

SPLAST
Supplier
Guide

General information

SPLAST was founded in 1989 and specialize in the production of high-quality technical plastic parts by injection moulding for automotive, power tools, household appliances, furniture and cosmetics branches. The company is also a leading manufacturer of the professional Cleaning equipment (mobile service trolley and cleaning sets, which is widely used in the effective cleaning of large-surface buildings. SPLAST has got a modern machinery park, which allows for a wide range of possibilities for the injection moulding production. Each process is conducted with accordance to quality certificate: ISO 9001:2015, IATF 16949:2016 as well as environmental management system certificate ISO 14001:2015.

Accordingly, Supplier shall have a vision of their future and growth both for mid and long perspective, as well as a target achieving plan.

Organization and Human Resources

The Supplier should have a clear organization structure with current and known to employees division of their responsibilities.

The Supplier should have a properly prepared and competent staff, ensuring customer service according to customer demands.

The Supplier has to provide and announce to the customer by the name and position dedicated people from Management, Finance, Quality and Sales/ Customer Service.

The Supplier should provide adequate, documented training for the staff in required fields.

In order to do that, the Supplier completes and signs among others Supplier's Assessment Questionnaire, in which important for SPLAST information will be included.

Documentation

The Supplier ensures adequate control over documents transferred by SPLAST and confidentiality of information, technical data, specifications and drawings.

All changes in the documentation, ingredients, recipe, specifications or drawing details of parts or raw materials, which are delivered to SPLAST, should be communicated to the Customer with 30 days advance, even if it is a part from generally available Supplier's products catalogue.

Each change requires a written acceptance by SPLAST.

Quality and production process control

The Supplier should have consistent quality policy, which is known to all employees and supported by the Management, that guarantees fulfillment of quality requirements of the Customer. The best if it would be documented by an ISO certificate.

The Supplier should have and archive all documentation confirming quality control of its process.

The Supplier guarantees the quality of a final product and takes full responsibility for material used from its suppliers. Supplier's responsibility is effective quality control of deliveries from their suppliers. The Supplier is ready to provide SPLAST list of its main suppliers.

The Supplier has clearly defined and documented procedures and frequency of production process control.

Should also make statistics for the analysis of potential problems and mistakes made during a production process in order to eliminate them in the future.

The Supplier should regularly review machinery and equipment and have all necessary confirmations in the relevant documentation. Shall also have necessary spare parts for that machinery and equipment, as well as an action plan in the event of failure, in order to secure deliveries for SPLAST.



The Supplier allows Customers audits.

The Supplier shall strive for the continuous improving of quality.

Qualification of suppliers

The Supplier receives:

- ◆ Self-Assessment Questionnaire – for fulfilling,
- ◆ Non-Disclosure Agreement and Quality Agreement - for signature,
- ◆ SPLAST Supplier Guide – for acknowledgment.

Offer

Along with the RFQ the Supplier receives Specification of Requirements:

- ◆ for raw materials - type, required parameters, color and other specific requirements,
- ◆ for colors – color pattern, required max acceptable Delta E, UV resistance required approvals for contact with food and other specific requirements,
- ◆ for semi-products necessary dimensions and technical drawings.

Specification should be signed to ensures the possibility of supplying SPLAST in accordance with specification.

An offer provide to SPLAST shall be clear with a detailed breakdown of:

- ◆ production cost,
- ◆ material cost,

and shall inform about:

- ◆ quantity per production lot,
- ◆ packaging details,
- ◆ delivery time etc.

An offer shall included delivery conditions for:

- ◆ payment terms,
- ◆ delivery terms,
- ◆ minimal batch quantities (if required).

Other offers will be considered as incomplete.

In the offer Supplier should indicate data received from its suppliers (delivery time of materials and raw materials).

Offer must be confirmed before the first delivery to SPLAST.

In case of any changes in offer, the Supplier should immediately inform SPLAST. SPLAST must agree to these changes.

Supplier will provide Material Safety Data Sheet, proper long-term declaration of products having preferential origin status, declaration of REACH , RoHS, PAH, RML, Conflict Minerals compliance – on request, if required.

