Purpose

SENVIAS is committed to ensuring the highest quality products and services for its customers. To achieve this, we have established a comprehensive Supplier Quality Management System that ensures our suppliers meet our quality standards. This Supplier Quality Manual outlines the procedures and guidelines for suppliers to ensure compliance with our quality requirements.

SENVIAS is IATF 16949 focused and the standard for supplying to this division is: This organization shall require their suppliers of automotive products and services to develop, implement and improve a quality management system certified to ISO 9001, unless otherwise authorized by the customer with the ultimate objective of becoming certified to the IATF 16949 Automotive QMS standard. Unless otherwise specified by the customer, the following sequence below should be applied to achieve the requirement.

A. Compliance to ISO 9001 through second-party audits
B. Certification to ISO 9001 through third party Audits unless specified by the customer, suppliers to the organization shall demonstrate conformity to ISO 9001 by maintaining a third-party certification issued by a certification body bearing the accreditation mark of a recognized IAF MLA member (International Accreditation Forum Multilateral Recognition Arrangement), and where the accreditation body's main scope includes management system certification to ISO/IEC17021;
C. Certification to ISO 9001 with compliance to other customer defined QMS requirements (such as Minimum Automotive Quality Management System Requirements for Sub-Tier Suppliers [MAQMSR] or equivalent) through second party audits.
D. Certification to ISO 9001 with compliance to IATF 16949 through second party audits.
E. Certification to IATF 16949 through third-party audits (valid third-party certification of the supplier to IATF 16949 by an IATF-recognized certification body).

Suppliers providing products and services to industries other than the automotive industry shall meet A-C unless otherwise specified.

Scope

This Supplier Quality Manual applies to all suppliers of SENVIAS including manufacturers, distributors, and service providers. The manual covers the quality requirements, testing and inspection procedures, and documentation requirements for suppliers to ensure compliance with our quality standards. Suppliers are also required to comply with regulatory requirements relevant to their products or services.

Supplier may visit https://www.senvias.com/suppliers for any additional requirements, forms, or templates needed to adhere to SENVIAS supplier quality requirements

Responsibilities

Role	Responsibility
Supplier Quality (SQ)	• Ensures suppliers QMS meets SENVIAS Quality and Regulatory requirements • Evaluate, Approve, and Monitor Supplier Performance • Participate in APQP for supplier quality risk mitigation • Review and Approve Supplier PPAP's
Supplier	• Maintain a documented QMS that ensures consistent performance for providing quality parts, products, and services • Maintain compliance to T&C's and/or Purchase Agreements, Supplier Contractual Requirement • Acknowledge and sign SENVIAS Supplier Quality Manual • Comply with Quality & Regulatory Requirements/Laws
Supply Chain/ Engineering	• Understand business need for specific goods/services required • Compile a list of potential suppliers • Send an RFI, RFQ, NDA • Review supplier background, reputation, financial stability/credit, certifications • Scores and Rank supplier based on evaluation criteria • Presents evaluation results to cross-functional teams for approval • Execute Contract Negotiations • Set up approved suppliers in ERP system.
Calibration Providers	• ISO 17025 accreditation and certification for equipment certified.

Definitions

Acronym	Definition
AIAG	Automotive Industry Action Group
APQP	Advance Product Quality Planning
AS9100	Aerospace Industry Standard
ASL	Approved Supplier List
Cpk	Process Capability
DPPM	Defective Parts Per Million
EHS	Environmental, Health, and Safety
ESG	Environment, Social, and Governance
IATF 16949	International Automotive Task Force
ISO 9001	International Organization for Standardization
MAQMSR	Minimum Automotive Quality Management System Requirements
NDA	Non-Disclosure Agreement
OEM	Original Equipment Manufacturer
PFMEA	Product Failure Mode Effect Analysis
PPAP	Production Part Approval Process
QMS	Quality Management System
OTD	On time Delivery
OTS	Off the Shelf
RFI	Request for Information
RFQ	Request for Quote
SCAR	Supplier Corrective Action Request
SCR	Supplier Change Request
SPECS	Specified Components Supplier
T&C	Terms and Conditions

Process

Quality Objectives

- To ensure that all products and services supplied to SENVIAS meet our quality standards and customer requirements.
- To maintain a high level of quality in all aspects of our supply chain, including design, manufacturing, testing, and delivery.

