



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

JA Banks



Ford Motor Company Supplier Quality Manual:

The Top Books of the Year Ford Motor Company Supplier Quality Manual The year 2023 has witnessed a remarkable surge in literary brilliance, with numerous captivating novels captivating the hearts of readers worldwide. Lets delve into the realm of top-selling books, exploring the engaging narratives that have charmed audiences this year. Ford Motor Company Supplier Quality Manual : Colleen Hoover's "It Ends with Us" This touching tale of love, loss, and resilience has gripped readers with its raw and emotional exploration of domestic abuse. Hoover skillfully weaves a story of hope and healing, reminding us that even in the darkest of times, the human spirit can succeed. Ford Motor Company Supplier Quality Manual : Taylor Jenkins Reid's "The Seven Husbands of Evelyn Hugo" This captivating historical fiction novel unravels the life of Evelyn Hugo, a Hollywood icon who defies expectations and societal norms to pursue her dreams. Reid's captivating storytelling and compelling characters transport readers to a bygone era, immersing them in a world of glamour, ambition, and self-discovery. Ford Motor Company Supplier Quality Manual : Delia Owens' "Where the Crawdads Sing" This captivating coming-of-age story follows Kya Clark, a young woman who grows up alone in the marshes of North Carolina. Owens crafts a tale of resilience, survival, and the transformative power of nature, entrancing readers with its evocative prose and mesmerizing setting. These top-selling novels represent just a fraction of the literary treasures that have emerged in 2023. Whether you seek tales of romance, adventure, or personal growth, the world of literature offers an abundance of engaging stories waiting to be discovered. The novel begins with Richard Papan, a bright but troubled young man, arriving at Hampden College. Richard is immediately drawn to the group of students who call themselves the Classics Club. The club is led by Henry Winter, a brilliant and charismatic young man. Henry is obsessed with Greek mythology and philosophy, and he quickly draws Richard into his world. The other members of the Classics Club are equally as fascinating. Bunny Corcoran is a wealthy and spoiled young man who is always looking for a good time. Charles Tavis is a quiet and reserved young man who is deeply in love with Henry. Camilla Macaulay is a beautiful and intelligent young woman who is drawn to the power and danger of the Classics Club. The students are all deeply in love with Morrow, and they are willing to do anything to please him. Morrow is a complex and mysterious figure, and he seems to be manipulating the students for his own purposes. As the students become more involved with Morrow, they begin to commit increasingly dangerous acts. The Secret History is a exceptional and gripping novel that will keep you guessing until the very end. The novel is a cautionary tale about the dangers of obsession and the power of evil.

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