



Supplier Requirements Manual

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1.0 SCOPE

Communication and cooperation are key elements in maintaining high quality standards. This manual has been developed as a guide for aiding suppliers to understand Rebo's requirements. The “Supplier Requirements Manual” outlines the minimum practices that must be effectively implemented at your facility.

The “Supplier Requirements Manual” applies to all internal and external suppliers of sub-assembly, calibration services, sequencing, sorting, reworking, production materials, production or service parts, and manufacturers of machinery or any component thereof. Machinery consists of tooling and equipment to perform such processes as assembly, plating, machining, casting, stamping, measuring, molding, forming, packaging, gauging, welding, painting/coating, or other related manufacturing technologies.

It is Rebo’s mission to supply our customer with zero defects globally and at the lowest total cost on time, every time. This can only be achieved with the support and commitment of our suppliers. Clear and concise expectations and requirements should make the supplier- customer relationship more productive.

Compliance to the requirements within this manual as well as to the purchase order terms and conditions is mandatory. It is the supplier’s responsibility to check at regular intervals for updates to this Manual in the PLEX Supplier Portal. If for any reason the web site cannot be accessed, the supplier should contact your Rebo buyer for a copy of this Manual.

1.1 REBO PURCHASING VISION

“We are an innovative, high performing Global Supply Chain organization within our Industry, recognized by our Customers, Operations, and Suppliers. We add value through innovation, quality, delivery performance and cost reductions.”

1.2 REBO PURCHASING MISSION

Our Mission is to create a competitive advantage for Rebo through the purchase of products and services which provide comprehensive value-add to the customers and Rebo's production plants.

1.3 AIAG DOCUMENTS

Suppliers shall utilize AIAG documents and formats, such as PPAP, FMEA and APQP manuals, which can be ordered from: www.AIAG.org unless otherwise required by the OEM.

2.0 REBO LIGHTING & ELECTRONICS LLC POLICIES

2.1 REBO QUALITY POLICY



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Rebo Lighting and Electronics LLC is committed to providing the highest quality products and services to meet or exceed customer expectations by maintaining a Quality Management System compliant with customer requirements, IATF 16949 and applicable industry standards.

We achieve customer satisfaction in Quality, Delivery and Service by involving interested parties and by providing a safe work environment, training, employee involvement and continual improvement of products and processes.

2.2 REBO ENVIRONMENTAL, HEALTH AND SAFETY POLICY

Rebo Lighting & Electronics, LLC will provide safe and healthful workplaces and will protect the environment as it is affected by our activities, products, or services.

We will:

- Maintain compliance with all applicable environmental, health and safety (EHS) requirements imposed by law, and with any other EHS standards or procedures adopted by the company.
- Maintain an EHS management system that is committed to the prevention of pollution and to the safety of employees, contractors, visitors, and the community at large.
- Continually improve our EHS performance and provide the training and resources necessary to implement it.
- Report appropriate EHS performance measures and periodic audit results to Management Review and recognize best practices.
- Maintain and communicate this policy within the company and make it available to the public.

3.0 SUPPLIER REQUIREMENTS

3.1 GENERAL

As a global manufacturer of automotive components and subsystems to original equipment manufacturers, Rebo must meet the requirements set forth by the current IATF 16949 Quality System. This system is based on the process approach of ISO 9001.

Certification to a minimum of current version ISO 9001 (ISO 17025 if applicable) with the ultimate objective of becoming certified to IATF 16949 and compliance to the Supplier Requirements Manual is mandatory.

Potential new suppliers are required to complete a Rebo Supplier Profile (F-00223) and provide a copy of their quality and/or environmental management certificates to their Rebo Buyer. Certification will be current version of ISO 9001, IATF 16949, AS9100, ISO 14001, and ISO 17025 as applicable [by an accredited certification firm](#). In addition, new suppliers to Rebo will be required to undergo an Initial Supplier Qualification Assessment. The goal is to better understand the capabilities and systems of each supplier. This information will assist Rebo in determining each supplier's ability to provide quality products and services necessary to remain an industry leader.

[Supplier shall submit a copy of their annual certification\(s\) by March 1st of each calendar year.](#)

[Initial Supplier Qualification Assessment to be completed and submitted at onboarding. Supplier shall complete the self-assessment audit annually and submit to Rebo by March 1st each calendar year.](#)

Suppliers are fully responsible for the quality of their products and for assuring their products and/or materials function properly as part of a system or assembly. Rebo reserves the right to have products tested by an accredited third-party laboratory at any time.