- To continuously improve our supplier quality management system to ensure compliance with regulatory requirements and industry standards.

Quality Policy

SENVIAS is committed to delivering innovative and high-quality composite solutions that exceed customer expectations and support our commitment to environmental sustainability.

We will achieve these objectives by:

- Prioritizing safety: Ensuring that our products, processes, and workplace are safe for all. *Safety 1st!*
- Demonstrating industry excellence through diversity and inclusion: Treating our employees, customers, community, and all interested parties with respect and integrity by valuing the contributions of all individuals.
- Fostering a culture of innovation: Encouraging creativity, continuous improvement, and operational excellence throughout the organization.
- Delivering superior quality: Meeting or exceeding customer expectations for product quality and on-time delivery through rigorous quality control, process improvement and a robust planning system.
- Promoting sustainability: Remaining conscious of our environmental impact and reducing our impact through initiatives such as waste reduction, energy conservation, and recyclability.

To ensure that only qualified suppliers are selected, Senvias considers the following criteria:

A. Quality Certifications (e.g., ISO 9001)
B. Reliability and Responsiveness
C. Manufacturing Capacity and Technical Capabilities
D. Ethics and Stainability Practices
E. Commercial Competitiveness

Supplier Evaluation Process

The supplier evaluation process may consist of the following steps:

A. Identification of Needs
B. Supplier Identification

C. Preliminary Evaluation
D. Request for Information
    a. Supplier Self Assessment
    b. SENVIAS Quality Statement Agreement
    c. SENVIAS Environmental Health and Safety (EHS) Acknowledgment
    d. Master Agreement (SENVIAS Terms and Conditions)
    e. Supplier Code of Conduct Agreement
E. Evaluation Audit
F. Supplier Proposal
G. Supplier Selection

After thorough evaluation, Supply Chain will select the most suitable suppliers based on a combination of factors, including their performance, capabilities, alignment with our values, and cost competitiveness, as applicable. A selection committee may be consulted during this process.

Supplier Set-up

Supplier provided minimum documentation for onboarding into ERP system is defined in Purchasing procedure QP-RI-007.

Supplier Classification

Once Supply Chain selects the supplier suitable for SENVIAS business, they will be classified according to the table below:

Classification	Definition	Minimum QMS Requirement
Raw Material (RM)	Suppliers that provide material for a product before it has been processed or manufactured	ISO 9001:2015
Specified Components Supplier (SPECS)	Suppliers who produce component parts to SENVIAS part drawings or specifications	ISO 9001:2015
Distributor (D)	Suppliers who supply OTS products from other manufacturers	ISO 9001 desired QMS Conformance to ISO 9001 Material from ISO 9001 Manufacturing Sources

Indirect Material & Service (IDMS)	Suppliers who provide supplies and/or services that are used in production processes but are not traceable to the SENVIAS manufactured product	Approved Supplier List ISO 17025 Accreditation for Calibration Suppliers
Customer Directed (CD)	Suppliers who are directed by SENVIAS customers for procuring product	
Customer (C)	Customers who provide products to SENVIAS for use in manufacturing products	

In the event SENVIAS suppliers provide parts or services that fall into several classification categories, they will be classified as providing business for each category.

Supplier Part Qualification Requirements

SENVIAS automotive follows the AIAG PPAP guideline (www.aiag.org) for part qualification requirements. The specific PPAP deliverables and due date(s) will be outlined on the PPAP/Sample PO.

