

Intertech Products, Inc.

SUPPLIER MANUAL

Supplier Manual

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SECTION I

General Information

Introduction

Intertech Products, Inc. has developed this manual to communicate the Supplier Quality requirements and common processes that include all phases of APQP, Launch, and Current Supplier Quality to all of our suppliers. This manual is to be utilized by Intertech Products, Inc. personnel to promote equality in the way we work with suppliers. Intertech Products, Inc. believes it is imperative that all suppliers are treated equitably and understand what is expected prior to producing parts and throughout the life of the program. Our aim is to create a favorable business environment for both Intertech Products, Inc. and our suppliers that strive for customer satisfaction in an environment that supports continuously improving costs, quality, efficiencies, and productivity.

Section I of the Supplier Manual includes pertinent information regarding contact's and information for the supplier. Changes in your contacts, manufacturing locations or other information must be promptly communicated to Intertech Products, Inc.

For updates to this manual go to www.intertechproducts.com

Intertech Products, Inc. Locations:

Plant:

906 West Hanley Road
North Manchester, IN 46962
Main: (260) 982-1544
Fax: 260-982-4856

Warehouse:

801 West South Street
North Manchester, IN 46962
Main: (260) 982-1544 x-155

Intertech Products, Inc. Contact List

Our Contact List can be found on our website at www.intertechproducts.com under "Contact Us".

Intertech Products, Inc. Quality Policy

Our Quality Policy can be found on our website at www.intertechproducts.com under “Awards and Certifications”.

Intertech Products, Inc., Mission Statement

Our Mission Statement can be found on our website at www.intertechproducts.com

Visitor Policy

Due to the nature of the product manufactured at Intertech Products, Inc., all visitors must sign in and have a ear and eye protection if they enter any of the facilities beyond the main offices or the shipping and receiving areas. All visitors must be accompanied by an Intertech Products, Inc. employee while walking through the facility. The lobby area has a designated phone for visitors to contact Intertech Products, Inc. personnel.

All visitors will be asked to sign a Non-Disclosure Statement to protect the proprietary knowledge of current products & products in development.

Supplier Responsibilities

- Maintain 100% on-time delivery
- For urgent requirements Intertech Products, Inc. requests the supplier to do what ever is possible to help fill the emergency request
- When supplier is required to hold customer provided material, on hand inventory must be reported monthly when requested.
- Maintain zero (0) PPM
- Keep Supplier Scheduler informed of all activities that may affect the delivery and cost
- Keep Quality Engineer informed of all activities that may affect the total product quality
- Inform Buyer of changes in economic or other conditions that might affect cost
- Supplier will make available all technical, engineering, services & systems, which might improve Intertech Products, Inc. present or future use of the supplier's products or services.
- International suppliers assume responsibility to comply with all international customs regulations. U.S. Customs require 100% accurate shipments.
- Maintain current QMS Certification with Intertech Products, Inc. or the time lines for certification
- At least quarterly Review the Intertech Products, Inc. Website for any updates to this manual.

SECTION II

Purchasing

Purchase Order

Raw material may be ordered by issuance of individual purchase orders or releases under a "blanket" Purchase Order.

Suppliers are responsible to advise Intertech Products, Inc. immediately if a purchase order or release requirement cannot be shipped in full or on time.

All price increases must be noted in writing with at least a 30 day notice and an effective date 60 days after. Price increases will only be accepted and acknowledged by issuance of a new or revised purchase order.

In the future Intertech Products, Inc. may be submitting releases electronically. When requested suppliers are expected to be EDI capable at that time.

The following terms and definitions reflect current fields on the Intertech Products, Inc. Purchase Order. Intertech Products, Inc. may modify the PO format without prior supplier notification.