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Suppliers are responsible for ensuring that all materials and processes used in the sale and manufacturing of products to Rebo Lighting comply with all Federal, State & Local requirements regarding environmental, toxic and hazardous waste, mechanical, electrical and electromagnetic devices. This applies in the country of manufacture and sale.

Suppliers are required to include a copy of the Material Safety Data Sheet (or legal equivalent outside of the United States) with the shipping documents accompanying their initial shipment and with the first shipment after any of the said documents are updated. These documents must be provided in the predominant language(s) spoken in the countries where storage and transportation occur.

Suppliers must respond to the conflict minerals questionnaire via the EICC (Electronic Industry Citizenship Coalition) / GeSI (Global e-Sustainability Initiative) conflict minerals reporting template or I-Point report tool. The information collected in this template should be updated annually. Any changes within the annual cycle should be resubmitted immediately to Rebo Purchasing.

Rebo has developed a Corporate Social Responsibility and Sustainability policy. Suppliers can obtain this document (SOP-00051) through the Plex Supplier portal. Suppliers must make the commitment to adhere to these practices by signing the Supplier Certification Form (F-00225). If a supplier cannot meet these standards, Rebo must be notified in a timely manner.

Statistical Process Control (SPC) must be an integral part of the supplier's process to provide the necessary information for continual improvement in quality, productivity, and cost reduction through variation reduction.

3.2 SUBCONTRACTOR DEVELOPMENT

It is Rebo's expectation that all Rebo suppliers work closely with their supply base to ensure the quality level of received product meets Rebo's requirements and expectations. The primary area of focus is in the communication and documentation of customer requirements which is achieved through APQP (Advanced Product Quality Planning). Through the APQP process, the subcontractor is informed of customer requirements and expectations and develops the process foundation.

Sub-Suppliers providing parts or processes for Volkswagen Group customers must meet their QMS requirements. In addition, Sub-Suppliers providing parts or processes with D/TLD parts must follow these requirements and have a designated product safety representative.

3.3 SCHEDULE & DELIVERY

- Rebo requires 100% on-time delivery performance from all its suppliers and subcontractors. It is the responsibility of the supplier to notify the affected Rebo facility of all possible delivery delays.
- The ordering Rebo facility defines packaging and labeling requirements. The supplier must ensure satisfactory protection against damage, contamination, and corrosion during shipment. Packaging will be reviewed on an individual basis. Rebo must approve packaging specifications in writing prior to shipments.
- All material shipped by the supplier shall be identified with a label that ensures product identification and traceability. Labeling should adhere to Rebo labeling standards.
- The supplier shall establish and maintain documented procedures for identifying the product by suitable means to ensure full product traceability from receipt, through all stages of production, delivery and installation.
- Safety-critical component traceability requirements shall be provided by the purchasing Rebo facility.
- In order to avoid premium freight charges, suppliers are required to utilize freight companies approved by Rebo. The appropriate Rebo personnel must authorize all proposed shipping deviations and/or changes.

3.4 ZERO DEFECTS

Suppliers are required to accept 'Zero Defects' as a target and have action plans in place to continually reduce PPM defective levels in line with the Rebo mission to supply our customers with zero defects.

3.5 PERFORMANCE MEASUREMENT CRITERIA

To be effective, Rebo must build relationships with suppliers who can consistently meet our needs. We give preference in source selection to suppliers who help us minimize waste.

The Rebo Supplier Score Card utilizes composite measures, which cover various aspects of supplier performance. It provides an on-going way to evaluate suppliers' quality and delivery. The purpose of the Supplier Score Card is:

- to identify risk in the supply chain.
- to recognize exceptional supplier performance.
- to promote and encourage improved communication on performance issues.
- to provide objective data for use in supplier management and sourcing decisions.
- to identify continual improvement opportunities.

Supplier quality, warranty or field returns, delivery and premium freight performances are monitored regularly by Rebo. Purchasing summarizes the data and issues the Supplier Score Card monthly, both internally and externally.

Supplier ratings are assigned based on the Supplier Score Card Overall Rating. Corrective Action is requested when unacceptable performance exists. Persistent poor performance or recurrence of the same issues may be cause for supplier development activities or for purchasing to resource a product.

