



**English Version**



## **ENGLISH VERSION**



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**ACCEPTANCE DOCUMENT OF CEBI MOTORS'S SUPPLIER MANUAL**

This document is part of the contractual documents, together with the technical specifications, purchase orders and general purchase terms. It contains the guidelines and requirements for supplies that satisfy the requirements of Cebi Motors. It is a controlled document and subject to potential amendments and revisions of its content; the most recent edition is always published on the website in the CEBI MOTORS/CEBI GROUP area, and available for viewing and download. This document is considered accepted by the supplier as is without any amendments should the supplier begin producing or delivering goods further to orders from CEBI MOTORS. In case you should need further information or have any questions, please don't hesitate to contact our Purchasing Department or the Supplier Development Manager.

Signature only required for suppliers not yet listed on the Vendor list (see Chapter 1 - Supplier Selection).

Date: \_\_\_\_\_

Supplier Company name: \_\_\_\_\_

Name and surname of the company legal representative:  
\_\_\_\_\_

E-mail for Vendor rating: \_\_\_\_\_

Company stamp and signature of the Legal Representative:  
.....

**HOW TO CONTACT CEBI MOTORS STAFF**

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**SCOPE AND FIELD OF APPLICATION**

This manual aims at defining the supply relationships between Cebi Motors and its suppliers and helping the supplier to understand its responsibilities in its relationship with Cebi Motors.

Find below the systems and base procedures that Cebi Motors wants to be applied by all suppliers. Any additional requirements can then be defined from time to time and attached to the specific purchase order.

This manual is a contract between Cebi Motors and the supplier who is fully responsible for the fact that its products - and those of its sub-suppliers - comply with the requirements requested by Cebi Motors in the purchase order, drawing and technical specifications.

In a strategic approach, Cebi Motors acquired an IATF 16949 Quality Management System, integrated in its other certifications: ISO 14001 and OHSAS 18001.

The objective of the following certification is the development of a QMS that promotes continuous improvement, stressing on the prevention of faults, reduction in variability and losses in the supply chain. Therefore it defines the fundamental QMS requirements for those who underwrite this document.

An advantage in order to be included in the Cebi Motors Vendor List is having a valid ISO 9001 certification, issued by a recognised third-party certification body.

For this reason, the supplier is asked to come to know the market sector Cebi Motors operates in and what it entails for this contract.

It is certain that this path is a real competitive advantage for all the companies involved, striving towards constant improvement, a real competitive drive on the market.

**TERMINOLOGY**

<b>ISO</b>	International Standard Organisation.
<b>IATF</b>	International Automotive Task Force
<b>UNI</b>	Italian National Unification Board
<b>ANFIA</b>	National Automobile Industry Association
<b>SGQ</b>	Quality Management System
<b>SGI</b>	Integrated Quality and Environment Management System
<b>IMDS</b>	International Material Data System (www.mdsystem.com).
<b>ELV</b>	End-of-life vehicle: acronym used in the web to find all the European standards relative to scrapping of components at the end of their life.
<b>FMEA</b>	Failure Mode and Effect Analysis.
<b>MSA</b>	Measurement System Analysis (QS9000).
<b>APQP</b>	Advanced Product Quality Planning (QS9000).
<b>PPAP</b>	Production Part Approval Process (QS9000).
<b>PPM</b>	Parts per million.
<b>SPC</b>	Statistical Process Control
<b>Warrant</b>	Product Conformity Declaration (PSW – QS9000)
<b>TFC</b>	Team Feasibility Commitment
<b>R&amp;R</b>	Repeatability and Reproducibility test of an instrument.
<b>R@R</b>	Run@Rate Physical control that the production process is able to produce parts of suitable quality (in compliance with the PPAP documentation) with adequate production capacity
<b>Cm</b>	Machine potential capacity
<b>Cmk</b>	Machine capacity index
<b>Pp</b>	Process preliminary potential capacity (over the short term)
<b>Ppk</b>	Process preliminary capacity index (over the short term)
<b>Cp</b>	Process potential capacity (over the long term)
<b>Cpk</b>	Process capacity index (over the long term)
<b>Q+</b>	Special characteristic. Ppk=1.67 is required in sample for approval; Cpk=1.33 in mass production. This second requirement could be substituted by a 100% production-line check or, where applicable, if approved by the client, a check for attribute data with sampling frequency to be agreed along with Cebi Motors. (Required insertion in the control plan).
<b>Q-</b>	Special characteristic. Ppk=1.67 is required as the initial condition and, in mass production sample control. (Required insertion in the control plan).
<b>NC</b>	Non conformity.
<b>ODC</b>	Inspection report (Non-conformity report and 8D response form).
<b>8D</b>	Response method of a non-conformity with analysis of the cause and proposed corrective actions.
<b>Prototype</b>	Pieces made according to preliminary specifications, not necessarily with tooling and processes used for mass production.
<b>Samples</b>	Pieces made according to final specifications. Whether "Initial sample" or "Sample for approval or type- approval" or "Pre-series", they must be produced with specific tooling and processes
<b>Series</b>	Pieces made with definitive tooling and processes of a code
<b>MP</b>	Component
<b>V.L.</b>	Vendor List
<b>CQAA</b>	Incoming inspection
<b>ETA</b>	Estimated Time of Arrival
<b>CQI</b>	Continuous Quality Improvement: metodi di valutazione dei processi speciali
<b>FIFO</b>	First In First Out

**1 CHOICE OF SUPPLIER**

When a supply has to be allocated, Cebi Motors chooses the suppliers from the Vendor List (list of approved suppliers). If it is impossible to meet the purchasing requirements selecting from the Vendor List, new suppliers must be found. Once a new organization has been identified as a possible supplier for a specific item or product, the qualification process starts.

**1.1.1 How to be included in the Vendor List.**

Inclusion in the Cebi Motors' Vendor List is achieved via the following procedure (summarised in Diagram 1):

- 1) Supplier's registration using the appropriate form *M027 - Supplier preliminary Assessment* in order to be taken into consideration by Cebi Motors.

NOTE: *When any details in the M027 form change, the supplier must update the form and send it to Cebi Motors again.*

- 2) Suitability assessment on the basis of:
  - Assessment of the quality system in compliance with ISO 9001, IATF 16949, ISO 14001 and/or BS OH SAS 18001 by a credited body.
  - Process checks by a Cebi Motors assessor or other qualified body (car manufacturer or car manufacturer's supplier) for the same process Cebi Motors is interested in.
  - Availability to supply, on request, any information necessary to Cebi Motors Purchasing and Supplier Quality Departments to check its capacity to supply the requested products and services. This will include a check of procedures, FMEAs and process capacity analysis as well as financial and commercial information.
  - Critical ability in carrying out feasibility analysis and submit and comply with a progress *schedule* for product development.
  - The supplier agrees to submit PPAP documentation when sending samples.
  - The supplier agrees to submit product requalification documents on an annual basis, in September of each year.
  - Availability to register the composition of its items in the IMDS system, in compliance with the "IMDS Supplier's Guide" available at Cebi Motors internet portal.
  - Being/having been a direct supplier of a Cebi Motors' customer.

**1.1.2 Contract terms - Acceptance of the suppliers' manual**

Once the supplier is deemed suitable, the parties must underwrite this Suppliers' Manual before orders can be processed. If no formal acceptance of the manual is sent and the supply starts all the same, the contract relationship is anyway governed de facto by the provisions contained in this document and the General Conditions of Purchase.

The following is an integral part of the purchasing contract:

1. The terms and conditions of any written agreement drawn up with Cebi Motors;
2. Anything specified in the purchasing order, together with its General Terms and Conditions;
3. The technical drawing and technical specifications (whether they are Cebi Motors', Cebi Motors' customer's or legally binding);
4. This Suppliers' Manual;
5. National and international laws regarding the use of materials hazardous and/or harmful to the environment;
6. Any other request specified in writing by Cebi Motors.

Payment will be made according to that indicated on the purchase order


The supplier must meet customs requirements to ensure quick and efficient transport of goods.

In compliance with the declarations of conformity to the ELV (End of Life Vehicles) and RoHS (Restrictions on Hazardous Substances) regulations, it is vital for each individual component supplied to Cebi Motors to comply with the:

- maximum limits set by the European Commission with decision No. 525 of 27 June 2002 regarding directive 2000/53/EC, its annexes and following revisions;
- within the maximum limits indicated by the European Commission with Decision no. 618 of 18 August 2005, as relative to Directive 2002/95/EC as now replaced by 2011/65/EU and its related annexes and subsequent revisions;
- maximum limits set in each successive bill or amendment of the European Commission regarding ELV and RoHS.

With reference to the provisions of Regulation (EC) no. 1907/2006 as amended, REACH, on the Registration, Evaluation, Authorisation and Restriction of Chemical Substances, pursuant to the former, the supplier of articles agrees to report any presence of substances listed in the Candidate List - Annex XIV of the Regulation, and periodically check for updates.

In reference to "Mineral Conflict Free", or rather the issue of ending violent conflict in the Democratic Republic of Congo and surrounding countries by means of regulation of the supply sources tin, tungsten, tantalum, gold and their minerals, the supplier agrees to undergo and submit sub-suppliers to monitoring through the annual compilation of the CMRT form.

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As regards flammability, as the automotive market is that of reference for Cebi Motors, compliance with the properties of materials with respect to flammability as concerns polymers and others is a requirement; non-compliance of which is always to be understood as related to product safety issues.

### **1.1.3                    *How to stay in the Vendor List.***

Once the status of qualified supplier has been obtained, it is always subject to the constant quality of the supply and services, included commercial competitiveness.

The Vendor List is periodically updated on the basis of the vendor rating (for more details about this, refer to chapter 3.3 Performance Assessment), the analysis of the development plan proposed by the Supplier, when requested, the continuous control of performance by Cebi Motors personnel and the results of the process assessment.

Other essential requirements to continue supplying Cebi Motors are the respect of the terms given in this manual and the participation in the cost reduction and continuous improvement plans.

