receives.


This response may be made directly on the notification of defects (in the response section), or on an 8D-type form.

The response must contain the following elements at the very least:

- incident root cause analysis;
- state of progress and results of checks on stocks and work in progress;
- description of corrective measures.

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9. PPAP specifications example



Document 12-01

Date : 07-juil-09
Auteur : Sadev
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Client/Customer	010028	Designation	M12-8 PIN
Réception/Receipt	907034681	Article/Item	10000043068/00
BCA / PO	906023995	Quantité/Quantity	4 000
Lot N°	9042106	AR/RO	

Matière/RM


Contrôles

Cotes du plan Nennmasse / Drawing measurement			Cotes mesurées (min/max) Gemässene Masse / Measured sizes	
Cote/Size	Moyen/Inst.	Date/User	Cote/Size	Observation
19,94		01/07/2009 DPE	19,93-19,93	
Ø1,71-1,72		01/07/2009 DPE	1,715-1,719	
Ø0,66		01/07/2009 DPE	OK PIN MINI-MAXI	
6,5		01/07/2009 DPE	6,49-6,52	
0,13 X30°		01/07/2009 DPE	OK	
Ø0,79 +0,020		01/07/2009 DPE	0,796-0,801	
8,84 ±0,07		01/07/2009 DPE	8,86-8,89	
Ø1,02 ±0,02		01/07/2009 DPE	1,022-1,029	
0,6		01/07/2009 DPE	0,59-0,60	
1,2		01/07/2009 DPE	1,20-1,21	
60° X2		01/07/2009 DPE	OK PROJECTEUR	
0,08-0,12 X2		01/07/2009 DPE	0,09-0,11	
25° X2		01/07/2009 DPE	OK PROJECTEUR	
Ø1,02 ±0,02		01/07/2009 DPE	OK PIN MINI-MAXI	
7		01/07/2009 DPE	7,04-7,06	
0,87 X30°		01/07/2009 DPE	OK	
R1,3		01/07/2009 DPE	OK	

Observations générales Hinweise / General comments	Décision Entscheidung / Decision
ECH LE 10/07/2009	Lot accepté <input checked="" type="checkbox"/> Lot refusé <input type="checkbox"/>
	Visa Daniel PEREZ

Fichier : Reporting\Fiche rapport contrôle

mercredi 9 décembre 2009



Document Dxx

Date: 06/07/09
Auteur: G. Musy

Part Name M12-8 PIN

Part Number: 10000043068

Drawing No. 10000043068

Revision Level: 00

Dated: juil. 9, 09

SUPPLIER INFORMATION

CUSTOMER INFORMATION

SADEV Group

2 allée des Faisans

74600 ST-YNOD France

REASON FOR SUBMISSION

☒ Initial Submission

☐ Change to Optional Construction or Material
☐ Engineering Change(s)
☐ Tooling - Transfer, Replacement
☐ Correction of Discrepancy
☐ Production process inactive > than years
☐ Other - please specify

Requested Submission Level (Per Specific Requirements)

☐ Level 1 - Warrant only (and for designated appearance items, an Appearance Approval Report) submitted to customer.
☒ Level 2 - Warrant with product samples and limited supporting data submitted to customer
☐ Level 3 - Warrant with product samples and complete supporting data submitted to customer
☐ Level 4 - Warrant and other requirements as defined by customer
☐ Level 5 - Warrant and product samples and complete supporting data reviewed at supplier's manufacturing location

SUBMISSION RESULTS

The results for ☒ dimensional measurements ☒ material and ☒ appearance criteria ☒ statistical functional tests ☐ process package
These results meet all drawing and specification requirements ☒ yes ☐ no If "no" Explanation is Required

ROHS (Restriction of Hazardous Substances)

International Material Data System (IMDS)

Compliant ☒ Non-Compliant ☐

Already ulmited by IMDS ☐

If Non-Compliant please specify:

DECLARATION:

I hereby affirm that the samples represented by this warrant are representative of our parts, have been made to the applicable Production Part Approval Process Manual Requirements. I further warrant these samples were produced at the production rate of /8 hours. I have noted any deviation from this declaration below.