Upon request, Suppliers must be prepared to submit objective evidence of product and process conformity using the Production Part Approval Process (PPAP). SENVIAS will conduct a design requirements review with the supplier and provide a PPAP checklist that will highlight any elements needed for submission. The PPAP checklist will also highlight SENVIAS requirements to fulfil each element. See https://www.senvias.com/suppliers for the PPAP Checklist

Suppliers shall:

- Utilize a method for tracking the project with key milestones, internal and from SENVIAS, that can be reviewed and shared with SENVIAS throughout the project.
- Perform internal design reviews and escalate any risk that might impact the timeline or product design
- Prototype versus Production tooling requirements
    - Before PPAP expectations – I.e. Safe launch control plan
- Run@rate – Significant production run – as applicable
- Submit the PPAP on or prior to the requested due date. Once PPAP has been approved, Supplier can ship production Products. If any changes occur after initial

PPAP approval, according to details above, Supplier may need to modify an approved PPAP for review and approval.

- Incorporate all critical characteristics identified in SENVIAS's product design or specifications inside of their manufacturing process control plan and monitor the output of each for conformity.
    - Any critical characteristic will be highlighted and discussed during the SENVIAS and supplier design requirements review.
- If any item is considered proprietary and not to be shared in the PPAP document, then a signed statement by the PPAP approver that the document has been reviewed but not shared in evidence can be substituted for this PPAP. However, the document must be available for further review upon request by SENVIAS representatives' verification.

Suppliers will submit required PPAP documentation to supplierquality@senvias.com.

Failure to complete a required PPAP to SENVIAS may end purchase orders from being sent and therefore end product flow. This will be managed on a case-by-case basis to ensure customer requirements and demands are met while ensuring risk is mitigated thoroughly.

Supplier Change Request

SENVIAS suppliers shall have a Change Management Process.

Suppliers shall notify SENVIAS via the Supplier Change Request Form of all changes that affect form fit or function of products. The SCR Form can be found at https://www.senvias.com/suppliers. The form should be completed and sent to supplierquality@senvias.com at least 60 days prior to when the change needs to take effect. Changes affecting form, fit or function may include material, dimensional, process, manufacturing location or any other changes affecting the relationship between the manufacturing process and final product provided to SENVIAS. Change request shall be approved by SENVIAS before supplier implementation.

Supplier Corrective Action and Cost Recovery

Effective communication is essential for ensuring that suppliers meet our quality requirements. Suppliers are required to communicate promptly with SENVIAS in case of supplied materials or components are found to be nonconforming at incoming inspection, during production or at any subsequent stage of our manufacturing process.

Suppliers are to notify SENVIAS through supplierquality@senvias.com for any potential non-conformance escapes found within their manufacturing facility. The Supplier Corrective Action form will be started by SENVIAS Supplier Quality and sent to the supplier for completion.

Supplier Corrective Action Required for material defects has specific timing and effectiveness expectations.

A. Acknowledgement and Containment Information is expected to be provided via SQP within 48 hours of SCAR (Supplier Corrective Action Required) initiation.
B. Root Cause Analysis is expected to be completed within 5 working days of SCAR initiation.
C. Corrective Actions Plan is required within 14 working days.
D. All other steps including Verification of Corrective action and Acknowledgement of Cost of Poor Quality (COPQ) is to be completed within 30 calendar days of Initiation.
E. Effectiveness of corrective actions are paramount and if these activities take longer than the expected time allowed then the supplier has the obligation to communicate to the SENVIAS SCAR creator the reason and amount of extra time required to complete the SCAR.
    a. This effectiveness measure means this error will not reoccur for the product from this supplier in the future.

All costs incurred by our facility as a direct result of supplier nonconformance may be charged back to the responsible supplier. Chargeable events include, but are not limited to: incoming inspection rejection and disposition, rework or sorting of nonconforming material whether performed at our facility or offsite, line stoppages, downtime, overtime, or rate reductions caused by nonconforming supplied material, premium or expedited freight required to maintain production, freight related to non-conforming product return, additional manpower or third-party inspection costs, replacement material costs, product or equipment damage attributable to the nonconformance, and warranty costs including any applicable technical recovery factors. Specific cost recovery categories, triggers and fee amounts are defined in the cost recovery matrix below. The matrix is not considered to be all inclusive.
The supplier shall work with Senvias to coordinate all activities required to be performed.