1. **Bill To** – The Bill to address is not always the same as the ship to address.
2. **Purchase Order/Order Number** – When a purchase order is awarded, the supplier will be given a purchase order number and product will be ordered via a line item on the PO, and will be billed and paid accordingly.
3. **Order Date** – The date the PO was written and entered into the Intertech Products, Inc. purchasing system.
4. **Credit Terms** – Preferred credit terms are 1% 10, Net 30th Standard credit terms are Net 30th; Intertech Products, Inc. Purchasing/Accounting must agree to the payment terms.
5. **Vendor** – The "Vendor" is the supplier name and address.
6. **Ship To** – Please note the "ship to" address on the PO; Intertech Products, Inc. has multiple facilities. APPOINTMENTS are required.
7. **Date Required** – This date must be adhered to as the date expected delivery to Intertech Products, Inc.. Any issues with this date should be communicated well in advance.
8. **Ship Via** – Method of transportation used to deliver product.
9. **FOB** – The F.O.B. point for each shipment.
10. **Line Item** – Intertech Products, Inc. may issue many different parts on each P.O.
11. **Item Number** – The item number represents the Intertech Products, Inc. part number that is being ordered.
12. **Description** – The description will contain a brief part name.
13. **Required date** – The date the individual part # is due.
14. **Unit of Measure (UM)** – This reflects the units in which the PO is written against (i.e. Lbs, feet, or each for individual units).
15. **Quantity** - This is the number of individual units that are required to fill the Purchase order requirement.
16. **Unit Price** – The unit price is the negotiated price in U.S. dollars per unit ordered.
17. **Amount** – The amount reflects the total order quantity multiplied by the unit price.
18. **Comments section** – This area will contain several pieces of information, including further descriptions of the product being ordered, a current revision level of the item being ordered.

Long-Term Agreements

Suppliers of production materials are entering into a supply-chain business arrangement that includes long-term agreements. Intertech Products, Inc. has been awarded business programs on the basis that we have agreed to reduce our selling price to our customers by a given amount each year of the program. These reductions are provided through productivity gains, value analysis, Kaizen activities, etc. The intent is not to erode profit margins, rather to promote an environment of continual improvement and increased efficiencies.

Suppliers to Intertech Products, Inc. are expected to participate in a similar manner. As business is awarded, you will be contacted to work out the details of each program and your commitment to the long-term agreements.

Terms and Conditions of Purchase

Suppliers of production materials to Intertech Products, Inc. should refer to the "Intertech Products, Inc. Terms and Conditions" for additional information regarding terms and conditions of purchase which can be found at www.intertechproducts.com

SECTION III

Quality

Quality Certification Requirements *For products used within the transportation Industry.*

Intertech Products, Inc. believes the quality system outlined in ISO/TS-16949 is an excellent quality system to be utilized by suppliers to the automotive industry. ISO/TS-16949 outlines acceptable business practices that encompass the entire quality system within an organization.

Intertech Products, Inc. requires that all suppliers maintain compliance to a relevant quality system specification for their industry. Supplier must have current registration to ISO 9001 or ISO/TS-16949.

All suppliers are required to submit copies of their most current quality system registrations and certificates to Intertech Products, Inc..

Suppliers currently not compliant to an appropriate quality system must submit a plan that outlines future plans for compliance and demonstrate progress towards compliance.

In order to be added to the Intertech Products, Inc. Approved Supplier List, a supplier must achieve certification listed above.

Advanced Product Quality Planning

Advanced Product Quality Planning (APQP) is the process for establishing, meeting, and exceeding quality objectives. Supplier APQP teams must include a cross functional team consisting of members from every area/department in the organization as well as the appropriate subcontractor and IP personnel. APQP is required for the following scenarios:

- During the development of new processes and or products
- Prior to significant changes to process and or products as determined by IP Quality Department
- Prior to tooling being transferred to new producers or facilities.