EXPLANATION / COMMENT:

Print Name G. Musy

Phone N° (33) 450337044

Fax N° (33) 450337033

Title QM

Date

Email adress s.g.musy@sadevgroup.com

For customer uses

PPAP Warrant disposition ☐ Approved ☐ Rejected ☐ Other
Print Name Date

THERMOCOMPACT

PN 10000043068

Batch 9042105
Plating certificate

Certificat de conformité
(Certificate of compliance)

Notre B.L. (Packing list) 14003 / 1
Votre Commande (PO) 906023995
Code Article (Item) 10000043068 IND 00
Libellé (Ref.) PIN
Traitement NICKEL SULFAMATE SEMI BRILLANT 1,27µ MINI+OR 0,76µ MINI+

No OF Interne (Work Order) 15733
Quantité (Qty) 4 000PCS

Adresse de livraison
(Delivery address)
SADEV DECOLLETAGE
2 ALLÉE DES FAISANS
74603 SEYNOD
France

SADEV GROUP
2, Allée des Faisans
Z.I. de Vovray
74600 SEYNOD
Tél. : + 33(0)4 50 33 70 30
Fax : + 33(0)4 50 33 70 33

Metz-Tessy, 6. Juillet 2009

Minimum (Min)	Moyenne (Average)	Maximum (Max)	Contrôle / Méthode / Résultat (Control/Procedure/Results)
2,29	2,56	2,93	Lot(s): 41317, CONTRÔLE ÉPAISSEUR NICKEL SOUS FLUO X Conforme
0,83	0,94	0,98	CONTRÔLE ÉPAISSEUR OR SOUS FLUO X Conforme
			CONTRÔLE ASPECT VISUEL SANS GRATTON Conforme
			ADHÉRENCE TENUE AU PLIAGE CONTRÔLE SOUS BINO X8 Conforme
			CONTRÔLE ASPECT VISUEL SANS DÉFORMATION Conforme
			CONTRÔLE PRÉSENCE DES DOCUMENTS REQUIS Conforme

Délai d'acceptation de nos traitements : 2 mois, voir conditions générales de ventes.
Selon conditions du syndicat National du Revêtement, du traitement des Métaux S.A.T.S. et nos conditions générales de ventes.
Time limit for the acceptance of our treatments : 2 months according to our general sales conditions.
According to the conditions of the national Syndicate for plating and steel treatments SATS and to our general sales conditions.

Contrôleur :
(Controller):

Responsable :
(responsible):

THERMO

Société anonyme au capital de 5 142 852€ - R.C. Annecy 96 B 19 - SIRET 403 038 037 0012 - NAF 285 A

SWISSMETAL

Bulletin de livraison 80090984
Date de livraison 13.03.2008

PN 10000043068

Batch 9042105
Raw material certificate

SADEV GROUP
2, Allée des Faisans
Z.I. de Vovray
74600 SEYNOD
Tél. : + 33(0)4 50 33 70 30
Fax : + 33(0)4 50 33 70 33

No de Client 2015
Votre référence Cornet Christophe
147/2008/MAT du 10.03.2008
Correspondant Edwige Verpillot
Email: EDWIGE.VERPILLOT@SWISSMETAL.COM
Resp. client Dominique Maure
Commande 74218, du 11.03.2008

Pos.	Article Désignation	Votre No.	Qté
10	2-7326-PQCA-1 Alliage: 61A MS62PB CuZn36Pb3 Barres Rond en Laiton au Pb 2,000 mm (0,0000 mm/-0,0200 mm) L: 3.000,000 mm (+ 30,00 mm/-0,00 mm) RM: min. 400 N/mm2 Allongement 100: min. 8 % Extrémités: Pointé-chanfreiné Certificat: EN 10204 2.1 Brutto 120,000 KG Net: 98,900 KG Marquage: Numéro Handling Unit 1000222663 No. tarifaire: /407.21 93 Vous trouverez la déclaration de conformité pour cette position en fin de document.	36PB3R0200/HQ	98,900 KG
20	6-CBA-003 Caisse standard 3200 mm 250 kg		1 PC