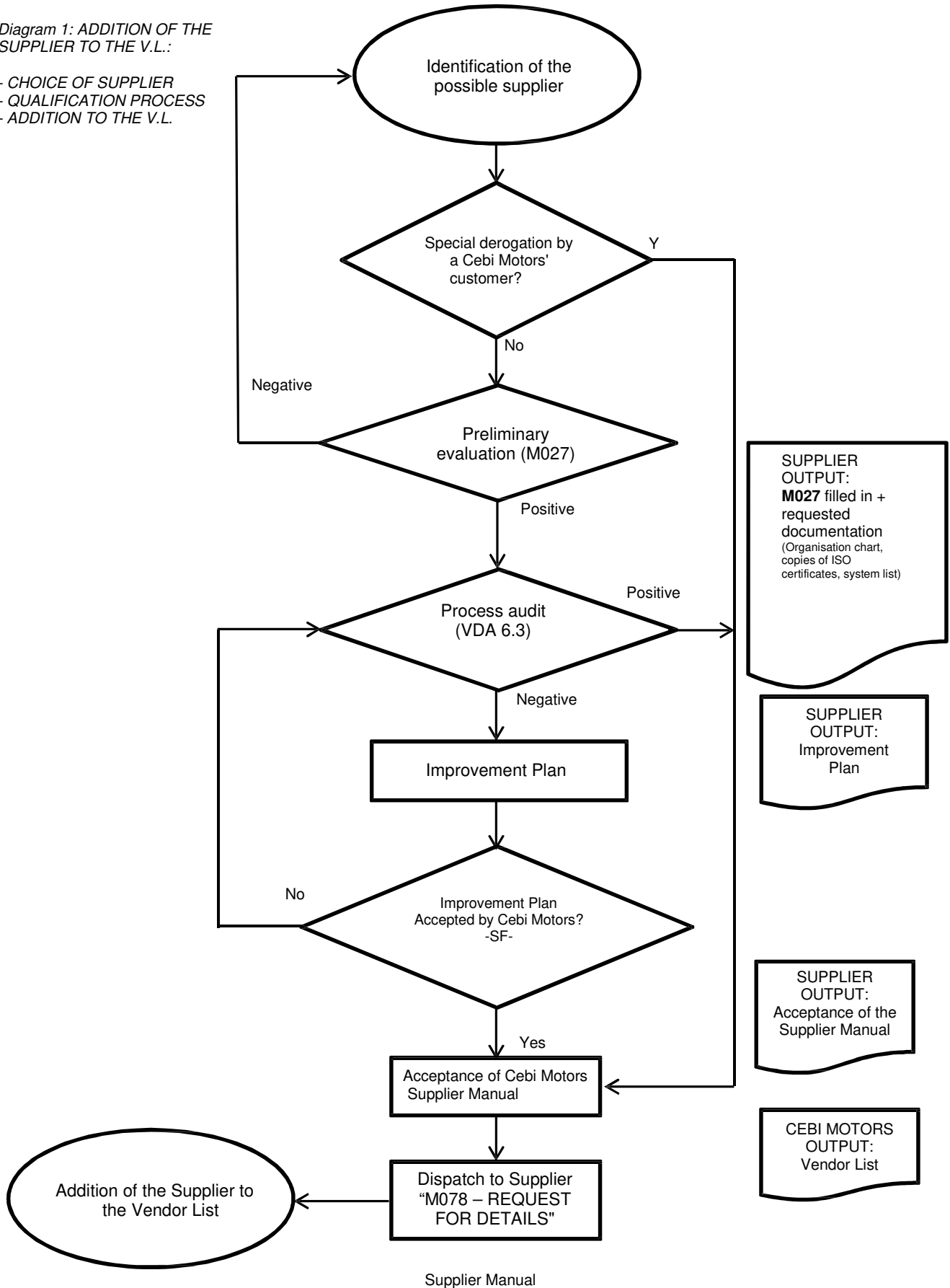
In the event there are no supplies requested, a supplier remains in the Vendor List for one year from the date of inclusion or from the date of the last supply.





Diagram 1: ADDITION OF THE SUPPLIER TO THE V.L.:

- CHOICE OF SUPPLIER
- QUALIFICATION PROCESS
- ADDITION TO THE V.L.




SUPPLIER OUTPUT:  
M027 filled in + requested documentation (Organisation chart, copies of ISO certificates, system list)

SUPPLIER OUTPUT:  
Improvement Plan

SUPPLIER OUTPUT:  
Acceptance of the Supplier Manual

CEBI MOTORS OUTPUT:  
Vendor List

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## 2 PART APPROVAL PROCESS

### 2.1.1 Quotations

Once a range of possible suppliers has been selected from the Vendor List, Cebi Motors's Purchasing Office will send the technical specifications and request for a quotation.

The supplier will forward a quotation within the date requested, together with a feasibility analysis and a detailed timing forecast for the product development up to mass production.

The quotation assessment will narrow down the choice of suppliers which are involved in the project and from which we will require prototypes and/or samples.

### 2.1.2 Feasibility analysis

The feasibility analysis is required to evaluate if the requested part can be mass produced according to drawing specifications. This evaluation is necessary for new products or whenever changes are made to products or processes.

### 2.1.3 Timing

Timing means respecting and following the schedule of product and process development activities up to starting off of mass production of a part. The plan will include at least the dates for the following activities:

1. Quotation and feasibility analysis based on preliminary drawings
2. Cebi Motors purchasing order emission
3. Process flowchart
4. Prototypes production and delivery
5. Process FMEA
6. Final drawings emission
7. Production of final equipment
8. Initial samples (run at rate) – PPAP submission
9. Start of mass production

### 2.1.4 Prototype submission

Prototypes are parts produced according to preliminary specifications, not necessarily with the equipment or tooling used for mass production.

They test the suitability of a component from a technical point of view and in its specific application during the product development phases.

According to Cebi Motors specifications they could be working or not, and therefore used exclusively for dimensional analysis.

The number of prototypes to be submitted depends on the instructions given in the purchase order. The supplier will submit the following accompanying documents together with prototypes:

- clear identification of the parts as prototypes with reference to the request or purchasing order
- whatever requested by Cebi Motors in the M051 form

### 2.1.5 Production Part Approval Process (PPAP) – Initial samples

After the prototyping phase, if proceeds, for each new product the supplier must provide initial samples produced with the definitive equipment and processes.


The initial sample parts (i.e. pre-series or samples for approval) must be accompanied by at least the following documentation:

- Guarantee that the submitted samples are produced with final equipment and processes with clear reference to part code, drawing level, amount and Cebi Motors purchasing order number;
- Cebi Motors drawing with the characteristics identified with reference to the measurements in the dimensional report;
- Dimensional report on all the measurements (minimum of 3 clearly identified samples for each figure or cavity, to allow further analyses by Cebi Motors, unless otherwise specified);
- Capability analysis of all the Q+ and Q- measurements, carried out on a minimum of 50 parts;
- Packaging chart for standard supplies;
- Mass production control plan;
- Detailed process flowchart;
- Bulk material certificates.

*N.B.: for Q+ and Q- dimensions, unless otherwise specified, a Ppk > 1.67 is requested (for a min. of 50 consecutive samples for each figure or cavity) when the machine/process is started; for mass production the minimum requirement is: sample controls for the Q- dimensions, and SPC with process capability (Cpk > 1.33) for all Q+ dimensions.*

Where the required process capabilities cannot be achieved, in the initial samples phase (Ppk) and/or during series (Cpk), in the absence of specific drawing formalized agreements between the supplier and Cebi Motors, the supplier must provide for the control of the special characteristic at 100 % or via poka yoke solution.

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In addition to the documentation listed above, Cebi Motors may also request further information to be submitted by the supplier together with the samples in the M051 form.

We assume that the first sample submission must comply with all specifications. For all unscheduled checks, carried out by Cebi Motors with the same drawing level, the supplier will be charged with the cost of the extra checks.

The samples and/or any related equipment or tooling will be paid for only if they are conforming to all specifications (including the ones listed in the M051 form).

A minimum of 30 samples will be required (at least 3 with complete metrological analysis), unless otherwise specified in the sample purchasing order.

The above mentioned sample supply procedures will be applied to all equipment, moulds, cavities or multiple cavity moulding centres, etc.

Each sample package will be clearly marked as such ("SAMPLE").

The supplier is totally responsible to guarantee that the samples conform to all specifications before being submitted to Cebi Motors. In the event conformity is not possible within the presentation date, the supplier may ask for a derogation from the Cebi Motors's Purchasing office enclosing an action plan.

After PPAP approval, Cebi Motors will issue approval for the specific part to the supplier.

### **2.1.6 Additional samples**

Besides the initial samples for new parts approval (previously described), there are other cases in which Cebi Motors could request samples from the supplier:

- a. Project changes;
- b. Equipment/tooling changes, replacement or transfer;
- c. Corrections to any discrepancies, which could involve: product performance against the customer requirements, dimensional or process capacity issues, suppliers issues, full approval of a part replacing an interim approval (e.g. mould of one or more cavities), functional or laboratory tests issues.
- d. Parts produced after the tooling has been inactive for 12 months or more, or for periodic part requalification.
- e. New or alternative material;
- f. New supplier or material;
- g. New or modified part production process;
- h. New or alternative plant location.
- i. [extraordinary maintenance of the toolings: it is on supplier responsibility to inform Cebi Motors with reasonable advance of the approaching end of life of the equipment based on the guarantee agreed upon during the assignment of the order with the Cebi Motors purchasing department.](#)

### **2.1.7 Management of sources designated by the client ("imposed suppliers")**

CEBI Motors reserves the right to ask the supplier to use subsuppliers he has selected ("sources designated by the customer" or "imposed suppliers").

With regard to the sources designated by Cebi Motors, the latter reserves the right to ask the supplier for documentation certifying the qualification / preliminary assessment of the imposed suppliers.