Production Part Approval Process

Intertech Products, Inc. utilizes the AIAG approved Production Part Approval Process (PPAP). Details on how to complete a PPAP correctly are outlined in the current edition of the PPAP Manual. Oji requests a default level 3 PPAP unless otherwise specified. All PPAP documentation must be no more than one year old. Annual FMVSS302 and layouts are required to verify continuing conformance. IMDS submissions must be submitted on the PSW (Part Submission Warrant)

All Intertech Products, Inc. suppliers are expected to work proactively with Intertech Products, Inc. to reduce the environmental footprint of IP's products and comply with the environmental requirements of our customers.

Intertech Products, Inc. requires all production materials to be PPAP approved prior to the supplier shipping production materials. All deviations from this process must be documented with the approval of Intertech Products, Inc. Materials and Quality departments.

Suppliers must notify the Intertech Products, Inc. Quality Department of any design, process changes, or raw material that affect the product being produced for Intertech Products, Inc.. This requirement is in compliance with the AIAG PPAP requirement outlined in Section 1.3. Upon notification to Intertech Products, Inc., a request for PPAP will be issued to the supplier indicating the submission level required. All changes to the design or process must be approved prior to shipping production goods.

Intertech Products, Inc. will determine on the PPAP request the level of submission required. In accordance with the PPAP manual, regardless of the submission level, All supporting documentation must be maintained and available at the supplier location.

Part Prints

Intertech Products, Inc. utilizes our customers Design and Engineering Services for component level engineering changes, print changes, etc.

Our customers issue part-specific prints, which depict the parts being produced. Prints are used for quoting purposes as well as determining part quality for dimensional issues. Key areas of information on the print are as follows:

Part Revision History

The part revision history is located above the part title block on the right side of the print. This area describes all the approved changes made to the part. Information includes revision level and revision date. Our customer's approval initials and a description of the revision. Intertech Products, Inc. will notify the supplier of any revision changes and request PPAP information.

Print Notes

The print notes section is located to the left of the part title block on the right side of the print. The notes outline requirements for the part and should be reflected on the control plan. These include but are not limited to: finish, performance, material type and various customer-related technical specifications as well as basic dimensioning.

Part Title Block

The part title block is located in the lower right corner of the part print. Critical information for the supplier in the title block includes the drawing number, part description, and drawing revision level.

Key Characteristics

Our customer's part prints are marked with key characteristics and features that required special consideration. These characteristics are denoted by inverted deltas or a hexagon symbol. All drawing characteristics highlighted must be referenced on the control plan. These characteristics must be monitored at key control points in the manufacturing process. Data must be collected and analyzed on a continual basis to show process capability and stability. Initial capability studies are required for each characteristic and must show a Cpk of at least 1.67. These studies must be submitted with the PPAP package prior to the start of production. All capability studies during production must show a Cpk of at least 1.33 during standard production runs. Results of ongoing Studies may be requested by Intertech Products, Inc. at any time to help with problem solving.

Material Testing Requirements

It is the responsibility of the supplier to provide material certifications that demonstrate compliance with all performance specifications outlined on the piece part drawing. All testing must be accomplished through a certified and accredited laboratory to the ISO-IEC 17025 standard. Test specifications and methods are outlined on the part drawing provided to the supplier.

All testing and material certifications must be included with the PPAP submission. All tests must be updated and current with each engineering change and submitted with each PPAP. Items requested may include but are not limited to: complete part layout, capability studies, material certification, performance test results or measurement system analysis studies (Gage Repeatability and Reproducibility studies). This may be as frequently as each lot submitted or may not need to be updated during the life of the program.

Reference Documents

Technical Specification ISO/TS16949
AIAG Advanced Quality Planning & Control Plan Manual (APQP)
AIAG Measurement Systems Analysis Manual (MSA)
AIAG Statistical Process Control Manual (SPC)
AIAG Potential Failure Mode and Effects Analysis Manual (FMEA)
AIAG Production Part Approval Process Manual (PPAP)

SECTION IV

Supplier Development

Minority Purchasing Policy

Intertech Products, Inc. is committed to utilizing Minority suppliers that can provide goods and services at a competitive price with outstanding quality and delivery. Purchases could include manufacturing materials, shop supplies, office supplies, or third party services. Intertech Products, Inc. will strive to find minority sourcing options for all areas of our supply base. Our goal will be to have three sources to quote all business with at least one of those three sources being a minority supplier. All suppliers to Intertech Products, Inc. will be held to the same high standards of competitive pricing, world-class quality, and on time delivery.

