



**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 Characteristic

**Radley M. Smith, Roderick A.
Munro, Ronald J. Bowen**



Ford Motor Company Supplier Quality Manual Characteristic:

The Practical Application of the Process Capability Study Douglas B. Relyea, 2011-01-28 This book shows readers how to use the process capability study to increase return on investment from their statistical process control Six Sigma effort and make their company more competitive It provides benefits to every department within a manufacturing organization

QS-9000 Handbook Jayanta Bandyopadhyay, 1996-04-01 Here is a survival strategy for suppliers to the automotive industry With QS 9000 serving as the new harmonized quality systems requirement of internal and external suppliers for Chrysler Ford General Motors as well as other automobile and truck manufacturers and assemblers the QS 9000 Handbook is your practical guide for achieving registration Any company that wishes to achieve registration must provide evidence of quality production to third party audits of the registrar The QS 9000 Handbook will do just that as well as show you how to document your quality systems train personnel in quality and improve the effectiveness of any independent quality assurance functions inside your operation

Unlocking Ford Secrets L. P. Sullivan, J. A. Manoogian, 2009-06-01 Unlocking Ford Secrets written by retired Ford quality experts will help suppliers successfully consolidate operations through the integration of all design engineering and manufacturing functions for improved capabilities at lower costs The book is an in depth technical textbook designed to provide a proven roadmap for automotive companies and suppliers to improve the quality and reliability of their products while effectively consolidating suppliers and manufacturing locations in order to create best in class products to increase profitability The book contains hundreds of pages of exclusive content from Dr W E Deming Ford Alpha and other experts and 71 detailed case studies

The ISO/TS 16949 Answer Book Radley M. Smith, Roderick A. Munro, Ronald J. Bowen, 2004

Automotive Engineering, 1995

Quality Systems Update, 1996

The Quality System Frank Caplan, 2024-12-20 In its second edition the purpose of this handbook is to assist remediation site managers and their operating contractors in ensuring that each remediation system is effectively making progress toward site cleanup objectives and remains protective of human health and the environment

The Quality Calibration Handbook Jay L. Bucher, 2007-01-01 If a business expects to be a player in their market segment their products must have the quality expected by their customers This can only be accomplished with test equipment that produces repeatable accurate and traceable measurements and or outputs Without a quality calibration system in place this cannot and will not happen This book is about how to design implement maintain and continuously improve a quality calibration system with all the required documentation traceability and known uncertainty for each and every item of test equipment owned and used by any company large or small It will benefit companies that want to implement a program and also those that already have one in place Some industries have tighter requirements than others on how they treat calibration some are more specific about how their standards are read while being vague about what is needed to meet calibration Is there one tried and true quality calibration system that every organization can use as a foundation for its personalized program There certainly is and The

Quality Calibration Handbook describes it By using the quality calibration system outlined and demonstrated any organization can put together its own version to meet its specific requirements and or regulations Quality calibration systems are the very foundation for improving research and development R D production and quality assurance arenas through accurate reliable and traceable calibrations of their test equipment By ensuring the calibration of test equipment used in the production of genetic identity kits used by law enforcement at crime scenes the guilty are often caught and the innocent exonerated Calibrated test equipment used in support of the airline and automotive industries helps prevent disasters At pharmaceutical companies calibration technicians quietly lay the foundation for quality treatments that help keep us healthy cure diseases and sometimes prevent death This book explains why a quality calibration system can be the difference between life and death success and failure and most important to shareholders and boards of directors profit and loss

COMMENTS FROM OTHER CUSTOMERS Average Customer Rating 5 of 5 based on 4 reviews This book offers me the information I need to upgrade the quality of the service I provide to customers It makes the quantum leap between the theory and practice in calibration I needed this applicable and practical information a long time ago A reader in Anchorage Alaska This book is a great and simple reference guide for developing a world class calibration system If you are thinking about revamping your calibration system or developing one this book is a must This book is written by a person sharing his practical experience to less experienced people A reader in Austin Texas Excellent reference for setting up a calibration program or improving your current operations This book is a must read for anyone working in the metrology field A reader in Springboro Ohio This book is for anyone who wants to learn more about the requirements of a good calibration program It gives easy to understand guidelines and practical advice to help you make your calibration program world class A reader in Putnam Connecticut

Implementing Six Sigma Forrest W. Breyfogle, III, 2003-04-07 Das bew hrte Handbuch zum Statistiktool Six Sigma jetzt in neuer aktualisierter Auflage besprochen werden t glich ben tigte Verfahren und deren Implementation erweiterte Behandlung u a des Benchmarkings mit vielen praxisnahen bungen enth lt Pl ne Checklisten und bersichten h ufug auftretender Fehler

Total Quality Measurement in the Oil Industry J.D. Symonds, 2012-12-06 1 Oxford and Webster s dictionaries 2 give trans Atlantic agreement in English with a common definition for Quality as degree of excellence Compared with the many words taken up by other authors definitions this is remarkably brief and no doubt unsatisfactory to many people Yet if degree means a stage in an ascending or descending series in intensity or in amount then measurement is by definition explicitly required if terms such as quality level good quality high quality etc are to have any real meaning Using measurement is inherent in the methods of all the major writers on the achievement of business improvement through quality Results from measurements allow improvement by using tools commonly grouped under the heading Statistical Process Control SPC Results also form part of the judging criteria of Total Quality Management TQM models such as the Malcolm Baldrige National Quality Award in the USA and the more recent European Quality Award

Future revisions of the ISO 9000 series of quality management system standards will specifically require measurement of defects. However, it is not easy for quality professionals or line managers to find examples of what they should measure and how to do it in their own particular functions in their own particular industries. Case studies always seem to refer to others.

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