3.6 ADVANCE PRODUCT QUALITY PLANNING (APQP)

Rebo utilizes Advanced Product Quality Plan (APQP) to develop new programs. This process provides a structure to guide suppliers to the necessary program elements to be addressed when launching programs. Rebo will work with suppliers when APQP is to be utilized.

Process parameters and product characteristics shall be managed to ensure that the initial process capability is $Ppk > 1.67$ and then ongoing process control shall be maintained. Ongoing process control is demonstrated by the application of control charts or other statistical methods that demonstrate the process has not changed.

- Control Characteristic: A Control Characteristic is a product characteristic that may affect the form, fit, and/or function of the product and that requires managing its variation within the specified tolerances.
- Safety Characteristic: A Safety/Regulatory Characteristic is a product characteristic that the customer or Rebo has determined is impacted by that safety, environmental or other regulatory compliance requirements.

Appropriate Rebo symbols shall be used on all applicable documentation, unless a customer requires the use of specific customer symbols. Symbols will be communicated to suppliers through Rebo Quality Department.

3.7 PRODUCTION PART APPROVAL PROCESS (PPAP)

Suppliers of production material are required to complete a Production Part Approval Process (PPAP) submission for each part or material prior to initial shipment, unless instructed otherwise by Rebo. Supplier will complete and submit Rebo PPAP Checklist, SOP-00065 along with required PPAP submission documents. If requested, suppliers will provide a Layout Drawing/Sales Print for receiving inspection purposes. In addition, annual validations are required based on Customer-Specific Requirements.

- For ISO TS/IATF 16949 certified suppliers providing to any market sector the default PPAP is Level 3, as defined by the Production Part Approval Process Handbook published by AIAG, unless otherwise stated or

required by Rebo.

➤ For non-ISO TS/IATF 16949 suppliers providing to any market sector, submission content will be a minimum of:

- Process Flow description
- Control Plan
- PFMEA (Process Failure Mode and Effects Analysis)
- Rebo's certified Print or Production Description
- Process Capability Study for Critical (or Safety) Characteristics, as defined by the receiving site
- Gauge R & R studies for above characteristics, as defined by the receiving site
- Material Certificate of Analysis as measured by the material manufacturer
- Packaging Specification and Shelf-life Requirements as defined by the receiving site
- Customer-Specific requirements

A supplier PPAP package will not be approved without an IMDS reference number being included with the submission. The IMDS module of the purchased component must also have been submitted and approved by Rebo.

3.8 SUPPLIER CHANGE NOTIFICATION

Requests for change shall be handled using the APQP process guidelines or other change management methods as applicable. Every request for change shall be submitted in the proper format and include the following information:

Permanent Change – Detailed information of the proposed change, the timing of the changeover, and the reason for the change

Temporary Deviation – The change is intended for a specified period, then to return to meet the original specification. For this position:

- If an extension to the original expiry date is required, the Supplier shall submit a notification by email to the original recipients, at minimum 14 days prior to the expiry date, requesting that the existing condition continue to a new closure date.
- At minimum, 14 days prior to the date of expiry, the Supplier shall communicate by email, to the original recipients, indicating that the authorized exit date will be met.

Prior to and after PPAP approval, ANY and ALL temporary or emergency requests for changes related to product design, process or material, including proprietary designs, must be submitted to Rebo Purchasing using the Sparta Concession / Deviation Approval Form (F-00136) for approval PRIOR to implementation. Under no circumstances will verbal requests for change be accommodated.

Prior to and after PPAP approval, ANY and ALL permanent requests for changes related to product design, process or material, including proprietary designs, must be submitted to Rebo Purchasing using the Supplier Request for Engineering Approval (F-00198) for approval PRIOR to implementation. Under no circumstances will verbal requests for change be accommodated.

In addition to the Supplier's own change process, documentation may be required for Rebo and/or customer-specific requirements.

3.9 Non-Conforming Product

Any material that does not meet specified and agreed upon standards is considered Non-conforming Product.