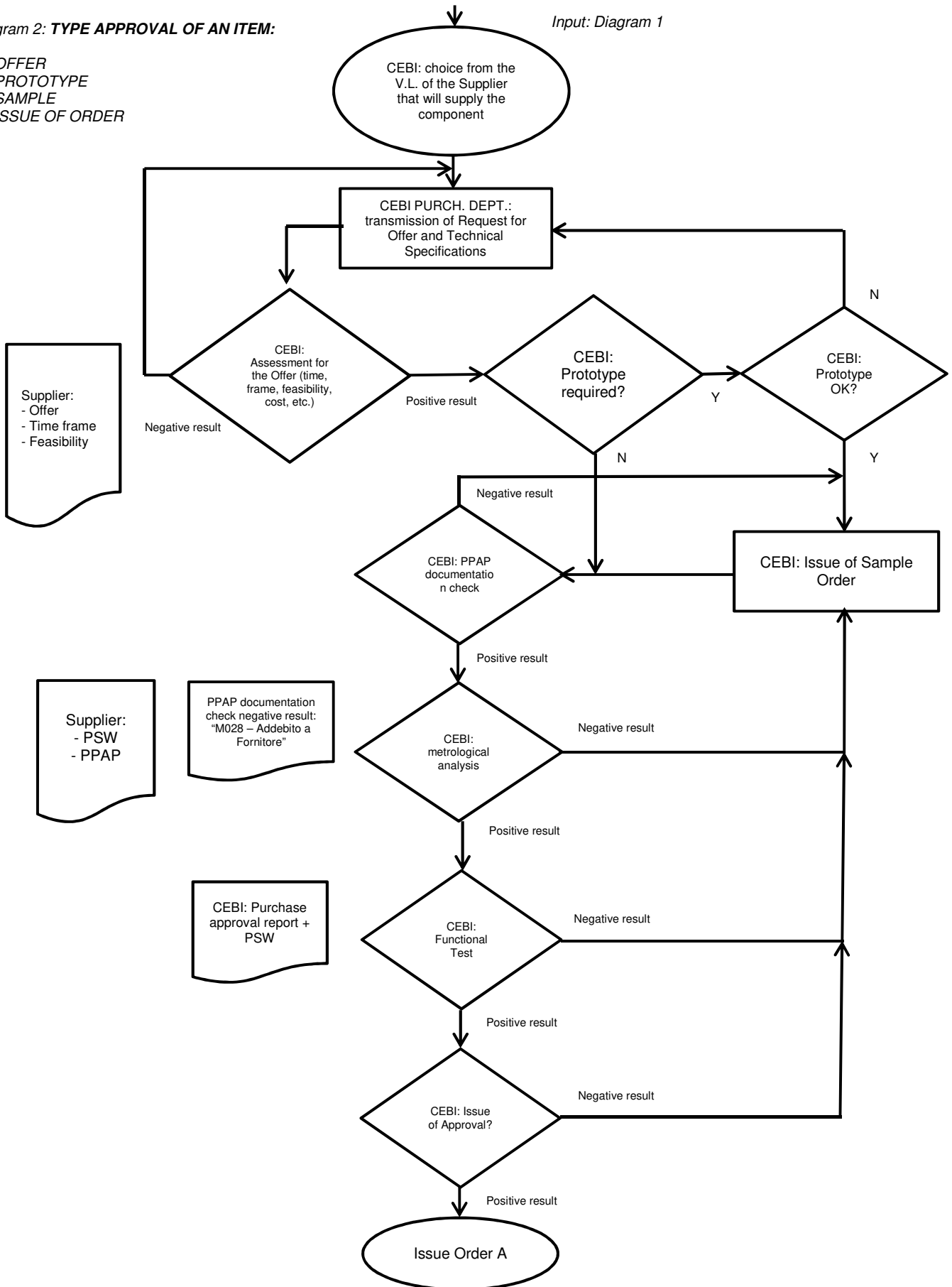
In case of a non-compliance or when verifying the documentation provided, Cebi Motors may agree with the supplier an improvement plan for the imposed subcontractor and a possible joint process audit at the subcontractor's site (escalation).




Diagram 2: **TYPE APPROVAL OF AN ITEM:**

Input: Diagram 1

- OFFER
- PROTOTYPE
- SAMPLE
- ISSUE OF ORDER



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### **3 MASS PRODUCTION**

#### **3.1.1 Starting off mass production**

Before starting mass production the supplier must have received PPAP approval by Cebi Motors (i.e. conformity to M051 requirements), officially issued through the Validation Report.

Starting from the year 2017, the approval report became an internal Cebi Motors document and was replaced by the PSW (Part Submission Warrant, the "cover" of the PPAP delivered by the supplier), which, once it has obtained final approval, must be available in the archives both at the supplier location and at Cebi Motors, and signed by each

If the M051 requirements are not met, Cebi Motors may decide to issue a temporary Validation Report. In such cases the report will include a list of corrective actions to be taken along with the timing.

When the Validation Report has been issued, the following supplies will be considered "mass production"; this means these may not be subjected to incoming inspection, but sent directly to production (free pass). Incoming inspection and analysis by Cebi Motors will be performed only on those components that have to be approved, that are interim approved or after a non-conformity, to verify the effectiveness of a corrective action.

In case of production loss due to poor quality of supplies, all the relevant costs will be charged back to the supplier: as far as this is concerned, Purchasing General Terms are also applied.

For more detailed information about the product development, the part approval process and related documentation, refer to PPAP and APQP manuals (AIAG), to which Cebi Motors refers, unless otherwise specified.

For suppliers which manage safety characteristics, will be requested from Cebi Motors side the filling of the D-part-self assessment (module M092), in advance to the start of series production.

Furthermore, Cebi Motors reserves to auditing the supplier according to the scheme VDA 6.3 before the start of series production.

### **3.2 Document control and data storage**

#### **3.2.1 Document control**

Documents referring to Cebi Motors products, such as drawings, specifications, purchase orders, control plans, PPAP documentation and all quality records (\*), must be controlled and maintained for the duration of the supply, or according to current legislation, and they must be permanently available for consultation by Cebi Motors upon request. The control reports and measurements must be maintained for at least 3 years.

**Attention:** for the traceability, the archiving and the storage of documents (e.g.: inspection reports), report (e.g.: measurement reports) or certificates (e.g.: CoA), the storage period is **15 years**. Please refer to instruction I037 for more details.

(\*) Quality records: drawings; technical specifications; contract reviews; control plans; records of measures on incoming material; approval for production start-up (validation of a part); control sheets; records of measures on outgoing products; non-conformity management; measuring instruments tracking.

The Supplier must have a documented system to control the receipt, management and the updating of drawing levels. This management system must guarantee the use of the correct drawing level, the control plan and all the documents that are changed further to the updating of drawing level. Old copies must be removed.

The production control plan must be submitted with the initial sample parts, as previously stated, and again in case of further request. Also the control plan must also be approved by Cebi Motors, who reserves the right to add other controls or to change their frequency when necessary.

The modifications of the control plans must follow the procedure according to the trigger matrix from the VDA volume 2 (module M091).

For more detailed information about the control plan, please refer to paragraph 3.8 in this Manual, or to the IATF 16949 technical specification (paragraph 8.5.1.1. and Appendix A) from which they come.

#### **3.2.2 Cebi Motors's Supplier Manual control**

The Supplier Manual is a controlled document, subject to amendment and review: the latest edition is always published in the reserved area of the CEBI MOTORS website, where it can be read and downloaded.

This document is considered accepted by the supplier as is without any amendments should the supplier begin producing or delivering goods further to orders from CEBI MOTORS.

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**3.2.3 Quality records and data storage**

Refer to paragraph 7.5.3. of the ISO 9001 standard.

If product traceability is requested, the supplier must apply a management system to control and record the unique part identification code.

**3.2.4 Traceability, Identification And Registration**

Suppliers are required to provide the batch traceability of products (with a greater focus on special features). Production batches must be delivered to Cebi Motors in their order of production: the FIFO (First in - First out) method must be used.

Traceability at the Supplier location must allow (see I037):

- to lead back to the origin of the production: starting from a batch, it must go back to its manufacturing conditions, including the products supplied by sub-suppliers;
- determine the set of articles concerned: starting from the batch manufacturing cycle, to determine the batches affected by the same characteristics, and trace them back to the customers to whom they were delivered

**3.3 Performance assessment**

The supplier performance will be assessed monthly, based on: quality of the goods supplied, service, the reduction of the number of controls carried out by Cebi Motors (free-pass). The following indicators are used for the assessment:

- PPM of rejected parts
- Number of non -conformity reports
- Ratio between the number of rejected or derogated batches and the total delivered batches
- Type of Quality System Management
- On-time delivery
- Respect of the amounts requested in the purchase order

A three-monthly report will be sent to each supplier; on receipt the supplier will have twenty days to discuss the assessment. Any dispute must be written and addressed to Cebi Motors's Purchasing Office.

**3.3.1 Vendor Rating**

The vendor rating is the assessment of the supplier's performance, calculated as a sum of points regarding the subjects: "supplied quality", "system management", "on-time delivery" and "quantity" (TABLE 1).

The calculation on a monthly basis allows keeping the yearly trend constantly updated; at the beginning of each year, the suppliers are reclassified on the basis of the overall points for the previous year (TABLE 2).

TABLE 1

QUALITÀ (Quality)		70 punti max / max score			
Q1	PPM scarto / Rejections (PPM) (50 punti max. / max score)	0 ppm	> 0 ppm		
		- 0p	- 5 – (ppm/20)		
Q2	Sistema gestione qualità / Quality System (20 punti max. / max score)	IATF 16949	IATF 16949	ISO 9001:2000	Lack of QSM
		ISO 14001	18 p	12 p	0 p
Totale Qualità / Overall Quality:		Q = Q1 + Q2			

LOGISTICA (Logistics)		30 punti max / max score				
L1	Puntualità / On-time delivery (20 punti max / max score)	4 punti di demerito per ogni giorno di ritardo medio pesato sulle quantità parziali (se il ritardo medio mensile è contenuto in $\pm 2$ gg il punteggio è 20) <i>Minus 4 points for every late day: the average is weighed on the supplied quantities. (if the mean monthly delay is <math>\pm 2</math> days, the score is 20)</i>				
L2	Quantità / Quantity (10 punti max / max score)	> $\pm 1\%$	> $\pm 5\%$	> $\pm 10\%$	> $\pm 15\%$	> $\pm 20\%$
		8 p	6 p	4 p	2 p	0 p
Totale Logistica / Delivery performance:		L = L1 + L2				

PENALITA' AUDIT (Audit Penalty)		
P1	Penalità per Audit con esito negativo <i>Penalty for Audit with negative outcome</i>	7 punti di demerito per Audit con punteggio negativo "C" 0 punti di demerito per audit con punteggio "A" o "B" <i>Minus 7 points (penalty) for Audit with negative outcome (score "C") 0 points of penalty for audit with score "A" or "B"</i>



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<b>P2</b>	Penalità in caso di mancato soddisfacimento dei requisiti per i report di riqualifica Penalty for low performance for requalification reports	7 punti di demerito con aree rosse della matrice di valutazione 0 punti di demerito con aree non rosse della matrice di valutazione 7 points of penalty if red areas in the evaluation matrix 0 points of penalty no red areas of the evaluation matrix
La penalità è applicata per tutti i mesi successivi alla data di scadenza per la consegna del report di riqualifica e verrà revocata solo a seguito di ricevimento della documentazione ed uscita da area rossa della matrice - Nota Bene: in caso di caratteristiche di sicurezza, il mancato invio del report di riqualifica comporterà la penalizzazione del fornitore (-7 punti). The penalty is applied for all the months following the due date for the delivery of the requalification report and will be revoked only after the documentation has been sent to Cebi Motors and assessment matrix has returned to non-red areas - Remark: in the case of safety characteristics, the missing to send the requalification report will result in the supplier's penalty (-7 points).		
<b>VENDOR RATING = Q + L + P</b>		

## Q1 – Supplied quality

Indicates the overall faults found in the supplies, calculated as rejected ppm. Rejected ppm are calculated as the ratio between the amount of non-conforming material and the amount supplied, per one million. The year trend is recalculated on the total amount: it is not based on monthly ppm average. The indicator representing the non-conforming material is the record you can find in the field “defective quantity” of the ODC; the defective quantities are part of the calculation of the month when pieces are controlled in Cebi Motors (referring to the control report closing date), and could therefore refer to deliveries in the previous month. For a more detailed explanation of how the ppm are calculated, refer to paragraph 3.3.2 below.