If project requires material registration in IMDS base, the Supplier will provide to SPLAST proper IMDS number of its product.

Sample lot

The Supplier delivers agreed sample lot at its own expense necessary to accept the offered detail, part or raw material.

Sample lot, according to internal SPLAST procedure, is liable to the first assessment, by competent staff on Card of Material in the system.

The Supplier, according to SPLAST internal procedure, is the subject to a first assessment by each department on the Card of Supplier in the system.

Purchases

The Supplier will assure and announce contact person/persons to the Customer (e-mails and phone numbers), in order to ensure constant and undisturbed communication. This staff will support the Customer in all cases associated with the purchase process (offers, orders, invoices, etc.) and with technical support (technical drawings and specifications, trainings, customer complaints, etc.) and with after-sales service.

The Supplier receives an order by an e-mail to dedicated e-mail address, confirms receiving it and a date of the realization with all other conditions from the order.

SPLAST has the right to change realization dates of placed orders.

The Supplier informs SPLAST each time about any problems with order realization, as well as all changes associated with the completion of order.

If SPLAST is interested and the Supplier confirms the possibility, there will be established „safety stock” (in raw materials or other parts) for offered products, depending on SPLAST needs.

Delivered amount cannot be different than +/- 5% in proportion to the ordered amount – with the approval of SPLAST. Larger differences of the delivered amount:

- ◆ on plus – will not be accepted and sent back to the Supplier,
- ◆ on minus – delivery incomplete, will be treated like a delay in delivery.

Delivery should be clearly marked and packed in the way appropriately safeguarding delivered, with full name of SPLAST index, batch number and production date of material/parts. If necessary - the Supplier will receive the packaging instruction. Every change of packaging requires SPLAST approval.

At the receipt of SPLAST Quality Department delivery can receive following status:

- ◆ ZIEL (green) – delivery accepted - with accordance to quality control parameters which match requirements,
- ◆ NIEB (blue) – delivery temporary blocked (lack of Quality Certificate, suspicion of the non-compliance), not approved to the production,
- ◆ CZER (red) - incompatible delivery – (not accepted for production process, for further instruction of supplier).

Deliveries with status conditionally passed (NIEB) and incompatible (CZER) are making it impossible to make payment for invoices concerning these deliveries, until their status becomes - delivery accepted ZIEL.

On time deliveries, as an important condition for cooperation, is systematically checked and monitored by Purchasing Department; incomplete deliveries are treated as overdue.

SPLAST reserves the right to introduce hourly advisement deliveries.

SPLAST reserves the right to charge the Supplier with costs resulting from an overdue delivery, i.e. the stop of production, extra labor cost of staff, suspending the assembly etc.

SPLAST does not make regular, detailed inspection of each delivery. That obligation is on the Supplier side. Documents/certificates/quality certificates stating control of required parameters are requested.

Invoices, with agreed conditions and prices, should be sent by post to the correspondence address SPLAST, ul. Lotników 13, Krosno or to the address indicated on the order.

Deliveries shall be carried out to the address indicated on the order:

- ◆ 19 Sienkiewicza St, 38-460 Jedlicze, Poland
- ◆ 13 Lotników St, 38-400 Krosno, Poland
- ◆ 4 Fabryczna St, 38-200 Jasło, Poland,
- ◆ Gyar utca 5, Miskolc, HU-3571 Alsózsolca, Hungary.

Supplier evaluation

SPLAST Suppliers are regularly evaluated according to the instruction of supplier evaluation. Evaluation results are sent to the Supplier each 6 months.

Complaints

Supplier Quality Engineer or Purchasing Department immediately inform the Supplier about a quality remark or suspicion of quality problems caused by delivered materials.

The Supplier should get in contact or reply during first 24h about the complaint details.

In the official Complaint Protocol – Purchase Irregularities - Supplier receives detailed information regarding reason of the complaint and further action required by SPLAST.

All costs of a complaint caused by the Supplier's incorrect delivery are moved to the Supplier.

Detailed calculation of costs is presented in QCR document, stating all costs connected with production with use of incorrect materials as well as stop of the machines and additional labor costs. QCR will be presented to the Supplier.