Cost Recovery Matrix			
Category	**Trigger/Condition**	**Fee Amount per Event (USD)**	**Examples**
Administration Fee: Non-Material/Non-Functional NCR (e.g. documentation)	Missing, incomplete, illegible records or missing data entries. Failures in established procedures, management systems, or information handling	$250	Missing, incomplete or inaccurate quality records (e.g. CofC, FAI, test reports, Packing slip, etc.)
Administration Fee: Material/Functional NCR	Material or functional defects (e.g. out of spec threads, hole diameters, failed functional test)	$500	Mismatched holes, broken features, failed functional test, crushed packaging or insufficient foam or foreign debris that damages product
Labeling/Serialization Nonconformance	Missing/incorrect label, unreadable UID, wrong cage, mismatched serials	$250 per container	Incorrect part number, no UID, wrong revision, barcode unreadable
Delivery Nonconformance	Early, late, or partial delivery outside of PO tolerance	$250	Late delivery delaying build, early delivery exceeding capacity
ASN Noncompliance	No ASN, late ASN, or incorrect ASN data	$250	Missing ASN before arrival, duplicated ASN, mismatched quantities
Containment/Sorting	Containment, sorting, or rework activity required to manage supplier-caused issues	Varies according to required activities	Designated sorting facility open boxes, sort inventory, reprint labels required to isolate affected product
Nonconforming Materials or components	Materials or components found to be unacceptable during incoming inspection, during production or at any subsequent stage of our manufacturing process	Varies according to material or component type and process step nonconformance was identified at.	Raw material or components found during incoming inspection not to specification. Raw material or components found during production process after issuance to production floor. Raw material or components within in-process or finished assemblies due to nonconformance.

Supplier Audits

SENVIAS reserves the right to periodically audit, examine and inspect the suppliers Quality Management System, as well as documented records, and manufacturing processes. Audit scope, agenda, and schedule shall be mutually agreed upon in advance by both parties. During the audit, all documentation shall be made available to demonstrate through objective evidence, any products provided to SENVIAS are produced in accordance with Supplier Quality Management System and controlled conditions.

SENVIAS reserves the right to conduct a "For Cause" audit where product non-conformances are the cause of issues during the manufacturing, installation, assembly, and service of SENVIAS Products. In the event of a "For Cause" audit, all reasonable attempts to work within schedules shall be made and agreed upon.

Senvias will develop and maintain an annual audit plan. Suppliers are selected for audit based on a documented risk assessment, with suppliers receiving the highest risk scores prioritized for audit. Audits may include self-assessments, second-party audits, and/or supplier development activities.

The audit results will be documented in the audit report to the supplier. PASS represents an audit score greater than 70% and FAIL represents a score of less than 70%.

Supplier Performance Monitoring

SENVIAS utilizes a Supplier Scorecard to track performance over time and identify areas for continuous improvement. The Supplier Scorecard consists of two scorecards that are presented to suppliers on a quarterly basis. Scorecards will be provided to the supplier within the subsequent quarter.

The SENVIAS Quality Scorecard is based on the following metrics and measures the supplier's performance relative to the targets outlined below:

Category	Metric	Definition	Target/High Score Criteria
Quality	Quality Yield	Number of Goods acceptable / Number of Goods received *100	Target >=98%
	SCAR Completion (7D)	Average age of SCAR's completed to 7D mark.	Target: ≤30 days

Delivery	OTD	On Time Delivery Early- 3 days or more prior to established delivery receipt date. Late – Shipping Responsible – 1 day or more after established delivery receipt date. Late – Not shipping responsible – 1 day or more after established pickup date.	Target >=90%