The score expressed as “supplied quality” goes from a maximum of 50 points (zero faults) down to zero in the case of 1000 or more rejected ppm.

The number of non-conformities is not included in the calculation, but is used to show how often problems occur.

## Q2 – Quality System Management

We have explicitly classified the suppliers for the type of certification they have implemented. The type of certification is also an essential requirement for Cebi Motors’s choice of the suppliers, and the aim is to move strategic suppliers to IATF certification.

## L1 – On-time deliveries.

The average delay, calculated in days, is deducted (up to 20 points) from the total score. In case the order is delivered in more shipments than requested, the delay will be calculated considering the quantity of each delivery.

Each shipment delay will be calculated in the month when the goods are delivered.

Advance deliveries are considered as delays.

For average delays of up to 2 days, no penalty is applied.

## L2 – Quantity

The quantity index reflects the average difference between the ordered quantity and the delivered quantity for a given month. If more than one delivery is made for the same order line, the reference quantity in the 2nd delivery is not that ordered, but the difference between the ordered quantity and that received with the 1st delivery: any further deliveries for the same order line are referred to the balance.

Making more than one delivery for the same order is a disturbance for Cebi Motors. Therefore we strongly recommend giving written confirmation of the delivery dates to our Planning Office, including in case of fractioned deliveries.

In supplier performance calculation we will refer to the information on the order.

## P1 - Audit Penalty

As described in paragraph 4.3, Cebi Motors reserves the right to carry out process audits at the supplier’s production facility. If the assessment is not positive, we deem it necessary to take the Vendor Rating into account, applying a penalty in order to encourage the supplier to propose and implement a plan to improve its organisation.

Suppliers are then ranked based on an overall score. When assigning a particular item to be included in a new project, or in the event of multiple suppliers for the same item, the supply distribution percentage will be based on such score

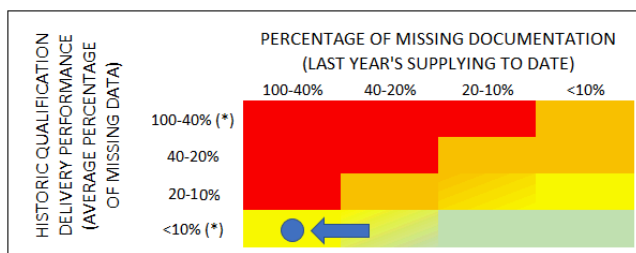
The suppliers are classified according to their overall score. This score will be considered when choosing the supplier of a component needed for a new project. In case more than one supplier should be necessary for the same component, the supplier classification will be used to determine the amount supplied by each.

## P2 – Requalification Penalty

The regularity of the supplier with regard to the delivery of the requalification reports, as per point 4.1.3 of the present, will be assessed by applying a penalty of 7 points (see Penalty P2 table) in the event that the supplier falls into one of the red boxes of the matrix below.

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(\*)= in case of LESS than 2 years' historic data, it is assumed this delivery performance

TABLE 2

Supplier class	Vendor rating score	Actions
<b>A – SUITABLE</b>	<b>81 – 100</b>	Preferred when assigning the supply and any new projects
<b>B – ACCEPTABLE</b>	<b>66 – 80</b>	Continuous improvement actions must be taken to enter class A.
<b>C – CRITICAL</b>	<b>51 – 65</b>	A development plan must be implemented to enter class B, not suitable for assigning new projects.
<b>D – UNACCEPTABLE</b>	<b>&lt;= 50</b>	As for class C; consider removal from the vendor list

**3.3.2 ppm calculation**

In case there are quality faults the supplier will be penalised accordingly: 50 of the total 100 points in the vendor rating are assigned to the effective number of rejected pieces expressed in ppm. For ppm higher than 0, 5 fixed points plus 1 are subtracted for every 20 ppm: see the examples in the following table:

0 ppm	1 ppm	20 ppm	100 ppm	900 ppm
<b>50 points</b>	<b>45 points</b>	<b>44 points</b>	<b>40 points</b>	<b>0 points</b>

Only the material found by Cebi Motors, WHICH DOES NOT CONFORM TO THE DRAWING AND CANNOT BE USED, is considered when calculating the ppm rejections. This only applies to mass production and not to samples.

“Rejected ppm” are components that do not conform to the specifications and must be reworked or repaired before they can be used; components with features that are not given in the specifications and cannot be used.

The following are not “rejected ppm”: components that do not conform to the specifications, but which Cebi Motors decides to use (derogations); components which conform to the specifications, but which cannot be used.

Indications given in the non-conformity report:


- “Received quantity” is the quantity received and recorded at Cebi Motors’s warehouse.
- “Rejected quantity” is the quantity that needs immediate corrective action requested by Cebi Motors
- “Sample quantity” is the quantity controlled or used by Cebi Motors.
- “Defective quantity” is the number of non -conforming pieces found by Cebi Motors among those at the previous line.

The PPM are the ratio between defective quantity and received quantity, per one million. An ODC may be issued in the case of “accepted under derogation”, in this case the defective quantity is not included in the ppm calculation.

If the supplier identifies, notifies and implements corrective actions for a problem before it is detected in Cebi Motors, the rejected parts will not be counted in the ppm.

If a selection is entirely managed by the supplier, defective pieces that come out after selection will not be counted as ppm, but only those that are eventually found by Cebi Motors; if however the selection is managed by Cebi Motors through the supplier, all the pieces that do not conform to the specification will be included in the ppm calculation and the defective quantity will be accordingly updated.



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Each package with incorrect or missing identification is considered as one piece in defective quantity.

Damage caused by unsuitable packaging or different packaging from that agreed with Cebi Motors and damage caused by transport, when the supplier is responsible for this, will generate ppm in proportion to the number of damaged cases and/or parts that cannot be used due to the damage.

Any quantities that do not correspond, delays, incomplete or incorrect deliveries and any other logistics problems will not generate additional ppm.

### **3.4 Process control**

#### **3.4.1 Control plan**

The supplier must develop a control plan relative to the products supplied to Cebi Motors.

This control plan must:

- list all the controls performed for the assessment of production process,
- include the control method for critical characteristics,
- include all the information requested by the customer, where necessary
- define the reaction plan in case the process becomes instable or statistically ineffective

The control plan must be reviewed and updated after any modification that could interest the design, the product, the production process, measurements, logistics, supply sources or the FMEA.

~~Customer approval may be required after any control plan review or updating.~~

The changes to the control plans must follow the customer approval process according to the VDA volume 2 trigger matrix (module M091).

#### **3.4.2 Control plan requirements**


The Control Plan, according to IATF appendix A (A1 and A2), has to cover the different phases, according to the cases:

- a) Prototype Control Plan;
- b) Pre-series Control Plan;
- c) Production Control Plan.

The control plan must contain the following elements at least:

- a. general data:
  - control plan number
  - issue/review date
  - customer information
  - organisation name and plant
  - part number
  - part name
  - part drawing level
  - development phase (prototype, pre-series, production)
  - contact person
  - process phase identification
  - process name /description of the operation b.
- product control
  - special product characteristics
  - other characteristics to be controlled
  - specifications / tolerances
- c. process control
  - process parameters
  - special process characteristics
  - machinery, gauges, equipment, tools for production
- d. methods
  - measurement evaluation methods
  - mistake-proof devices
  - sampling size and frequency
  - control methods
- e. reaction plan and corrective actions

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### 3.4.3. *Technical cleanliness*

For items in which an explicit request is made, or where is mentioned in the drawing the requirement of "Technical cleanliness" according to the procedure P055, every three months is necessary to measure and reporting the contamination level of a small sample of supplied parts. The "working level" that will emerge from these measures will be used to monitor the cleanliness, in order to take action in the event of negative trends and eventually to agree new standards together with the supplier, without however representing a criterion for approving or not single production batches.

### 3.4.4. *Measurement System Analysis (MSA)*

Evidence must be given that statistical controls have been carried out to analyse the variables in the measuring system. This request is applied to all the measuring systems that the approved control plan refers to. The supplier must have a laboratory equipped to verify that the requirements indicated in the technical documentation are met. If it does not have a laboratory or needs to have the tests performed by an external laboratory, the supplier can only use accredited laboratories

### 3.4.5. *Product/Process modifications*

The supplier must give prior notification regarding any changes to the product and/or production process (for example changes to the production site, materials, production cycle, sub-contractors, etc.) and await approval from Cebi Motors, which could request other samples to check the feasibility of the changes (paragraph 2.1.6 for details of the cases of new sampling request). Use "SCR" form to notify and obtain approval for any change.

## 3.5 *Transport and delivery terms*

### 3.5.1 *Packaging requirements*

The palletted loads must measure 1200 x 800 mm, (Europallet) with a maximum overall height of 850 mm (including the pallet).

The gross weight must not exceed 900 kg.

Unless agreed otherwise in writing with the customer, any case weighing more than 900kg or of a different size to that given must be approved by Cebi Motors before shipment.

A single portable case must weigh no more than 15 kg gross.

The supplier is responsible for ensuring that all the shipped cases are suitable to protect and conserve the product features undamaged not only until they reach Cebi Motors, but also when they are transported and handled inside their premises.

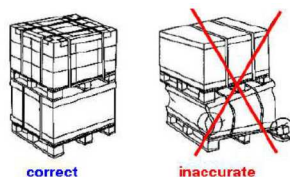
The type of packaging must guarantee the product is protected against any damage during transport.

The type of packaging defined by the supplier is formalised by sending CEBI MOTORS the packaging form, which is included in the PPAP documentation.

No packaging parts must be made from or treated with forbidden materials and substances, and must not release any harmful substances.

Reference is made to the EC1907/2006 REACH regulations to determine the risk and limitations imposed regarding the use of materials and substances.