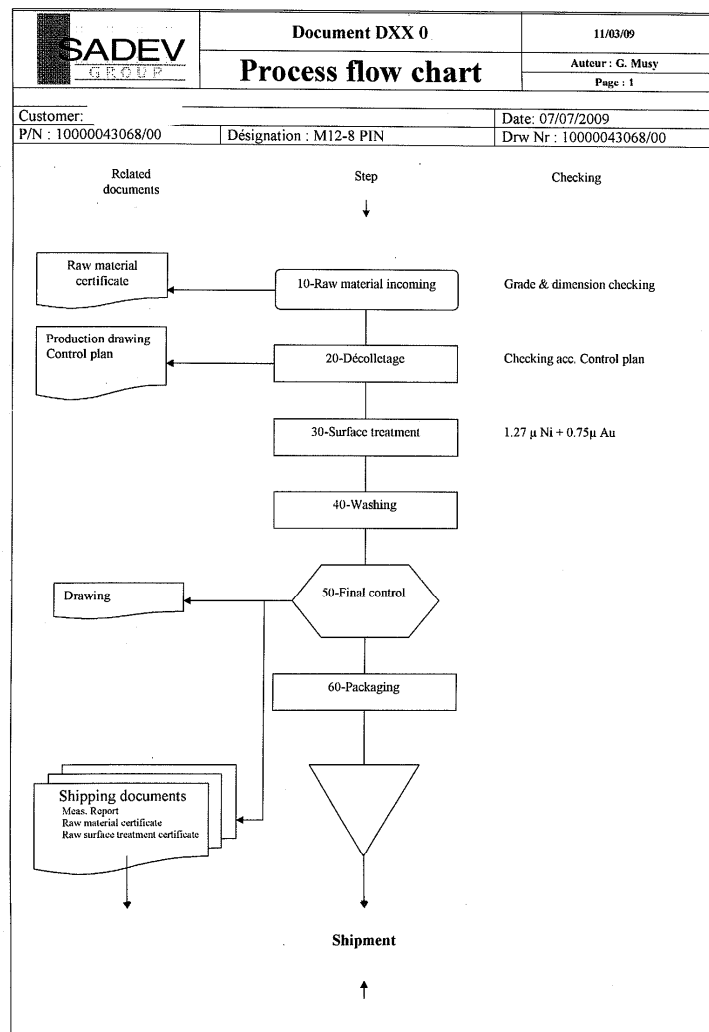
Conditions de livraison CIP François
Condition d'expédition par camion

Déclaration de conformité de type D selon EN 1655: 1997

(Remplir également les conditions d'une attestation de conformité à la commande selon l'ancienne norme DIN 50049 - 2.1)

Les produits couverts par cette déclaration sont conformes aux prescriptions et aux exigences du client ainsi qu'à la spécification indiquée. Ces produits ont été fabriqués dans le cadre d'un système de qualité certifié. Les résultats d'essai ont été déterminés par un laboratoire évalué. ISO 9001 / 14001 BVC SCESm 003/031 N 204163 du 22.01.2007. Expert autorisé: G. Caccioppoli

SWISSMETAL UMS Usines Métallurgiques Suisses SA, Usine Boillet, CH-2732 Reconvilier
Téléphone 032 482 0 482 Telefax 032 482 0 116 TVA 477231



Fischerscope® XRAY XDAL

Client: THERMOCOMPACT
Produit: Au / Ni / Cu,Zn,Pb
Application: Au / Ni / Cu,Zn,Pb

n= 1 Au 1 = 0.98 µm Ni 2 = 2.29 µm
n= 2 Au 1 = 0.97 µm Ni 2 = 2.52 µm
n= 3 Au 1 = 0.97 µm Ni 2 = 2.65 µm
n= 4 Au 1 = 0.94 µm Ni 2 = 2.93 µm
n= 5 Au 1 = 0.97 µm Ni 2 = 2.50 µm
n= 6 Au 1 = 0.83 µm Ni 2 = 2.68 µm
n= 7 Au 1 = 0.91 µm Ni 2 = 2.42 µm
n= 8 Au 1 = 0.95 µm Ni 2 = 2.59 µm

Moyenne 0.941 µm 2.56 µm
Ecart type 0.050 µm 0.190 µm
Coeff. de variation (%) 5.33 7.43
Etendue 0.15 µm 0.84 µm
Nb. de valeur 8 8
Valeur min! 0.83 µm 2.29 µm
Valeur max! 0.98 µm 2.93 µm
Temps de mesure: 8 sec

No. O.F.: 15733
No. Info: 60317
Opérateur:

Date: 06/07/2009
Heure: 11:07:55

L. DAGET
Sce Contrôle

SADEV GROUP
2, Allée des Faisans
Z.I. de Vovray
74600 SEYNOD
Tél : +33(0)4 50 33 70 30
Fax : +33(0)4 50 33 70 33

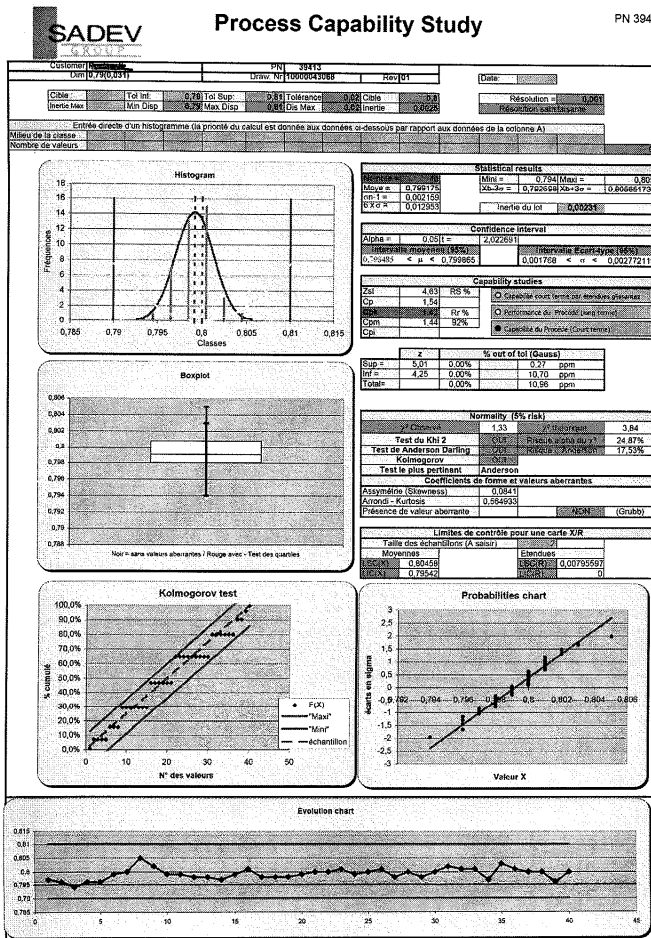
	<h3>Process FMEA</h3>
---	-----------------------

Part Number:		10000043068		Part Name : M12 8 pin		Date		08/07/09					
Step	Failure	Cause	Potential effect	Control plan	O	G	D	C	Corrective action	O	G	D	C
20	Missing .040 hole	Tool break	Assy trouble	Gauges	7	7	2	98	Shorter tool sharpening period	3	7	2	42
20	Missing .026 hole	Tool break	Plating trouble	Visual	7	7	2	98	Shorter tool sharpening period	3	7	2	42
20	Dia .031 out of tol	Chip on stop	Funcnt trouble	Micrometer	4	5	4	140	Cans oiling system control	2	5	4	40
20	Dia .040 out of tol	Chip on stop	Assy trouble	Micrometer	4	5	4	140	Cans oiling system control	2	5	4	40
30	Folded pins	Plating	Assy trouble	Visual	4	8	5	160	Using small plating barrels	1	8	5	40