If you are a certified minority supplier, please advise Intertech Products, Inc. of your status and the organization you are currently certified through. If you are buying any product (used in your product to Intertech Products, Inc.) or service from a certified minority-owned supplier, advise our purchasing staff so we may accurately report these purchases to our customers.

Supplier Rating System

Intertech Products, Inc. takes the commitment to quality products and on-time delivery seriously. With this commitment Intertech Products, Inc. rates all of our suppliers at least once every six months. This rating includes Quality and Delivery Performance. Intertech Products, Inc. communicates this rating to the entire supply base through detailed reports that outline Delivery accuracy, PPM results, and 8D timeliness. The supplier rating system is measured on a points system.

Suppliers also if requested are to complete by October 1st. of each year an AIAG approved Materials Management Operations Guideline (MMOG). This self-assessment guideline is a good tool for suppliers to realize where their strengths and potential gaps may lie in their ability to provide 100% on time defect free supplies to their customers. A current MMOG can be obtained from the AIAG website which is at: AIAG.ORG

Guide lines used for the Supplier Performance Reporting

Intertech Products, Inc., Inc. will evaluate all of the key direct suppliers on the Approved Supplier List using the criteria put forth on the Supplier Performance Report Card (see attachment I). The Materials and Quality Manager are responsible in assuring the report is completed at least semi annually for our key direct suppliers.

Each block on the report is defined below:

Shipments: Enter the number of shipments the customer made for the period.

Delivery Reporting: The number represents the number of errors on the material documents or the material reports. Examples of items that will be looked at are:

- Material and quantity of material shipped matches the packing slips, bill of materials and the material itself.
- Certificates of conformance as required are sent with the shipment or faxed before the shipment arrives.
- Material and quantity shipped match the purchase order or acknowledged agreed upon material quantity changes.
- Material labeling contains all of the required information and is accurate to the material it is describing.

Accuracy Points: The number of shipments minus the delivery misses divided by the number of shipments. The rating scale is on the bottom of the report.

On-Time deliveries: The added quantity of shipments that came in within 3 days of the requested delivery date found on the purchase order, or the agreed upon acknowledged delivery date, or as decided as an acceptable delivery date by the Materials Manager.

On-Time points: The difference of the number of shipments minus the number of on time deliveries. The score to assign is at the bottom of the report card.

Quantity Received: The number of units received as reflected on the purchase order. Examples: Box = 1, Roll = 1, ea. = 1., Lb. = 1.

Quantity rejected: The number of units rejected in the same units as the quantity received.

PPM: Parts per Million is calculated by taking the number of rejects divided by the number of units received and multiplying by 1,000,000. The number is then rated against the chart at the bottom of the report to receive a reporting score.

8-D's Requested: The number of 8-D's Intertech Products, Inc. requests the supplier to do during the period.

8-D's On-time: The number of 8-D's returned and accepted by Intertech Products, Inc. and on time.

Corrective Action Points: The number of 8-D's On-time divided by the 8-D's Requested and then rated according to the chart on the report. Zero requests get 10 points.

Excess freight: The required number of times Intertech Products, Inc. had to pay excess freight to get the material to Intertech Products, Inc. on time.

Points for the month: The points for the period are the total of the Accuracy points plus the On-Time points plus the PPM points plus the Corrective Action points. The total is recorded and the supplier rating is listed on the report card.

Corrective Action Required: A "NO" is listed if the overall rating is above 31 points. Otherwise a corrective action report may be requested and action may be required to remove the supplier from the approved supplier list requiring Intertech Products, Inc. to possibly resource the business.