The palletised load units can be stacked only if, during transport and handling, the packaging remains undamaged.

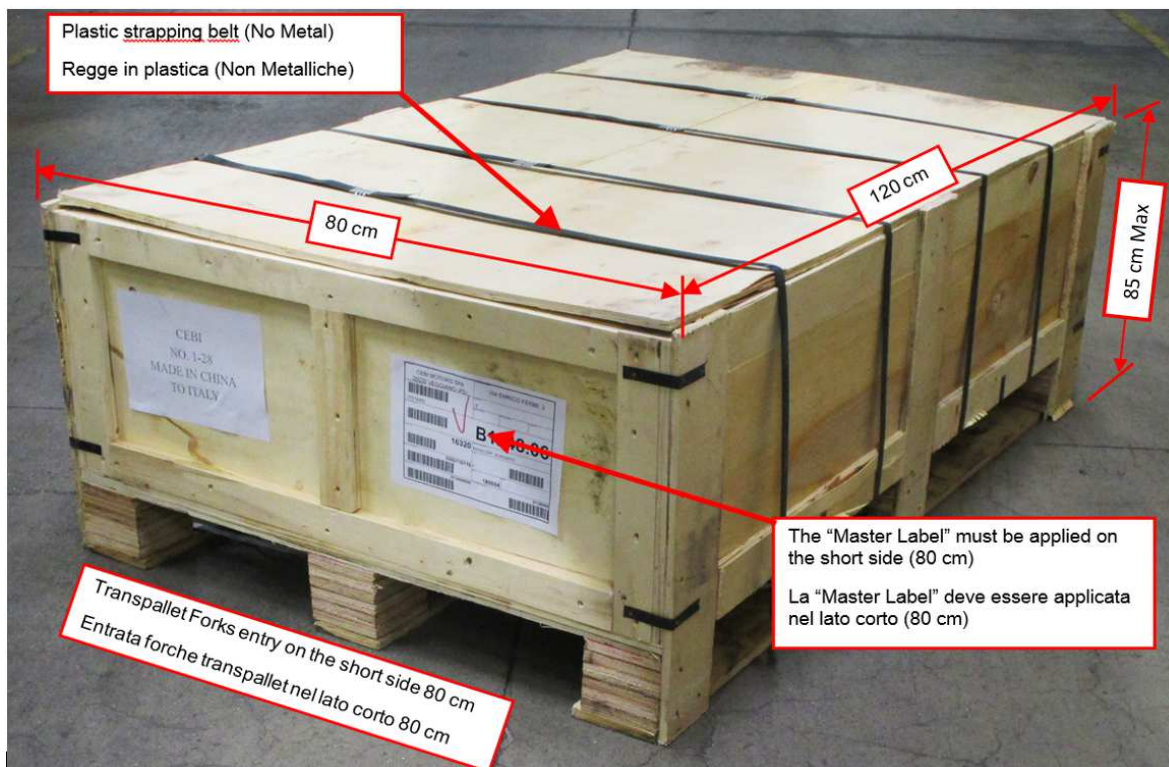



If the palletised load units can be stacked, this fact must be indicated in the packaging form in the PPAP documentation. If there are any limits to stacking the palletised load unit, it must be clearly specified on the unit by attaching cards or using the standard symbols:



Meaning of the symbol	Symbol	Function	Comments
Stacking weight limitation		Indicates the maximum stacking load for packages.	ISO 7000, No. 0630
Stacking limitation		Maximum number of identical packages that may be stacked, where n stands for the number of permitted packages.	ISO 7000, No. 2403
Do not stack		Stacking of the packages is not permitted and no loads should be placed on the package.	ISO 7000, No. 2402

In all packaging, the master label must be applied on the short side (80 cm) of the pallet.  
The pallet will be handled from the short side (80 cm) so without wooden crosspieces in the short side.  
Use a plastic strap (not metal).  
The pallet must have a maximum height of 85 cm including the base.



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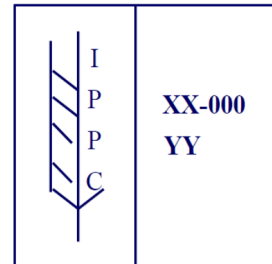
All wood packaging, including the pallets, delivered to Cebi Motors must respect the phytosanitary standards according to ISPM-15 (International Standards for Phytosanitary Measures) signed by FAO.

ISPM-15 is an international standard providing phytosanitary measures to apply to wood packaging in international trade. In particular, this standard was introduced to reduce the spread of harmful parasites and organisms. In fact, rough wood packaging is the ideal home for harmful organisms if it is not suitably treated.

Consequently wood must be subjected to the standard **HT - Heat Treatment**, heating it up to at least 56°C or 133°F for at least thirty minutes.

ISPM-15 treatment may be applied to wood before or after the packaging is constructed. After treatment, the packaging must be sealed with the [IPPC/FAO mark](#) which certifies it conforms to the ISPM-15 standard.

XX: ISO original country code (e.g. Italy = IT)  
 000: unique registration number assigned to the company that constructed or treated the packaging or pallet  
 YY: IPPC code identifying the treatment type (HT for heat treatment)  
 DB: "DB" is additional to confirm that debarked round wood has been used.



HT treatment in compliance with ISPM-15 is not necessary for shipments within the EEC. It is compulsory for shipments to Cebi Motors from countries outside the EEC.

When provided, the supplier is obliged to respect the packaging specifications that are expressly requested by Cebi Motors.

In case of NC, the goods must be identifiable:

Using the information on the goods label (supply DDT, serial number, production batch, production date, etc.), the supplier must ensure that the non-conforming parts are, or can be, immediately identified.

### 3.5.2 Labelling requirements – completing the Odette label

The Odette label must be white with black ink.

The label and ink must be waterproof, and guarantee it is still legible not only until it reaches Cebi Motors, but also during normal movement inside the warehouse (handling, two cases rubbing against each other, etc.). An adhesive label or reinforced card may be attached to the shortest side of each case and be clearly visible on the outside of the packaging.



The reference label is formed of two parts indicating:

- **Transport section:** the top strip occupies a third of the label height (fields 1 to 7 in the summary in paragraph 3.5.3);
- **Part identification section:** the rest (fields 8 to 16 in the summary).

#### Part identification label

Each product handling unit (the single portable case) must be identified with the following Odette label (ver. 4 – in addition see [operative instruction I037](#)):

##### Label "S" to identify the parts (TDED = 7102)

The part identification labels must be produced and used in the production and/or storage of the parts, before shipment (e.g. single box).

The part identification labels only contain the product information.

The size of the label depends on the size of the box, and contains the fields that should be completed as outlined in paragraph 3.5.3

- Standard size: 210x102 mm - *Fields from 8 to 16 (in the summary in paragraph 3.5.3) Example 1*
- Small box size: 210x48 mm - *Fields 8 – 9 – 12 – 15 (in the summary in paragraph 3.5.3) Example 2*
- Small box size: 110x96 mm - *Fields 8 – 9 – 12 – 15 (in the summary in paragraph 3.5.3) Example 3*
- Very small box size 84x54 mm - *Fields 8 – 9 – 12 – 15 (in the summary in paragraph 3.5.3) Example 4*

Example 1 (not original size)

Redazione	Responsabile SI	Approvazione	Direttore Generale
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CODICE ARTICOLO (P)		<b>B0000.00</b>	
			
QUANTITA' (Q)	<b>576</b>	DESCRIZIONE ARTICOLO	
		ARTICOLO PROVA	
CODICE FORNITORE (V)		CODICE ARTICOLO FORNITORE	
<b>3301000100</b>		4549795	
			
N. SERIE (MG)		DATA (C)	NOTE
<b>900348130531</b>		<b>130531</b>	
N. LOTTO PRODUZIONE (R)		<b>0000</b>	
			

Example 2 (not original size)

CODICE FORNITORE (V)	<b>3301000100</b>	NUMERO DI SERIE (S)	<b>3080554</b>
			
CODICE COMPONENTE (P)	<b>B0000.00</b>	QUANTITA' (Q)	<b>1000</b>
			

Example 3 (not original size)

<b>B0000.00</b>	
CODICE COMPONENTE (P)	<b>B0000.00</b>
	
QUANTITA' (Q)	<b>1000</b>
	
CODICE FORNITORE (V)	<b>3301000100</b>
	
NUMERO DI SERIE (S)	<b>3080554</b>
	

Example 4 (not original size)

CODICE FORNITORE (V)	<b>3301000100</b>	NUMERO DI SERIE (S)	<b>3080554</b>
			
CODICE COMPONENTE (P)	<b>B0000.00</b>	QUANTITA' (Q)	<b>1000</b>
			


- The label serial number, barcode, must be identified with "S".

### Transport label

The Master Label must be printed before shipment to identify the transport unit. The label must be A5 format (148 × 210 mm), white with black ink (see I037).

#### "M" Multiple master label for uniform loads (TDED = 7246)

This label must be used when a transport unit (e.g. pallets of cases containing the same parts) contains packs or boxes of the same product (same code). Each pack/box is previously labelled with the "part identification label. The amount on the master label must be the total of the amounts in all the packs/boxes.

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The label serial number, barcode, must be identified with “M”.  
Size A5 210x148 mm

**N.B.:**

In the case of mixed boxes (parts with different codes), each one identified with the S part identification label but loaded on the same transport unit (e.g. pallets containing boxes of different codes), the transport unit must have the same number of M labels as the different codes it contains.

Each Odette label must have the barcode in compliance with the “Code 39” standard.

In each barcode, the coded text must begin with an asterisk followed by a letter (**identifier**), which guides the optic reader and clearly identifies the data in that field: after, the identifier is in brackets after the compulsory barcode. The asterisk or the field identification letter must not be included in the legible text, just the barcode. A second asterisk closes the barcode.

The Odette label must contain the information given in the summary in paragraph 3.5.3. Any other general and specific elements that are not covered in paragraphs 3.5.2 and 3.5.3 are subject to Odette Version 4 regulations.

**3.5.3 Summary of the fields to be completed**

Fields marked with an asterisk (\*) must be completed.

To identify the fields according to the numbering used below, refer to the figure at the end of the list, remembering that it is not to scale.

1. (\*) Receiver

Give the customer’s name as shown in the order:

Cebi Motors S.p.A.  
35030 Veggiano - PD (Italy)

2. (\*) Dock-Gate

Unless indicated otherwise, give the shipment address: Via Enrico Fermi 3

3. (\*) Delivery note

**Compulsory barcode – (N)**

Give the shipment reference number/code according to the transport document number.

