SMR Global Supplier Manual Appendix O –Toyota Customer Specific Requirements for Suppliers

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SMR Global Supplier Manual
Appendix O – Toyota CSR

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SMR Global Supplier Manual - Additional Customer Specific Requirements

Scope of this document

The scope of this document is to ensure compliance to customer requirement by sub-suppliers of SMR Automotive who are supplying for any Toyota project. This document is listing requirements for these suppliers in addition to standard IATF16949 requirements and in addition to standard SMR requirements.

Responsibility

Suppliers who are supplier for SMR of a component for a Toyota product shall meet all requirements listed in this document during the whole project lifetime. This includes but not limited to:

- Regularly check for updates of this document on www.smr-automotive.com
- Ensure availability and awareness of related Toyota standards and requirements mentioned in this document
- Ensure requirements are met in their supply chain

1. Quality Objective and Planning (IATF 16949 section 6.2.2.1)

- The Supplier should confirm the capacity of their Sub-Suppliers in the same way Toyota confirms the capacity of their Suppliers. This should be done at the critical planning stage, also when the latest volume data is issued during a project and also during mass production.
- Should a Sub-Supplier indicate they may have a capacity concern or have a quality problem during the production trials, the Supplier should carry out a mass production trial at the Sub-Supplier to confirm the actual capacity and quality level of the Sub-Supplier. In the event of problems, report this information to Toyota Quality Assurance/Control and Supplier Production Management.

2. Communication (IATF 16949 section 7.4)

The supplier should establish with their sub-suppliers an organization/structure chart defining clearly contact names, and responsibilities within different functions in business. This will allow responsible person to be contacted in the event of concern, and facilitate quick response to concern.

3. Control of Documented Information (IATF 16949 section 7.5.3)

The Supplier must define their traceability method on the Parts inspection Standard and maintain their records for a minimum of 4 years.
(document – Identification and Traceability)

4. Customer Communication Supplemental (IATF 16949 section 8.2.1.1)

Where a Sub-Supplier is a Toyota controlled Sub-Supplier, requirements still apply. To avoid confusion, the basic communication route of Toyota Supplier Sub-Supplier should be kept. Controlled Sub-Suppliers must use SQAM documentation in all communication with Supplier and Toyota. (document 27 - sub-supplier quality assurance)
This will allow Toyota to assist, confirm and sign off supplier and controlled sub-supplier documentation. In preproduction stage - all communication should be copied to Toyota. During vital pre-production stage all communication should be copied to Toyota.

Additionally communication flow is:
Supplier -> sub-supplier (in CC Toyota)
Sub-supplier -> Supplier -> Toyota

5. Special Characteristics (IATF 16949 section 8.3.3.3)

The Supplier should have a good understanding of the critical features of the part from the Sub-Supplier and also the parameters to control them. These requirements must be established so that the final part supplied to Toyota meets Toyota Quality Assurance's/Control's requirements of the Supplier including the capability of the Supplier's process.

Please note, any design features which would cause the part to be of poor quality regarding Dimension, Appearance, Performance, Weight can be considered as special characteristics:
e.g., weak sections, sharp corners missing/extra ribs etc. (document - supplier drawing study)

- Any features of the part design which would cause the part to be difficult to manufacture.
- Features, which would cause workability issues, during part sub-assembly or vehicle assembly.
- Features that would cause a safety concern.
- Opportunities for cost reduction.
- Items that could affect packaging.
- Any 'tuning 'items from similar parts/models that could be carried over onto the new design.

6. Manufacturing Process Design Output (IATF 16949 section 8.3.5.2)

The Supplier must include Sub-Supplier activities in the Supplier's Mass Production preparation activities. The Sub-Supplier must prepare the PIS (Parts Inspection Standards) and MQC (Manufacturing Quality Charts).
Additionally TPR's (Toll Progress Reports), should be submitted to the Supplier on a monthly basis.

7. Control of Changes Supplemental (IATF 16949 section 8.5.6.1)

Sub-Supplier Process Changes must be formally communicated to SMR and to Toyota Parts and Materials, Purchasing, three months prior to the implementation of the change.
Additionally, Process Change Requests cover all non-design related changes that affect the process, for parts supplied to Toyota plants.

The changes covered are as following:

1. New factory, Production Site Move
2. Pick up location change (production does not move)
3. Tier 2 supplier change (either plant change or actual supplier change)
4. Process layout change
5. New line
6. New equipment/process
7. Equipment modification
8. New tool
9. Tool modification
10. Process parameter change
11. Material change (which does not require drawing change)
    E.g.:
    - Main substrates such as plastic, rubber, metal, fabric, foam or other material layers associated with the main substrate
    - Surface treatment or finishing such as chromates, plating, corrosion protective coatings and paints.
    - Adhesives and additives used as functional materials.
12. New shift (document – process change request)

8. Monitoring and Measurement of Manufacturing Processes (IATF 16949 section 9.1.1.1)

Based on the results of the Production Trial evaluations of the Sub-Supplier's materials or parts, the Supplier must adjust the Sub-Supplier's MQC (Manufacturing Quality Charts) accordingly to prevent recurrence of defects during Mass Production. The Supplier may then be required to adjust their own MQC to revise the receiving inspection of the incoming materials for mass production to detect recurrence as a fail-safe. The establishment of boundary samples at this time and at mass production should be clearly defined between the Supplier and the Sub-Supplier.

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History of Revision

No.	Cause of modification	Date	Modifier	Approved
1	First issue	16.10.2017	Judith Robertson	Steffen Dehner
2	Update Logo	24.08.2020	Maria Reyes	Judith Robertson
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4				
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