



SUPPLIER QUALITY MANUAL

For ISO/TS16949:2009
(Level 1)

Date	4/01/15	Section	SQM
Revision	6	Page	1 of 8
Plant	Greenville, SC		

General Introduction

Standard Motor Products, Inc. Greenville Operations (SMP) is a registered TS-16949 facility. SMP has earned a reputation for providing products of consistent quality, competitive prices and flexible production scheduling capacity. Our ability to maintain this reputation greatly depends on the quality of the production materials purchased from our suppliers. For this reason, SMP considers its suppliers valuable assets for the achievement of quality objectives.

Suppliers with short lead times, competitive prices and flexible shipping abilities enable SMP to offer customers the dynamic partnership they have come to expect. Through long term, constructive relationships with suppliers, SMP continuously looks for opportunities to improve the flow of material and information, and ultimately to reduce costs and lead times. Suppliers to SMP must have a commitment to product quality and an understanding of the associated cost of poor quality when delivered to customers.

Our goal is to work closely with both new and existing suppliers to ensure that the quality level of products and services provided by each supplier meet Standard Motor Products, Inc. specifications, requirements, expectations, and satisfaction.

We have set our supplier goals to zero defects and 100% on time delivery, and with cooperation and open communication with our suppliers, we can achieve these goals. This manual is a significant step in developing an open line of communication, by defining our quality and responsiveness expectations

1 Scope

This Supplier Quality Manual describes the supplier quality system implemented and maintained by Standard Motor Products, Inc. Greenville to meet the requirements of ISO/TS16949: 2009.

This manual will apply to all suppliers of Standard Motor Products, Inc. Greenville. (SMP), including distributors of catalog and "shelf" items. Compliance to the requirements within this manual as well as to the general terms and conditions of Purchase Orders is mandatory for all suppliers.

It is the user's responsibility to assure that only the latest revision of this manual is used.

2 SMP Quality Policy

SMP Greenville Management Team, with executive responsibility, has defined the organization's quality policy and commitment to quality as follows:

- **TOTAL CUSTOMER SATISFACTION** – We ensure total customer satisfaction, focused on understanding and satisfying our customer's needs.
- **CONTINUOUS IMPROVEMENT** – We will continuously improve products, processes and service through investigation, analysis, development, training and implementation of practices that will continually place SMP above our competitors.
- **EMPLOYEE EMPOWERMENT** – All employees are empowered to perform an effective and efficient role in controlling the quality of products and services provided.

Ford Motor Company Supplier Quality Manual

**Eric L. Botnick, Ram S. Suga, Kenneth
T. White**



Ford Motor Company Supplier Quality Manual:

Whispering the Secrets of Language: An Psychological Journey through **Ford Motor Company Supplier Quality Manual**

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