



EWI 8.1
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SMC Corporation of America Service Supplier Manual

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Mark Miller	1/14/2020



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SMC Corporation of America Quality Policy

SMC is committed to comply with applicable requirements and continually improve by bringing together the wisdom of all of SMC's employees and by having the ideas of Customer First and Quality First as our core business structure.

1. **Customer First** – Strive to respond promptly to customer demand and provide service that satisfies the customer.
2. **Plan Initiative** – Each employee shall be devoted to “Quality First” and shall execute the PDCA methodology to improve quality in their areas of responsibility.
3. **Source Control** – To establish a quality assurance system using source control, strive to discover and understand problems in the early stages so that they can be resolved quickly.
4. **Full Participation** – Every employee must recognize his/her own responsibility to produce the quality that customers expect. All employees shall act to improve quality.

To achieve these quality policies, establish and maintain, and continually improve a quality management system on which all related employees can act. Strive to continually improve these quality policies by maintaining and promoting this system.

SMC Corporation of America Environmental Policy

SMC Corporation of America is committed to our employees, our communities, and our customers in reducing, reusing and recycling natural resources around the global environment. Accordingly, SMC strives to adhere to the following:

- A. Commitment to continuous improvement in environmental performance including prevention of pollution.
- B. Monitor and comply with relevant governmental, local legislative and other regulatory environmental requirements.
- C. Provide environmental education to all our employees, and make every effort to spread thorough environmental awareness throughout the company.
- D. Establish and review environmental objectives and targets set by SMC Corporation of America with consideration of SMC global objectives and targets.



Introduction

The basic requirements of SMC's Service Supplier Quality Assurance system will best be satisfied through the practice of:

- * Mutual respect and co-operation
- * Agreement on evaluation of performance
- * Commercial competitiveness
- * Acceptance of respective responsibilities
- * Conformity to specification

SMC is committed to developing long term supplier partnerships that will ensure the continued growth and prosperity for both companies. This partnership begins with gaining a thorough understanding of each organization's people, business, needs and capabilities. Through working together as a team, SMC and our partner suppliers will develop the best solution for our customers' needs in terms of product performance, quality, cost and delivery.

SMC hopes that this manual will prepare you with the basic requirements and expectations we have of you as a partner supplier.

We welcome suggestions for improvement, which will serve the mutual benefit of both SMC and our suppliers. If you have any suggestions for improvement or questions regarding the requirements in this manual, please submit online at environmentalquestions@smcusa.com.



1.0 PURPOSE

The function of Service Supplier Quality Assurance is to ensure that SMC receives products and services from its suppliers that meet all SMC requirements.

2.0 OBJECTIVES

2.1 The objective of the SMC Service Supplier Quality Assurance initiative is to work with the supplier to achieve and maintain compliance to all requirements and promote the continuous improvement of the supplier.

2.2 With the acceptance of an SMC purchase order, the supplier agrees to all purchase order requirements along with all requirements within the SMC Service Supplier Quality Manual.

3.0 SCOPE

Applies to outside suppliers of materials, training and services to SMC Corporation of America and specific requirements will be applicable to the type of service provided.

4.0 SUPPLIER SELECTION & ASSESSMENT PROCESS

4.1 Supplier Questionnaire, Supplier Self-Assessment

SMC Corporation requires all suppliers to complete and return the SMC Service Supplier Questionnaire Form "A" Service. The intent is to supply and maintain SMC with up-to-date information as to supplier's contacts and capabilities with respect to its environmental health and safety system and technical support.

4.2 Service Supplier Quality System Requirements and Assessment

Many suppliers or potential suppliers will have an environmental health and safety program designed to meet a recognized standard. We prefer such suppliers to be compliant with the applicable ISO 14001 standard and to demonstrate continuous improvement in their Environmental and Compliance Obligations.

Following supplier approval, periodic reviews may be initiated by SMC Service Supplier Quality Assurance to ensure Standards are consistently maintained. The SMC representatives are expected to be provided with all necessary access to facilities and equipment so an accurate assessment can be made.

All suppliers that provide services, training or materials that potentially impacts SMC Corporation's environmental management system should maintain a quality system that includes the following components:

A. Revisions to Scope of Project



- Internal scheduling process to ensure efficient and timely completion of multiple operations within specified project time.
- Provides accurate confirmation dates for product delivery.

B. Calibration

- Any measuring devices used for any SMC project must be calibrated at specified intervals against standards traceable to national or international standards.

C. Corrective Action

- Immediately address any issues that arise
- Evaluate the need for action
- Determine and implement the action needed

D. Contractor Safety Guidelines

- All Service Providers must strictly agree and adhere to follow SMC's Contractor Safety Handbook (Document EP5.4 on SMC Company Website)

To be approved as an SMC supplier, an evaluation will be made of the supplier's ability to meet and maintain SMC's environmental health and safety system requirements. This may include an assessment or audit of the supplier's environmental health and safety system.

Supplier assessment may be carried out when the following circumstances apply:

- New Supplier
- Existing Supplier – Periodic assessment per SMC Service Supplier Audit Process
- Re-assessment due to compliance issues

4.3 Supplier Performance Feedback

If an adverse trend in performance is detected, action may be taken to review a supplier's status. Any concerned SMC department may request this action.

When an assessment of supplier performance shows there is just cause, supplier's status may be changed to reflect current performance

5.0 CONTROL OF SUPPLIER'S SUBCONTRACTORS

A supplier shall not subcontract for processes, services or installations without prior approval from SMC. The supplier will ensure that all subcontractors who have access (directly or indirectly) to SMC's specifications, internal SMC data or other confidential information will be governed by the confidentiality statement on page two. Approval by SMC of a subcontractor selected by the supplier shall not alter supplier's obligations to SMC.

The supplier to SMC is responsible for the compliance of their subcontractors to the SMC environmental health and safety standards.



6.0 SCOPE OF WORK REQUIREMENTS, INSTALL METHODS AND MATERIALS

6.1 Service Requirements

By acceptance of an SMC purchase order, the supplier acknowledges understanding of the service requirements outlined in any agreement or documented scope of work. Documents associated with the work outlined on the contracted service are not to be shared without the approval of SMC.

6.2 Scope of Work Changes

Any changes to the previously approved scope of work must be approved prior to commencement of the work. Scope of work changes shall be approved and communicated via documentation approved by SMC. Any delays in project timeline will be communicated to SMC immediately.

6.3 Installations

Timelines will be pre-approved by SMC and installations will coordinate with in house staff if needed.

6.3 Materials

Installation materials and methods will be approved before any work is to be completed.

7.0 DOCUMENTATION

At the completion of project, delivery installation or training, the following items are to be delivered to SMC:

- As built drawings in CAD and pdf
- Any manual(s) related to the scope of the project or equipment purchased
 - Includes parts, maintenance, operation type manuals
 - BOM for parts used
- Relevant documentation relating to any governmental compliance obligation
- Warranty startup information



REVISIONS

Revision	Prepared by	Date	Description
0	B.L.Armstrong	3/22/2018	New Release
1	May Trinh	1/14/2020	Updated Footers. Justified Texts.
2	B.L. Armstrong	2/12/20	Removed Section 8.0 (Contractor Safety Handbook) Section moved to separate document