Approvals: Quality and Materials must sign the report card and send it to the supplier. Follow up must be made for all yes to corrective actions.

Incidents of Quality and Delivery Nonconformance

All corrective actions require a response within 1 business day for initial containment and short-term corrective action. Following the initial response, Intertech Products, Inc. requires all corrective actions to have a final response on root cause and permanent corrective action completed within 10 business days from the original notification. All 8D Corrective Action reports must be submitted to the Intertech Products, Inc. Quality Department. In order for Intertech Products, Inc. to close a supplier's 8D, the supplier must have 30 days from completed 8D's with no issues and an updated PFMEA and Control Plan sent to Intertech Products, Inc.. When containment activities occur, all product flowing into Intertech Products, Inc. must be marked with "100% sort" using a stamp on product label.

Terms associated with costs charged to the supplier (time duration of applied charges, sort costs, methods of calculation, etc.) as a result of a quality concern are determined by Intertech Products, Inc.. Charges that may be applied as applicable are as follows:

- Sort of supplier product on or off line to support production schedules
- Production line shutdown
- Sort and or scrap of finished product
- Costs associated with rework
- Administrative costs
- Costs associated with problem investigation

Unsatisfactory supplier performance will be monitored by the designated Buyer, Materials and/or Quality Representative with any of the following steps being taken:

- Meeting between the supplier representative(s) and the designated Buyer, Materials Representative, Purchasing Manager, Program Manager, and/or Quality Representative(s) to develop a time-line for completion of required corrective action(s).
- On-site supplier audit, as required.
- Notice of placement on Controlled Shipping 1 (CS1), which requires 100% inspection of all parts prior to shipment.

Containment

Intertech Products, Inc. reserves the right to place a supplier on Incoming Inspection at the Supplier's cost.

Intertech Products, Inc. reserves the right to place a supplier on Level I or Level II containment at the Supplier's cost.

When containment activities occur, all product flowing into Intertech Products, Inc. must be marked with "100% sort" using a stamp on product label.

Level I containment is defined as the supplier being responsible for the containment at their facility or Intertech Products, Inc.. Containment actions must verify that requirements are met by Intertech Products, Inc. facility.

Level II containment is defined as Intertech Products, Inc. being responsible for the containment by utilizing a third-party containment company at the supplier's cost. This containment will generally be done at Intertech Products, Inc.. Level II is initiated if the supplier fails to contain non-conforming product within their own facility. The Intertech Products, Inc. production facility and the supplier must agree on the documentation required, content and duration of containment.

The exit criteria is based on long-term corrective actions, results by the supplier and must be approved by Intertech Products, Inc., Inc.

SECTION V

Packaging

Packaging Requirements

The following are the requirements for packaging:

1. Suppliers may be responsible for designing packaging that will protect the product during shipment and maintain the integrity of the product during storage.
2. All packaging must be designed with considerations to the Environment and Recyclability.
3. All containers must fit securely on a standard 45" x 48" (114cm x 122 cm) 4-way entry skid if possible. Total skid height including the skid cannot be higher than 50 inches (127 cm). Deviating from this must have prior approval from Quality and Materials.
4. Only one part number per individual shipping carton. This part number must be the same as the part number indicated on our Purchase Order.
5. All cartons shipped to Intertech Products, Inc. on skids must be securely held to the skid using stretch wrap, banding or seatbelt.
6. No mixed Engineering revision levels of the same part number on the same skid.
7. All skids received with multiple part numbers must have labels that state "Mixed Load".
8. All suppliers are required to utilize the Intertech Products, Inc. Labeling Specification.
9. Each shipment must be accompanied by a single packing slip unless approval for multiple pack slips is received from Intertech Products, Inc.. The packing slip will be used to verify receipt. The packing slip must be securely fastened to the container and must contain the following:
 - Supplier Name and Address
 - Intertech Products, Inc. Part Number (s)
 - Part Description
 - Part Quantity
 - Packing Slip Number
 - Purchase Order Number
10. The following items must be included with each international shipment:
 - Bill of Lading
 - Packing Slip
 - HTSUS Code
 - Country of Origin
 - Commercial Invoice
11. All international suppliers must use proper INCO terms to avoid overpayment of duty by Intertech Products, Inc.. All freight charges must be outlined on the transportation documents.
12. Some commodities purchased by Intertech Products, Inc. do not fit these packaging requirements. When this occurs, packaging and labeling requirements will be determined by the supplier and Intertech Products, Inc. to best maximize the overall effectiveness of transporting and identifying the product.
13. Other specific requirements may be determined based on the commodity purchased and the geographical location of the purchase. The Buyer or Materials will inform the supplier of these requirements.
14. Any deviations from this packaging specification must be approved and documented through Intertech Products, Inc. Quality or Materials.