4. (\*) Supplier Address

Give the supplier’s name and address

5. (\*) Net Weight – Kg

Give the gross weight of the materials in kg, excluding the pallet and packaging.

6. (\*) Gross Weight – Kg

Give the gross weight in kg of the unit the label refers to

7. (\*) No. of Boxes

Give the number of boxes on the transport unit the label refers to

8. (\*) Part N.

**Compulsory barcode – (P)**

Give the engineering change code and indicator shown in the purchase order and Cebi Motors technical specifications. The following format must be used without any spaces or separators: one low case letter, four numbers, a dot, two alphanumeric characters.

Example: B0123.04

If the article can be identified as a SAFETY COMPONENT, the following symbol must be added after the code 

9. (\*) Quantity

**Compulsory barcode – (Q)**

Give the quantity in the same unit of measure used in the purchase order (generally “number of parts” for countable products, and “kg” for uncountable, such as wire, laminates, liquid, loose materials, etc.).

Do not use dots to separate the thousands (e.g. 15000). A comma may be used to separate the decimals (e.g. 10,50):

- If it is a handling unit, the quantity contained in the box;
- If it is a uniform transport unit, the sum of the quantities in the boxes on the pallet or wagon

10. (\*) Description

The product description as given on the purchase order.

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11. (\*) Supplier Part Number

The Supplier's part number. Leave it blank if the supplier uses the same coding system as Cebi Motors.  
NB: This field can be used for other information further to agreement with Cebi Motors.

12. (\*) Supplier

**Compulsory barcode – (V)**

Give the supplier code you have been assigned using the Cebi Motors coding system: this is a 10 digit numerical code, which usually begins with 3301 (Italian supplier) or 3302 (foreign supplier).

13. (\*) Date

**Compulsory barcode – (D)**

Here, distinction must be made between the part identification label (handling unit) and the transport unit label

- On the part label (handling unit) give the part production date, the barcode is not compulsory in this case.
- On the Master Label (transport unit) give the shipment date complete with barcode. For problems of space, the barcode may be printed at the bottom of field 11.

The date format in the barcode must be "year-month-date" YYMMDD, without spaces or separators.

Example: 6 December 2013 is written: 131206

14. Engineering Change

Reserved space for specific requests for new or changed parts: leave it blank if there are no express requests from Cebi Motors.

NB. The change code must accompany the part code, as specified in paragraph 8).

(in the example in paragraph 8, the change code is 04)

15. (\*) Serial Number

**Compulsory barcode – (S o M)**

Give the label serial number. Depending on the type of packaging, the barcode identifier changes:

- S, for handling unit
- M, for transport unit with uniform contents (see paragraph 3.5.2 )

The serial number that indicates the supplier on both the transport and part identification labels must be a retraceable element for the process control data.








The serial number must be a unique number assigned by the supplier, and it must not be repeated for at least one year. The maximum length of the serial number is 9 numeric digits plus the S or M identifier.

16. Batch Number

The reference number assigned by the supplier to a group of products in the same production batch.

1	2		
3	4		
	5	6	7
8			
9	10		
	11		
12	13	14	
	16		
15	16		



DESTINATARIO Nuova Sme spa Via E. Fermi 335030 Veggiano		AREA DI SCARICO MERCE	
DOCUMENTO DI TRASPORTO (N)  <b>900348</b>	FORNITORE <b>BIANCHI SPA</b>		
CODICE ARTICOLO (P) 	PESO NETTO (Kg) <b>208,5</b>	PESO LORDO (Kg) <b>256,5</b>	N. CONFEZIONI <b>009/023</b>
QUANTITA' (Q) 	<b>576</b>	DESCRIZIONE ARTICOLO <b>ARTICOLO PROVA</b>	
CODICE FORNITORE (V) <b>3301000100</b>	CODICE ARTICOLO FORNITORE <b>B0000.00</b>		
N. SERIE (MG)  <b>123456789</b>	DATA (L) 	NOTE	
N. LOTTO PRODUZIONE (H) <b>0000</b>			

### 3.6 Identifying special shipments

For Cebi Motors, a special shipment is each delivery of non-standard material and/or the need for special traceability requirements: e.g. derogation batch, guaranteed supply further to a NC, first supply after product or process changes (which must be approved by Cebi Motors beforehand).

In the case of special shipments, each case in the shipment must be clearly identified, indicating the reason for the special shipment together with the normal identification code.

Below is an example of an identification label for special shipments:

<b>ATTENTION!</b>
FORNITURA SPECIALE Special shipment
Indicare CODICE. Indice di modifica Specify Part number. engineering level
Descrizione della deviazione/modifica: Modification/deviation description:
<b>Importante per PRD CEBI MOTORS:</b> identificare il primo lotto prodotto con il componente in oggetto trasferendo la descrizione della modifica alla fase successiva. <b>Important for PRD CEBI MOTORS:</b> identify the first product batch using this component, transferring the change description to the subsequent phase.





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### 3.7 Delivery schedule

The supply of the material is planned by Cebi Motors Spa by sending the appropriate document called "Delivery Plan" periodically.

The Delivery Plan includes both confirmed and forecasts orders, in the short and medium term, with their relative requested delivery date to Cebi Motors Spa warehouse (ETA date) and covers a maximum of three or **eight** months, current one included.

The Delivery Plan does not show purchase prices, just codes and requested quantities, since, being a planned delivery form, it just defines the supply of the materials. Any other contractual details (price, delivery terms, payment, etc.) will have been already defined beforehand with the Purchasing Dept. and applied accordingly.

The supply of the material is defined by a series of consecutive lines that can be called "confirmed" or "forecasts".

CONFIRMED lines show the confirmed delivery of the goods and define code, quantities and dates when the material must be delivered without exception to the Cebi Motors Spa warehouse (ETA dates).

FORECASTS lines show the probable deliveries requested in the periods following the confirmed lines. The frequency of delivery of the goods and, consequently, the frequency with which the delivery plan is updated, depend on the production/logistical requirements and the commercial agreements between the parts.

The CONFIRMED order is binding for the supplier, and must be complied with, or the production in Cebi Motors might have to stop with the consequent debit of the deriving costs (Logistical Notifications).

The FORECASTS order is mere information and does not constitute any commitment to accept the relative quantities of product.

Forecasts lines can therefore vary (in quantities and date) following CEBI MOTORS production requirements. In case of final cancellation of the forecasts orders, only the cost of the raw materials required for the first 8 weeks of the cancelled production might be the subject of a compensation agreement.

If the supplier deems that CEBI MOTORS FORECASTS might be difficult to meet, it must immediately inform our Planning service via e-mail within 48 hours max from receipt of the plan. No communication will be taken as tacit confirmation.

PROGRAMMA CONSEGNE / DELIVERY PLAN											
Aggiornamento del : 29/03/23 ORA : 14:44											
CODICE	DESCRIZIONE	QNT	UNITA'	DATA ETA	DATA ETA	UNITA'	QNT	UNITA'	PREZ. UNITA'		
B1479.09	PGA VITE SF DE 9.8X28 M8L3 T.R.	0		15/02/23	A	014	NR	8,00	14/02/13	Realizer	388.000,00
B1479.09	PGA VITE SF DE 9.8X28 M8L3 T.R.	0		15/02/23	A	005	NR	51.000,00	05/04/13	Esecutivo	419.000,00
B1479.09	PGA VITE SF DE 9.8X28 M8L3 T.R.	0					NR	42.000,00	12/04/13	Previsione	461.000,00
B1479.09	PGA VITE SF DE 9.8X28 M8L3 T.R.	0					NR	42.000,00	04/04/13	Previsione	603.000,00
B1479.09	PGA VITE SF DE 9.8X28 M8L3 T.R.	0					NR	135.000,00	05/05/13	Previsione	638.000,00
B1479.09	PGA VITE SF DE 9.8X28 M8L3 T.R.	0					NR	135.000,00	05/05/13	Previsione	773.000,00
Progressivo cont.		3894	Can DDT	3894	del	230313		Qnt	3.300,00		
B1492.04	PGA VITE SF DE 9.8X28 M8L3 RDU/MC	0		15/03/14	A	010	NR	10.000,00	05/04/13	Esecutivo	133.500,00
B1492.04	PGA VITE SF DE 9.8X28 M8L3 RDU/MC	0					NR	10.000,00	12/04/13	Previsione	144.000,00
B1492.04	PGA VITE SF DE 9.8X28 M8L3 RDU/MC	0					NR	12.000,00	18/04/13	Previsione	156.000,00
B1492.04	PGA VITE SF DE 9.8X28 M8L3 RDU/MC	0					NR	33.000,00	05/05/13	Previsione	189.000,00
B1492.04	PGA VITE SF DE 9.8X28 M8L3 RDU/MC	0					NR	28.500,00	04/06/13	Previsione	214.000,00
Progressivo cont.		15090	Can DDT	3465	del	230313		Qnt	34.500,00		
B2221.00	ROND OT TENUTA B111922 RDU/MC	0		15/03/14	A	018	NR	140.000,00	05/04/13	Esecutivo	440.000,00
B2221.00	ROND OT TENUTA B111922 RDU/MC	0					NR	100.000,00	05/05/13	Previsione	840.000,00
B2221.00	ROND OT TENUTA B111922 RDU/MC	0					NR	100.000,00	05/05/13	Previsione	840.000,00
Progressivo cont.		30007	Can DDT	3465	del	230313		Qnt	60.000,00		
B2232.02	ALBE AISI 40F B842 4 RDU/MC	0		15/03/14	A	028	NR	30.000,00	05/04/13	Esecutivo	161.500,00
B2232.02	ALBE AISI 40F B842 4 RDU/MC	0					NR	20.000,00	18/04/13	Previsione	181.500,00
B2232.02	ALBE AISI 40F B842 4 RDU/MC	0					NR	40.000,00	05/05/13	Previsione	221.500,00
B2232.02	ALBE AISI 40F B842 4 RDU/MC	0					NR	40.000,00	05/05/13	Previsione	281.500,00
Progressivo cont.		19100	Can DDT	354	del	230313		Qnt	41.000,00		
B2239.02	PGA VITE SF DE 11X29 8 B20M	0		15/03/14	A	030	NR	25.000,00	05/04/13	Esecutivo	100.100,00
B2239.02	PGA VITE SF DE 11X29 8 B20M	0					NR	30.000,00	12/04/13	Previsione	223.800,00
B2239.02	PGA VITE SF DE 11X29 8 B20M	0					NR	20.000,00	18/04/13	Previsione	243.800,00
B2239.02	PGA VITE SF DE 11X29 8 B20M	0					NR	55.000,00	05/05/13	Previsione	298.210,00
B2239.02	PGA VITE SF DE 11X29 8 B20M	0					NR	55.000,00	05/05/13	Previsione	353.180,00
Progressivo cont.		7678	Can DDT	364	del	230313		Qnt	6.000,00		
B2424.01	ALBE AISI 40F B842	0					NR	8.000,00	12/04/13	Previsione	38.000,00
B2424.01	ALBE AISI 40F B842	0					NR	8.000,00	05/05/13	Previsione	46.000,00
Progressivo cont.		3200	Can DDT	289	del	120313		Qnt	16.000,00		
B2424.01	ALBE AISI 40F B842	0		15/03/14	A	035	NR	20.000,00	05/04/13	Esecutivo	210.000,00

### 3.7.1 Logistics complaints

In the event of logistics problems with the deliveries, such as delays, partial deliveries, missing problems notification within first 48 hours, damaged materials due to unsuitable packaging, etc., besides sending an e-mail notification, the LOGISTICS COMPLAINT is issued, on a separate form, which our Buying Office follows up with the calculated final cost.