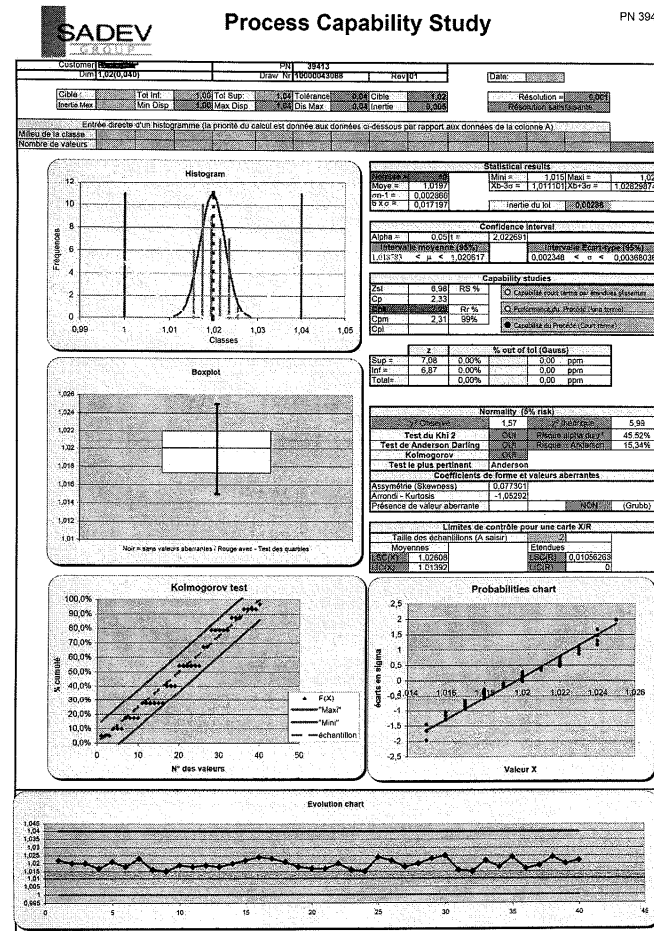
O : Probabilité d'occurrence (0 à 10) G : Gravité (1 à 10) D : probabilité de détection (cotées 1 à 10) C : Criticité =OxGxD

	<h3>Document DXX 0</h3> <h3>Control plan</h3>	11/02/09 Auteur : G. Musy Page : 1
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Client: 1	P/N : 10000043068/00	Designation : M12-8 PIN	Date : 07/07/2009	
Step	Dimension / Criterion	Control mean	Control rate	Comment
20	Ø1.72-1.72	Micrometer	2 pcs / 2 h	
20	Ø0.79 +0.02/0	Micrometer	2 pcs / 2 h	
20	Ø1.02 ±0.05	Pin mini-maxi	2 pcs / 2 h	
20	7	Caliper	2 pcs / 2 h	
20	Ø1.02 ±0.02	Micrometer	2 pcs / 2 h	
30	Treatment	Visual	20 pcs	
60	Packaging	Visual	50	



Cpk031.xls



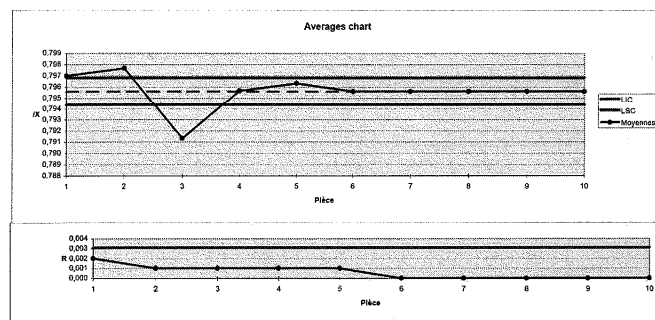
Cpk040.xls

Measurement mean	N°	283620	Designation :	Micrometer 0-25mm
Used for	All Ext diameters measurements			
Measured item	PN	1000043068	Batch	0045177
Measured dimension	Cible :	0.790	Tol. interval	0.020

Item	Operator 1	Operator 2	Operator 3	AVG /X	etendue R
1	0.797	0.798	0.795	0.797	0.002
2	0.797	0.798	0.795	0.798	0.001
3	0.791	0.791	0.792	0.791	0.001
4	0.792	0.795	0.795	0.798	0.001
5	0.790	0.797	0.795	0.796	0.001
6					
7					
8					
9					
10					

LC /X : 0.794
LSC /X : 0.796276
LSCR : 0.00

sigma I : 0.00069
dispersion I : 0.00414
Cp : 4.33
Procédé : capable



Measurement mean	N°	5245	Designation :	Dial indicator 0-50mm
Used for	All length measurements			
Measured item	PN	1000015068	Batch	0045177
Measured dimension	Cible :	8.840	Tol. interval	0.10

Item	Operator 1	Operator 2	Operator 3	AVG /X	etendue R
1	8.843	8.845	8.843	8.843	0.003
2	8.837	8.844	8.840	8.840	0.004
3	8.845	8.849	8.847	8.849	0.002
4	8.843	8.843	8.841	8.843	0.004
5	8.840	8.841	8.842	8.843	0.004
6					
7					
8					
9					
10					

LC /X : 8.841
LSC /X : 8.84144967
LSCR : 0.01

sigma I : 0.00196
dispersion I : 0.01173
Cp : 11.93
Procédé : capable