Supplier Development Plans are required for Quality Scorecard scores that fall below the minimum threshold defined below. Within 2 weeks of scorecard publishing, the Supplier will be contacted and required to create a project plan that will identify timing, open actions, and owners. The supplier will submit the development plan to SENVIAS Supplier Quality & Supply Chain teams for review and approval. The Supplier may be released from the Development Plan when they have completed all actions, and they are deemed effective.
Quality Scorecards are evaluated within the following ranges to determine the appropriate corrective action:

A. A score of 75% or higher does not require a Supplier Development Plan
B. Scores between 74% to 60% may necessitate the supplier being placed on a quarterly Supplier Development Plan
C. A score of 59% or lower will require the supplier to be placed on a monthly Supplier Development Plan which may include weekly meetings at the discretion of the SENVIAS SQE

Contingency Plans

Suppliers shall have a documented Contingency Plan to manage risk associated with any part, product, or service being provided to SENVIAS. The plan should ensure continuity and be able to minimize disruptions in the event of unforeseen circumstances.

Record Retention

Suppliers shall ensure that records, specifications, manufacturing methods, test plans, Certificates of Compliance, and Certificates of Conformance are maintained and available for review upon request. Record retention is required for a minimum period of 10 years, unless stated otherwise in the applicable agreement, or per OEM/customer-specific requirement. Record retention can be digital or hard copy. This does include all Quality related documents that support the Certification process including inspection data and sub-tier records. Retrievability should be checked frequently to ensure compliance is maintained.

Acknowledgement & Receipt

SENVIAS requires suppliers to acknowledge receipt of the SENVIAS Supplier Quality Manual by signing the Supplier Quality Manual Acknowledgement Form in Appendix A.

Revision History

By implementing this Supplier Quality Manual, SENVIAS is committed to ensuring that all suppliers meet our quality standards and provide high-quality products and services to our customers. This Supplier Quality Manual is subject to revision as necessary. A revision history will be maintained to track changes made to the manual.

This Supplier Quality Manual has been approved by SENVIAS management. This Supplier Quality Manual is effective as of the release date of this revision.

Appendix A

SENVIAS

Supplier Quality Manual-Acknowledgement Form

Please review the SENVIAS Supplier Quality Manual and complete the acknowledgement form for acceptance and confirmation.

Supplier Name:	
Supplier Manufacturing Address:	

Supplier Quality Representative Name:	
Supplier Quality Representative Email:	
Supplier Quality Representative Phone:	

All sections of the SENVIAS Supplier Quality Manual ha d.

Example

Signature of Quality Representati

Printed Name & Title

Date of Acknowlegement

Please fill out and return SQ-RI-004 to acknowledge Supplier Quality Manual

Reference Documents or Files (Inputs)

IATF 16949:2016

ISO 9001:2015

AIAG - www.aiag.org

APQP (Advanced Product Quality Planning)

Associated Documents – Records (Outputs)

Supplier PPAP Checklist- SQ-GT-001

SENVIAS SCAR Template- SQ-RI-001
SENVIAS Supplier Change Request (SCR) Template- SQ-RI-002
Supplier Quality Manual-Acknowledgement Form- SQ-RI-004
Supplier Quality Audit Template- SQ-RI-003
SENVIAS Supplier Audit Form- QF-RI-105
Supplier Scorecard Procedure – SPQ-RI-004
Purchasing Procedure – QP-RI-007
Supplier Risk Assessment Matrix

Revision History Table

Revision History							
Rev	Description	Created by	Date	Approved by	Date	Released by	Date
A	Initial Release	S. Ryan	10/28/2024	C. Byron	11/7/2024	L. Cedeno	11/7/2024
B	Update for formatting, alignment to Quality manual and corrective action and cost recovery.	A.Waterman	6/9/2026	G. Larson	6/10/2026	L. Cedeno	6/10/2026
C	Update to scorecard tracked KPI's, supplier audit section	A.Waterman	8/12/2026	G. Larson	8/13/2026	L. Cedeno	8/13/2026
D	Added calibration providers and ISO 17025 requirement to minimum QMS table	L. Cedeno	10/26/2026	G. Larson	10/29/2026	L. Cedeno	10/29/2026