 Logistic Dpt	<b>LOGISTIC COMPLAINT</b> <b>SEGNALAZIONE</b> <b>LOGISTICA</b>	Sent to: <i>Logistic Dpt</i> Inviato a: <i>UFF Logistica</i> <b>MAGNEQUENCHI</b> <b>INTERNATIONAL TRADING</b> <b>NO.19, QUANZHOU ROAD</b> <b>WU QING</b> <b>DEVELOP.M.AREA TIANJIN</b> <b>C.A.</b>
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Logistic Complaint n° / Segnalazione Logistica n° <b>399</b>	Open date / Data di apertura <b>06/08/2015</b>	Part n° change level / Codice JM <b>B2951.00</b>	Part name / Descrizione componente <b>MAGN NDFEB BONDED MQP15 9HD 1.45T L29</b>
Order n° / Ordine n°	Requested delivery date / Data consegna richiesta	Ordered quantity / Quantità ordinata	Delay / Ritardo /Anticipo
Delivery n° / Bollo n° <b>2887</b>	Delivery date / Data ingresso <b>05/08/2015</b>	Received quantity / Quantità ricevuta <b>308448</b>	Missing/Surplus quantity / Quantità mancante/in eccesso
2. Problem description / Descrizione anomalia			
<b>CONSEGNA TE 51 CASSE DI LEGNO MANCANTI DI ETICHETTA MASTER LABEL. RIVEDERE REQUISITI RICHIESTI SU MANUALE FORNITORI.</b>			
3. Requested containment actions / Azioni immediate richieste			
4. Next delivery requested / Prossime consegne richieste			

VI INFORMIAMO CHE TUTTI I COSTI DIRETTI ED INDIRETTI VI SARANNO ADDEBITATI DALLA NS. AMMINISTRAZIONE  
 WE INFORM YOU THAT ALL COSTS DUE TO THE PRESENT NON CONFORMITY WILL BE DEBITED TO YOU.

Reported by / Verbalizzato da

Tel. No. +39 0499006100

### 3.7.2. Month end deliveries and advance deliveries

Deliveries made in advance, or DDT dated in the last three working days of the month, are not allowed. Cebi Motors reserves the right to refuse these deliveries or, if they are accepted because the due date is near, to automatically postpone payment by 30 days.

Redazione	Responsabile SI	Approvazione	Direttore Generale
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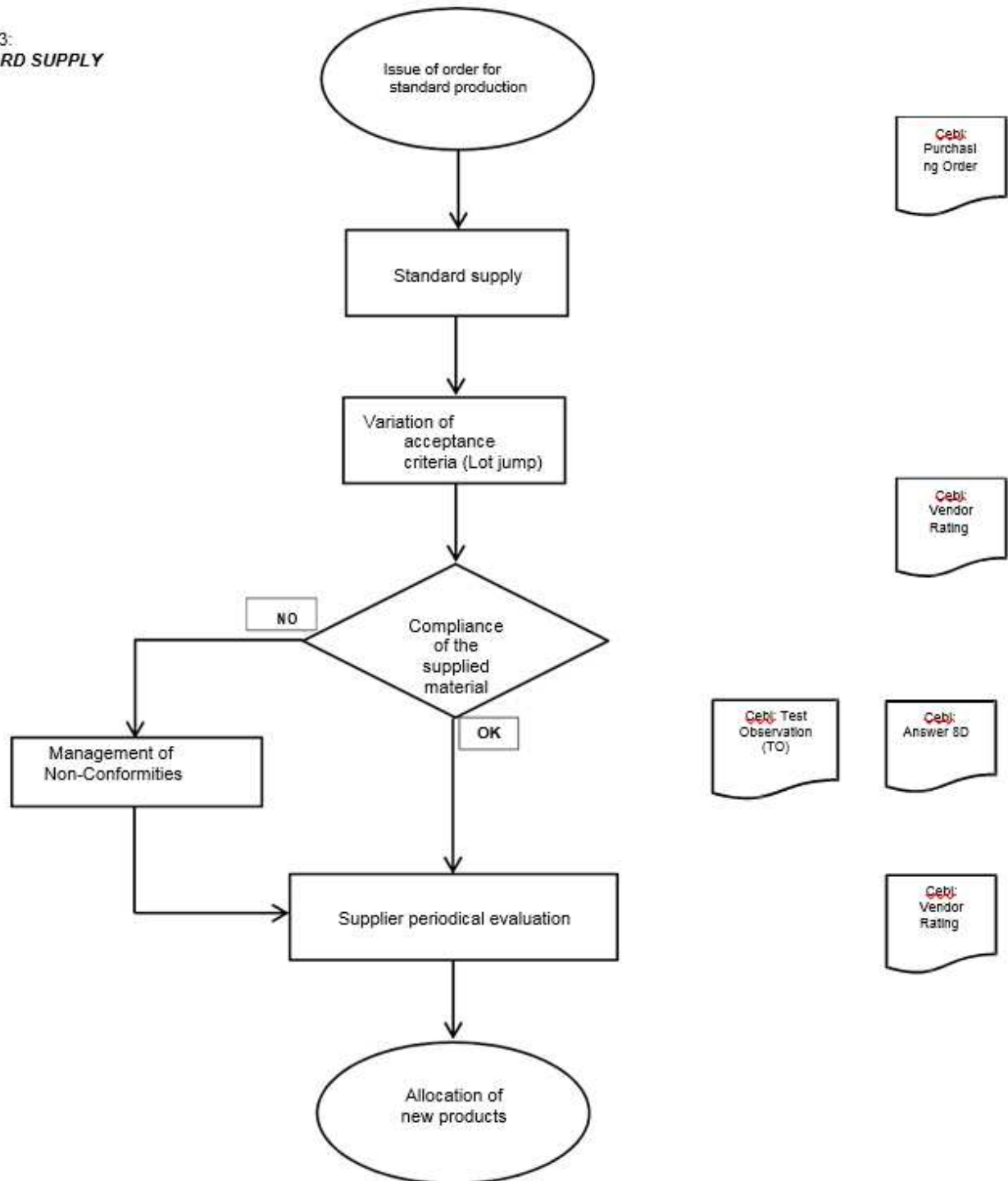
Any exception to the above will only occur exclusively in the case of our urgency of supply, upon express request and written agreement by Cebi Motors, to be defined only with Planning Dpt.

**3.7.3. Goods receipt**

The warehouse working hours must be respected, and any deliveries out of hours will generate costs that are charged to the supplier.



Diagram 3:  
STANDARD SUPPLY



**4 CONTINUOUS IMPROVEMENT****4.1 Process monitoring and analysis****4.1.1 Cebi Motors inspections and Improvement Plan**

Cebi Motors reserves the right to assess the supplier's production process in compliance with the VDA 6.3 guide or similar scheme. request and on the basis of what has been agreed, the supplier shall accept the visit of Cebi Motors qualified personnel for the appropriate assessments. At the end of the visit, Cebi Motors will publish its report on the visit and assign a corresponding score, valid also for the purpose of the Vendor rating.

The report will contain any improvement plan that might have been requested that the supplier must comply with in the time and/or method agreed with Cebi Motors.

The reasons why Cebi Motors can decide to carry out an inspection are: the introduction of a new supplier, new product or equipment, the change or move of the production process, a situation whose seriousness requires monitoring/supplier's growth (repeated non-conformities, low vendor rating score, etc.)

The supplier must therefore make itself available so that the checks can cover all quality management processes and all activities regarding processes and products involving Cebi Motors.

The supplier must manage the improvement plans autonomously or under Cebi Motors supervision, with corrective/preventive actions aimed at guaranteeing the product and/or service conformity, in compliance with the provisions in ISO 9001, paragraph 8.5.2 and the "problem solving" techniques.

**4.1.2 Process Audit**

CEBI Motors promotes the approach defined in the IATF 16949 regulation, therefore the supplier is required to plan and carry out process audits for the lines that affect CEBI Motors products. The planning must take into account any non-conformity issues on the product that impact on the production lines. Inspection visits must take place on all the processes that have an impact on Cebi Motors products.

The use of the VDA 6.3 standard is recommended.

Cebi Motors reserves the right to request proof that these inspections have taken place and that the relative improvement actions have been implemented.

For suppliers which manage safety characteristics, will be requested from Cebi Motors side the filling of the D-part-self assessment (module M092), with yearly frequency.

**4.1.3 Re-qualification**

In compliance with IATF 16949, regular re-qualification of the product supplied as standard must be carried out periodically, in order to have documentary proof that the characteristics of the component supplied are, at least, the same as the ones on which approval was issued.

Its frequency and content must be agreed and approved by Cebi Motors during the PPAP (M051).

Unless otherwise agreed between the parties, this documentation is submitted within 30 September, annually, and the samples analysed are kept for 3 years at the supplier's.

**4.1.4 Special Processes - CQI**


Cebi Motors promotes the use of special process validation methods and their control in accordance with the related AIAG-CQI technical texts, and encourages periodic self-assessment of the aforementioned methods.

This is aimed at raising awareness of system implementation for the effective management of processes that cannot be directly verified, as well as their evaluation.