- When a SCAR is issued for non-conforming product a minimum \$50.00 USD administration fee will be applied.
- Repeat discrepancies on an open SCAR will not cause a new SCAR to be issued until clean point is established. Once clean point is established, repeat findings will be associated with a new SCAR.
- Supplier: If the rejections from a supplier cause a line disruption or are a repeat issue, a SCAR will be initiated. PPM target is 0.
- Suppliers will have 24 hours to respond with the containment portion (through D3) of the SCAR.
- Suppliers will have 10 calendar days to respond with the root cause portion of the SCAR.
- Suppliers will have 14 calendar days to respond with corrective and preventative actions portion of the scar.
- Suppliers will have 30 calendar days to have completed 8D/ 5-WHY with all supporting documents added to scar.
- Supplier score card to reflect if 8D timing is delayed.
- If supplier does not provide certified stock or approve 3rd party certification, Rebo will act to certify parts at Supplier's expense.
- The Supplier Corrective Action Response will be reviewed by a cross-functional team to ensure that the actions taken are effective.
- The Supplier PFMEA and Control Plan documents must be updated to include the improvements to their process. The documents will be reviewed by the cross-functional team prior to closing the SCAR. The revision date of the APQP documents and evidence of the review will be maintained.
- 100% inspection and certification of materials will be conducted, at the Supplier's expense, until three consecutive shipments with zero defects has been received.

3.10 CORRECTIVE AND PREVENTIVE ACTION

Response to nonconforming product requires corrective and preventive action. All root cause analysis activities shall be conducted using the **8-D** Corrective Action methodology.

The supplier has financial responsibility for nonconforming materials and their effects, which may include warranty issues and/or cost recoveries for sorting, rework, scrap, premium transportation, etc. The Supplier Corrective Action (8-D) application enables interactive communication and documentation of Corrective Actions with the supplier. PLEX is used as the communication tool to notify suppliers of nonconformance and track their resolution.

3.11 Performance Monitoring

Rebo will complete a financial assessment of the supply chain at a minimum annually. This may be conducted via 2nd or 3rd party methods.

Monthly scorecards are available for suppliers in Plex. Scorecards are reviewed monthly. Suppliers with total score $\leq 84\%$ will be placed on a supplier development plan. Continued scored below 84% for a duration of 3 months may result in a supplier audit and/or potential for resourcing.

Supplier is expected to monitor their own internal performance through system checks and annual validations (including test and dimensional studies where applicable). Retention of these records are the responsibility of the supplier and are subject to review by Rebo at any time.

- Supplier shall provide validation of product and CpK results annually. Results are to be submitted to Rebo by March 1st each of each year.

3.12 CONTINUAL IMPROVEMENT

Supplier shall have a documented continuous improvement process, i.e., Waste Reduction, Value Analysis, Scrap Reduction. The process should focus on quality, delivery, and flexibility. The focus of the improvement process shall be on 'prevention', not on 'detection'. Tools such as DMFEA and PFMEA should be used to identify and mitigate potential risks in the process.

3.13 SUPPLEMENTAL REQUIREMENTS - SPECIAL PROCESSES

Suppliers are required to submit the following annually, if applicable, to their buyer:

- CQI-9 Special Process Heat Treat System Assessment
- CQI-11 Special Process Plating System Assessment
- CQI-12 Special Process Coating System Assessment
- CQI-14 Automotive Warranty Management
- CQI-15 Special Process Welding System Assessment
- CQI-17 Special Process Soldering System Assessment
- CQI-23 Special Process Molding System Assessment

3.14 CONTINGENCY PLANS

To secure a stable and uninterrupted supply of goods and services to Rebo production facilities, Supplier shall have a documented manufacturing contingency plan. This shall cover, at a minimum, interruptions, or negative impacts to production due to equipment, tooling or capacity constraints, natural calamity, weather consequences, labor issues, social / political unrest, and other events.

Supplier is also required to immediately communicate (within 24 hours of discovery) to Rebo facilities and react, in the event an actual shortfall or disaster is foreseen or happening. The nature of the problem along with a recovery plan is to be documented and provided.

3.15 ON-SITE CONTRACTOR SERVICES

All contractors working in or on Rebo premises are responsible for themselves, their employees and any subcontractors employed by them in relation to the following:

- Complying with all legal or Rebo EHS requirements
- Complying with all health, safety, fire security and site instruction requirements
- Ensuring that all equipment brought onto the site, including any borrowed or hired equipment, is safe and only used in accordance with legal requirements.
- Indemnifying the company against any and all loss, injury, damage or claim which may arise directly or indirectly as a result of any EHS acts or omissions on the part of the contractor. The contractor must prove adequate insurance covering this liability.



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- Reporting all accidents and occurrences, as required by law, to the EHS Coordinator and Site Manager employing their services, and any other such accidents or occurrences that pose a hazard to Rebo employees and/or property.
- Reporting any unsafe act or conditions that may affect the ability to meet the contract.
- Wearing appropriate safety equipment on-site.
- Notifying Rebo personnel of any chemicals to be brought on-site and disposition of any waste generated.

