



Supplier Manual

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1. Overview of Hilco's organization

Hilco Technologies is a custom plastic injector molder with three manufacturing plants all located in Michigan. The company was founded in 1947. Hilco currently provides parts to several different industries including: automotive, medical, aerospace, military, defense, and recreational vehicle. Because of Hilco's diverse customer base, Hilco maintains certifications including IATF 16949, ISO 9001, and MedAccred.

2. Quality Management System requirements for Hilco's suppliers

Automotive supply chain suppliers who provide materials, outside services, or component parts to Hilco, must have a minimum of ISO 9001 certification by a third party registrar who is recognized by the IAOB (International Automotive Oversight Bureau). If an automotive supplier doesn't have this certification, Hilco must obtain a waiver, from Hilco's customer.

Suppliers who are providing materials, outside services or component parts for the non-automotive industries noted in section 1 above are encouraged to have, at a minimum, ISO 9001 certification, but it is not a requirement unless specified by Hilco.

Suppliers who have a recognized quality management certification are required to provide Hilco's Purchasing Manager with updated certificates upon request.

3. Communication of any Safety, Regulatory, and Statutory Regulatory Requirements

During the new program launch process, Hilco determines requirements that a supplier needs to comply with. An example requirement for a supplier of material might include providing material certifications including compliance with any safety, regulatory, or statutory requirement. If there are any such requirements, Hilco notes them within the Purchase Order.

4. Other Possible Requirements

The following is a list of other possible requirements that would be conveyed to the supplier within the Purchase Order:

- The use of a particular sub-tier supplier, source, or service provider
- Acceptance criteria, which may include statistical techniques, to be used during the manufacture of materials, components, or during outside processes
- Inspection, test, verification, reports to be provided

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- Test specimens to be provided (e.g., color chip)
- Specific employee qualifications, certifications, or training needed to be able to produce materials, components or provide outside services to Hilco.

5. Technical Data – Communication to Suppliers

If Hilco is procuring a component part for which there is a blueprint, Hilco will provide the suppliers with a copy of the print at the beginning of the program. The engineering revision level of the print is noted on the Purchase Orders. The expectation is that the supplier must, during their review of incoming Purchase Orders from Hilco, ensure the revision level is the one they have a print for. If there is a discrepancy, the supplier is responsible for notifying Hilco immediately, so the issue can be resolved.

In the case of materials or outside services, the Purchase Order will provide a description of the material and specifications or standards the material or service needs to comply with.

6. Notification of any Special Characteristics

If there are any “special characteristics” (e.g., a part feature / dimension that is important to either Hilco or Hilco’s customer), it is noted on the print or on the PO. If there are any specific requirements that pertain to this item, they will be communicated to the supplier during the new program launch process.

7. Hilco’s PPAP (Production Part Approval Process) and First Article Submissions

Hilco is responsible for communicating, in writing (e.g., email), to the supplier, any documentation requirements pertaining to the PPAP or First Article submission process. In general, this process takes place when there is a new program launch or there has been an engineering change which effects the supplier.

8. Retention of Records for Ongoing Production

If Hilco requires a supplier to provide a control plan regarding the process controls and inspection the supplier agrees to perform, the supplier is responsible for making those records available to Hilco, upon request. As a rule of thumb, any such records need to be retained for a minimum of one year and dispose of the records after 10 years, unless otherwise communicated by Hilco.

9. Notification of Changes – Supplier’s Responsibility – to notify Hilco

Suppliers are required to notify their Hilco Purchasing contact if any of the following changes are made or the following circumstances occur:

- New sub-tier supplier
- New material

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- New or changed manufacturing process
- Change to the manufacturing location which impacts the material, component or service provided to Hilco
- Supply chain issues that may affect the negotiated lead time
- Labor disputes that may affect the negotiated lead time
- Work force issues (e.g., excessive absenteeism due to a pandemic) that may affect the negotiated lead time
- Hilco Technologies requires that suppliers inform Hilco of any additional Freight charges incurred over standard costs.

10. Informing Hilco of suspect or nonconforming product

If a supplier suspects they may have shipped nonconforming product or knows they have shipped nonconforming product to Hilco, the supplier is responsible for notifying their Hilco contact immediately and for immediately taking action to contain the affected product.

11. Right of Access

Hilco reserves the right to be able to visit (and conduct an audit) at the supplier's facility and/or observe the processes used in the manufacture of the material, product or provision of the service being provided. Note: Hilco's customers may be included.

12. Materials that have a shelf life

If a Hilco supplier provides a material or product that has a shelf life (expiration date), the supplier is responsible for identifying the date of manufacture as well as the date of expiration on the container label and certificate of compliance.

13. Counterfeit part prevention

The supplier is responsible for preventing entry into the supply chain, of any counterfeit or suspected counterfeit parts. The supplier is responsible for informing Hilco immediately if they suspect or know counterfeit parts have entered the supply chain.

14. Foreign Object Debris detection and prevention

Suppliers are responsible for identifying possible sources of foreign objects and debris and for preventing these items from being present in containers shipped to Hilco.

15. Supplier Performance

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Hilco monitors suppliers' overall performance at regular intervals. Both quality and delivery performance is used in the calculation. The performance ratings are used to assess the overall approval status of the supplier. Supplier's whose performance does not meet Hilco's expectations might be asked to complete a corrective action report. Or, an on-site audit might be deemed necessary.

16. Supplier Employee Requirements

Supplier to Hilco are required to have the following communication and training programs in place to educate and inform their employees about the following topics:

- awareness of their contribution to product or service conformity
- their contribution to product safety
- the importance of ethical behavior

17. Approvals and Revision

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Latest Changes: <ul style="list-style-type: none">• 11/10/2021: Initial release	