**4.1.5 Cebi Motors supplier portal**

~~With a view of improving and seeking mutual benefit within its supply chain, Cebi Motors reserves the right to request the use of its own Supplier Portal.~~

~~Instructions for accessing and using the supplier portal are available on the official website of CEBI MOTORS (CEBI MOTORS/CEBI GROUP).~~

	<b>Cebi Motors S.p.A.</b>			
	Codice: <b>I019</b>	Revisione: <b>10</b>	Data: <b>30/03/2022</b>	Pagina <b>29</b> di <b>32</b>
	Descrizione: <b>Manuale Fornitori / Supplier Manual</b>			

## 4.2 Test observation - 8D answer

### 4.2.1 Supplier's notification to Cebi Motors

If the supplier believes there is or might be a non-conformity in any of the products supplied to Cebi Motors, it must immediately send written communication to the Quality Control staff of Cebi Motors Incoming Inspection (CQAA).

Once the problem has been notified, Cebi Motors Quality Control dept. must decide on whether to accept or refuse the material and, consequently, on the supplier's replacement of the material within the agreed time.

If the identification of a fault and consequent notification take place before the product is delivered to Cebi Motors, the supplier will be instructed to send a sample and wait for Cebi Motors' decision.

The supplier's request for deviation requires, to be processed by Cebi Motors, the use of the specific form M059.

### 4.2.2 Cebi Motors' notification to the supplier

If Cebi Motors discovers a non-conformity in a component supplied during its acceptance checks or production, it will notify the supplier using a **ODC (official complaint)** bearing description, seriousness and extent of the problem.

On receipt of Cebi Motors **ODC**, the supplier must:

- immediately implement the requests in the **ODC** field "3A. Immediate action on the material at Cebi Motors"
- replace the material within the agreed time (if so requested)
- within 24 hours: communicate in writing (in 8D format) any containment action (fields 3A & 3C of the **ODC**)
- within 5 working days: communicate (in 8D format) the cause of the fault, why it was not noticed at the supplier's, any corrective measures decided upon as well as the method planned to check the effectiveness of these corrective measures (fields 4 & 5 of the **ODC**)
- within 20 working days: implement the corrective measures, finish checking their effectiveness, implement the system preventive actions (organizational, operational, control) in order to prevent those or similar problems to happen again (fields 6 & 7 of the **ODC**)

On notification of a problem, even before a **ODC** is issued by Cebi Motors, the supplier must immediately get organized, autonomously, in compliance with the following instructions.

It must first of all isolate the pieces that may be affected by the same problems, wherever they are (at the supplier's, at Cebi Motors', in transit or in production), if necessary giving Cebi Motors the information required to isolate any faulty pieces; the supplier must replace or promptly repair all the faulty products, without any charges to Cebi Motors' account or, if so requested, to refund the value of these products and all consequent costs, also financial, regarding their replacement in the final product wherever this may be.

*As to the management of the non-conforming product, follow the provisions of clause 8.7 of the ISO 9001 Regulation "Control of nonconforming product".*

Moreover, the containment action put in place must guarantee that all supplies following the **ODC** comply, up to the implementation of the final corrective measure and the verification of its effectiveness.

The answers about the analysis of the causes and the corrective actions decided upon to solve the issue, must be formalized and sent in 8D format, filled in in compliance with the instructions supplied, be it the one proposed in the second part of the **ODC** form, or the one customised by the supplier, who must anyway keep a record of the measures implemented.

The first supply following the implementation of the final corrective action must be clearly identified as instructed in form 8D.

All costs borne by Cebi Motors because of the non-conformity caused by the supplier will be passed to the supplier's, including any downtime. These costs include also those regarding any actions Cebi Motors reserves the right to initiate to be able to continue regular production and meet its end customer's requirements.

The charges for which the supplier is proven to be responsible shall be recorded, communicated and charged to the supplier using the appropriate form "M028 - Charging the supplier".

Just the administration management of the **ODC** provides for a fixed charge of €100.00.

Inspections carried out by Cebi Motors Incoming Quality department or by Cebi Motors suppliers/sub-suppliers shall not constitute an acceptance or acknowledgement of the contractual conformity of the goods or a waiver of proper contractual fulfilment and shall not release the Supplier from liability. Payment for the goods shall not constitute a declaration of acceptance of the goods as being contractually compliant.

Redazione	Responsabile SI	Approvazione	Direttore Generale
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### **4.3 Escalation process**

#### **4.3.1 Escalation at Supplier locations**

In the event that the minimum score of 66 is not reached in the periodic assessment (Vendor Rating), Cebi Motors will assess whether the supplier's corrective actions are deemed sufficient to restore a supply provision in at least class B within a reasonable time. If not, meetings aimed at a targeted growth will be planned with the supplier (first level of escalation).

If these activities do not bring about the expected results and the evaluation continues to result in <66, the supplier will be subject to an Audit according to the VDA6.3 standard (second level of escalation).

If the VDA6.3 score is negative (rating C), the supplier will be excluded from the assignment of new projects. The supplier can be re-admitted for the assignment of new projects only upon a positive new VDA6.3 assessment (A or B) and positive Vendor Rating (A or B). The supplier must also promote an improvement plan to re-enter at least a B Vendor Rating.

If, after this activity, the supplier does not guarantee regular supply with at least a Class B Vendor Rating, the Management of Cebi Motors will assess any exclusion of the supplier from the Vendor List (third level of escalation).

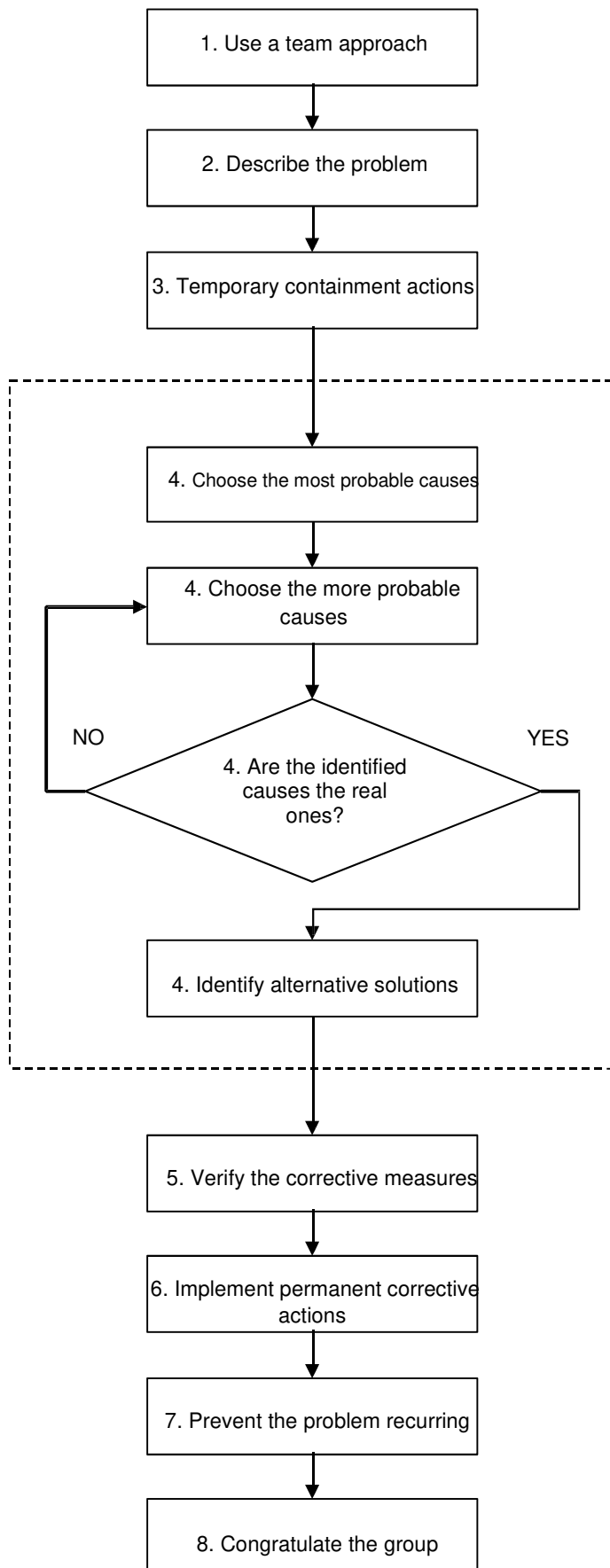


Diagram 4: **8D METHOD**

1. Create a small group of staff knowing the product/process, available to cooperate, having all the technical know-how necessary to solve the problem and introduce corrective measures

2. Define the problem carefully identifying WHO, WHAT, WHERE, WHY, HOW AND HOW MUCH.

3. Define temporary measures aimed at limiting damages until corrective actions are implemented.  
Term: 24h  
Constantly monitor the effectiveness of these measures and, if necessary, implement others

4. **ANALYSING THE CAUSES**

- Identify all possible causes explaining why the problem occurred
  - Define the most probable causes, compare them with the description of the problem and the available data and check whether they can be the cause of the problem.
  - Use techniques such as: cause-effect diagrams, brainstorming, etc.
- Support decisions with tests and experiments

5. Identify all possible measures that can eliminate the causes and solve the problem.  
Term for sections 4 & 5: 5 working days  
Choose the optimal corrective measure and check its suitability with appropriate tests/checks.

6. Define an action plan for the implementation of the final measures and set, if required, contingent actions based on risk considerations.  
Define how and with which checks it is possible to guarantee that the cause of the problem has been removed.

7. Modify the organizational, operational and control system, instructions and procedures in order to prevent these or similar problems from occurring again.  
Term for sections 6 & 7: 20 working days

8. Appreciate the efforts and results of the work group.

**Elenco degli allegati utili / LIST OF ATTACHMENTS**

- M027 - Valutazione preliminare potenziale fornitore / *M027 - Supplier preliminary Assessment*
- M051 - Documentazione richiesta al fornitore (documentazione accompagnatoria per prototipi e campionature) / *M051 - Documents requested from the supplier (accompanying documents for prototypes and samples)*
- Part Submission Warrant
- M089 - Scheda di riepilogo vendor rating / *M089 - Vendor rating summary chart*
- M028 - Addebito a fornitore / *M028 - Debit note to supplier*
- M046 - Osservazione di collaudo (8D Report) / *M046 - ODC (Non-conformity report – 8D Report)*
- M059 - Richiesta di deroga / *M059 - Request for deviation*
- M088 - Analisi di fattibilità / *M088 - Team Feasibility Commitment*
- M084 - Benestare all'utilizzo / *M084 - Use approval*
- M087 - Supplier Change Request/Review
- [M091 – Trigger Matrix Appendix 8 from VDA Volume 2](#)
- [M092 – D-Part Self-Assessment Cebi Motors](#)
- [I037 – Traceability of supplied parts](#)
- [P054 - Flammability](#)
- [P055 – Technical cleanliness](#)