4.0 GIFTS AND ENTERTAINMENT

Rebo recognizes there are times when suppliers will offer gifts or entertainment opportunities and when our employees may want to offer the same to our suppliers. Pursuant to Rebo's Integrity Program, it is Rebo's policy that all relationships with suppliers be based entirely on sound business decisions and fair dealing. Business gifts and entertainment can build goodwill, but they can also make it difficult for the recipient to be objective about the person providing them. In short, gifts and entertainment can create their own "conflicts of interest." Gifts must not be lavish and should be nominal in value.

HELP

In case of any questions or need for clarification, please contact Cynthia Wright, Purchasing Manager at 931-738-4266 or Cynthia.Wright@rebo-group.com .

GLOSSARY

Acceptance Criteria	Specified limits placed on the characteristics of an item, process, or service defined in codes, standards or other requirement documents.
Accreditation	Certification by a duly recognized body of the facilities, capability, objectivity, competence and integrity of an agency, service or operational group or individual to provide the specific service(s) or operations(s) needed.
Accredited Laboratory	An Accredited Laboratory is one that has been reviewed and approved by a nationally recognized accreditation body [e.g. American Association for Laboratory Accreditation (A2LA), the Standards Council of Canada (SCC), United Kingdom Accreditation Service (UKAS), the LRCCP, or the AINF].
Accuracy	The extent to which the measured value of a quantity deviates from the accepted value for that quantity.
Advance Product Quality	The basis for program management for Rebo Lighting & Electronics. (See AIAG Advance Product Quality Planning and Control Plan reference manual).
ASN (Advance Shipping Notification)	Required document for proper identification of inbound material. The preferred method is electronic notification.
Approval	The act of endorsing or adding positive authorization.
Assessment	An evaluation process including a document review, on-site Initial Qualification and/or Product Process review and report.
Attribute	A characteristic or property of a product.
Audit	A structured and documented on-site review used to determine the effective implementation of a supplier's documented quality system.
Awareness	Personal understanding of the interrelationship of quality and productivity, directing attention to the requirement for management commitment and statistical thinking to achieve continual improvement.
Benchmark Data	The results of an investigation to determine how competitors and/or best-in-class companies achieve their level of performance.
Bill of Material	Total list of all components/materials to manufacture a product.
CAD/CAM Data	A form of design record by which all dimensional information necessary to define a product is conveyed electronically.
Formal Q-Capability	Contains contractual requirements for the companies of the Volkswagen Group to assure the quality of processes and the components in the procurement and supply chain.
Layout Drawing / Sales Print	A drawing that shows all projected views, key measurements and special characteristics of the received manufactured part for receiving verification.
Material Certification	A document demonstrating compliance to requirements, signed by an authorized supplier representative, which states test results for all special characteristics established in the standard or on the print.



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Parts Per Million (PPM)

PPM is a way of stating the performance of a process in terms of actual or projected defective material. PPM data can be used to indicate areas of variation requiring attention.

Production Part Approval Process (PPAP)

Generic requirements for the production part approval for all Production and service commodities, including bulk materials. (See AIAG production Part Approval Process reference manual.)

Quality Assurance

A planned and systematic pattern of all actions necessary to provide adequate confidence that a product or service will satisfy given needs. This includes a continuing evaluation of adequacy and effectiveness with a view to having timely corrective measures and feedback where necessary.

Quality Planning

Activities that establish the objectives and requirements for quality and for the application of quality system elements. Note: Quality Planning covers product planning, managerial and operational planning and the preparation of quality plans and the making of provisions for quality improvement such as business plans. (See AIAG Advanced Product Quality Planning and Control Plan reference manual.)

Quality Management System

The organization structure, responsibilities, procedures, processes and resources for implementing quality management. This includes the collective plans, activities and events that are provided to ensure that a product, process or service will satisfy given needs. Management system to direct and control an organization regarding quality.

Quality

The totality of the characteristics of a product or service that affect its ability to satisfy specific requirements.

Safety Characteristic

A product characteristic or process parameter where significant variation will impact the form, fit and/or function of the product.

Reference Documents:

Ref: [SOP-00003](#)

[SOP-00034](#)

[SOP-00049](#)

[F-00198](#)

[SOP-00051](#)

[F-00225](#)

[F-00223](#)