Intertech Products, Inc. Labeling Specification

Intertech Products, Inc. utilizes the AIAG (Automotive Industry Action Group) Labeling standards. Suppliers are expected to adhere to these standards. Suppliers should contact Intertech Products, Inc. Quality and/or Materials for clarification.

Each container which is defined as a pallet, carton, drum, box, or roll, should contain at least one AIAG bar-coded label. Preferably each container will contain two labels affixed to the upper RH corner of two adjacent sides.

Labels should include at least the: Part Number, Description, Quantity, and Unit of measure. Pre production and/or trial material must be clearly identified as such with special tags.

For sample, prototype parts, or anything requested/labeled as a sample in the purchase order, must have a sample tag and/or other distinguishing tags must be added to help identify the material clearly as a sample. The sample tag must include a part description and read "ATTN: ENGINEERING"

Revisions

Revision	Section	Description	Date
2	I	Under General Info- Updated OJI quality policy and Mission	10/17/12
2	I	Updated OJI Contact List	10/17/12
2	ALL	Added Document Control number to the Supplier Manual	10/17/12
3	I	Changed the location of the Contact List, Quality Policy, and Mission Statement to the Intertech Products, Inc. Website.	10/30/13
4	I ,II	Deleted unnecessary forms and requests	12/1/16
5		Change Company name to Intertech Products, Inc.	07/18/2022
5		Remove Sales Office from list	07/18/2022

SECTION VI

Attachments

Q1 Intergraph Inc		Supplier Performance Report										
	Delivery	Accuracy	On-time	On-time	Quantity	Quantity	J's	U's	Corrective	Excess	Costs	Corrective
	Reporting	Prints	Deliveries	Prints	Received	Rejected	Requested	On-Time	Action	Prints	Per Month	Action
January												
February												
March												
April												
May												
June												
August												
September												
October												
November												
December												
Totals	0	C	0	0	0	0	0	0		0		0
Rating System:												
Accuracy	1 JJ's - 10 pts.	4 J's - 4 pts	Final Print ratings:		Final PM's ratings:		Final PM's ratings:		Monthly Points			
	30% - 8 pts.	30% - 3 pts	L - 10,000 - 10 pts	U - 2J - 1 J pts.	1C,001 - 20,000 - 6 pts.	2I - 100 - 5 pts.	10 - 38	Excellent				
	30% - 8 pts.	20% - 2 pts	2C,001 - 30,000 - 6 pts.	101 - 500 - 6 pts.	3C,001 - 40,000 - 4 pts.	501 - 5,000 - 4 pts.	37 - 35	Good				
Corrective Action	70% = 7 pts.	10% = 1 pts	4C,001 - 60,000 - 2 pts.	5,001 - 50,000 - 2 pts.	over 1,000 - 10 pts	over 100,000 - 10 pts	34 - 32	Satisfactory				
	10% - 0 pts	0% - 0 pts					31 - 0	Corrective Action Required				
On Time Points	7 = 10 pts	1 = 10 pts - C pts.	Approvals									
			Quality									
			Materials									